



# ORDINARY MEETING

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Date of meeting: 9 May 2023  
Location: Council Chambers  
Time: 6:30 PM

**BUSINESS PAPER**



**ORDINARY MEETING**

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**ORDINARY MEETING**  
**PROCEDURAL MATTERS**  
**Meeting Date: 9 May 2023**

**1. PROCEDURAL MATTERS**

**Welcome**

The Mayor, Councillor Sarah McMahon will acknowledge the Indigenous Heritage.

The General Manager will address the Council meeting, mentioning:

- Emergency Procedures
- Recording of the Council Meeting
- Statement regarding people addressing the Meeting
- Mobile phones.

**Attendance**

Attending Councillors and Council staff members will be noted for the purposes of the Minutes.

**Statement of Ethical Obligations**

On 11 January 2022 in accordance with Section 233A of the Local Government Act 1993, Councillors took an oath or made an affirmation of office to undertake the duties of the office of Councillor in the best interests of the people of the Hawkesbury City Council Local Government Area and the Hawkesbury City Council and to faithfully and impartially carry out the functions, powers, authorities and discretions vested in Councillors under the Local Government Act 1993 or any other Act to the best of their ability and judgment.

Council's Code of Conduct requires Councillors to disclose and appropriately manage conflicts of interest.

**Apologies and Leave of Absence**

The Mayor will ask for any Apologies or Leave of Absence Requests to be noted.

**Declaration of Interest**

The Mayor will ask for any Declaration of Interests from the attending Councillors. These will then be addressed at the relevant item.

**Acknowledgement of Official Visitors to the Council**

The Mayor will acknowledge and welcome official visitors to the Council and make any relevant presentations as required.

**ORDINARY MEETING**

**2. CONFIRMATION OF MINUTES**

**Meeting Date: 9 May 2023**

**2. CONFIRMATION OF MINUTES**



# ORDINARY MEETING

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Date of meeting: 18 April 2023  
Location: Council Chambers  
Time: 6:30 PM

MINUTES





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## ORDINARY MEETING

### 1. PROCEDURAL MATTERS

Meeting Date: 18 April 2023

### 1. PROCEDURAL MATTERS

Minutes of the Ordinary Meeting held at the Council Chambers, Windsor, on 18 April 2023, commencing at 6:30pm.

#### Welcome

The Mayor, Councillor Sarah McMahon acknowledged the Indigenous Heritage.

The General Manager addressed the Council meeting, mentioning:

- Emergency Procedures
- Recording of the Council Meeting
- Statement regarding people addressing the Meeting
- Mobile phones.

#### ATTENDANCE

**PRESENT:** Councillor Sarah McMahon, Mayor, Councillor Barry Calvert, Deputy Mayor and Councillors Patrick Conolly, Shane Djuric, Eddie Dogramaci, Amanda Kotlash, Mary Lyons-Buckett, Jill Reardon, Les Sheather, Paul Veigel, Danielle Wheeler and Nathan Zamprogno.

**ALSO PRESENT:** General Manager - Elizabeth Richardson, Director City Planning - Meagan Ang, Acting Director Infrastructure Services - Jackie Carr, Manager Corporate Communications and Events - Suzanne Stuart, Chief Financial Officer - Vanessa Browning, Manager City Design and Economic Development - Amanda Kearney, Manager Strategic Planning - Andrew Kearns, Corporate Planning and Performance Strategist - Miles Carter, Manager Governance - Charles McElroy and Administrative Support Coordinator - Tracey Easterbrook.

#### APOLOGIES AND LEAVE OF ABSENCE OR ATTENDANCE BY AUDIO-VISUAL LINK

There were no apologies or leave of absences received from Councillors.

#### DECLARATIONS OF INTEREST

Councillor Kotlash declared an interest on Item 6.1.1.

Councillor McMahon declared interests on Items 4.2.3 and 4.3.4.

Councillor Wheeler declared an interest on Item 6.1.1.

#### Acknowledgement of Official Visitors to the Council

The Mayor, Councillor McMahon acknowledged the presence at the meeting of the Member for Hawkesbury, the Hon Robyn Preston MP, and the Chief Executive Officer of the Western Sydney Regional Organisation of Councils, Charles Casuscelli.

A PROCEDURAL MOTION was moved by Councillor Wheeler requesting that the Condolences be dealt with before the next item subject to public address.

The Procedural Motion was carried.

**ORDINARY MEETING**  
**CONDOLENCES**  
**Meeting Date: 18 April 2023**

**CONDOLENCES**

Councillor Danielle Wheeler acknowledged the passing of Mrs Marjorie Clarke, OAM.

The Mayor, Councillor Sarah McMahon acknowledged the passing of Mr Jim Markus.

One minute silence was observed in memory of Mrs Marjorie Clarke, OAM and Mr Jim Markus.

A PROCEDURAL MOTION was moved by Councillor Zamprogno, seconded by Councillor Reardon that after the adoption of Items not identified for Discussion and Decision, Items 4.1.1, 4.2.2, 4.2.3, 4.2.4 and 4.3.3 be dealt with in order.

The Procedural Motion was carried.

**ORDINARY MEETING**

**2. CONFIRMATION OF MINUTES**

**Meeting Date:** 18 April 2023

**2. CONFIRMATION OF MINUTES**

**59 RESOLUTION:**

RESOLVED on the motion of Councillor Reardon and seconded by Councillor Conolly that the Minutes of the Ordinary Meeting held on the 14 March 2023, be confirmed.

**ADJOURNMENT OF MEETING**

The Mayor, Councillor McMahon adjourned the meeting at 9:33pm for a short break. The meeting resumed at 9:49pm.

**ORDINARY MEETING**

**3. MAYORAL MINUTES**

**Meeting Date:** 18 April 2023

**3. MAYORAL MINUTES**

**3.1.1 MM - Hawkesbury Flood Mitigation, Flood Recovery, Flood Resilience and the Warragamba Dam Wall - (79353, 138879, 79351)**

**Previous Item:** 197, Ordinary (15 November 2022)

---

**MOTION:**

RESOLVED on the motion of the Mayor, Councillor McMahon.

***Refer to RESOLUTION***

**60 RESOLUTION:**

RESOLVED on the motion of the Mayor, Councillor McMahon.

That Council:

1. Write to the new Premier of NSW, the Hon Chris Minns MP, requesting his attendance at a meeting to be held in the Hawkesbury as soon as possible, to discuss Hawkesbury City Council's requests for immediate flood mitigation, flood recovery and flood resilience as listed in the table above.
2. In this letter and at this meeting, ask the Premier of NSW about the new government's position on the raising of the Warragamba Dam Wall, noting that support for this project is a resolved position of Hawkesbury City Council. If there is no commitment for this infrastructure, then ascertain what flood mitigation options the new government will support to assist the Hawkesbury.
3. Invite the State Member for Hawkesbury Robyn Preston MP and the Federal Member for Macquarie Susan Templeman MP, to this meeting.
4. Request clarification of, and commitment to, the specific funding announcements for the Hawkesbury-Nepean region including Hawkesbury Local Government Area in the lead up to the 2023 State election including:
  - a) \$200M for evacuation roads and bridges
  - b) \$24M levees including \$8M for McGraths Hill and \$9.6M for Pitt Town
  - c) \$1M for mobile telecommunication systems.
5. Request information around how the flexibility and timing of Disaster Recovery Funding will be delivered under the new State Government.
6. Raise issues around land use planning.

**For the Motion:** Councillors McMahon, Conolly, Djuric, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Councillors Calvert, Dogramaci and Kotlash.

**Absent:** Nil.

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**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4. REPORTS FOR DETERMINATION**

**4.1. PLANNING DECISIONS**

**4.1.1. CP - LEP003/22 - 3 New Street, Windsor - Post Exhibition and Finalisation of Planning Proposal (124414)**

**Previous Item:** 103, Ordinary (14 June 2022)

**Directorate:** City Planning

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**MOTION:**

RESOLVED on the motion of Councillor Reardon, seconded by Councillor Wheeler.

***Refer to RESOLUTION***

**61 RESOLUTION:**

RESOLVED on the motion of Councillor Reardon, seconded by Councillor Wheeler.

That Council:

1. Receive and note the outcome of consultation on Planning Proposal LEP003/22 and supporting documentation for 3 New Street, Windsor.
2. Proceed with the making of the Planning Proposal to list 'Dalori' at 3 New Street, Windsor as an item of local heritage under the *Hawkesbury Local Environmental Plan 2012, Schedule 5 Environmental Heritage, Part 1 Heritage Items*.
3. Submit the Planning Proposal and supporting planning documentation to the Department of Planning and Environment for preparation and finalisation of a draft Instrument to give effect to the Planning Proposal.
4. Adopt and make the proposed amendment to the Hawkesbury Local Environmental Plan 2012 as outlined in this report, under the authorisation for Council to exercise delegation issued by the Gateway Determination, upon receipt of the final Instrument from the Department of Planning and Environment.
5. Following the making of the Plan advise the Department of Planning and Environment that the Plan has been made and request notification of the Plan on the NSW Legislation website.

In accordance with Section 375A of the Local Government Act 1993 a division is required to be called whenever a planning decision is put at a council or committee meeting. Accordingly, the Chairperson called for a division in respect of the motion, the results of which were as follows:

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.2. GENERAL MANAGER**

**4.2.1. GM - Six Monthly Progress Report - 2022/2023 Operational Plan - (79351,159586)**

**Previous Item:** 074, Ordinary (12 April 2022)

101, Ordinary (14 June 2022)

**Directorate:** General Manager

---

**MOTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Veigel.

***Refer to RESOLUTION***

**62 RESOLUTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Veigel.

That Council receive and note the Six Monthly Progress Report for period, 1 July 2022 to 31 December 2023, on the 2022/2023 Operational Plan.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.



**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.2.2. GM - Draft 2023/2024 Operational Plan and Draft 2023-2033 Long Term Financial Plan - (79351, 96332,159586)**

**Directorate:** General Manager

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**MOTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Reardon.

*Refer to RESOLUTION*

**63 RESOLUTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Reardon.

That:

1. The Draft 2023/2024 Operational Plan and the Draft 2023-2033 Long-Term Financial Plan attached as Attachments 1 and 2 to the report be approved for public exhibition and that Council give public notice of the exhibition of the draft documents for a minimum of 28 days, in accordance with Sections 405 and 406 of the Local Government Act, 1993.
2. The documents exhibited in accordance with Part 1, be reported back to Council, post the public exhibition period, to consider any public submissions received and to consider the adoption of this document and to make and fix rates and charges for the year ended 30 June 2024.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Kotlash, Reardon, Sheather, Veigel and Zamprogno.

**Against the Motion:** Councillors Dogramaci, Lyons-Buckett and Wheeler.

**Absent:** Nil.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**  
**Meeting Date: 18 April 2023**

**4.2.3. GM - Event Sponsorship Round 2 2022/2023 - (79351,15988)**

**Previous Item:** 182, Ordinary (15 November 2022)

**Directorate:** General Manager

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Councillor McMahon declared a less than significant non-pecuniary conflict of interest in this matter as her partner's daughter receives music lessons from an applicant and no further action is required.

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**MOTION:**

RESOLVED on the motion of Councillor Reardon, seconded by Councillor Veigel.

***Refer to RESOLUTION***

**64 RESOLUTION:**

RESOLVED on the motion of Councillor Reardon, seconded by Councillor Veigel.

That Council:

1. Under Round 2 of the 2022/2023 Event Sponsorship Program, agree to support the following organisations for events at the following level:

No	Event Name	Name of Organisation	Recommended amount (\$) and inclusions (Ex GST)
1	Disney Frozen Junior Musical Theatre - Community Event	Fantasia Showstoppers Inc	\$3,000
2	Hawkesbury Show - Taste of Hawkesbury - Community Event	Harvest Trails and Markets	\$2,000
3	Anzac Day Commemoration 2024 - Community Event	Pitt Town Progress Association	\$3,000

2. Approve the execution of Council's standard Sponsorship Agreement for the applications numbered 1, 2 and 3 as identified in Table 1 and Attachment 1 of this report.
3. Advise the applicant Richmond Good Food Market Pty Ltd, numbered 4 as identified in Table 1 and Attachment 1 of this report that their application was not successful in accordance with the Event Sponsorship Assessment Criteria Matrix.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Councillor Dogramaci.

**Absent:** Nil.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.2.4. GM - 2023 Floodplain Management Australia National Conference - (79351, 80286)**

**Directorate:** General Manager

---

**MOTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Veigel.

*Refer to RESOLUTION*

**65 RESOLUTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Veigel.

That:

1. Council nominate one Councillor to attend the 2023 Floodplain Management Australia National Conference.
2. After participating in the Conference Council's delegate provide a written report to the General Manager detailing the proceedings and findings, as well as any other aspects of the Conference relevant to Council business and/or the local community.

**For the Motion:** Councillors McMahon, Conolly, Djuric, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Councillor Dogramaci.

**Absent:** Councillor Calvert.

**MOTION:**

RESOLVED on the motion of Councillor Veigel, seconded by Councillor Conolly.

*Refer to RESOLUTION*

**66 RESOLUTION:**

RESOLVED on the motion of Councillor Veigel, seconded by Councillor Conolly.

That Councillor Sheather attend the 2023 Floodplain Management Australia National Conference as Council's delegate.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Councillor Dogramaci.

**Absent:** Nil.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.3. CITY PLANNING**

**4.3.1. CP - Draft Local Approvals Policy - Caravan Parks - (95498, 124414)**

**Previous Item:** 213, Ordinary (13 December 2022)

**Directorate:** City Planning

---

Mr Robert Montgomery, Mr Shane Earl and Ms Cathy Billiards addressed Council speaking against the recommendation in the business paper.

**MOTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Reardon.

***Refer to RESOLUTION***

**67 RESOLUTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Reardon.

That this matter be deferred to a future Councillor Briefing Session.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.3.2. CP - Draft Environmental Sustainability Strategy - (124414, 95498)**

**Previous Item:** 4.3.1, Ordinary (14 March 2023)

**Directorate:** City Planning

---

**MOTION:**

RESOLVED on the motion of Councillor Kotlash, seconded by Councillor Lyons-Buckett.

*Refer to RESOLUTION*

**68 RESOLUTION:**

RESOLVED on the motion of Councillor Kotlash, seconded by Councillor Lyons-Buckett.

That Council:

1. Endorse the Draft Environmental Sustainability Strategy, included as Attachment 1 to this report, for the purpose of public exhibition for a period of at least 28 days.
2. Report the matter back to Council following public exhibition.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Kotlash, Lyons-Buckett, Reardon, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Councillors Dogramaci and Sheather.

**Absent:** Nil.

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.3.3. CP - 2022/2023 Community Sponsorship Program - Round 2 - (95498, 96328)**

**Previous Item:** 183, Ordinary (15 November 2022)

**Directorate:** City Planning

---

**MOTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Wheeler.

*Refer to RESOLUTION*

**69 RESOLUTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Wheeler.

That Council:

1. Approve payments for Section 356 Financial Assistance to the individuals and organisations listed in this report and at the level of funding recommended in this report.
2. Approve the execution of Council's standard Sponsorship Agreement for those applications where the approved level of funding is over \$500.
3. Advise the two applicants, Fantasia Showstoppers Inc and The Wharf St Trust t/as St Albans Village Market that their applications were not successful as listed in this report.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.3.4. CP - Liveability Project - Windsor Town Centre - (95498, 147666)**

**Previous Item:** 6.1.5, Ordinary (14 March 2023)

167, Ordinary (13 September 2022)

172, Ordinary (8 September 2020)

**Directorate:** City Planning

---

Councillor McMahon declared a less than significant non-pecuniary conflict of interest in this matter as she had previously declared an interest on the Liveability Project Area, Richmond due to her partner leasing a property within the Liveability precinct. This Item relates to the Liveability Project Area, Windsor and no further action is required.

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Mr Grant Gerrish, Mr Darren Pead and Ms Sue Paine, addressed Council speaking for the recommendation in the business paper.

Ms Gaye Kelly, Mr AJ Papandrea and Mr Noel Bridge, addressed Council speaking against the recommendation in the business paper.

A PROCEDURAL MOTION was moved by Councillor Conolly, seconded by Councillor Calvert to have this item be brought forward in the agenda to be dealt with.

The Procedural Motion was carried.

A MOTION was moved by Councillor Sheather, seconded by Councillor Zamprogno.

That Council:

1. Note the progress undertaken on the Liveability Program, Windsor Town Centre, to date.
2. Endorse Option 3 in the report, as amended with further detail below, as Council's preferred option to progress the Liveability Program, Windsor Town Centre, noting that all works are to be sympathetic to the heritage landscape and values of Windsor and in line with Heritage NSW guidelines:

Option 3:

STAGE 1 - Windsor Train Station to Fitzgerald Street, and Thompson Square:

- Proceed with current scope for Stage 1 with the following variations:
  - Include in this scope, additional brick paving on the north side of George Street between Tebbutt Street and New Street, where there is currently bitumen
  - Street trees to be planted where appropriate (road and footpath)
  - Thompson Square shade structures to compliment the precinct and any changes to be in line with the Conservation Management Plan.

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

STAGE 2 – Windsor Mall – Fitzgerald Street to Baker Street:

- Submit a variation request for Stage 2 works as follows:
  - Existing pavers and sandstone in Windsor Mall to remain, with broken pavers and sandstone fixed and flattened
  - Gas lamps to remain in-situ as per existing Council resolution
  - Old and broken furniture such as tables and chairs, seats, bins, plant boxes, bike racks and bus shelters to be replaced, sympathetic to heritage themes
  - Remove inappropriate trees and replace with new trees befitting to public spaces. Once new trees are planted, consider root barriers, laser cut steel root covers, soft fall or seating around trees
  - Improve safety and visual appearance of existing road crossings
  - Maintain the meandering attitude of the Mall.
- 3. Be presented with the new plans for adoption at a future Council meeting, upon which members of the public can provide comment, which will include costs for the variation of Stages 1 and 2, as well as the costs and sources of funding for the ongoing operation of the gas lamps in the Mall.

An AMENDMENT was moved by Councillor Wheeler, seconded by Councillor Lyons-Buckett.

That:

1. Council note the process undertaken on the Liveability Program, Windsor Town Centre, to date.
2. Council process with the Liveability Program Option 1 as detailed in Attachment 4 to the report.
3. Council vary the colour of the paving to Honey Jasper.
4. All works to be consistent with the recommendations of the Thompson Square Conservation Management Plan and the Burra Charter.
5. Council write to Windsor businesses informing them:
  - a) That the Mall will not be open to traffic
  - b) That the water wheel and gas lamps will be retained
  - c) That the Mall will not be closed for trade during works, which will proceed in small stages to minimise disruption
  - d) Of examples (including pictures) of the types of furniture that will be installed.
6. Council look for future funding opportunities for further projects.



**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**For the Amendment:** Councillors Calvert, Conolly, Kotlash, Lyons-Buckett and Wheeler.

**Against the Amendment:** Councillors McMahon, Dogramaci, Djuric, Reardon, Sheather, Veigel and Zamprogno.

**Absent:** Nil.

The Amendment was lost.

**MOTION:**

RESOLVED on the motion of Councillor Sheather, seconded by Councillor Zamprogno.

***Refer to RESOLUTION***

**70 RESOLUTION:**

RESOLVED on the motion of Councillor Sheather, seconded by Councillor Zamprogno.

That Council:

1. Note the progress undertaken on the Liveability Program, Windsor Town Centre, to date.
2. Endorse Option 3 in the report, as amended with further detail below, as Council's preferred option to progress the Liveability Program, Windsor Town Centre, noting that all works are to be sympathetic to the heritage landscape and values of Windsor and in line with Heritage NSW guidelines:

Option 3:

STAGE 1 - Windsor Train Station to Fitzgerald Street, and Thompson Square:

- Proceed with current scope for Stage 1 with the following variations:
  - Include in this scope, additional brick paving on the north side of George Street between Tebbutt Street and New Street, where there is currently bitumen
  - Street trees to be planted where appropriate (road and footpath)
  - Thompson Square shade structures to compliment the precinct and any changes to be in line with the Conservation Management Plan.

STAGE 2 – Windsor Mall – Fitzgerald Street to Baker Street:

- Submit a variation request for Stage 2 works as follows:
  - Existing pavers and sandstone in Windsor Mall to remain, with broken pavers and sandstone fixed and flattened
  - Gas lamps to remain in-situ as per existing Council resolution

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

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- Old and broken furniture such as tables and chairs, seats, bins, plant boxes, bike racks and bus shelters to be replaced, sympathetic to heritage themes
  - Remove inappropriate trees and replace with new trees befitting to public spaces. Once new trees are planted, consider root barriers, laser cut steel root covers, soft fall or seating around trees
  - Improve safety and visual appearance of existing road crossings
  - Maintain the meandering attitude of the Mall.
3. Be presented with the new plans for adoption at a future Council meeting, upon which members of the public can provide comment, which will include costs for the variation of Stages 1 and 2, as well as the costs and sources of funding for the ongoing operation of the gas lamps in the Mall.

**For the Motion:** Councillors McMahon, Conolly, Djuric, Dogramaci, Reardon, Sheather, Veigel and Zamprogno.

**Against the Motion:** Councillors Calvert, Kotlash, Lyons-Buckett and Wheeler.

**Absent:** Nil.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.3.5. CP - Western Sydney University Scholarship Program - (95498)**

**Previous Item:** 9, Ordinary (11 June 1991)

**Directorate:** City Planning

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**MOTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Conolly.

*Refer to RESOLUTION*

**71 RESOLUTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Conolly.

That Council endorse the proposed changes to the Western Sydney University Scholarship criteria with the criteria that is contained within this Council Report, with the proposed criteria in row five of Table 2 in the Report to read: Student who has attended a high school in the Hawkesbury LGA.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

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**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.3.6. CP - Upper Colo Reserve Management Status - (95498, 124414, 159585)**

**Previous Item:** 127 Ordinary (19 July 2019)

**Directorate:** City Planning

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**MOTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Sheather.

*Refer to RESOLUTION*

**72 RESOLUTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Sheather.

That Council make a formal request to Crown Lands for Hawkesbury City Council to be appointed as the Crown Land Manager for the Upper Colo Reserve - Crown Reserve Lot 7306 DP1166056.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

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**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.4. CORPORATE SERVICES**

**4.4.1. CS - Land Revaluations 2022 - (95496)**

**Previous Item:** 041, Ordinary (31 March 2020)

**Directorate:** Corporate Services

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**MOTION:**

RESOLVED on the motion of Councillor Zamprogno, seconded by Councillor Sheather.

***Refer to RESOLUTION***

**73 RESOLUTION:**

RESOLVED on the motion of Councillor Zamprogno, seconded by Councillor Sheather.

That the information concerning the revaluation of properties within the Hawkesbury City Council Local Government Area be received and noted.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

**MOTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Reardon.

***Refer to RESOLUTION***

**74 RESOLUTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Reardon.

That Council complete this item and Item 6.1.1 and defer Items 4.5.1 and 7.1.1 the next Council Meeting.

**For the Motion:** Councillors Conolly, Djuric, Kotlash and Reardon.

**Against the Motion:** Councillors McMahon, Calvert, Dogramaci, Lyons-Buckett, Sheather, Veigel, Wheeler and Zamprogno.

**Absent:** Nil.

The Motion was lost.

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**MOTION:**

RESOLVED on the motion of Councillor Zamprogno, seconded by Councillor Sheather.

*Refer to RESOLUTION*

**75 RESOLUTION:**

RESOLVED on the motion of Councillor Zamprogno, seconded by Councillor Sheather.

That the meeting be extended past 11pm to complete the business paper.

**For the Motion:** Councillors McMahon, Calvert, Djuric, Dogramaci, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Councillors Conolly and Kotlash.

**Absent:** Nil.

The Motion was carried.

**4.4.2. CS - Investment Report - February 2023 - (95456)**

**Previous Item:** 129, Ordinary (19 July 20220)

**Directorate:** Corporate Services

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**MOTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Wheeler.

*Refer to RESOLUTION*

**76 RESOLUTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Wheeler.

That the Monthly Investment Report for February 2023 be received and noted.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 18 April 2023

**4.5. INFRASTRUCTURE SERVICES**

**4.5.1. IS - Major Project Reporting - (95495)**

**Previous Item:** 4.5.1, Ordinary (14 March 2023)

**Directorate:** Infrastructure Service

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**MOTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Sheather.

*Refer to RESOLUTION*

**77 RESOLUTION:**

RESOLVED on the motion of Councillor Conolly, seconded by Councillor Sheather.

That Council:

1. Receive a major capital project update report, on a quarterly frequency, outlining the key elements of scope, progress, time and budget; and
2. The minutes of the WestInvest Executive Steering Committee meetings be attached to this report.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.

**ORDINARY MEETING**  
**5. REPORTS OF COMMITTEES**  
**Meeting Date: 18 April 2023**

**5. REPORTS OF COMMITTEES**

**5.1.1. ROC - Audit, Risk and Improvement Committee - 27 March 2023 - (158054, 95496)**

**Previous Item:** 4.5.1, Ordinary (14 March 2023)

**Directorate:** Infrastructure Service

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**MOTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Wheeler.

***Refer to RESOLUTION***

**78 RESOLUTION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Councillor Wheeler.

That in relation to the Minutes of the Audit, Risk and Improvement Committee Meeting held on the 27 March 2023 Council receive and note the Minutes of the Audit, Risk and Improvement Committee Meeting held on the 27 March 2023.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Kotlash, Lyons-Buckett, Reardon, Sheather, Veigel, Wheeler and Zamprogno.

**Against the Motion:** Nil.

**Absent:** Nil.



**ORDINARY MEETING**

**6. NOTICES OF MOTION**

**Meeting Date:** 18 April 2023

**6. NOTICES OF MOTION**

**6.1.1. NM - Hosting Landcare - (80093)**

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Councillor Kotlash declared a significant non-pecuniary conflict of interest in this matter as she is an elected member of the Hawkesbury River County Council and may be seen to have a conflict. She left the Chamber and did not take part in voting or discussion on the matter.

Councillor Wheeler declared a pecuniary interest in this matter as she is an elected Councillor on the Hawkesbury River County Council, this item may have financial implications for the Hawkesbury River County Council and her fiduciary duty constitutes a conflict. She left the Chamber and did not take part in voting or discussion on the matter.

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A MOTION was moved by Councillor Calvert, seconded by Councillor Conolly.

That Council receive a report addressing:

1. The available opportunities and requirements for hosting Landcare within Council. This might take the form of a sharing arrangement with the current host of the Hawkesbury-Nepean Landcare, Hawkesbury River County Council (HRCC), or Hawkesbury City Council, might take on the overall role of hosting with HRCC playing a major role in the projects related to weeds.
2. The existing Council and community activities and programs that would complement Landcare and be augmented by an in-house Landcare Coordinator.
3. The costs of hosting Landcare within Council in the next round of Landcare funding which will likely commence on 1 July 2023 and run for five years.

An AMENDMENT was moved by Councillor Lyons-Buckett, seconded by Councillor Zamprogno.

That this matter be deferred pending discussions between Council's representatives to the Hawkesbury River County Council and the Hawkesbury River County Council regarding the Notice of Motion.

**For the Amendment:** Councillors Djuric, Lyons-Buckett, Reardon, Sheather, Veigel and Zamprogno.

**Against the Amendment:** Councillors McMahon, Calvert, Conolly and Dogramaci.

**Absent:** Councillors Kotlash and Wheeler.

The Amendment was carried.

**ORDINARY MEETING**  
**6. NOTICES OF MOTION**  
**Meeting Date: 18 April 2023**

An AMENDMENT was moved by Councillor Conolly, seconded by Councillor Calvert.

That:

1. Council receive a report addressing:
  - a) The available opportunities and requirements for hosting Landcare within Council. This might take the form of a sharing arrangement with the current host of the Hawkesbury-Nepean Landcare, Hawkesbury River County Council (HRCC), or Hawkesbury City Council, might take on the overall role of hosting with HRCC playing a major role in the projects related to weeds.
  - b) The existing Council and community activities and programs that would complement Landcare and be augmented by an in-house Landcare Coordinator.
  - c) The costs of hosting Landcare within Council in the next round of Landcare funding which will likely commence on 1 July 2023 and run for five years.
2. Council request that its representatives to the Hawkesbury River County Council have discussions with the Hawkesbury River County Council regarding the motion.

**For the Amendment:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Reardon, Sheather and Veigel.

**Against the Amendment:** Councillors Lyons-Buckett and Zamprogno.

**Absent:** Councillors Kotlash and Wheeler.

The Amendment was carried.

**MOTION:**

RESOLVED on the motion of Councillor Calvert, seconded by Councillor Conolly.

***Refer to RESOLUTION***

**79 RESOLUTION:**

RESOLVED on the motion of Councillor Calvert, seconded by Councillor Conolly.

That:

1. Council receive a report addressing:
  - a) The available opportunities and requirements for hosting Landcare within Council. This might take the form of a sharing arrangement with the current host of the Hawkesbury-Nepean Landcare, Hawkesbury River County Council (HRCC), or Hawkesbury City Council, might take on the overall role of hosting with HRCC playing a major role in the projects related to weeds.
  - b) The existing Council and community activities and programs that would complement Landcare and be augmented by an in-house Landcare Coordinator.

**ORDINARY MEETING**

**6. NOTICES OF MOTION**

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- c) The costs of hosting Landcare within Council in the next round of Landcare funding which will likely commence on 1 July 2023 and run for five years.
- 2. Council request that its representatives to the Hawkesbury River County Council have discussions with the Hawkesbury River County Council regarding the motion.

**For the Motion:** Councillors McMahon, Calvert, Conolly, Djuric, Dogramaci, Reardon, Sheather and Veigel.

**Against the Motion:** Councillors Lyons-Buckett and Zamprogno.

**Absent:** Councillors Kotlash and Wheeler.

**ORDINARY MEETING**

**7. QUESTIONS FOR NEXT MEETING**

**Meeting Date: 18 April 2023**

**7. QUESTIONS FOR NEXT MEETING**

**7.1.1. Responses to Councillor Questions Take on Notice at the Council Meeting -  
14 March 2023**

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There were no comment on the response to Questions Taken on Notice at the Council Meeting on 14 March 2023.

The meeting terminated at 11:25pm.

Submitted to and confirmed at the Ordinary Meeting held on 9 May 2023.

.....  
Mayor

**ORDINARY MEETING**  
**3. MAYORAL MINUTES**  
**Meeting Date: 9 May 2023**

**3. MAYORAL MINUTES**

There was no Mayoral Minute at the time of preparing this Business Paper.

Notwithstanding the above, pursuant to Clauses 9.6-9.9 of Council's Code of Meeting Practice, the Mayor may submit a Mayoral Minute to the meeting without notice in relation to any matter or topic that:

- Is within the jurisdiction of the Council
- Council has official knowledge of.

However, a Mayoral Minute must not be put without notice if it relates to a routine or non-urgent matter.

A matter is considered to be urgent when it requires a decision by the Council before the next scheduled ordinary meeting of the Council.

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 9 May 2023

**4. REPORTS FOR DETERMINATION**

**4.1. PLANNING DECISIONS**

Nil reports.

**4.2. GENERAL MANAGER**

**4.2.1. GM - Draft Customer Feedback Policy, Customer Service Experience Policy and Customer Service Experience Charter - (79351, 159586, 95496, 96333)**

**Directorate:** General Manager

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**PURPOSE OF THE REPORT**

The purpose of this report is to outline Council's Draft Customer Feedback Policy and Customer Service Experience Policy and Customer Service Experience Charter. The revised documents were developed following a Customer Service Internal Audit conducted in February 2021.

**EXECUTIVE SUMMARY**

The revised documents were developed following a Customer Service Internal Audit conducted in February 2021. Council staff have reviewed similar policies and charters from other councils to develop the revised Customer Feedback Policy, Customer Service Experience Policy and Customer Service Experience Charter. The Customer Feedback Policy outlines how customers can provide feedback to Council, how we listen to customers, and the principles we use to work together towards an appropriate resolution. The Customer Service Experience Policy and Customer Service Experience Charter outlines the principles that drive, inform and direct staff on how to interact and connect with customers to ensure that they effectively contribute to a quality customer service experience and that services are delivered within agreed standards

**RECOMMENDATION**

That:

1. The Draft Customer Feedback Policy, Draft Customer Service Experience Policy and Draft Customer Service Experience Charter be placed on public exhibition for a period of 28 days.
2. At the expiration of the public notification exhibition process outlined in Point 1 above, the following action be taken:
  - a) Should any submissions be received regarding the Customer Feedback Policy, Customer Service Experience Policy and Customer Service Experience Charter, a further report be submitted to Council, or
  - b) Should no submissions be received:
    - i. Council adopt the Customer Feedback Policy, Customer Service Experience Policy and Customer Service Experience Charter, as attached as Attachments 1, 2 and 3 to this report.
    - ii. Council rescind the Customer Contact and Service Standards and Complaint Handling Guide, as attached as Attachments 4 and 5 to this report.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**  
**Meeting Date: 9 May 2023**

**BACKGROUND**

An internal audit on Council’s customer service standards and complaints handling was conducted in February 2021. The outcomes of the audit included a recommended review of the existing Customer Service Policy, Charter and Standards and Complaint Policy and Handling Guide.

The revised Customer Feedback Policy, Customer Service Experience Policy and Customer Service Experience Charter are in line with new Customer Service Experience and Customer Feedback aspirations and seeking to elevate Council to a customer-centric organisation.

**DISCUSSION**

1. Summary of document changes

Council has an existing suite of Policies, Guides and a Charter in relation to its customer service and complaints handling. As part of the review undertaken, these documents are proposed to be replaced and/or amended as follows:

<b>Current documents</b>	<b>Suggested document changes</b>
Customer Service Policy	Customer Service Experience Policy – add the word ‘Experience’ to the title.
Customer Service Charter	Customer Service Experience Charter – add the word ‘Experience’ to the title.
Customer Contact and Service Standards	Rescind as it has been incorporated into the Customer Service Experience Charter.
Complaint Policy	Customer Feedback Policy – rename Policy as it has been expanded to include Compliments and General Feedback.
Complaint Handling Guide	Rescind as it has been incorporated into the Customer Feedback Policy and Customer Service Experience Charter.

2. Introduction of Customer Service Experience Definitions and Concept

Council defines customer service as the transactional component (or what is required to fulfil a task or query on behalf of a customer) and customer experience as the emotional aspect of the service delivery (or the perception or feeling a customer has during and after they interact with Council). Although distinct, Council views both customer service and customer experience as one core responsibility known as delivering a ‘customer service experience’ (CSX).

Council recognise the equal importance of internal and external customers, and that the way in which staff interact with customers impacts significantly on the customers perception of Council. Providing a positive customer experience for our customers supports the effectiveness and value of our organisation.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

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#### 3. Draft Customer Service Experience Policy

Council's new Draft Customer Service Experience Policy aligns to our aspirations in respect of customer service experience and provides Council with guidance in respect:

- Definitions
- Scope
- Objectives
- General Principles
- Policy Responsibilities
- Breaches of this Policy.

The Customer Service Experience Policy Objectives have been revised (refer to page 5), in particular:

- Recognise customer service experiences as everyone's responsibility at Council, underpinning the way customer interactions are supported by our different departments and teams across Council. The Mayor and Councillors play a role in referring requests for services, handling sensitive or escalated requests back to Council for appropriate action and identifying any policy or strategy changes.
- Develop a 'customer first' culture throughout the organisation by providing staff with the support and tools they need to deliver a positive customer service experience including training, education and access to the appropriate systems, processes, technologies and strategies.
- Ensure our customers are our priority and work towards resolving requests or provide information at first point of contact wherever possible through accurate, consistent and timely responses in all customer interactions.
- Create a working environment where Council delivers a quality customer service experience that is consistent, accurate, efficient, effective, solutions-focused, responsive, delivered in ways that are professional, respectful and uphold the rights of all customers.

#### 4. Draft Customer Service Experience Charter, including standards

Council's Draft Customer Service Experience Charter has been substantially revised to align to our aspirations and provides Council with guidance in respect:

- Framework
- Commitments
- Service Types
- Corporate Channel Standards
- What we expect from customers
- How to contact us
- Definitions
- Service Standards.

##### a) Customer Service Experience Framework

Underpinning Council's Customer Service Experience Policy and Customer Service Experience Charter is our holistic approach Framework (refer to page 4). The Framework contains four 'How' foundational blocks that are interconnected:

1. Council's Corporate Values
2. Customer Service Experience Commitment to Customers
3. Customer Service Experience Corporate Channel and Service Standards
4. Customer Service Experience Related Council Policies and Relevant Legislation, Regulations and Guidelines.



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### 4. REPORTS FOR DETERMINATION

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The 'How' foundational blocks outline the principles that drive, inform and direct staff on how to interact and connect with customers to ensure that they effectively contribute to a quality Customer Service Experience and that services are delivered within agreed standards.

The Customer Service Experience 'Why' and 'What' Framework blocks outline our desired aspiration and purpose:

- Customer Service Experience Mission (Why) - Our Customers and working well together is at the heart of everything we do.
- Customer Service Experience Vision (What) - We strive for excellence, continuous improvement and best-practice across all customer contact points.

It articulates that Council is committed to delivering a quality customer service experience that is consistent, accurate, efficient, effective, solutions-focused, responsive and delivered in ways that are professional, respectful, inclusive and uphold the rights of all customers.

#### b) Customer Commitments

Council's revised Customer Commitments have six drivers (refer to page 5):

1. We listen and hear you
2. We're keen, willing and capable to help
3. We do what we say we will
4. We keep you informed
5. We develop services with you in mind
6. We strive for operational excellence.

Each of these key phases describe principles, approaches and commitments to be undertaken to ensure Customer Service Experiences are to the standard expected.

Then there are six Customer Service Experience outcomes customers should expect their service experiences to be: personalised, informative and action-oriented, transparent, and delivered by helpful and customer-focused staff at every step.

While we aim to provide the best outcome for our customers, Council makes decisions that are consistent, fair and in line with Council policies and relevant legislation. This may result in decisions being made that are not agreed with. When providing responses to customer, we seek to do this in a way that is empathetic and understanding of individual circumstances.

#### c) Corporate Channel and Service Standards

The Draft Charter further sets out that Council values our customers' time and are committed to offering a choice of how to interact with us.

The Corporate Channel Standards are a set of steps to ensure requests are handled efficiently and effectively, set expectations on the amount of time it is reasonable to expect Council will take to respond, resolve an enquiry or deliver a service and keeps the customer in the loop until it's complete. Standards also indicate how Council wants customers to feel about their experience with Council.

Within the Corporate Channel Standards, a new three-tiered incident escalation process during and outside/after business hours is established.

Our Service Standards handle technical, complex, time-consuming or high-risk services or tasks such as Development Applications. The Service Standards set the expectations for the customer on the amount of time Council will take to respond, resolve an enquiry or deliver a service. It should be noted that standard timeframes are in business days, are subject to change, and may be impacted upon by

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

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factors beyond Council's control. These standards do not apply during the festive season office closure, public holidays or periods of emergency or natural disaster – there needs to be flexibility to ensure expectations are appropriately managed. Normal periods of operation refer to times when Council operations are not impacted by a disaster, emergency or crisis that affects their capabilities to deliver services as expected.

#### 5. Draft Customer Feedback Policy

The Feedback Policy incorporates much of Council's existing Policy content but it has been restructured and reworded to align to our new Customer Service Experience aspirations and provides Council with guidance in respect to:

- Objectives
- Types of feedback
- How we handle your feedback
- Limitations on service or communication
- Review or appeal of limits on service or communication
- How to provide feedback
- What we need to know and expect from customers
- Policy responsibilities.

The principles we use to work together towards an appropriate resolution are based on the Australian Standard ISO 10002- 2018 Guidelines for complaints management in organisations and the NSW Ombudsman's Effective Complaint Handling Guidelines for public sector agencies.

We actively encourage feedback including suggestions, compliments and complaints about our program delivery, services, processes, performance and conduct of Council staff from our customers. We are committed to using this information to improve our service for the benefit of all customers, as well as adapt to the changing needs and expectations of our customers.

We have also incorporated two new sections into the Customer Feedback Policy to assist with managing customer behaviour that is not within reasonable limits or inappropriate behaviour:

- Limitations on service or communication
- Review or appeal of limits on service or communication.

They will only apply to exceptional cases where it is necessary to ensure the health, safety and wellbeing of Council staff or equity in the use of Council resources.

#### 6. Customer Service Experience Transformation Journey

The NSW State Government states that good customer experiences can save effort and give time back to customers. They can also increase employee engagement and productivity and lead to better decisions.

Additionally, customer-centric governments experience greater budget efficiency and productivity. They avoid waste on what doesn't have impact, and see returns on investment through improved customer compliance, reduced cost of escalations, and reuse of service delivery models in providing a connected experience.

Industry experts state to achieve a true customer-centric transformation often entails a fundamental change of mind-set focusing on the customer, along with operational and IT improvements. A typical Customer Service Experience transformation can take two to three years and relies on attracting or upskilling talent to sustain the continuous improvement necessary for success.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

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Our approach to embedding a customer-first culture throughout Council is to provide staff with support and the tools they need to deliver a positive customer service, including training, education and access to appropriate systems, processes and technologies.

The Draft Customer Feedback Policy, Draft Customer Service Experience Policy and Draft Customer Service Experience Charter are the foundation blocks for embedding a customer-first culture. Our planned initiatives outlined in the Draft 2023/2024 Operational Plan will continue to focus on embedding a customer-first culture and our five-year action plan will help prioritise our projects:

- Review and improve feedback procedures
- Develop and rollout organisational Customer Service Experience training program
- Finalise our five-year Customer Service Experience Action Plan including:
  - Review and improve public and internal knowledge management
  - Redesign Intranet
  - Improve Council website features
  - Improve reports on calls, requests, applications and feedback
  - Develop a service review framework and schedule
  - Develop a Customer Service Experience Induction Module
  - Rollout email literacy training
  - Rollout de-escalation training
  - Develop and embed the Business Improvement Framework
  - Residents search for bin collection days
  - Migrate to new eServices module
  - Digital service transformation (Document process, Paper to online form, Electronic workflow, Reporting)
  - Expand payment options
  - Expand eService features
  - Upgrade phone system
  - Implement end of call phone survey
  - Third party triage outside/after business hours.

#### COMMUNITY ENGAGEMENT

The issues raised in this report concern matters which constitute a trigger for Community Engagement under Council's Community Engagement Policy. The community engagement process proposed in this report meets the criteria for the minimum level of community engagement required under Council's Policy.

#### CONFORMANCE TO THE HAWKESBURY COMMUNITY STRATEGIC PLAN 2022-2042

The proposal is consistent with the following Long-Term Community Objectives set out within the CSP.

##### Reliable Council

4.2 Encourage an informed community.

4.6 Support the operation of the organisation through effective staff engagement.

#### FINANCIAL IMPACT

There are no financial implications applicable to this report.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

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**ATTACHMENTS**

- AT - 1** Draft Customer Feedback Policy - *(Distributed under separate cover)*.
- AT - 2** Draft Customer Service Experience Policy - *(Distributed under separate cover)*.
- AT - 3** Draft Customer Service Experience Charter - *(Distributed under separate cover)*.
- AT - 4** Current Customer Contact and Service Standards August 2017 - *(Distributed under separate cover)*.
- AT - 5** Current Complaint Handling Guide November 2014.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

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#### AT - 5 Current Complaint Handling Guide November 2014



#### Dissatisfied with Council?

Hawkesbury City Council understands that we may not always be able to meet our customer's expectations and that from time to time we may unintentionally fail to provide a service in accordance with our service standards.

Council welcomes feedback from our customers and is committed to working with customers to try to resolve complaints.

Sometimes this may not be possible, and we can advise you of the avenues of appeal that are available to you if you are dissatisfied with Council's response to your complaint.

#### Lodging a complaint

You can make a complaint by:

<b>Telephone</b>	(02) 4560 4444
<b>Fax</b>	(02) 4587 7740
<b>Email</b>	<a href="mailto:council@hawkesbury.nsw.gov.au">council@hawkesbury.nsw.gov.au</a>
<b>Post</b>	General Manager PO Box 146 WINDSOR NSW 2756
<b>In Person</b>	Customer Service Centre 366 George Street Windsor

**Note:** Some complaints may be accepted in writing only.

#### The details you should provide

To help us to process your complaint we would ask you to provide your **name, address, contact details** and a **brief and clear description of the problem**, so that if necessary, we can contact you to discuss your complaint and provide you with written advice on the outcome of your complaint.

#### Complaints Handling Procedure

##### The process

Our aim is to work with you to resolve your complaint at your first contact with our staff. If this is not possible, your complaint will be referred to a more senior staff member who will coordinate the investigation of the issues or allegations raised in your complaint.

You will be advised that your complaint has been received and who will be dealing with your complaint. We will investigate your complaint in accordance with the processes outlined in our *Complaints Policy* which can be accessed from our website at: [www.hawkesbury.nsw.gov.au/council/policies](http://www.hawkesbury.nsw.gov.au/council/policies).

##### Who will investigate your complaint?

###### Customer Service Complaints

Depending on their content, complaints about Council's services or Council decisions will be referred to the General Manager or Customer Service Manager. The General Manager or Customer Service Manager will refer the complaint to the appropriate senior staff member who will investigate the issues raised in the complaint and either provide a report to the General Manager or respond directly to you about the outcomes of the investigation.

###### Complaints about Staff

Complaints against staff, contractors, or volunteers will be referred to the General Manager. The General Manager will forward the complaint to a Council Manager or Director who will investigate the issues raised in the complaint and provide a report to the General Manager on the result of the investigation.

The General Manager will then consider the findings of the investigation together with other relevant information and advise you of the outcome of your complaint.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

#### 'Code of Conduct' complaints about Staff or Councillors

Council has adopted a Code of Conduct (based on the Model Code of Conduct for Local Councils issued by the NSW Government) which sets out the conduct obligations required of Council staff and elected officials (Councillors).

The Code of Conduct includes procedures for dealing with complaints alleging a breach of the Code. Code of Conduct complaints will be referred to the General Manager who will deal with the complaint in accordance with the provisions of the Code.

The Code can be accessed from our website at [www.hawkesbury.nsw.gov.au/council/policies](http://www.hawkesbury.nsw.gov.au/council/policies).

Some complaints may be referred directly to the Independent Commission Against Corruption (ICAC).

#### Will you be advised of the outcome of your complaint?

You will be contacted by the Council Officer dealing with your complaint and advised of the outcome of the investigation, and where necessary what action has been taken in response to your complaint.

This advice will be forwarded to you within 20 working days of the receipt of your complaint. If this is not possible, you will be advised of the reasons and the approximate time frame when the investigation will be completed.

#### What can you do if you are still dissatisfied with Council's response?

If we have been unable to resolve your complaint to your satisfaction, you can request an internal review of the handling of your complaint.

Your request for an internal review will be referred to Council's Public Officer who will appoint a senior staff member to review and investigate the unresolved complaint. The person dealing with the original complaint will not be involved in conducting the internal review.


You will be contacted by the Council Officer conducting the internal review to advise you of the result of the review and any further actions taken in response to your complaint. This advice will be forwarded to you within 15 working days of the referral of your unresolved complaint.

Should you still be dissatisfied with the outcome of your complaint, you can take your complaint to an external agency for further review. These external agencies are listed in our *Complaints Policy*.

#### Your Rights and Responsibilities

To ensure a high standard of service to our customers and to meet our duty of care obligations to our staff, we will apply the following 'ground rules' to our complaint handling process:

The responsibilities of Hawkesbury City Council	Your responsibilities when you make a complaint
<ul style="list-style-type: none"><li>handling your complaint professionally, efficiently and fairly</li></ul>	<ul style="list-style-type: none"><li>providing Council with a clear idea of the problem and the solution you want</li></ul>
<ul style="list-style-type: none"><li>giving you reasons for our decisions</li></ul>	<ul style="list-style-type: none"><li>cooperating with Council</li></ul>
<ul style="list-style-type: none"><li>treating you with respect</li></ul>	<ul style="list-style-type: none"><li>treating Council with respect</li></ul>
<ul style="list-style-type: none"><li>determining how your complaint will be investigated, who will handle it and what should be the outcome</li></ul>	<ul style="list-style-type: none"><li>seeking a further review if you are dissatisfied with the outcome of your complaint</li></ul>
<ul style="list-style-type: none"><li>keeping you informed of our progress</li></ul>	<ul style="list-style-type: none"><li>giving Council all the relevant information you have (or know about) at the beginning</li></ul>

 This document contains important information. If you do not understand it, contact the Telephone Interpreter Service on 131 450.



#### Hawkesbury City Council

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Office Hours: Monday to Friday 8:30am-5pm

November 2014

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**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 9 May 2023

**4.3. CITY PLANNING**

**4.3.1. CP - Public Exhibition Report of Draft Place Plans (9498, 147666)**

**Directorate:** City Planning

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**PURPOSE OF THE REPORT**

The purpose of this report is to present the Draft Place Plans and seek Council's endorsement to place the document on public exhibition for a period of 28 days.

**EXECUTIVE SUMMARY**

The City Design and Economic Development Team have been developing a series of Place Plans for the towns and villages across the Hawkesbury to develop and celebrate the unique local characteristics of each place as well as providing a vision document to assist in applying for future grants.

A place plan is a long-term plan that provides a road map to guide future planning in local centres. The Plans will aim to improve the sense of place, ensure local business has the conditions to thrive, and to create a place that instils pride in the community.

The Draft Hawkesbury Place Plans has been prepared based on the outcomes of community engagement in accordance with the Community Engagement Policy.

The recommendation is that Council endorse the Draft Hawkesbury Place Plans to go on public exhibition for a period of 28 days.

**RECOMMENDATION**

That:

1. The Draft Hawkesbury Place Plans, attached as Attachment 1 to this report, be placed on public exhibition for a period of 28 days.
  2. At the expiration of the public notification exhibition process outlined in Part 1 above, a further report be submitted to Council.
- 

**BACKGROUND**

Over time it has become apparent to Council that a plan with visions for all towns and villages of the Hawkesbury is required. The Draft Place Plans have been developed to celebrate the unique local characteristics of each place as well as providing a vision document to assist in applying for future grants.

As a result of the bushfires, floods and COVID-19 a key component in the development of the Draft Hawkesbury Place Plans was how the centres can also introduce community resilience through strategic planning, economic development and urban design. Strategically, this project aligns with the Resilient Sydney (2018) program to build capacity of individuals, communities, institutions, businesses and systems to survive, adapt and thrive in the face of chronic stresses and acute shocks. Locally, it aligns with the Community Strategic Plan.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

A place plan is a long-term plan that provides a road map to guide future planning in local centres. The Plans will aim to improve the sense of place, ensure local business has the conditions to thrive, and to create a place that instils pride in the community.

#### DISCUSSION

The Draft Hawkesbury Place Plans have been prepared based on the outcomes of engagement, which are outlined in this report.

Council has worked in partnership with the emergency services, State and Federal Government agencies, charities and others to deliver assistance through the following means:

- Listening Posts
- Community Engagement Forums
- Town Centre Care Factor Surveys
- Town Centre Place Experience Surveys
- Online Engagement Surveys.

Recent engagement undertaken includes:

- Pop up engagement stalls in places across the Hawkesbury to provide a face to face opportunity to provide feedback and input into the process
- Business engagement through business newsletter and Industry Engagement Sessions
- Online engagement surveys
- Stakeholder meetings with Transport for NSW.

The feedback received from the engagement process has been broken down into four themes being:

- Road management
- Traffic management
- Safety of pedestrians
- Bells Line of Road Bilpin (as this is one of the most common themes, we received feedback on).

All the feedback was considered and utilised to develop the Draft Hawkesbury Place Plans. In addition to the community engagement, separate workshops were held with staff from across the organisation.

The Draft Hawkesbury Place Plans document features future-focused ideas for improving and enhancing a sense of place in each Centre. Each plan considers existing conditions in terms of community need, character and opportunities and challenges for future resiliency.

#### COMMUNITY ENGAGEMENT

The issues raised in this report concern matters which constitute a trigger for Community Engagement under Council's Community Engagement Policy. The community engagement process proposed in this report meets the criteria for the minimum level of community engagement required under Council's policy. Community consultation will be undertaken in line with Council's Community Engagement Policy.



## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

Key steps undertaken to date include:

- Reviewed background data and documents
- Summarised community feedback gathered to date relevant to each village and town centre
- Assessed and summarised community need and community resiliency to clarify gaps in social infrastructure
- Assessed and summarised future character statements to determine future 'look and feel' of town and village centres
- Studied best practice resilient town and villages from case studies across the world and applied relevant learnings to Hawkesbury towns and villages
- Undertook Community Engagement with a series of pop-up stalls and an online survey
- Developed a draft future-focused place plans for villages and towns in the Hawkesbury.

Previous community feedback has been sought during planning processes of:

- The Place Score Report (2018)
- Community Strategic Plan engagement (original 2017, updated in 2022)
- The Local Strategic Planning Statement (2020)
- Liveability Master Plans and engagement undertaken to inform the development (2020); and
- Bushfire and flood recovery efforts (2019-present).

#### **CONFORMANCE TO THE HAWKESBURY COMMUNITY STRATEGIC PLAN 2022-2042**

The proposal is consistent with the following Long-Term Community Objectives set out within the CSP.

##### Great Place to Live

- 1.1 Enable a shared responsibility for community resilience, community safety and disaster management.
- 1.2 Encourage and enable our community to participate in a healthy lifestyle.
- 1.3 Increase the range of local partnerships and plan for the future.
- 1.6 Build on a sense of community and wellbeing.
- 1.7 Encourage broad and rich celebration of our local culture and significant heritage.

##### Strong Economy

- 3.1 Creating an integrated and well-maintained transport system is an important local priority.
- 3.2 Increase the range of local industry opportunities and provide effective support to continued growth.
- 3.3 Promote our community as the place to visit, work and invest.
- 3.4 Support the revitalisation of our town centres and growth of our business community.
- 3.5 Celebrate our creativity and cultural expression.

#### **FINANCIAL IMPACT**

There are no financial implications applicable to this report.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**  
**Meeting Date: 9 May 2023**

**ATTACHMENTS**

**AT - 1** Draft Hawkesbury Towns and Villages Place Plans - *(Distributed under separate cover)*.

**oooO END OF REPORT Oooo**

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 9 May 2023

**4.4. CORPORATE SERVICES**

**4.4.1. CS - March 2023 Quarterly Budget Review Statement - (95496, 96332)**

**Previous Item:** 101, Ordinary (14 June 2022)

**Directorate:** Corporate Services

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**PURPOSE OF THE REPORT**

The purpose of this report is to inform Council of its financial position as at 31 March 2023 and to seek adoption of proposed changes required to the Budget within the Adopted 2022/2023 Operational Plan.

**EXECUTIVE SUMMARY**

Council is required to review its progress in achieving the financial objectives set out in its Operational Plan, within two months of the end of each quarter. The Responsible Accounting Officer must submit to Council a budget review statement that shows the revised estimate of the income and expenditure for that year, referencing the estimate of income and expenditure included in the Adopted Operational plan.

The Responsible Accounting Officer has revised Council's income and expenditure for the 2022/2023 financial year and recommends revising estimates in line with Council's financial performance as at the end of March 2023, and as projected for the remainder of the financial year. This report and the relevant attachment provide information on Council's financial performance and financial position for:

- The third quarter of the 2022/2023 financial year; and
- The resulting financial position including the Budget variations proposed.

The Quarterly Budget Review Statement – March 2023 recommends budget adjustments that result in an overall balanced adjustment for the quarter.

**RECOMMENDATION**

That Council:

1. Receive the information contained in this report regarding the March 2023 Quarterly Budget Review, and that the Budget adjustments, as summarised in the report and detailed in Attachment 1 to the report, be adopted.
2. Note the information and proposed funding arrangements regarding the Turnbull Oval upgrade project under the WestInvest Program.

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**BACKGROUND**

Clause 203 of the Local Government (General) Regulation 2021 stipulates that the Responsible Accounting Officer of a council must prepare and submit to the Council a Budget Review Statement within two months after the end of each quarter (except the June quarter).

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

The Integrated Planning and Reporting (IP&R) Framework outlines that councils are required to present a summary of the Council's financial position at the end of each quarter. It is the mechanism whereby Councillors and the community are informed of the Council's progress against the Original Budget and the last revised budget along with recommended changes and reasons for major variances.

The Quarterly Budget Review Statement is the mechanism stipulated by the Local Government (General) Regulation 2021 for councils to revise the adopted Operational Plan for the year to reflect the actual financial performance as at the end of each Quarter and projected to the end of the financial year. This review ensures Council's Budget remains current and relevant throughout the financial year and provides early indication of progress in achieving financial targets.

In revising estimates, a conservative approach has been taken. Unfavourable trends relating to income outside of Council's control are proposed to be adjusted to reflect the anticipated performance up to the 30 June 2023. Unfavourable trends relating to expenditure outside of Council's control are also proposed to be adjusted for the same period.

While some adjustments have been made in relation to the impacts of flooding events, this situation is on-going in nature. The impacts of the flood events in March, July and October 2022 are still being assessed and adjustments will continue to be included in future Quarterly Budget Review Statements as required. Adjustments as outlined within this report have been included in relation to flood expenditure and funding are included within this Quarterly Review Budget Statement (QBRs).

The Statement recommends budget adjustments that result in an overall balanced adjustment for the Quarter.

#### Relevant Legislation

Local Government Act 1993

Local Government (General) Regulation 2021

#### DISCUSSION

Information regarding the overview of material adjustments proposed to the 2022/2023 Budget as part of the March 2023 QBRs is provided within this section. Further information is provided in the QBRs Statement, attached as Attachment 1 to this report.

The adjustments proposed are necessary to ensure appropriate budget allocations are available to deliver Council's Adopted 2022/2023 Operational Plan are outlined below:

#### 1. Favourable Adjustments:

- *Disaster Recovery Funding Arrangement (DRFA) Funds (\$1.8M)* – Council has received reimbursement for expenditure incurred in prior years amounting to \$1.8M in relation to repairs on flood-damaged roads under DRFA from Transport for NSW.
- *Income on Investment Portfolio (\$1.5M)* – At the time of developing the 2022/2023 Original Budget, the estimated return on investments was 0.4%, and the current annualised return is 3.56%. The amount invested has also been higher than forecasted due to unbudgeted insurance claims, DRFA payments, grant funding and the timing of loan drawdowns. The combination of improved rates and higher investment amounts has resulted in a projected improvement in interest income of \$1.5M.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

#### 2. Unfavourable Adjustments:

- *Increased plant running and changeover costs (\$195K)* – The cost of fuel and the price of plant replacement has risen substantially since the development of the Original Budget. Ongoing supply issues has resulted in Council retaining vehicles rather than selling to ensure sufficient plant and vehicles are available.
- *Interest Income Allocated to Reserves (\$155K)* – As outlined above, improved interest rates has resulted in the amount of interest income allocated to external reserves, including Developer Contributions, Sewer, Domestic Waste and Stormwater increasing.
- *Regulatory Services Income (\$134K)* – As a result of vacancies across the Regulatory Services Branch, various programs are projected to result in lower income than projected with a full complement of staff, as was assumed when developing the 2022/2023 Original Budget.

#### 3. Transfer of Funds due to Timing and Priority Changes:

- *Minor Park Renewal reallocated to Open Space Condition Audit* – In order to develop a robust Open Space Asset Management Plan, which will optimise the investment Council makes in the maintenance and renewal of open space infrastructure, it is proposed to reallocate \$100K from Minor Parks Renewal to a complete a condition audit. As a result of funding being allocated in relation to the flood events, this renewal will still occur.
- *Sealing of Packer Road reallocated to Various Road Renewals (\$1.5M)* – As a result of timing adjustments and to take advantage of funding available under the Hawkesbury Local Roads Upgrade Program, Packer Road has been budgeted in the Draft 2023/2024 Operational Plan. Therefore, funds have been transferred to fund a range of road rehabilitation, drainage and footpath projects, including:
  - Old Pitt Town, Oakville Road Rehabilitation (due to cost escalation)
  - Scheyville Road and Maraylya Road Rehabilitation (due to cost escalation)
  - Ian Street, Glossodia Drainage Upgrade (due to cost escalation)

An allocation of \$259K has also been proposed to undertake design works for the projects within the Draft 2023/2024 Operational Plan to ensure delivery.

#### 4. Grants – Additional Works and Programs - \$22M

Several adjustments relating to grant funding successfully secured by Council, are included in this Statement. These adjustments have a nil effect on the Budget position, as amounts included for income have a corresponding amount for expenditure.

The securing of grant funding assists Council to undertake works otherwise not funded through Council's available funds. Please note that the amount quoted above is the total grant allocation, which in some instances are across financial years.

There are several major adjustments relating to grant funding, as outlined below:

- *Local and Regional Roads Repair Program (\$11.5M)* – Council has received \$11.5M in funding from Transport for NSW. This funding is to support Council in undertaking urgent repairs to the road network, which have been significantly impacted by severe flooding, storm damage and persistent wet weather events during 2022. This Program will be delivered over two financial years, with works required to be completed by the end of February 2024.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

- *Restoration of Essential Public Assets (\$6M)* – Council has received funding approvals received from Transport for NSW in relation to the restoration of essential public assets under the Disaster Recovery Funding Arrangements in relation to flood events. Adjustments have been included for the restoration of Valley Way, Tennyson, Upper Colo Landslips, design works for Gorricks Run, Upper Macdonald and Landslip Works – Various Locations, amounting to \$6M.
- *Repair and Upgrade Sporting Fields (\$1.5M)* – This project is funded under the Community Local Infrastructure Renewal Program, to enhance damaged sporting infrastructure and improve resilience of facilities across key sports grounds to withstand future flood events. Facilities to be repaired include driveways, turf wickets, electronic scoreboards and installation of hard pavements in front of storage facilities to enable better access.
- *Sports Priority Needs Program (\$1.3M)* – Council has received funding from the NSW Office of Sport as part of the Sports Priority Needs Program. This funding will be used to undertake remediation and repairs to sporting infrastructure within the Hawkesbury LGA that was damaged during the 2022 flood events.
- *Macquarie Park Enhancement Project (\$839K)* – Council has received funding from the Department of Planning and Environment under the Places to Swim Program. Funds will be used for the Macquarie Park Enhancement Project, providing better access and facilities for the community to be able to enjoy recreation by the Hawkesbury River.
- *NSW Rural Fire Service Rural Fire Fighting Fund – Various Building Works (\$175K)* – The NSW Rural Fire Service has allocated \$175K towards a new carpark at Blaxland Ridge Fire Brigade, a new driveway at Ebenezer Rural Fire Brigade, the enclosure of a carport at Headquarters Rural Fire Brigade and the upgrade of amenities at Bilpin Rural Fire Brigade.
- *Benson's Lane Soccer Field Lighting (\$171K)* – Council is undertaking a lighting upgrade in relation to soccer fields at Bensons Lane due to contributions received from the Hawkesbury Sports Council and Lowland Wanderers Soccer Club.
- *Safer Roads Program (\$128K)* – Transport for NSW has approved an additional \$128K towards the installation of a one lane roundabout at the intersection of George and Brabyn Streets, Windsor.
- *Traffic Survey – Old Bells Line of Road and Grose Vale Road, Kurrajong (\$100K)* – Council was successful in its application under the Pedestrian Safety Program to the amount of \$100K. The funds will be used to undertake a traffic study in the high pedestrian area on Old Bells Line of Road and Grose Vale Road, Kurrajong.
- *Richmond Town Centre Artwork Installation (\$100K)* – Under the Graffiti Management Grant administered by the Department of Communities and Justice, Council has successfully obtained \$100K in funding. This will be used for the installation of a large artwork at the entry point to the Richmond Town Centre that reflects the history of the town and beautifies this key entry point.

It has been determined that the carpark upgrade at Bilpin is not in the long-term interests of Council and therefore the \$330K to be provided under the Black Summer Bushfire Program will no longer be requested from the funding body.

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 9 May 2023

Timing adjustments were made for the following grant funded works, with completion now anticipated during later financial years:

- New Fire Control Centre \$3.5M
- Upper Hawkesbury Power Boat Club \$893K
- Flood Resilience at the Animal Shelter \$216K
- Upgrade flood gauges St Albans and Yarramundi \$140K
- Flood gate restoration and repair \$132K
- Under flood heating – Animal Shelter \$100K

**5. Reserve Funded Adjustments**

*S.7.11 Reserves*

- Pitt Town - increase reserve in line with contributions paid \$924K
- Vineyard - increase reserve in line with contributions paid \$663K
- Vineyard - reduce reserve for land acquisition – 40 Boundary Road \$8.9M
- Vineyard – reduce interest income in line with projected returns \$155K

*Vineyard Low Cost Loan Reserve*

- Reduce reserve - for acquisition of 40 Boundary Road \$5.1M

*S.7.12 Reserve*

- Increase reserve – in line with contributions received \$159K

*Section 64 Sewer Reserve*

- Increase reserve – additional interest based on projected return \$100K
- Increase reserve – in line with contributions received \$341K
- Increase reserve – timing of Nutrient Offset Works \$2.2M

*Workers Compensation Reserve*

- Increase reserve – to align with insurance requirements \$303K

*Contingency Reserve*

- Reduce reserve – to fund increase required for Workers Compensation \$303K

*Property Development Reserve*

- Increase reserve – to develop and implement Affordable Housing Action Plan \$436K

*Insurance Reserve*

- Increase reserve – insurance received for March 2021 Flood event \$3.3M
- Reduce reserve – to fund costs associated with March 2021 Flood incurred 2022/2023 \$100K

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

#### *Infrastructure Borrowings Loan Reserve*

- Increase reserve – Douglas Street, North Richmond timing \$515K
- Increase reserve – Saunders Street, due to alternative funding \$227K
- Increase reserve – sealing of Packer Road included in 2023/2024 Draft Budget \$665K
- Increase reserve – Tree Audit Program timing \$120K
- Increase reserve - Argyle Bailey Bridge Replacement timing \$781K

#### *Multi-Year Reserve (net \$3.4M increase)*

- Increase reserve – update of Windsor Mall timing \$368K
- Increase reserve – Douglas Street, North Richmond timing \$273K
- Increase reserve – funding towards Turnbull Oval timing \$2.4M

#### *Sewer Reserve (total adjustments increase reserve by \$1K)*

- Increase reserve - purchase of Plant timing \$163K
- Reduce reserve - to fix Windsor Toyota Roadway due to Rising Main C works \$150K

#### Impact of Floods

As resolved at the Ordinary Meeting on 27 April 2021, Council noted the ongoing work being undertaken to restore public assets and infrastructure; and to receive updates regarding the financial impact outside the adopted Budget as part of Quarterly Budget Review Statements. This has now been impacted by the recent floods in March, April, July, and October 2022.

During this financial year, Council has incurred a total of \$27.4M of expenditure associated with flood recovery activities. Claims to recover costs incurred relating to floods have been lodged with a range of State Agencies, some of which have been approved, some paid and some requiring review to encompass damage incurred during the floods in July and October 2022.

As outlined above, this QBRS includes \$6M of restorations approved under the Disaster Recovery Funding Arrangements (DRFA), \$3.3M of insurance claims received for March 2021 Flood and \$1.8M of DRFA funding for expenditure incurred in previous years.

#### Funding of Turnbull Oval

Council was successful in obtaining approval for \$16.8M of projects under the WestInvest Local Government Allocation, which left \$4.8M to be allocated to another project. Council resolved at its meeting on 31 January 2023, that the General Manager be delegated the authority to determine the project and to report back to Council.

The General Manager has selected the Redevelopment of Turnbull Oval, North Richmond as the project to be undertaken. This project was applied for under the Competitive Round due to the identified need and community benefit that would result but was unsuccessful. The current estimate to complete this project is \$8.6M, which after the Local Government Allocation, leaves a funding shortfall of \$3.8M.

As a result of timing changes in relation to the sealing of Packer Road (\$500K) and the impact of the unbudgeted DRFA payment and enhanced interest income (\$2.4M), this funding shortfall is proposed to be partly addressed as part of this QBRS. The remaining \$0.9M will be provided over the course of the Long Term Financial Plan as a result of savings achieved with the renewal of Richmond Pool.



## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

#### 6. Staff Establishment

As reported to Council at its Ordinary Meeting on 14 February 2023, Council's staffing numbers in terms of Full Time Equivalents (FTE) as at the 31 December 2022 was 349.8. There has been an increase of 2.0 FTE for temporary grant-funded positions in relation to the Gateway Assessment Team, 2.0 FTE for the Local and Regional Repairs Program and 2.0 FTE for the WestInvest Program. This increases the FTE to 355.8 from the 349.8 reported as at 31 December 2022.

The additional positions are:

- 1.0 Gateway Assessment Coordinator FT Grade 20 (approx. 12 months)
- 1.0 Gateway Assessment Senior Town Planner FT Grade 18 (approx. 12 months)
- 1.0 Project Manager – WestInvest Program – Fernadell Park and Westbury Reserve FT Grade 18 (approx. 3 years)
- 1.0 Project Administrator FT Grade 12 (approx. 3 years)
- 1.0 Project Manager – Local and Regional Roads Repair Program Grade 20 (approx. 12 months)
- 1.0 Administration Officer – Local and Regional Roads Repair Program Grade 12 (approx. 12 months)

These temporary resources will help with ensuring the Local and Regional Roads Repair Program and WestInvest Program are delivered within grant funding timeframes. The temporary resources for the Gateway Assessment Team have been implemented to establish a team separate from the assessment teams with a focus solely on customer service, pre-lodgements and clearing house processes to improve assessment timeframes.

All these resources are funded either directly from grant funding, or the release of general funding because of grant funding, specifically in relation to the Faster Local Assessments and Flood Response Planning Grants.

#### COMMUNITY ENGAGEMENT

The issues raised in this report concern matters which do not require community consultation under Council's Community Engagement Policy.

#### CONFORMANCE TO THE HAWKESBURY COMMUNITY STRATEGIC PLAN 2022-2042

The proposal is consistent with the following Long-Term Community Objectives set out within the CSP.

#### Reliable Council

4.3 Build strong financial sustainability for now and future generations.

#### FINANCIAL IMPACT

The matters raised in this report have direct financial implications. If adopted, the budget proposed will be added to the Adopted 2022/2023 Budget.

#### Performance against Financial Sustainability Benchmarks

Table 1 provides an update of Council's performance against the Financial Sustainability Benchmarks.

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

**Meeting Date: 9 May 2023**

**Table 1: Council’s performance against the Financial Sustainability Benchmarks**

<b>Financial Sustainability Ratio</b>	<b>Benchmark</b>	<b>Original Budget 22/23</b>	<b>Amended Budget 22/23 After Dec QBRS</b>	<b>Amended Budget 22/23 After Mar QBRS</b>
Operating Performance	>= 0	0.002	-0.023	0.154
Own Source Revenue	> 60%	76.7%	62.0%	54.22%
Asset Renewal	> 100%	136.1%	232.7%	251.5%
Infrastructure Backlog	< 2%	1.5%	2.66%	2.91%
Asset Maintenance	> 100%	93.5%	110.5%	131.2%
Debt Service	0%-20%	4.3%	3.49%	2.76%

As shown above, there have been some ratios that no longer or now meet benchmarks when compared to the Original Budget, the reasons for this are outlined below:

- a) The Own Source Revenue Ratio was projected to be 76.7% when developing the Original Budget. The Ratio has declined and no longer meets the benchmark, due to the receipt of unbudgeted grants, mostly because of funding for flood recovery and the increase in the pace of the Vineyard Precinct Development with regard to Developer Contributions.
- b) The Infrastructure Backlog Ratio was projected to be 1.5% when developing the Original Budget. The Ratio has declined and no longer meets the benchmark, because scheduled renewal works were delayed, and the damage caused by floods.
- c) The Asset Maintenance Ratio was projected to be 93.5% when developing the Original Budget. The Ratio has improved and now meets the benchmark, due to the continuation of works from the 2021/2022 financial year into the 2022/2023 financial year because of the impact of floods.

**ATTACHMENTS**

**AT – 1** The Quarterly Budget Review Statement – March 2023 - *(Distributed under separate cover).*

**oooO END OF REPORT Oooo**

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**  
**Meeting Date: 9 May 2023**

**4.4.2. CS - Investment Report - March 2023 - (95496, 96332)**

**Previous Item:** 129, Ordinary (19 July 2022)

**Directorate:** Corporate Services

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**PURPOSE OF THE REPORT**

The purpose of this report is to provide the Council with a written report setting out details of all money that the Council has invested under Section 625 of the Local Government Act 1993.

**EXECUTIVE SUMMARY**

This report indicates that Council held \$113.95 million in investments as at 31 March 2023 and outlines that all investments were made in accordance with the Act and the Regulation.

**RECOMMENDATION**

That the Monthly Investment Report for March 2023 be received and noted.

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**BACKGROUND**

Council held \$113.95 million in investments as at 31 March 2023. Details on the composition of the Investment Portfolio, and its compliance with Council's Investment Policy are provided below. Details include the financial institutions with which the investments were made, the maturity date (where applicable), the rate of return achieved, the credit rating of the institutions both in the short term and the long term, the percentage of the total portfolio, exposure to credit ratings bands and the spread of maturities.

**1. Composition of Investment portfolio**

Tables 1 to 3 below provide details regarding the \$113.95 million in investments as at 31 March 2023.

**Table 1 – Summary of Council's Investment Portfolio as at 31 March 2023**

<b>Product Type</b>	<b>Face Value</b>	<b>% of Total</b>
At Call Deposits	\$13,499,786	11.85%
Term Deposits - Fixed Rate	\$99,500,000	87.32%
NSW TCorp Long Term Growth Fund	\$949,787	0.83%
<b>Grand Total</b>	<b>\$113,949,573</b>	<b>100%</b>

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**Table 2 – Total Investments by Issuer’s Long – Term Credit Rating**

Long Term Credit Rating	Face Value	% of Total
AA	\$88,500,000	88%
BBB	\$11,000,000	11%
NSW TCorp Managed Funds	\$949,787	1%
<b>Grand Total</b>	<b>\$100,449,787</b>	<b>100%</b>

**Table 3 – Fixed Term Deposits**

Financial Institution	Long Term Rating	Rating S&P	Maturity Date	Interest Rate	Face Value
Bank of Queensland	BB	A-2	12-Apr-23	3.55%	\$ 4,000,000
			10-May-23	3.95%	\$ 3,000,000
			17-May-23	3.95%	\$ 1,000,000
			04-Mar-24	1.70%	\$ 2,000,000
			30-Mar-28	4.80%	\$ 1,000,000
Commonwealth Bank	AA-	A-1+	12-Apr-23	3.88%	\$ 9,000,000
			21-Apr-23	2.20%	\$ 2,000,000
			26-Apr-23	4.01%	\$ 2,000,000
			5-May-23	3.08%	\$ 2,000,000
			8-Jun-23	3.68%	\$ 1,500,000
			7-Jul-23	4.50%	\$ 2,000,000
			20-Nov-23	0.65%	\$ 1,000,000
			12-Feb-24	4.95%	\$ 2,000,000
			10-Apr-24	3.01%	\$ 2,000,000
21-Feb-24	4.99%	\$ 2,000,000			
National Australia Bank	AA-	A1+	26-Apr-23	4.02%	\$ 3,000,000
			26-Apr-23	4.00%	\$ 2,000,000
			10-May-23	4.05%	\$ 5,000,000
			24-May-23	4.15%	\$ 3,000,000
			31-May-23	4.15%	\$ 5,000,000
			09-Aug-23	4.45%	\$ 3,000,000
			08-Sep-23	0.60%	\$ 1,000,000
			13-Sep-23	4.50%	\$ 5,000,000
			26-Sep-23	4.50%	\$ 3,000,000
			25-Oct-23	4.45%	\$ 1,000,000
			06-Mar-24	4.95%	\$ 2,000,000
			19-Aug-24	0.75%	\$ 3,000,000
			10-Sep-24	0.80%	\$ 1,000,000
			19-Nov-24	0.75%	\$ 1,000,000
15-Jan-25	0.80%	\$ 500,000			

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Financial Institution	Long Term Rating	Rating S&P	Maturity Date	Interest Rate	Face Value
			05-Mar-25	1.05%	\$ 1,500,000
			03-Nov-25	0.95%	\$ 500,000
			19-Nov-25	0.90%	\$ 500,000
			13-Jan-26	1.00%	\$ 500,000
			04-Mar-26	1.30%	\$ 1,500,000
Westpac	AA-	A1+	11-Apr-23	1.86%	\$ 1,500,000
			9-Jun-23	0.90%	\$ 1,000,000
			27-Jun-23	3.81%	\$ 3,500,000
			05-Jul-23	4.32%	\$ 7,000,000
			07-Jul-23	4.43%	\$ 2,000,000
			10-Nov-23	1.11%	\$ 1,000,000
			25-Jan-24	4.36%	\$ 2,000,000
			20-Feb-25	4.97%	\$ 2,000,000
<b>Grand Total</b>					<b>\$ 99,500,000</b>

**Environmental, Social and Governance (ESG) Investments**

Tables 4 and 5 below provide the details on Environment, Social and Governance (ESG) investments and the proportion compared to the total Investment Portfolio.

**Table 4 – ESG Investments**

Institution	Maturity	Rate	Face Value
Westpac	09-Jun-23	0.90%	\$1,000,000
	10-Nov-23	1.11%	\$1,000,000
	25-Jan-24	4.36%	\$2,000,000
<b>Grand Total</b>			<b>\$4,000,000</b>

**Table 5 – Summary of Council's Investment Portfolio in Terms of ESG**

Product Type	Face Value	% of Total
Environmental, Social and Governance (ESG)	\$4,000,000	4.02%
Other	\$95,500,000	95.98%
<b>Grand Total</b>	<b>\$99,500,000</b>	<b>100%</b>

**3. Compliance to Investment Policy**

Tables 6 to 7 below summarise Council's exposure limits to the credit ratings bands, term to maturity parameters and compliance with Council's Investment Policy.

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**Table 6 – Exposure Limits to credit ratings bands**

Long-Term Credit Rating	Exposure of Entire Portfolio		
	Actual	Maximum	Compliant
AAA to AA- or Major Bank and below	88%	100%	Yes
A+ to A- and below	0%	50%	Yes
BBB+ to BBB and below	11%	40%	Yes
BBB- and below	0%	10%	Yes
NSW TCorp Funds	1%	20%	Yes

**Table 7 – Term to Maturity**

Long -Term Credit Rating	Term to Maturity	
	Maximum	Compliant
AA+, AA, AA- (and Major Banks)	5 years	Yes
A+, A, A-	3 years	No
BBB+, BBB, BBB-	3 years	Yes
Non-rated ADIs	1 year	Yes

It is to be noted that in order to bring the return of the portfolio above the benchmark, longer term investments at attractive rates were taken, with advice that the market is about to have a period of moderation. The best return available, by a distinct margin was with Bank of Queensland, which is currently rated as BBB+.

In order to optimise the impact upon the return on the Investment Portfolio, this investment was taken out for five years and not three years, which is currently outside of Council's current Investment Policy. As advised by Council's Investment Advisor, should Council have the appetite, the length of an investment with a BBB+ rated institution can be extended when the Investment Policy is reviewed and considered by Council in June 2023.

#### **4. Portfolio Return**

Council's investment portfolio (excluding At Call Deposits and NSW TCorp Managed Funds) provided a weighted average return (running yield) as shown in Table 8 below.

**Table 8 – Portfolio Return**

31 March 2023	Monthly Return (Annualised)	Financial Year to Date (Annualised)
Hawkesbury City Council – Investment Portfolio	3.62%	2.24%
Benchmark – Bloomberg Ausbond Bank Bill Index	3.39%	2.63%
<b>Performance Relative to Benchmark</b>	0.23%	-0.39%

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

Meeting Date: 9 May 2023

#### Relevant Legislation

According to Clause 212 of the Local Government (General) Regulation 2021, the Responsible Accounting Officer must provide the Council with a written report setting out details of all money that the Council has invested under Section 625 of the Local Government Act 1993. The report must include a certificate as to whether investments have been made in accordance with the Act, the Regulation, and the Council's Investment Policy.

#### Investment Certification

The Responsible Accounting Officer hereby certifies that the investments listed in this report have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2021 and Council's Investment Policy.

#### DISCUSSION

Council's investments and returns achieved are driven and impacted by economic and market conditions. Council's Investment Advisor, Prudential Investment Services Corp has reviewed Council's investments as at 31 March 2023 and has advised of the following:

*"Council's investment portfolio (excluding the transactional cash account) returned 3.62%pa for the month on a marked-to-market basis exceeding the bank bill index benchmark's 3.39%pa return. For the financial year to date, the investment portfolio has returned 2.24%pa versus the bank bill index benchmark's 2.63%pa.*

*Share and bond markets rebounded from last month as long term interest rates fell due to market expectations that recent overseas bank failures and bailouts will cause central banks to pause or at least decelerate further rate hikes. Shares were aided by a relief trade when overseas central banks displayed their commitment to prevent depositor panic in the US and Swiss banking sectors. The NSW TCorpIM Long Term Growth Fund recorded a solid gain of 1.43% (actual) for the month.*

*Without marked-to-market influences, Council's investment portfolio yielded 3.49%pa for the month, up from 3.11% in February. This is based on the actual interest rates being received on existing investments and excludes the underlying changes to the market value of the TCorp growth fund.*

*During March, excluding a mid-month one day Term Deposit rollover, Council had \$14m among five Term Deposits with 3 to 18 month terms mature which had an average yield of 2.54%pa. Council continued to ensure good maturity diversification by investing \$19m in several Term Deposits with terms ranging between 2-12 months and 5 years at an average rate of 4.44%pa.*

*Looking forward, Council has a total of \$23.5m in term deposits maturing in April. The following is recommended for consideration over the coming month:*

- Most banks' term deposit rates are showing an inverse yield curve beyond 12 months as the market is now pricing in a flat to falling interest rate environment despite some economists expecting at least one more rate hike.*
- If there are long term funds to place look for bank specials untethered to market pricing, otherwise stay at a maximum of 12 months until there is more clarity of the end of the rate cycle.*
- The majors' Term Deposit rates are now largely between 4.25% - 4.45% across the 6-12 month range with most of them dropping off sharply beyond 12 months. Lower rated Suncorp,*

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

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*BOQ and AMP Bank are offering better levels, but Council is at limits with BOQ and would need to get onboarded with AMP and Suncorp.*

- If Council's long term cashflow requirements allow, it is recommended consider long dated fixed and/or floating rate bonds to the investment portfolio as there is still good value on a case by case basis in long dated interest rates and the market traded securities offer liquidity if required.*

*It is expected that Council's portfolio will achieve above benchmark returns over the medium/long term with prudent investment selection and holding the securities for the recommended time horizons of their asset classes."*

#### Restriction of Funds

Council's total investment portfolio as at 31 March 2023 included funds that are restricted as to what they can be expended on.

**Table 9 – Restriction of Funds**

Restriction Type	Amount	%
External Restrictions - S7.11 and S7.12 Developer Contributions	\$30,755,123	26.99%
External Restrictions - Western Parkland City Liveability Program	\$1,282,392	1.13%
External Restrictions - Bushfire and Flood Grants	\$7,001,254	6.14%
External Restrictions - Local & Regional Roads Repair Program	\$10,964,711	9.62%
External Restrictions - Other (e.g. domestic waste, sewerage, loans)	\$32,223,603	28.28%
Internal Restrictions (e.g. election, workers compensation, Employee Leave Entitlements)	\$18,682,835	16.40%
Unrestricted	\$13,039,656	11.44%
<b>Total</b>	<b>\$113,949,574</b>	<b>100%</b>

Unrestricted funds, whilst not subject to a restriction for a specific purpose, are fully committed to fund operational and capital expenditure in line with Council's adopted Operational Plan. As there are timing differences between the accounting for income and expenditure in line with the Plan, and the corresponding impact on Council's cash funds, a sufficient level of funds is required to be kept at all times to ensure Council's commitments are met in a timely manner. Council's cash management processes are based on maintaining enough cash levels to enable commitments to be met when due, while at the same time ensuring investment returns are maximised through term investments where possible.

In addition to funds being fully allocated to fund the Operational Plan activities, funds relating to closed self-funded programs and that are subject to legislative restrictions cannot be utilised for any purpose other than that specified. Externally restricted funds include funds relating to Section 7.11 and Section 7.12 Contributions, Domestic Waste Management, Sewerage Management, Stormwater Management and Grants.

Funds subject to an internal restriction refer to funds kept aside for specific purposes, or to meet future known expenses. This allows for significant expenditures to be met in the applicable year without having a significant impact on that year. Internally restricted funds include funds relating to Tip Remediation, Workers Compensation, and Elections.



**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

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**COMMUNITY ENGAGEMENT**

The issues raised in this report concern matters which do not require community consultation under Council's Community Engagement Policy.

**CONFORMANCE TO THE HAWKESBURY COMMUNITY STRATEGIC PLAN 2022-2042**

The proposal is consistent with the following Long-Term Community Objective set out within the CSP.

Reliable Council

4.3 Build strong financial sustainability for now and future generations.

**FINANCIAL IMPACT**

The matters raised in this report have direct financial implications. The expenditure applicable is provided for in the Adopted 2022/2023 Operational Plan.

**ATTACHMENTS**

There are no supporting documents for this report.

**oooO END OF REPORT Oooo**

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 9 May 2023

**4.5. INFRASTRUCTURE SERVICES**

**4.5.1. IS - Polystyrene Recycling Collection - (95495, 158974)**

**Previous Item:** 216, Ordinary (13 December 2022)

**Directorate:** Infrastructure Services

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**PURPOSE OF THE REPORT**

The purpose of this report is to respond to Council's resolution from the Ordinary Meeting of 13 December 2022, to outline the investigation into providing polystyrene recycling collection at the Hawkesbury City Waste Management Facility and seek Council's endorsement for a twelve month trial.

**EXECUTIVE SUMMARY**

At its Ordinary Meeting of 13 December 2022, Council resolved, in part:

*"That Council:*

- 3. Receive a report on the cost of the establishment of a polystyrene collection point at the Hawkesbury Waste Management Facility."*

An investigation was conducted into how polystyrene recycling is provided by councils within Greater Sydney, including the cost implications, community demand, and volumes collected. As part of the investigation it was considered how the service could be provided at Council's Waste Management Facility.

It was found that on-site collection and off-site processing is the preferred option and it is proposed that this be implemented for a twelve month trial, where a contractor would be engaged to recycle the material at a cost. Therefore, Council will charge a fee to receive the polystyrene to ensure the program meets cost recovery.

At the beginning of 2024, Council staff will conduct a review to assess the community demand, the amount received, the program costs and fees received, the collection and processing arrangements. Should the trial be successful, the program will continue beyond the twelve months as a permanent part at the facility.

**RECOMMENDATION**

That Council:

1. Endorse a twelve-month trial for polystyrene recycling collection at the Hawkesbury City Waste Management Facility, having regard to the matters set out in this report; and
  2. Receive a report on the outcome of the trial, within three months of its conclusion.
-

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**  
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## **BACKGROUND**

At its Ordinary Meeting of 13 December 2022, Council resolved, in part:

*"That Council:*

3. *Receive a report on the cost of the establishment of a polystyrene collection point at the Hawkesbury Waste Management Facility."*

Currently, Council accepts polystyrene at the Hawkesbury City Waste Management Facility at a cost of \$87 base charge and \$659 per tonne, and the material is landfilled.

Other councils including Penrith City Council and Blue Mountains City Council provide polystyrene collections that involve the material being recycled. Neither Council charges residents for this service (attachment 1).

Council has previously advocated the NSW Environmental Protection Authority (EPA) to include polystyrene collection as part of the EPA's Community Recycling Centre (CRC) Program, which would allow Council to accept it for free at the Hawkesbury Community Recycling Centre, as household problem waste collected through the CRC Program is fully funded by the EPA. However, since the CRC Program commenced in 2014, the EPA has not at any stage indicated that polystyrene would be added to its CRC Program.

Staff have investigated the expected cost of holding a 12-month trial of polystyrene recycling collections at the Waste Management Facility.

### **Current Polystyrene Collections – Waste Management Facility**

#### **2021/ 2022**

- Facility received 560 kilograms of polystyrene.
- Fee was a minimum charge of \$234 and \$613 per tonne. This was changed to \$87 the following year.

#### **2022/ 2023**

- From July 2022 to March 2023 Council has received approximately 1.7 tonnes of polystyrene separated loads.
- Fees are a minimum charge of \$87 and \$659 per tonne.

Commercial entities such as Blacktown Waste Services charge approximately \$2,000 per tonne, and Cleanaway approximately \$3,000 per tonne.

### **Relevant Legislation**

Waste Avoidance and Resource Recovery Act 2001

Protection of the Environment Operations (Waste) Regulation 2014

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date:** 9 May 2023

**DISCUSSION**

Fundamentally, there are three options for the management of expanded polystyrene (EPS):

- Dispose of to landfill;
- Recycle via collection and processing off-site; or
- Recycle via collection and processing on-site

Anecdotally, a lot of the EPS within the waste stream is fed through the red-bin service, with many accounts of households breaking up larger pieces and "feeding" them through the kerbside collection. Ultimately this an inefficient method of disposal, as the material fails to achieve any beneficial rates of compaction within Council's collection vehicles and sees this material end up in landfill.

The benefits and drawbacks are briefly outlined for each option.

Disposal to Landfill (current operations)

This is the current method. Polystyrene is compacted and disposed of within the landfill.

There are compaction limits of polystyrene due to the nature of the product resulting in more airspace being wasted in the landfill.

Approximate cost for next financial year - \$200 base fee, \$800 per tonne for mixed loads (containing polystyrene) however for clean separated polystyrene landfill is \$1,000 per tonne.

The likely cost of airspace is approximately \$5,000 per tonne.

Recycle via collection on-site and processing off-site

The option to collect and process off site provides Council with the flexibility with a trial period to determine the consumer demand for this service and give a better understanding of the needs of the community.

The advantages is it requires minimal capital investment and avoids any power upgrades or permanent infrastructure or equipment. It also requires minimal staff training and disturbance to operations.

Costs of this option are attached as Confidential Attachment 1 to the report.

Recycle via collection and processing on-site

There is the ability to hire or purchase equipment that can reduce the air in polystyrene on site, producing a dense brick-like product. However, there are significant upfront costs associated with the hiring or purchasing of the equipment and due to current space limitations (including the ability to keep the equipment under cover and power requirements) this presents significant issues. The initial cost will be at least \$20,000 per year for the hire of the machine based on Blue Mountains then additional costs for installation, maintenance and operation.

From this analysis, it is recommended that the second option of recycling via collection and processing off-site be the preferred option to trial over a twelve month period.

The purpose of trialling this, as opposed to simply introducing the service is to better understand the community need for this service, which will be assessed on the tonnages collected as well as introducing a user pay model for the disposal of this product.

## ORDINARY MEETING

### 4. REPORTS FOR DETERMINATION

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The proposal is for a:

- Twelve month trial for recycling polystyrene;
- Purchase a second-hand 20-foot shipping container to store bags prior to transporting them off-site for recycling;
- The material would be collected and transported in 1m<sup>3</sup> bulky bags.

The proposal would:

- Save space in the landfill;
- Avoid staffing and Work Health and Safety issues with the installation of equipment;
- Avoid the need for potential power upgrades for equipment and running costs;
- Reduce the volume of polystyrene going into household bins.

The method of collection is only one aspect which must be considered, with the other being an assessment of the end-use market for the recycled product. As we have seen with the soft-plastic recycling industry, there can be significant risks associated with the recycling of materials and the stability of the end-use markets, which are often overseas.

With respect to EPS, there are very limited contractors or suppliers within the market to recycle this product.

The proposed contractor, Foam Muncher has multiple markets including both domestic and international for the processed feedstock.

Domestically, Foam Muncher, is working with local recycled plastic product producers who use it as an additive to their plastic materials as a rigidising agent. The local recycling manufacturers require their recycled plastic products to be timber replacement equivalents, with longer service duty.

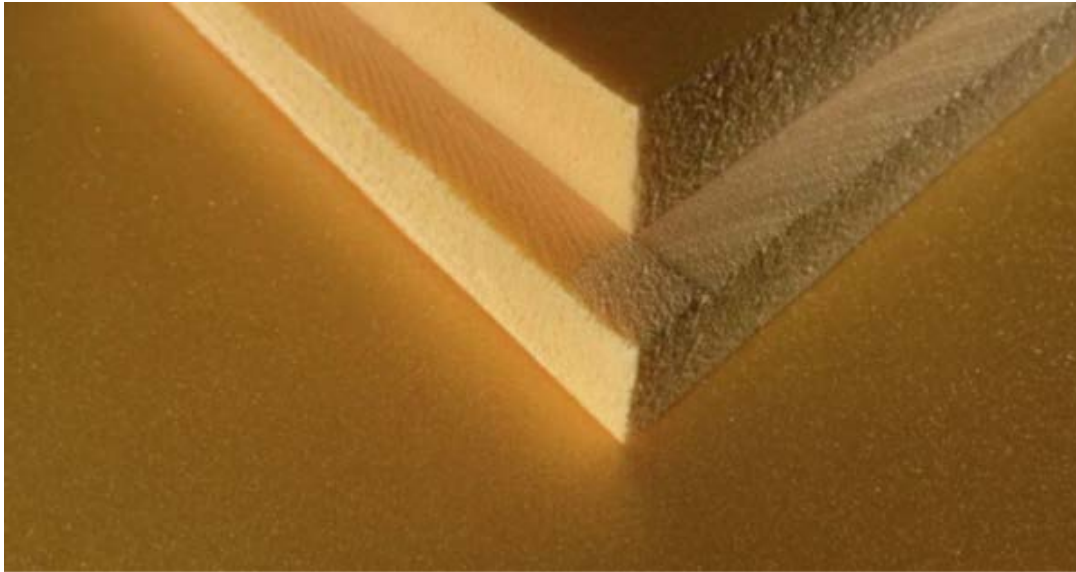
Foam Muncher has relationships with Duratrack who are developing Australia's first hardwood timber replacement railway sleeper, as well as Intco and Penolplex as export customers who convert the Polystyrene (PS) into decorative moldings (100% recycled PS) and in the case of Penoplex re-expand the material into Therman Foam Installation (15% recycled PS).



Image 1: Duratrack: Australia user of recycled densified EPS

**ORDINARY MEETING**  
**4. REPORTS FOR DETERMINATION**

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**Image 2: Penoplex: Canadian insulation manufacturer adding in 15% of recycled EPS to its durable insulation products**

#### **COMMUNITY ENGAGEMENT**

The issues raised in this report concern matters which do not require community consultation under Council's Community Engagement Policy.

However, to better inform the outcomes of the trial Council staff at the landfill facility will undertake informal and formal feedback during the trial period to assist in determining how this service is being used and whether improvements or changes are required.

#### **CONFORMANCE TO THE HAWKESBURY COMMUNITY STRATEGIC PLAN 2022-2042**

The proposal is consistent with the following Long-Term Community Objectives set out within the CSP.

##### Protected Environment and Valued History

- 2.2 Value, protect and enhance our natural land-based environment with an emphasis on using local resources and key partnerships.
- 2.3 Encourage and enable our community to embrace the waste management principles of reduce, reuse and recycle.
- 2.4 Encourage and enable our community to make more sustainable choices.

#### **FINANCIAL IMPACT**

The matters raised in this report have direct financial implications.

##### **Establishing a service cost**

Estimated costs are to be approximately \$4,500 including a shipping container and collection items such as bags etc. This has been budgeted for this current financial year. The shipping container can also be used for multiple purposes, should the trial not continue beyond the twelve months.

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

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The proposed fees for 2023/2024 would result in a base fee (minimum fee) of \$28 for an amount up to 20kg and then \$1,000 per tonne (\$1 per kg). Due to the very light nature of polystyrene and scale equipment accuracy, it's likely that only the base fee will be charged to residential customers. The income and expenditure applicable is provided for in the Draft 2023/2024 Operational Plan.

The modest fee is predicted to offset the initial capital outlay costs and likely collection costs (Confidential Attachment 1).

A review at the beginning of 2024 should provide detail as to whether the trial is achieving cost recovery. This would then inform whether the trial should continue beyond 2023/2024 financial year.

It is important to recognise that while recycling this product provides an opportunity for Council, it needs to be balanced with the costs of providing this service to the community. There are significant pressures on costs at the landfill including the costs associated with recycling cardboard and paper.

**ATTACHMENTS**

**AT - 1** Confidential - Polystyrene Collection - *(Distributed under separate cover - Councillors only).*

**ORDINARY MEETING**

**4. REPORTS FOR DETERMINATION**

**Meeting Date: 9 May 2023**

**AT - 1 Confidential - Polystyrene Collection - (Distributed under separate cover –  
Councillors only)**

**REASON FOR CONFIDENTIALITY**

*This report is CONFIDENTIAL in accordance with the provisions of Part 1 of Chapter 4 of the Local Government Act 1993 and the matters dealt with in this report are to be considered while the meeting is closed to the press and the public.*

*Specifically, the matter is to be dealt with pursuant to Section 10A(2)(c) of the Act as it relates to commercial pricing and it is considered that the release of the information would, if disclosed, confer a commercial advantage on a person or organisation with whom the Council is conducting (or proposes to conduct) business and, therefore, if considered in an open meeting would, on balance, be contrary to the public interest.*

*Specifically, the matter is to be dealt with pursuant to Section 10A(2)(d) of the Act as it relates to polystyrene recycling commercial prices and the information is regarded as being commercial information of a confidential nature that would, if disclosed, prejudice the commercial position of the person who supplied it, confer a commercial advantage on a competitor of the Council, or reveal a trade secret and, therefore, if considered in an open meeting would, on balance, be contrary to the public interest.*

*In accordance with the provisions of Section 11(2) & (3) of the Local Government Act 1993, the reports, correspondence and other relevant documentation relating to this matter are to be withheld from the press and public.*

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**oooO END OF REPORT Oooo**



**ORDINARY MEETING**  
**5. REPORTS OF COMMITTEES**  
**Meeting Date: 9 May 2023**

**5. REPORTS OF COMMITTEES**

**5.1.1. ROC - Local Traffic Committee - 17 April 2023 - (95495, 80245)**

**Directorate:** Infrastructure Service

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**PURPOSE OF THE REPORT**

The purpose of this report is to present the Minutes of the Local Traffic Committee, held on 17 April 2023.

**EXECUTIVE SUMMARY**

The Local Traffic Committee considered three items, contained within the Minutes of the Local Traffic Committee.

The Committee has been constituted for the purpose of providing technical review and advice on various traffic related matters, to Council in the exercising of its delegated functions as they relate to the regulation of traffic on the public road network, for which Council is the Roads Authority. The Committee has, however, no delegation authority in its own right and cannot bind Council.

The recommendations of the Committee are in line with the objectives of the Committee, as set out under the Delegation Instrument, and with established practices and procedures.

**RECOMMENDATION**

That the Council adopt the recommendations contained in the minutes of the Hawkesbury City Council Local Traffic Committee meeting held on 17 April 2023.

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**DISCUSSION**

The Committee considered staff reports on a range of matters as shown in the attached minutes (Attachment 1).

- General Traffic Matter - Item: 4.1.1 - Proposed Signposting and Line Marking for the Vineyard Precinct at No. 28 Harkness Road, Oakville ( Stage 2) - DA028320
- General Traffic Matter - Item: 4.1.2 - Proposed Signposting and Line marking for Vineyard Development 305 Commercial Road - DA0367
- Special Event Matter - Item: 4.2.1 - Hawkesbury Fest Event 2023 - Governor Phillip Park, Windsor.

**ATTACHMENTS**

**AT - 1** Minutes of the Local Traffic Committee held on 17 April 2023.

**ORDINARY MEETING**  
**5. REPORTS OF COMMITTEES**  
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**AT - 1 Minutes of the Local Traffic Committee held on 17 April 2023**

Minutes of the Meeting of the Local Traffic Committee held remotely on Monday, 17 April 2023 commencing at 3pm.

**ATTENDANCE**

**Present:** Councillor Mary Lyons-Buckett, Hawkesbury City Council  
Ms Dina Hanna, Transport for NSW (TfNSW)  
Inspector Mark Harvey, NSW Police Force

**Apologies:** Ms Thera Hobbs, Office of Member for Hawkesbury  
Ms Melissa Monroe, Transport for NSW (TfNSW)

**In Attendance:** Mr Christopher Amit, Hawkesbury City Council, (Chair)  
Ms Cathy Mills, Hawkesbury City Council  
Ms Cassandra Bugden, Hawkesbury City Council

**Apologies**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Inspector Mark Harvey, that the apologies be accepted.

**Declaration of Interests**

There were no Declarations of Interest made.

**2. CONFIRMATION OF MINUTES**

The Committee resolved on the Motion of Councillor Lyons Buckett, seconded by Inspector Mark Harvey, that the Minutes from the previous meeting held on Monday, 13 February 2023 be confirmed.

**3. BUSINESS ARISING**

There was no business arising from the previous minutes

**4. REPORTS FOR DETERMINATION**

**4.1. GENERAL TRAFFIC**

- 4.1.1. LTC - Proposed Signposting and Line Marking for the Vineyard Precinct at No. 28 Harkness Road, Oakville (Stage 2) - DA028320 - (Hawkesbury) - (80245, 73621, 123265)**

**Previous Item:** Item 2.4 LTC Meeting 14 November 2022

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**INTRODUCTION:**

Development Consent No. DA0283/20 has been granted to construct road and drainage works to create 78 residential lots within the Vineyard Precinct. The proposed development is within No. 28 Harkness Road, Oakville (Lot 2 DP 1274576) which is bound by Harkness Road and Boundary Road as outlined in Figures 1 and 2. These works are Stage 2 of the Development. Proposed signposting and line marking for Stage 1 was considered by the Local Traffic Committee at its meeting on 14 November 2022.



Figure 1: Site Locality within the Vineyard Precinct

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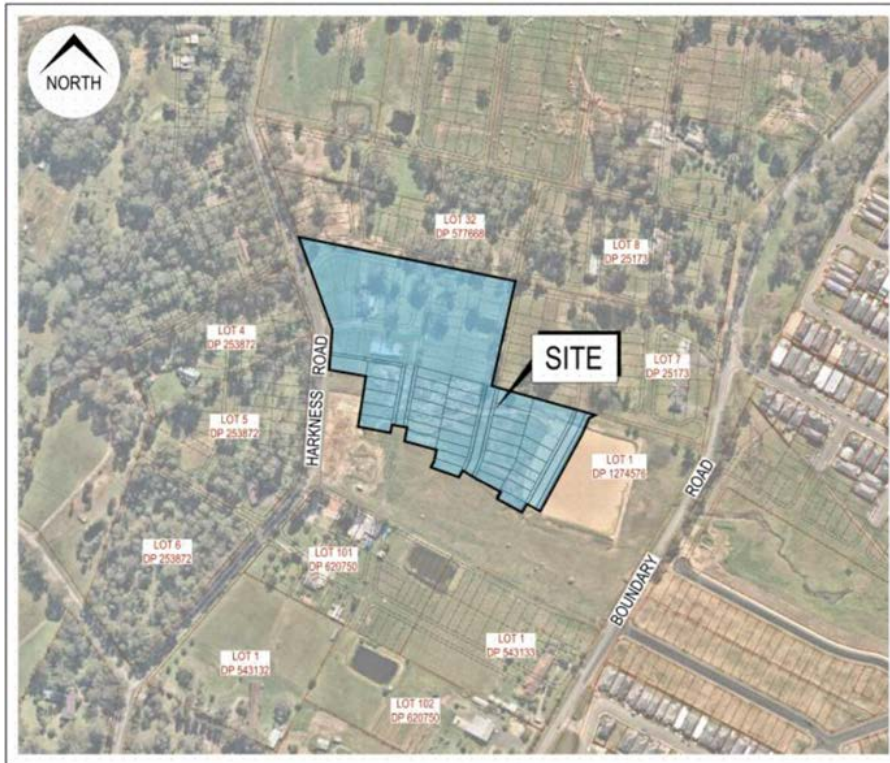


Figure 2: Site Extent and Road Layout

**DISCUSSION:**

The proposed road network, as outlined in Figure 3, will extend the existing roads as part of Stage 2 of this development. The proposed roads are listed below with their corresponding road widths between kerbs.

- Road 02 - Local Road 9m Carriageway with a temporary cul-de-sac radius of 8.5m (Full Road Width Construction - Partial Length).
- Road 03 - Local Road 9m Carriageway with a temporary cul-de-sac radius of 8.5m (Full Road Width Construction - Partial Length).
- Road 04 - Local Road 9m Carriageway with a temporary cul-de-sac radius of 8.5m (Full Road Width Construction - Partial Length).

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Figure 3: Road Layout and Road Numbers

Three temporary turning heads are proposed at the ends of extended Road 02, 03 and 04 and are to remain operational until the next Stage of the development is undertaken which will extend the roads to the north of this site. Temporary end road chevron signage “D4-5-1” is to be located at each end of Roads 02, 03 and 04 to delineate to traffic no access beyond these points. The turning heads are to be sign posted with temporary No Parking zones.

All temporary zones will be reviewed when the final road layouts are developed in the future and actioned accordingly if they are to be adjusted or removed. Details of the proposed signage and line marking is outlined in the Plans prepared by Orion Consulting (19-63-06-SWC-800-03) – Attachment 1.

Swept/Turning path diagrams (Attachment 2) has been provided for the 8.8m design vehicle (MRV-Truck) and the 12.5m check vehicle (HRV-Truck). The purpose of the check vehicle is to ensure that there are no physical barriers prohibiting the manoeuvre. On this basis, the manoeuvres are acceptable, taking into consideration the road dimensions, geometry, grades, and kerb returns are in accordance with the relevant standards.

The design plans have been prepared by Orion Consulting (Project Ref. 19-63) and Certification provided by Hawkesbury City Council. The certification indicates compliance of the road design, and that all relevant standards and road widths can accommodate the proposed line marking treatments in accordance with the relevant standards.

The signage and line marking plan prepared by Orion Consulting (19-63-06-SWC-800-03) has been submitted to the Local Traffic Committee for concurrence and approval in accordance with the Development Consent conditions.

**Summary:**

The Signage and Line marking plan prepared by Orion Consulting (19-63-06-SWC-800-03) associated with the Development Application DA0283/20 be implemented.

**RECOMMENDATION TO COMMITTEE:**

The Signage and Line marking plan prepared by Orion Consulting (19-63-06-SWC-800-03) associated with the Development Application DA0283/20 be implemented.



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**COMMITTEE RECOMMENDATION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Inspector Mark Harvey.

Support for the Recommendation: Unanimous support

The Signage and Line marking plan prepared by Orion Consulting (19-63-06-SWC-800-03) associated with the Development Application DA0283/20 be implemented.

**4.1.2. LTC - Proposed Signposting and Line Marking for Vineyard Development 305 Commercial Road - DA0367 - (80245, 73621, 123265)**

**INTRODUCTION:**

Development Consent No. DA0367/21 has been granted to construct road and drainage works to create 40 residential lots within the Vineyard Precinct. The proposed development is within No. 305 Commercial Road, Vineyard (Lot 6 DP 253872) which is bound by Commercial Road and Harkness Road as outlined in Figure 1.

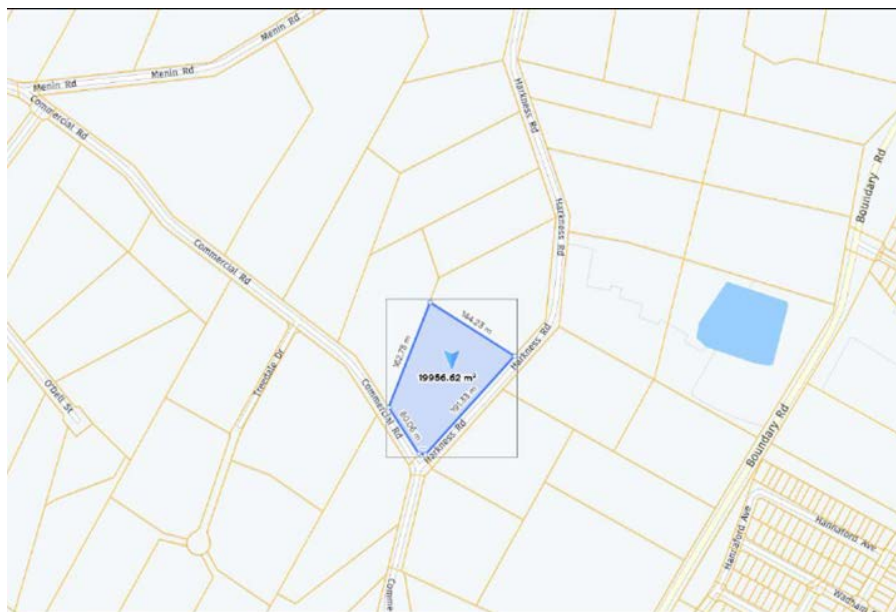


Figure 1: Site Locality within the Vineyard Precinct

**DISCUSSION:**

The proposed road network, as outlined in Figure 2, will connect to Commercial Road and Harkness Road. The proposed roads are listed below with their corresponding road widths between kerbs.

- Commercial Road – Collector Road 13m Carriageway (Partial Road Construction),
- Harkness Road – Collector Road 13m Carriageway (Partial Road Construction)
- Road 01 - Local Road 9m Carriageway (Full Road Width Construction - Partial Length),
- Road 02 - Local Road 5.5m Carriageway (Partial Half Road Width Construction – Full Length). 9m Carriageway when full road construction is completed.

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- Road 03 - Local Road 9m Carriageway (Full Road Width Construction - Full Length).



Figure 2: Road Layout and Road Numbers

All intersections as part of this development are T-Junctions. Signposting and line marking locations are consistent across all intersections for this development in accordance with the conditions of consent. The intersection of Commercial Road and Harkness Road will accommodate a roundabout in the future as part of the Collector Road network works and is not part of these works.

Road 01 at its intersection with Commercial Road will be line marked with a double barrier centre line (BB) 15m at its T-Junction and will have a Give Way control and Holding line (TB/TB1). 15m double barrier centre lines (BB) will be provided at its southern approach to its intersection with Road 03, with the northern approach operating as one-way traffic flow and supplemented with directions arrows. Temporary No Stopping zones will be provided along both Road 01 and Commercial Road at its intersection until Commercial Road is upgraded to its proposed 13m width.

Road 02 due to its width of 5.5m and restricted turning at its intersections with Road 01 and Harkness Road, will operate as a temporary one-way road in the direction of Harkness Road to Road 01. The one-way movement will continue into Road 01 to its intersection with Road 03. The roads will be signposted and linemarked accordingly to ensure the one-way traffic flow.

Road 03 at its intersections with Road 01 and Harkness Road will be line marked with a double barrier centre lines (BB) 15m at its T-Junctions and will have Give Way controls and Holding lines (TB/TB1).

Commercial Road at its intersection with Road 01 will be marked with 15m double barrier centre lines (BB) and 20m double barrier centre lines (BB) at its intersection with Harkness Road.

Harkness Road at its intersection with Commercial Road will be line marked with a double barrier centre line (BB) 38m at its T-Junction and will have a Give Way control and Holding line (TB/TB1). 15m double barrier centre lines (BB) will be provided at its intersection with Roads 02 and 03.

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Temporary No Parking and No Stopping zones will be provide along sections of all roads to ensure there is no obstruction to traffic flow. All temporary zones will be reviewed when the full width of Commercial Road, Harkness Road and Road 02 is developed in the future and actioned accordingly if they are to be adjusted or removed. Details of the proposed signage and line marking is outlined in the Plan prepared by Barker Ryan Stewart (SY22-068-C-3270-D) – Attachment 1.

Swept/Turning path diagrams (Attachment 2 and 3) have been provided for the 8.8m design vehicle (Service Vehicle-MRV Truck) and the 12.5m check vehicle (SU-HRV Truck). The intersection of Commercial Road and Harkness Road with both roads being Collector Roads requires the 12.5m design vehicle (SU-HRV Truck) and the 19m check vehicle (Single Articulated Truck). The swept paths for the check vehicles (12.5m HRV Truck and 19m SA Truck) has shown a slight encroachments over the BB line at the respective T-Junctions with the design vehicles (8.8m MRV Truck and 12.5m HRV Truck) clearing the BB line. The purpose of the check vehicle is to ensure that there are no physical barriers prohibiting the manoeuvre. On this basis, the manoeuvres are acceptable, taking into consideration the road dimensions, geometry, grades, and kerb returns are in accordance with the relevant standards.

The design plans have been prepared by Barker Ryan Stewart (Project Ref. 220291) and Certification provided by Hawkesbury City Council. The certification indicates compliance of the road design, and that all relevant standards and road widths can accommodate the proposed line marking treatments in accordance with the relevant standards.

The signage and line marking plan prepared by Barker Ryan Stewart (SY22-068-C-3270-D) has been submitted to the Local Traffic Committee for concurrence and approval in accordance with the Development Consent conditions.

**Summary:**

The Signage and Line marking plan prepared by Barker Ryan Stewart (SY22-068-C-3270-D) associated with the Development Application DA0367/21 be implemented.

**RECOMMENDATION TO COMMITTEE:**

The Signage and Line marking plan prepared by Barker Ryan Stewart (SY22-068-C-3270-D) associated with the Development Application DA0367/21 be implemented.

**COMMITTEE RECOMMENDATION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Inspector Mark Harvey.

Support for the Recommendation: Unanimous support

The Signage and Line marking plan prepared by Barker Ryan Stewart (SY22-068-C-3270-D) associated with the Development Application DA0367/21 be implemented.



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**4.2. SPECIAL EVENTS**

**4.2.1. LTC - Hawkesbury Fest Event 2023 - Governor Phillip Park, Windsor - (Hawkesbury) - (80245, 79341)**

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**INTRODUCTION:**

An application has been received seeking approval (in traffic management terms) for Hawkesbury City Council to conduct the Hawkesbury Fest 2023 Event within Governor Phillip Park, Windsor, on Sunday, 06 August 2023.

The event organiser has advised:

- This is the third year this event is being held. Recent events from 2020 to 2022 were not held in due to COVID and Flood.
- This is a Community free family fun event to celebrate local government week with rides, food, markets, community stalls and activities for children.
- The event will be conducted between 10am and 3pm. The set up and pack down times are between 5am and 6pm.
- The event will be held within Governor Phillip Park located at the northern end of George Street, Windsor.
- The event is expected to attract approximately 3,000 to 5,000 spectators.
- There will be an increase to traffic flow on roads surrounding Governor Phillip Park and there may be considerable impacts on traffic using Windsor Road, Bridge Street, Macquarie Street and Wilberforce Road.
- It is expected that residents on George Street, Palmer Street, North Street, Arndell Street and Court Street may be affected due to the increased traffic flow.
- Parking will be at Governor Phillip Park, with access to the Event Parking area provided from Palmer Street.
- Traffic controllers will manage the entry into the event car park in Palmer Street and to manage event patrons crossing the internal access road within the park to the event parking in the field adjacent to Governor Phillip Park accessed from Palmer Street and manage access to the boat ramp.
- Vehicles can approach the access point into the Event Parking area from the direction of either George Street or Court Street.
- With the completion of the new Windsor Bridge and the upgrade of the intersection of Bridge Street and George Street from a roundabout to traffic signals, access for traffic to Governor Phillip Park has changed.
- With the installation of the new traffic signals, to maintain traffic flow in Bridge Street, the right turn from Bridge Street (northbound) into George Street (eastbound) is now prohibited and all traffic is required to turn right at Court Street at the uncontrolled intersection.

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- As Bridge Street is effectively one lane at Court Street, allowing event traffic to turn right at this location has the potential to increase congestion and as such it is proposed to ban the right turn into and out of Court Street at Bridge Street between 9am and 4pm on Sunday 06 August 2023.
- Traffic that would normally turn right into Court Street will be detoured over the Windsor Bridge to perform a U-turn at the new roundabout at Freemans Reach Road, return back over the Bridge and then turn left into George Street.
- Traffic turning right out of Court Street will be detoured to the traffic signals at George Street.
- All traffic movements in Court Street will be restricted to left in/left out at Bridge Street to manage event traffic, improve road safety and maintain traffic flow in Bridge Street/Windsor Road.
- A detour route will be signposted to direct vehicles travelling from the south to continue north along Bridge Street over the new Windsor Bridge and perform a U-turn at the roundabout on the northern side of the bridge at Freemans Reach Road to travel south along the Bridge and turn left into George Street.
- Vehicles travelling from the west along Macquarie Street will turn right into Bridge Street and then left into Court Street.
- VMS signs will be used to inform traffic and detour routes signposted. A VMS plan with four VMS boards located at key locations and detour plan that guides event traffic and local road network traffic has been prepared.
- VMS's will be provided to inform traffic on how to enter the Event site and will be located at;
  - Bridge Street, Windsor - North Bound near Court Street,
  - Bridge Street, Windsor - North Bound near George Street
  - Bridge Street, Windsor - South Bound near George Street
  - Macquarie Street, Windsor - East Bound near Bridge Street,
- Approval by way of exclusive use has been sought to utilise Governor Phillip Park for the event.

#### DISCUSSION:

The participants/spectators travelling to the event, and in particular to Governor Phillip Park, may impact heavily on the state road network along Windsor Road, Macquarie Street, Wilberforce Road and Bridge Street as well as the local roads such as George Street and Court Street.

With the completion of the new Windsor Bridge and the upgrade of the intersection of Bridge Street and George Street from a roundabout to traffic signals, access for traffic to Governor Phillip Park has changed. The Management measures proposed have been previously discussed between Police, TfNSW and Council to ensure that traffic movement is not compromised in particular at the intersection of Bridge Street and Court Street. These measures have been utilised for other events held recently at Governor Phillip Park.

A summary of the traffic management measures is listed below:

- Temporary turn restrictions at the intersection of Bridge Street (State Road) and Court Street between 9am and 4pm on Sunday 06 August 2023.

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- All traffic movements in Court Street will be restricted to left in/left out at Bridge Street (State Road) to manage event traffic, improve road safety and maintain traffic flow in Bridge Street/Windsor Road.
- A traffic control vehicle will be parked in the centre of Court Street with barrier boards and traffic cones used to delineate and enforce the No Right Turn restrictions.
- A detour route will be signposted to direct vehicles travelling from the south to travel north along Bridge Street over the new Windsor Bridge and perform a U-turn at the roundabout on the northern side of the bridge at Freemans Reach Road and then travel south along Bridge Street to turn left into George Street at the new traffic signals.
- Traffic turning right out of Court Street will be detoured to the traffic signals at George Street via either Arndell Street or Palmer Street.
- Vehicles travelling from the west along Macquarie Street will turn right into Bridge Street and then left into Court Street.
- VMS's will be used to inform traffic and all detour routes signposted.

It would be appropriate to classify the event as a "Class 2" special event under the "Traffic and Transport Management for Special Events" guidelines issued by Transport for NSW – TfNSW (formerly RTA/RMS) as the event may impact on major traffic and transport systems and there may be low scale disruption to the non-event community.

The event organiser has submitted the following items in relation to the event: Attachment 2 (ECM Document Set ID No: 8316684):

1. Traffic and Transport Management for Special Events – HCC: Form A – Initial Approval - Application Form,
2. Traffic and Transport Management for Special Events – HCC: Form B – Initial Approval Application - Checklist,
3. Special Event Transport Management Plan Template – RTA (Transport for NSW – TfNSW),
4. Special Event Traffic Management Plan and Traffic Control Plan,
5. Copy of the application to the NSW Police Force.
6. Copy of correspondence to the NSW Fire and Rescue, Hawkesbury Ambulance Service, Hawkesbury Local Area Command and Busways.

**RECOMMENDATION TO COMMITTEE:**

That:

1. The approval conditions listed below relate only to matters affecting the traffic management of the event. The event organiser must obtain all other relevant approvals for this event. The event organiser must visit Council's web site, <https://www.hawkesbury.nsw.gov.au/your-council/events/traffic-management-for-special-events>, and refer to the documentation contained within this link which relates to other approvals that may be required for the event as a whole. It is the responsibility of the event organiser to ensure that they comply with the contents and requirements of this information which includes the Transport for NSW – TfNSW (formerly RTA/RMS) "Guide to Traffic and Transport Management for Special Events" (Version 3.4) and the Hawkesbury City Council special event information package.
2. The Hawkesbury Fest 2023 event within Governor Phillip Park, Windsor, on Sunday, 06 August 2023 be classified as a "Class 2" special event, in terms of traffic management, under the

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“Traffic and Transport Management for Special Events” guidelines issued by Transport for NSW – TfNSW (formerly RTA/RMS).

3. The safety of all road users and personnel on or affected by the event is the responsibility of the event organiser.
4. No objection (in terms of traffic management) be held to this event subject to compliance with the information contained within the application submitted, the following traffic control measures:
  - Temporary turn restrictions at the intersection of Bridge Street (State Road) and Court Street between 9am and 4pm on Sunday 06 August 2023. All traffic movements in Court Street will be restricted to left in/left out at Bridge Street to manage event traffic, improve road safety and maintain traffic flow in Bridge Street/Windsor Road.
  - Partial road closure permitted at the access point into Governor Phillip Park at the intersection of George Street and Palmer Street, Windsor between 9am and 4pm on Sunday 06 August 2023, with access only provided for event vehicles and those vehicles towing a boat and wishing to access the boat ramp.

and the following conditions:

#### **Prior to the event:**

- 4a. the event organiser is responsible for ensuring the safety of all involved in relation to the proposed event and must fully comply with the requirements of the Work Health & Safety (WHS) Act 2011, WHS Regulations 2011 and associated Australian Standards and applicable Codes of Practice. It is incumbent on the organiser under this legislation to ensure all potential risks are identified and assessed as to the level of harm they may pose and that suitable control measures are instigated to either eliminate these or at least reduce them to an acceptable level. This will include assessing the potential risks to spectators, participants and road/park/facility users etc during the event including setting up and clean-up activities. This process must also include (where appropriate) but is not limited to the safe handling of hazardous substances, electrical equipment testing, tagging and layout, traffic/pedestrian management plans, certification and licensing in relation to amusement rides, relevant current insurance cover and must be inclusive of meaningful consultation with all stakeholders. (information for event organisers about managing risk is available on the NSW Sport and Recreation’s web site at <http://www.dsr.nsw.gov.au>; additionally Council has an events template which can be provided to assist in identifying and controlling risks);
- 4b. the event organiser is to assess the risk and address the suitability of the entire site as part of the risk assessment considering the possible risks for all participants. This assessment should be carried out by visual inspection of the site by the event organiser prior to the event.
- 4c. the event organiser is to obtain approval to conduct the event, from the NSW Police Force; a copy of the Police Force approval to be submitted to Council;
- 4d. the event organiser is to obtain approval from Transport for NSW – TfNSW (formerly TMC) due to the traffic movements and restrictions along Bridge Street (State Road) and its intersections with George Street and Court Street, Windsor and the proposed turn restrictions at the intersection of Bridge Street and Court Street between 9am and 4pm on Sunday 06 August 2023 where all traffic movements in Court Street will be restricted to left in/left out at Bridge Street; a copy of the Transport for NSW – TfNSW (formerly TMC) approval to be submitted to Council;

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- 4e. the event organiser is to submit to Council a copy of its Public Liability Policy in an amount not less than \$20,000,000 noting Council and Transport for NSW – TfNSW (formerly RTA/RMS) as interested parties on the Policy and that Policy is to cover both on-road and off-road activities;
- 4f. As the event requires traffic control on a public road, the event organiser is required to submit a Road Occupancy Application (ROA) to Council, with any associated fee, to occupy the road;
- 4g. the event organiser is to obtain approval from the respective Land Owners for the use of their land for the event; a copy of this approval to be submitted to Council;
- 4h. the event organiser is to obtain written approval from Council for the use of Governor Phillip Park;
- 4i. the event organiser is to advertise the event in the local press stating the entire extent of the event, including the proposed traffic control measures and the traffic impact/delays expected, due to the event, two weeks prior to the event; a copy of the proposed advertisement to be submitted to Council (indicating the advertising medium);
- 4j. the event organiser is to notify the details of the event to the NSW Rural Fire Service and SES at least two weeks prior to the event; a copy of the correspondence to be submitted to Council;
- 4k. the event organiser is to directly notify relevant bus companies, tourist bus operators and taxi companies operating in the area which may be affected by the event, including the proposed traffic control measures and the traffic impact/delays expected, due to the event, at least two weeks prior to the event; a copy of the correspondence to be submitted to Council;
- 4l. the event organiser is to directly notify all the residences and businesses which may be affected by the event, including the proposed traffic control measures and the traffic impact/delays expected, due to the event, at least two weeks prior to the event; The event organiser is to undertake a letter drop to all affected residents and businesses in proximity of the event, with that letter advising full details of the event; a copy of the correspondence to be submitted to Council;
- 4m. the event organiser is to submit the completed " Traffic and Transport Management for Special Events – Final Approval Application Form (Form C)" to Council;

#### **During the event:**

- 4n. access is to be maintained for businesses, residents and their visitors;
- 4o. a clear passageway of at least four metres in width is to be maintained at all times for emergency vehicles;
- 4p. all traffic controllers / marshals operating within the public road network are to hold appropriate certification as required by Transport for NSW – TfNSW (formerly RTA/RMS);
- 4q. in accordance with the submitted TMP and associated TCP, appropriate advisory signs and traffic control devices are to be placed for the event, during the event, under the direction of a traffic controller holding appropriate certification as required by Transport for NSW – TfNSW (formerly RTA/RMS);

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- 4r. the participants are to be advised of the traffic control arrangements in place, prior to the commencement of the event; and,
- 4s. all roads and marshalling points are to be kept clean and tidy, with all signs and devices to be removed immediately upon completion of the activity.

**COMMITTEE RECOMMENDATION:**

RESOLVED on the motion of Councillor Lyons-Buckett, seconded by Inspector Mark Harvey.

Support for the Recommendation: Unanimous support

That:

1. The approval conditions listed below relate only to matters affecting the traffic management of the event. The event organiser must obtain all other relevant approvals for this event. The event organiser must visit Council's web site, <https://www.hawkesbury.nsw.gov.au/your-council/events/traffic-management-for-special-events>, and refer to the documentation contained within this link which relates to other approvals that may be required for the event as a whole. It is the responsibility of the event organiser to ensure that they comply with the contents and requirements of this information which includes the Transport for NSW – TfNSW (formerly RTA/RMS) "Guide to Traffic and Transport Management for Special Events" (Version 3.4) and the Hawkesbury City Council special event information package.
2. The Hawkesbury Fest 2023 event within Governor Phillip Park, Windsor, on Sunday, 06 August 2023 be classified as a "Class 2" special event, in terms of traffic management, under the "Traffic and Transport Management for Special Events" guidelines issued by Transport for NSW – TfNSW (formerly RTA/RMS).
3. The safety of all road users and personnel on or affected by the event is the responsibility of the event organiser.
4. No objection (in terms of traffic management) be held to this event subject to compliance with the information contained within the application submitted, the following traffic control measures:
  - Temporary turn restrictions at the intersection of Bridge Street (State Road) and Court Street between 9am and 4pm on Sunday 06 August 2023. All traffic movements in Court Street will be restricted to left in/left out at Bridge Street to manage event traffic, improve road safety and maintain traffic flow in Bridge Street/Windsor Road.
  - Partial road closure permitted at the access point into Governor Phillip Park at the intersection of George Street and Palmer Street, Windsor between 9am and 4pm on Sunday 06 August 2023, with access only provided for event vehicles and those vehicles towing a boat and wishing to access the boat ramp.

and the following conditions:

**Prior to the event:**

- 4a. the event organiser is responsible for ensuring the safety of all involved in relation to the proposed event and must fully comply with the requirements of the Work Health & Safety (WHS) Act 2011, WHS Regulations 2011 and associated Australian Standards and applicable Codes of Practice. It is incumbent on the organiser under this legislation to ensure all potential risks are identified and assessed as to the level of harm they may pose and that suitable control measures are instigated to either eliminate these or at least reduce them to an acceptable level. This will include assessing the potential risks to

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spectators, participants and road/park/facility users etc during the event including setting up and clean-up activities. This process must also include (where appropriate) but is not limited to the safe handling of hazardous substances, electrical equipment testing, tagging and layout, traffic/pedestrian management plans, certification and licensing in relation to amusement rides, relevant current insurance cover and must be inclusive of meaningful consultation with all stakeholders. (information for event organisers about managing risk is available on the NSW Sport and Recreation's web site at <http://www.dsr.nsw.gov.au>; additionally Council has an events template which can be provided to assist in identifying and controlling risks);

- 4b. the event organiser is to assess the risk and address the suitability of the entire site as part of the risk assessment considering the possible risks for all participants. This assessment should be carried out by visual inspection of the site by the event organiser prior to the event.
- 4c. the event organiser is to obtain approval to conduct the event, from the NSW Police Force; a copy of the Police Force approval to be submitted to Council;
- 4d. the event organiser is to obtain approval from Transport for NSW – TfNSW (formerly TMC) due to the traffic movements and restrictions along Bridge Street (State Road) and its intersections with George Street and Court Street, Windsor and the proposed turn restrictions at the intersection of Bridge Street and Court Street between 9am and 4pm on Sunday 06 August 2023 where all traffic movements in Court Street will be restricted to left in/left out at Bridge Street; a copy of the Transport for NSW – TfNSW (formerly TMC) approval to be submitted to Council;
- 4e. the event organiser is to submit to Council a copy of its Public Liability Policy in an amount not less than \$20,000,000 noting Council and Transport for NSW – TfNSW (formerly RTA/RMS) as interested parties on the Policy and that Policy is to cover both on-road and off-road activities;
- 4f. As the event requires traffic control on a public road, the event organiser is required to submit a Road Occupancy Application (ROA) to Council, with any associated fee, to occupy the road;
- 4g. the event organiser is to obtain approval from the respective Land Owners for the use of their land for the event; a copy of this approval to be submitted to Council;
- 4h. the event organiser is to obtain written approval from Council for the use of Governor Phillip Park;
- 4i. the event organiser is to advertise the event in the local press stating the entire extent of the event, including the proposed traffic control measures and the traffic impact/delays expected, due to the event, two weeks prior to the event; a copy of the proposed advertisement to be submitted to Council (indicating the advertising medium);
- 4j. the event organiser is to notify the details of the event to the NSW Rural Fire Service and SES at least two weeks prior to the event; a copy of the correspondence to be submitted to Council;
- 4k. the event organiser is to directly notify relevant bus companies, tourist bus operators and taxi companies operating in the area which may be affected by the event, including the proposed traffic control measures and the traffic impact/delays expected, due to the event, at least two weeks prior to the event; a copy of the correspondence to be submitted to Council;

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- 4l. the event organiser is to directly notify all the residences and businesses which may be affected by the event, including the proposed traffic control measures and the traffic impact/delays expected, due to the event, at least two weeks prior to the event; The event organiser is to undertake a letter drop to all affected residents and businesses in proximity of the event, with that letter advising full details of the event; a copy of the correspondence to be submitted to Council;
- 4m. the event organiser is to submit the completed " Traffic and Transport Management for Special Events – Final Approval Application Form (Form C)" to Council;

**During the event:**

- 4n. access is to be maintained for businesses, residents and their visitors;
- 4o. a clear passageway of at least four metres in width is to be maintained at all times for emergency vehicles;
- 4p. all traffic controllers / marshals operating within the public road network are to hold appropriate certification as required by Transport for NSW – TfNSW (formerly RTA/RMS);
- 4q. in accordance with the submitted TMP and associated TCP, appropriate advisory signs and traffic control devices are to be placed for the event, during the event, under the direction of a traffic controller holding appropriate certification as required by Transport for NSW – TfNSW (formerly RTA/RMS);
- 4r. the participants are to be advised of the traffic control arrangements in place, prior to the commencement of the event; and,
- 4s. all roads and marshalling points are to be kept clean and tidy, with all signs and devices to be removed immediately upon completion of the activity.

**4.3. FOR INFORMATION**

There were no reports for Information.

**5. GENERAL BUSINESS**

There was no general business.

The next Local Traffic Committee meeting is proposed to be held on Monday 8 May 2023 at 3.00pm.

The meeting terminated at 3.15pm.

**oooO END OF REPORT Oooo**



**ORDINARY MEETING**  
**6. NOTICES OF MOTION**  
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**6. NOTICES OF MOTION**

Nil reports.

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**7. QUESTIONS FOR NEXT MEETING**

**Meeting Date:** 9 May 2023

**7. QUESTIONS FOR NEXT MEETING**

**7.1.1. Response to Councillor Questions Taken on Notice at the Council Meeting - 18 April 2023**

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**PURPOSE OF THE REPORT**

The following question was raised from Councillors regarding matters on the Council Meeting Business Paper of 18 April 2023. This question was taken on notice and the response is provided below:

<b>#</b>	<b>Councillor</b>	<b>Question</b>	<b>Response</b>
1	Wheeler	The lights at Colonial Reserve, Bligh Park are not fit for purpose. Can Council advise is these lights will be replaced or repaired and provide a timeline or plan of the update to the lighting.	Council is currently reviewing the condition data on a wide range of Council's assets including floodlighting infrastructure across the City. As part of future capital works programs, and in partnership with the Hawkesbury Sports Council, Council Officers will be prioritising maintenance, renewal and upgrade requirements for upcoming capital works programs. Colonial Reserve floodlights require some globe repairs which will improve the lighting levels in the short term and Council will coordinate this repair over the next two months. The larger upgrade of the field floodlighting will be assessed against other priorities as part of the four year Capital Works Program.

**oooO END OF REPORT Oooo**

**ORDINARY MEETING**  
**8. CONFIDENTIAL REPORTS**  
**Meeting Date: 9 May 2023**

**8. CONFIDENTIAL REPORTS**

**8.1. GENERAL MANAGER**

Nil reports.

**8.2. CITY PLANNING**

Nil reports.

**8.3. CORPORATE SERVICES**

Nil reports.

**8.4. INFRASTRUCTURE SERVICES**

Nil reports.



# Ordinary Meeting

# End of Business Paper

This business paper has been produced electronically to reduce costs, improve efficiency and reduce the use of paper. Internal control systems ensure it is an accurate reproduction of Council's official copy of the business paper.