



Hawkesbury City Council

ordinary meeting business paper

date of meeting: 08 March 2011

location: council chambers

time: 6:30 p.m.



mission statement

***“To create opportunities
for a variety of work
and lifestyle choices
in a healthy, natural
environment”***

How Council Operates

Hawkesbury City Council supports and encourages the involvement and participation of local residents in issues that affect the City.

The 12 Councillors who represent Hawkesbury City Council are elected at Local Government elections held every four years. Voting at these elections is compulsory for residents who are aged 18 years and over and who reside permanently in the City.

Ordinary Meetings of Council are held on the second Tuesday of each month, except January, and the last Tuesday of each month, except December. The meetings start at 6:30pm and are scheduled to conclude by 11:00pm. These meetings are open to the public.

When an Extraordinary Meeting of Council is held it will usually start at 6:30pm. These meetings are also open to the public.

Meeting Procedure

The Mayor is Chairperson of the meeting.

The business paper contains the agenda and information on the issues to be dealt with at the meeting. Matters before the Council will be dealt with by an exception process. This involves Councillors advising the General Manager at least two hours before the meeting of those matters they wish to discuss. A list will then be prepared of all matters to be discussed and this will be publicly displayed in the Chambers. At the appropriate stage of the meeting, the Chairperson will move for all those matters not listed for discussion to be adopted. The meeting then will proceed to deal with each item listed for discussion and decision.

Public Participation

Members of the public can request to speak about a matter raised in the business paper for the Council meeting. You must register to speak prior to 3:00pm on the day of the meeting by contacting Council. You will need to complete an application form and lodge it with the General Manager by this time, where possible. The application form is available on the Council's website, from reception, at the meeting, by contacting the Acting Manager Corporate Services and Governance on 4560 4426 or by email at nspies@hawkesbury.nsw.gov.au.

The Mayor will invite interested persons to address the Council when the matter is being considered. Speakers have a maximum of five minutes to present their views. If there are a large number of responses in a matter, they may be asked to organise for three representatives to address the Council.

A Point of Interest

Voting on matters for consideration is operated electronically. Councillors have in front of them both a "Yes" and a "No" button with which they cast their vote. The results of the vote are displayed on the electronic voting board above the Minute Clerk. This was an innovation in Australian Local Government pioneered by Hawkesbury City Council.

Planning Decision

Under Section 375A of the Local Government Act 1993, details of those Councillors supporting or opposing a 'planning decision' must be recorded in a register. For this purpose a division must be called when a motion in relation to the matter is put to the meeting. This will enable the names of those Councillors voting for or against the motion to be recorded in the minutes of the meeting and subsequently included in the required register.

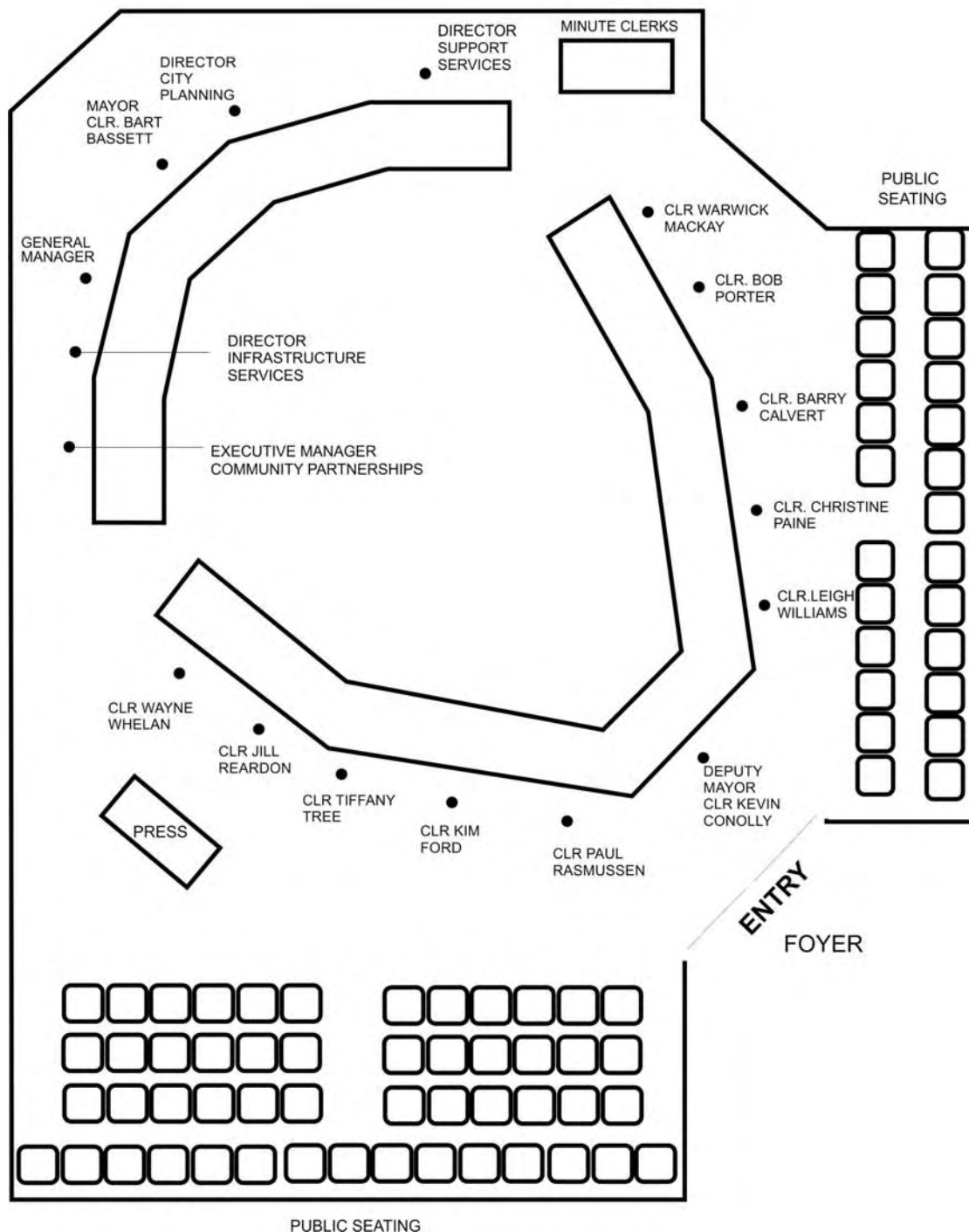
Website

Business Papers can be viewed on Council's website from noon on the Friday before each meeting. The website address is www.hawkesbury.nsw.gov.au.

Further Information

A guide to Council Meetings is available on the Council's website. If you require further information about meetings of Council, please contact the Manager, Corporate Services and Governance on, telephone (02) 4560 4426.

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SECTION 1 - Confirmation of Minutes

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SECTION 2 - Mayoral Minutes

MM - Development Application No.0038/11 - Redevelopment and Refurbishment of existing Retreat Centre - 347 Grose Wold Road, Grose Wold - (79353, DA0038/11)

REPORT:

Council has received Development Application No. 0038/11 from Winton Associates seeking approval for the redevelopment and refurbishment of the existing retreat centre at Lot 2, DP606169, 347 Grose Wold Road, Grose Wold.

The proposed development of the retreat centre has a capital investment value greater than \$10M and therefore, this development application has been referred to the Joint Regional Planning Panel (JRPP) for determination. The public exhibition period for this development application has been extended with a closing date of Friday, 11 March 2011.

I acknowledge that Council's Planning staff will be submitting a planning report to the JRPP. However, the purpose of this Mayoral Minute is to outline to the JRPP the concerns of Council's residents and is not a direction to Council's Planning staff.

Since the lodgement of this development application, there has been a public meeting held on 24 February 2011 at the Grose Vale Community Centre to discuss this proposal. I was unable to attend the public meeting, however, other Councillors did attend.

Some of the issues discussed at the public meeting include:

- Environmental concerns.
- Noise from the property affecting the residential houses close to the subject property.
- People trespassing onto adjoining properties due to a lack of management on the property.
- Difficulties with evacuation from the property.
- Removal of trees from the property.
- Inadequate bridge for fire tanker use and other emergency access.
- Small water tank.
- Concern with the lack of power supply to the area.

I believe that due to the concerns of the local residents to the proposed development raised at the recent public meeting, the contents of this Mayoral Minute and other issues raised at the Council Meeting should be forwarded to the JRPP to enable the JRPP to be aware of the concerns of Council's residents when considering this proposal.

Planning Decision

As this matter is covered by the definition of a "planning decision" under Section 375A of the Local Government Act 1993, details of those Councillors supporting or opposing a decision on the matter must be recorded in a register. For this purpose a division must be called when a motion in relation to the matter is put to the meeting. This will enable the names of those Councillors voting for or against the motion to be recorded in the minutes of the meeting and subsequently included in the required register.

RECOMMENDATION:

That the Mayoral Minute regarding the concerns of local residents to Development Application No.0038/11 for the redevelopment and refurbishment at the existing retreat centre at 347 Grose Wold Road, Grose

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Wold and any other issues raised at the Council Meeting be forwarded to the Joint Regional Planning Panel.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF MAYORAL MINUTE Oooo

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SECTION 4 - Reports for Determination

GENERAL MANAGER

Item: 30 GM - Waste 2011 Conference - (79351)

REPORT:

Executive Summary

The 2011 Waste Conference will be held from 10 - 12 May 2011 in Coffs Harbour. Council has regularly been represented at this Conference in the past and in view of its relevance to Council's area it is recommended that the Conference be attended by nominated Councillors and appropriate staff.

Consultation

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

Background

The 2011 Waste Conference will be held from 10 - 12 May 2011 in Coffs Harbour NSW.

The 2011 Waste Conference will include a strong program focusing on practical outcomes, a comprehensive trade show and networking opportunities. The Conference will feature addresses from international and national leaders and cover all the latest practical developments.

Cost of attendance at the 2011 Waste Conference will be approximately \$2,270.00 per delegate.

Budget for Delegate Expenses - Payments made

- | | |
|--|------------|
| • Total Budget for Financial year 2010/2011 | \$42,000 |
| • Expenditure to date | \$20,722 |
| • Outstanding commitments (approx) | \$22,680 |
| • Budget balance as at 23/2/11 (including outstanding commitments) | (\$ 1,402) |

The estimated costs associated with attendance at conferences in the 2010/2011 financial year already approved by Council, but not yet incurred are reflected as an outstanding commitment shown above.

Conformance to Community Strategic Plan

The proposal is consistent with the Caring for Our Environment Directions statement;

- Take active steps to encourage lifestyle choices that minimise our ecological footprint.

and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

- Develop and implement waste and recycling strategies.
- Encourage and educate the community to care for their environment.

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Financial Implications

Funding for this proposal will be provided from the Delegates Expenses Budget and in view of this items predicted movement into deficit an appropriate adjustment will be necessary as part of the upcoming March Quarterly Review.

RECOMMENDATION:

The attendance of nominated Councillors, and staff members as considered appropriate by the General Manager, at the 2011 Waste Conference at an approximate cost of \$2,270.00 per delegate be approved.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

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Item: 31 **GM - Sister City and City Country Alliance Program - Annual Report 2009/2010 - (79351, 73610, 85814, 90568)**

REPORT:

Executive Summary

The purpose of the report is to provide Council with an overview of the Sister City and City Country Alliance Program (Program) during the 2009/2010 financial year and to annually review program activities and performance. The Program is undertaken in association with the Hawkesbury Sister City Association (Association), who has delegated authority to undertake program activities on behalf of Council.

Council and the Hawkesbury community has two international sister cities being, Temple City, California, USA and Kyotamba, Kyoto, Japan; and two domestic Alliance 'towns' being, Weddin Council (main town of Grenfell) and Cabonne Council (main town of Molong).

The Program is a policy of Council and includes provision for culture, sport and youth exchanges between the Hawkesbury community and the sister cities and alliance towns.

Consultation

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

Background

Council at its meeting held on 10 July 2007, adopted its Sister City Program Policy to address exchange activities with our international sister cities; and amended the policy on 24 February 2009 to include exchange activities with our domestic Alliance 'towns'.

Council in adopting the policy, also delegated authority to the Association to undertake exchange activities on Council's behalf with our sister cities and alliance towns.

To support the activities of the Program, Council allocates appropriate funding as part of the annual budget process.

Hawkesbury Sister City Association was established in 1983 and has been involved in the Program since then.

Councillor Paine and Councillor Whelan were the Councillor Delegates to the Association during the reporting period.

Program Financials

Table 1 shows Council's budgeted funds and actual expenditure for the Program for the year ended 30 June 2010. Council's full year budget was \$18,500 as general funds for the Program (which includes payments to the Association) and \$6,000 towards donations to students participating in exchange visits.

Table 1 - Hawkesbury Sister City Program – Financial Summary for 2008/2009			
Council	Budgeted \$	Expenditure \$	Surplus / (Deficit) \$
General contribution	18,500	18,761	(261)
Donation to students	6,000	5,000	1,000
Total for Program	24,500	23,761	739

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The Program for the year ended 30 June 2010 had a minor operating surplus, due to an under expenditure of donation to students, as 10 students travelled overseas instead of a maximum of 12 (\$500 donation per student). The Program's general contribution had an operating deficit of \$261.

Overall, the financial position at the end of 2009/2010 was in line with planned program costs, including both Association and Council exchange activities. It includes Alliance activities that were commenced during the year.

Attachment 1, the Minutes of the Association's Annual General Meeting held on 8 November 2010, includes the Association's financial statements at 30 June 2010. It shows Council's contribution to the Association for the year as \$15,000, being the majority of the general contribution funds. The balance of this fund was used by Council for direct payment of other Association expenses, like printing and postage and Sister Cities Australia membership; and for Council expenses like Mayoral functions and program development.

Table 2 shows the funds held by the Association at the start and end of 2009/2010, based on its Statement of Financial Position.

Table (2) - Hawkesbury Sister City ASSOCIATION – Financial Balance at 30 June 2008	
Association's Statement of financial position	Balance
At 30 June 09 – start of year	\$8,160.81
At 30 June 10 – end of year	\$13,693.01

It should be noted that the Association's expenditure is influenced by the timing of its exchange activities, with some over the start and end of financial years and the reimbursement process for costs incurred by members upfront before payment is sought from the Association. The delayed student exchange to Kyotamba from May 2009 (previous period) to November 2009, because of Kyotamba's concern over the H1N1 flu outbreak in Japan in April and May is another factor that influenced the timing of expenditure.

Program Activities by the Association

Attachment 1, the Minutes of the Association's Annual General Meeting held on 8 November 2010, includes the Association's President's report. The report indicates the Association had a busy year organising and hosting student exchanges and adult exchanges, and associated activities. The President's report acknowledges the support of the Mayor of Hawkesbury, Councillor Basset and Councillor Paine, Councillor Whelan and Councillor Mackay.

During 2009/2010, the following activities were undertaken by the Association, including:

1. Monthly meetings and AGM
2. Calendar of events.
3. Student exchange - Hawkesbury representatives travel to sister cities, including:
 - (a) Selection process and information sessions for students,
 - (b) Farewell and Welcome Home functions for students,
 - (c) Organisation of travel plans, and
 - (d) Attendance of Hawkesbury exchange students at a Council meeting (10 August 2010).

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The exchange students were:

Temple City

Alexandra Stapleton	of Glossodia (Penrith High School)
Rachel Reid	of Wilberforce (Arndell Anglican College)
Cassandra Crowther	of Kurrajong (Colo High School)
Charlton Robb	of North Richmond (Colo High School)
Renee Smyth	of South Windsor (Penrith High School)
Eden Barrett	of Bligh Park (Penrith High School)

Kyotamba

Joshua Mannes	of Ebenezer (Arndell Anglican College)
Taryn Eddy	of Wilberforce (Hawkesbury High School)
Taylor Alcock	of Richmond (Penrith High School)
Imogen Clark	of Bowen Mountain (Penrith High School)

The Association also managed the Kyotamba student exchange from the previous reporting period, due to the visit being postponed because of Kyotamba's concern over the H1N1 flu outbreak in Japan in April and May 2009.

4. Student exchange – sister cities representatives travel to Hawkesbury, including:
 - (a) Host families for visiting students selection and arrangements,
 - (b) Welcome and Farewell functions for students and host families, and
 - (c) Management of exchange activities for both sister cities visiting at the same time.
5. Adult Exchange – Hawkesbury representatives travel to sister cities.

Not applicable this period.
6. Adult Exchange – sister cities representatives travel to Hawkesbury, including:
 - (a) Adults accompany the Kyotamba student exchange extended their stay to develop friendships with Association members and to discuss the exchange program in more detail,
 - (b) In June/ July, a Temple City adult exchange visited to renew friendships with Association members, introduce the new Temple City Association President and to celebrate the 25th Anniversary of the sister cities agreement, and
 - (c) In October 2010 (outside reporting period), the Mayor of Kyotamba and an adult exchange visited to renew friendships, perform in the community and to celebrate the Governor Lachlan Macquarie Bicentenary. Thirty towns' people and musicians visited.
7. Sister Cities Australia Annual Conference.

Not attended by Association representatives due to program commitments during the year.
8. Student exchange – Alliance towns students travel to Hawkesbury.

The Association partnered with Hawkesbury City Eisteddfod Society and Council to support the first student exchange visit from Weddin on 16 and 17 September, 2010. The visit involved Henry Lawson High School (Grenfell) students' inaugural participating in the 2010 Hawkesbury Eisteddfod (and taking out a first place and a second place in the categories entered). The Association supports 'buy local' and a majority of local business were used for activities in the year.

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Program Activities by Council

Council provides support to the Association and undertakes other Program activities and maintains the Sister City Agreement relationship. During 2009/2010 the following activities were undertaken:

1. Student Donation - Council approved donations for the student exchanges to the sister cities at its meetings on 9 March, 2010.
2. Association support, including:
 - (a) Acknowledgement of Hawkesbury exchange students at a Council Meeting (10 August 2010) and certificates; and
 - (b) Donations cheques, printing and postage; budget management, activities advice and meetings.
3. Sister cities and alliance towns engagement, including communication with the Mayors and Council officers, and program development discussions.
4. Council activities, including:
 - (a) Inclusion of Cabonne Council and Weddin Council presence in Council's tent at the 2010 Hawkesbury Show to provide the alliance towns a key opportunity to promote their areas to Hawkesbury and Sydney people attending the show,
 - (b) Mayoral function on 30 June, 2010, to celebrate the 25th Anniversary of the sister cities agreement with Temple City. Attended by Temple City representatives and Association members,
 - (c) Mayoral and Councillor involvement in inaugural Weddin students attendance at the 2010 Hawkesbury Eisteddfod in September 2010,
 - (d) Mayoral function on 8 October, 2010, to officially welcome the Mayor of Kyotamba and Kyotamba representative to the Hawkesbury, in conjunction with Governor Lachlan Macquarie Bicentenary. Function included music and song performances by the Kyotamba representatives and a Hawkesbury musical group. Attended by Councillors, Weddin Mayor and wife, Association members and Council officers.
 - (e) Attendance of the Kyotamba representatives at the launch of the Elizabeth Macquarie Iris Launch on 10 October, 2010.

Though it is noted that items 4(c), 4(d) and 4(e) are outside the reporting period, they have been included, because they had been planned during the reporting period.

Conformance to Community Strategic Plan

The proposal is consistent with the Shaping Our Future Together Directions statement;

- Have constructive and productive partnerships with residents, community and institutions.

and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

- Have ongoing engagement and communication with our community, governments and industries.
- Develop and implement a community participation and partnership program.

and is also consistent with the strategy in the Community Strategic Plan being:

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Goal:

- Support community initiatives and volunteers.

Financial Implications

All costs were met from approved budgets for the year 2009/2010.

RECOMMENDATION:

That the 2009/2010 annual report for the Sister City Program be received.

ATTACHMENTS:

AT - 1 Minutes of the AGM of Hawkesbury Sister City Association of Monday, 8 November 2010.

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**AT - 1 Minutes of the AGM of Hawkesbury Sister City Association
of Monday, 8 November 2010.**

**Minutes of the AGM of Hawkesbury Sister City Association
on Monday 8th November, 2010 at 7.30 pm.**

PRESENT: T. Tallack, B. Russell, N. Lister, J. Simpson, G. Stockton, J. Peare,
L. Richardson, E. Thomas, R. Smith, J. Nash and Cris C. Paine and W. Whelan.

APOLOGIES: A. & C. O'Neill, J. Thomas, J. Mannes, N. Rudyk and Y. Whalan

Resolved on the motion of J. Simpson and seconded by N. Lister that the apologies be accepted.

CONFIRMATION OF PREVIOUS MINUTES:

Resolved on the motion of C. Paine and seconded by J. Peare that the Minutes of the last AGM held on the 9th November 2009, be confirmed.

BUSINESS ARISING FROM THE PREVIOUS MINUTES:

No Business arising.

PRESIDENT'S REPORT:

See attached.

President's report was accepted by C. Paine and seconded by L. Richardson

TREASURER'S REPORT: (See attached)

R. Smith moved that the Treasurer's report be accepted, seconded by C. Paine.

Changes have been received from the SCA, matters referring to the Constitution and the next Executive meeting is to review and discuss any impacts on our Association.

VICE PRESIDENT'S REPORT:

A brief report from C. Paine, due to personal problems she apologised for neglected some of her duties. Thanks were given to all the Committee Members for their help and support. She congratulated all Members for their hard work over the past 12 months and helping the HSCA prosper and grow.

HISTORIAN'S REPORT: G. Stockton request that any one with photo evidence to please pass on to him and any be saved as a permanent record.

Membership fees need to paid for 2011-12

Due to the absence of the Secretary the Assistant Secretary read out all the Nominations of the positions to be filled.

The Election then took place and the positions were filled as follows:



SCANNED

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PRESIDENT: T. Tallack
VICE PRESIDENT: C. Paine
SECRETARY: Y. Whalan
TREASURER: R. Smith
ASSISTANT SECRETARY: B. Russell
INTERPRETOR: N. Lister
HISTORIAN/ ARCHIVES: J. Thomas
YOUTH REPRESENTATIVE: J. Mannes
CATERING OFFICER: J. Nash
COMMITTEE MEMBERS: L. Richardson, E. Thomas, N. Rodyk.

The President thanked on behalf of the Committee, G. Stockton for all the years and work that he has contributed to HSCA. The excellent job that he has performed keeping all the Historical Records. He was wished well in his retirement. C. Paine seconded all the good wishes that T. Tallack had said and thanked him for his sense of humour, the support in all activities and his valued friendship. J. Pearce supported all that C. Paine and T. Tallack had said.

J. Pearce congratulated all the Committee and T. Tallack for a job well done in 2010.

The meeting concluded at 8.18 pm.

Hawkesbury Sister City Association

President's Report – November 2009 to November 2010

2010 is a special year for the Macquarie Towns and the Hawkesbury Sister City Association has participated in our 200th Anniversary Celebrations with hosting visitations from both Temple City and Kyotamba.

Since the last AGM the Hawkesbury Sister City Association has organised visitations by three outgoing student delegations and two incoming student delegations, a visit by a Temple City Delegation, a visit by coordinators of the Kyotamba Student Exchange, and a visit by a multiple delegation from Kyotamba, led by their Mayor Toyoji Terao. In addition our Association participated in the visit by students of Weddin Shire when they participated in the Hawkesbury Eisteddfod, and visits by Japanese delegations to Merroo Conference Centre, and both the HSCA Secretary and I made personal visits to Temple City. So it has definitely been a busy year.

Overall the many activities we have coordinated have been highly successful and well received. In particular the visit by the Kyotamba Mayor, Citizens Delegation and Music Delegation proved to be enjoyed by all those participating and I was honoured to receive a letter of thanks from the Mayor of Kyotamba.

While our programs have been successful there have been some 'hiccups' along the way and we have faced a number of issues. In addition to these issues some of our members, including myself, have also faced personal heartache and problems. We were also saddened by the loss of Councillor Rex Stubbs OAM who over the years was a great supporter of our Association as well as our honorary doctor.

However, even in adversity "the team" always steps up so that our programs continue. Without the dedication of all members of the Hawkesbury Sister City Association we could not have achieved what has been a very full calendar of activities since last November. I would like to thank each and every member of the Association for their hard work and commitment to our cause. We are fortunate that our members have a variety of skills and that those individual strengths combine to make a very formidable team – so a very BIG thankyou and well done to Team HSCA.

I am pleased to report that, after initially being postponed, the 2009 Hawkesbury Student Exchange Delegation to Kyotamba was successfully undertaken with Sterling Thomas of Hawkesbury High School, Elizabeth Thompson of Bede Polding College, Rebecca Brown of Colo High School, Zoe McMillan of Colo High School and Sally O'Brien of Bede Polding College all visiting Japan during November/December 2009.

During 2010 there has been reciprocal student exchange visits with both Temple City and Kyotamba.

The Hawkesbury students who visited Temple City were –

- Eden Barrett of Penrith High School
- Cassie Crowther of Colo High School
- Rachael Reid of Arndell Anglican College
- Charlton Robb of Colo High School
- Renee Smyth of Penrith High School
- Lexi Stapleton of Penrith High School

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and the 2010 Temple City student delegation and their host families were –

- Christine Nowak who was hosted by the Marriott and Robb families
- Kasey Sickles who was hosted by the Robb and Crowther families
- Kelsey Sih who was hosted by the Reid and Barrett families
- Carrington Taylor who was hosted by the Stapleton and Reid families
- Dana Tran who was hosted by the Crowther family
- Tyler Yung who was hosted by the Marriott and Barrett families

The Hawkesbury students who visited Kyotamba were –

- Taylor Alcock of Penrith High School
- Imogen Clark of Penrith High School
- Taryn Eddy of Hawkesbury High School
- Joshua Mannes of Arndell Anglican College

and the 2010 Kyotamba students and their host families were –

- Erica Banda who was hosted by the Clark family
- Marie Imanishi who was hosted by the Alcock/Taylor family
- Momoko Kotani who was hosted by the Pierce/Eddy family
- Miku Takezaki who was hosted by the Mannes family

During the visit to Hawkesbury by the exchange students, Mr Tanaka and Miyuki Matsui who are involved of the coordination of the Kyotamba student exchange visits, spent a few days in the Hawkesbury to share the experience of their students and to discuss our shared program.

As I mentioned previously there were some issues during the year. These were related to our student exchange program, particularly with regard to selection of host families and the behaviour of the students. During 2009 there had been some behavioural issues and as a result the Association amended its student exchange regulations for the outgoing student delegations. The Association is now undertaking a review of their component of the student exchange program, and this review will be finalised prior to further student exchange visitations. The review specifically addresses issues that have occurred during the past two years, social change that is impacting on student behaviour (in particular social networking sites) and will also take into consideration feedback received by the Association as a result of specific incidences.

In regard to the issues during the 2010 student exchange program, my personal consideration is that the action taken in managing the various matters was appropriate under the circumstances and the constraints of the Association.

In late June / early July we received a small delegation from Temple City that included their new Association President Steve Terry and his wife Nancy. During the visit there was a presentation from Sister Cities Australia to recognise the 25th anniversary of the relationship between Temple City and the Hawkesbury.

As mentioned previously, in October a delegation of around 30 visited from Kyotamba. The delegation was made up of three parts; the Mayoral Group, the Towns People Group, and the Music Group. Hawkesbury Council officially welcomed the delegations at a Mayoral Reception and Musical Presentation during which the Kyotamba Music Group performed. The Music Group also performed at the Richmond Nursing Home and at the Bush Dance held by our Association on the

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Saturday evening and it was wonderful to see the Japanese drum used during these performances. Other activities during the visit included a visit to Tobruk Sheep Station and a tour of Hawkesbury City that included information on the history of our region, and the launch of the Lady Macquarie Iris.

During their visit an invitation was extended by the Mayor of Kyotamba to the residents of Hawkesbury to visit Kyotamba during the 26th Annual Cultural Festival which is being held in the Kyoto region in November 2011.

In addition to this delegation, the Association is also looking at an education delegation visiting both Kyotamba and Temple City during October 2011 and an excellent DVD presentation was compiled and distributed to schools to promote the opportunity to senior educators in our region.

Other items on the agenda for 2011 include –

- finalisation of the student exchange program review
- incoming visits by Kyotamba and Temple City exchange students in July/August
- visit to Kyotamba and Temple City by Hawkesbury exchange students in September/October
- development of HSCA Procedures Manual
- update of HSCA website (www.hsca.org.au)

In closing I would like to extend my thanks to Mayor Bart Bassett for his continued support, and Councillor Warwick Mackay for undertaking the role of honorary medical officer and I would be grateful if Councillors Paine and Whelan could pass on my thanks to the Mayor and Councillor Mackay. I would also like to thank Chris and Bill for their continued support as our Councillor representatives.

And again, to the executive and all the members of the Hawkesbury Sister City Association Management Committee, thank you, and congratulations on running a wonderful and worthwhile program.

I wish you all a joyous festive season and a safe and happy 2011.

Tina Tallack
President
Hawkesbury Sister City Association Inc

8th November 2010

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Hawkesbury Sister City Association Incorporated

Statement of Financial Position

As at 30 June 2010

Balance Sheet	30/06/2010	30/06/2009
Current Assets		
Cash at Bank - Commonwealth Bank	13,693.01	8,160.81
GST Receivable - as per records	490.68	1,300.00
Total Current Assets	14,183.69	9,460.81
Non-Current Assets		
Equipment	1,778.14	1,778.14
Less: Accumulated Depreciation	- 1,778.14	- 1,778.14
Total Non-Current Assets	-	-
Liabilities		
No Liabilities Outstanding	-	-
Net Assets	14,183.69	9,460.81

Note:

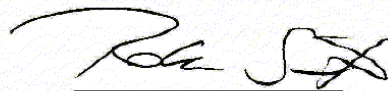
Movement in the bank account

Balance at 1 July 2009	8,160.81	12,856.64
Add Net Surplus/Deficit	5,532.20	- 4,695.83
Bank Balance as at 30 June 2010	13,693.01	8,160.81

We certify that the above financial statements of the Hawkesbury Sister City Association Incorporated present a true and fair view of it's financial position.



Chairperson



Treasurer

I have reviewed the accounting records of the Hawkesbury Sister City Association Incorporated, and based on the information provided, the payments and receipts reconcile to the bank statements as at the bank balance noted above.


Felicity Donnelly CA

8/11/10
Dated

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Hawkesbury Sister City Association Incorporated

Statement of Financial Performance

As at 30 June 2010

	<u>30/06/2010</u>	<u>30/06/2009</u>
Income		
Contribution from HCC	15,000.00	14,400.00
Interest	1.58	16.65
GSI Refund	1,300.00	730.00
Subscriptions	-	41.80
Refunds	150.00	196.76
Total Income	16,451.58	15,385.21
Less: Expenditure		
Accommodation	552.80	3,530.95
Advertising & Photos	242.56	235.48
Bank Charges	10.00	-
Donations & Subscriptions	-	65.00
Event Entertainment	1,064.71	1,659.15
Food	2,241.24	4,311.22
Fuel, Tolls, Mileage & Parking	1,199.58	1,631.30
Gifts	1,407.40	1,041.38
Phone, Fax, Postage & Stationery	567.11	1,162.34
Sundries	2,031.21	3,729.58
Travel	1,602.77	2,714.64
Total Expenditure	10,919.38	20,081.04
Net Surplus/Deficit	5,532.20	- 4,695.83

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Hawkesbury Sister City Association Incorporated

Bank Reconciliation

As at 30 June 2010

Bank Account: Commonwealth Bank 062 622 1038 8912

Balance per Bank Statement at 30 June 2010	14,720.05
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Add: Outstanding Deposits

Less: Unpresented Cheques

000002	-	27.48
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000004	-	58.00
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000006	441.56	
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Total Unpresented Cheques	527.04
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Balance as per records	13,693.01
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Note: Commonwealth Bank account 062 622 0090 4644 was closed on 4 May 2010 and the balance on that date was transferred to the new Commonwealth Bank account 062 622 1038 8912

oooO END OF REPORT Oooo

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Meeting Date: 8 March 2011

Item: 32 **GM - Proposal from IAB Services to Conduct Audits - (104746, 91369, 95496, 79351)**

Previous Item: 3, Audit Committee (9 February 2011)

REPORT:

Executive Summary

A meeting of the Audit Committee was held on 9 February 2011. The Committee has considered and made a recommendation regarding a proposal from IAB Services (IAB) for audits to be conducted on two selected areas of Council. The proposal was requested, as an Internal Auditor has not been able to be appointed to date, and to avoid any further delay in the implementation of the adopted Strategic Internal Audit Plan. The Committee's recommendation now requires Council's consideration to enable action to be taken.

It is recommended that the proposal from IAB be received and that IAB be engaged to conduct the audits.

Consultation

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

Background

In December 2010, as an Internal Auditor had not been able to be appointed to date, and to avoid any further delay with the implementation of the Strategic Internal Audit Plan adopted by Council at its meeting of 14 September 2010, IAB were requested to provide a proposal to conduct two audits that had been selected to be outsourced from Council's adopted Strategic Internal Audit Plan.

The areas selected, as listed below, are of a high, and medium priority respectively:

- Development Applications (DAs), Fire Order Works (FOWs), Construction Certificates (CCs), Building Code of Australia (BCA) Reports and Occupation Certificates (OCs) processing.
- Accounts Payable and Sundry Creditors processing.

The Audit Committee at its meeting on 9 February 2011 gave consideration to a proposal prepared by IAB dated 27 January 2011. The minutes of the Audit Committee's meeting of 9 February 2011 are included as a separate agenda item to this meeting.

A copy of the report considered by the Audit Committee, together with a copy of IAB's proposal dated 27 January 2011 for audits on Development Applications, Fire Order Works, Construction Certificates, Building Code of Australia Reports and Occupation Certificates processing and Accounts Payable and Sundry Creditors processing, are attached as Attachment 1 to this report.

Following consideration of this matter, the Audit Committee made the following recommendation.

"That:

1. *The proposal from IAB Services for the review of Development Applications, Fire Order Works, Construction Certificates, Building Code of Australia Reports, Occupation Certificates and Accounts Payable and Sundry Creditors dated 27 January 2011 be received.*

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2. *IAB Services be engaged to conduct the audits as specified in 1, and in accordance with, its proposal dated 27 January 2011."*

The above recommendation now requires Council's consideration to enable action to be taken in relation to engaging IAB to conduct the review of these selected areas.

It is recommended that Council adopt the above Audit Committee's recommendation.

Conformance to Community Strategic Plan

The proposal is consistent with the Shaping Our Future Together Directions statement;

- Have transparent, accountable and respected leadership and an engaged community.

Financial Implications

Funding is available in the 2010/2011 Adopted Budget for the outsourcing of these two audits pending the appointment of an Internal Auditor.

RECOMMENDATION:

That:

1. The proposal from IAB Services for the review of Development Applications, Fire Order Works, Construction Certificates, Building Code of Australia Reports, Occupation Certificates and Accounts Payable and Sundry Creditors dated 27 January 2011 be received.
2. IAB Services be engaged to conduct the audits as specified in 1, and in accordance with, its proposal dated 27 January 2011.

ATTACHMENTS:

AT - 1 Item 3: Report to Audit Committee Meeting of 9 February 2011.

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Attachment - 1 - Item 3: Report to Audit Committee Meeting of 9 February 2011

ITEM: 3 GM - Proposal from IAB Services to Conduct Audits - (104746, 91369, 95469, 79351)

REPORT:

Update on Internal Auditor

Following an unsuccessful first round of applications in August 2010, Council readvertised the Internal Auditor's position with an increased salary of \$95,000 plus superannuation. Applications closed on Friday 22 October 2010. The second round of advertising resulted in three applicants being interviewed. The members of the Interview Panel were Peter Jackson, Laurie Mifsud, Mike Barry and Council's Human Resources Officer, Jane Nolan. Unfortunately, none of the candidates were considered suitable for the position, resulting in the position not being offered to any of the candidates from this round.

The Interview Panel subsequently decided to re-interview one of the candidates from the first round. The position was subsequently offered to this candidate, who unfortunately did not accept due to another more attractive position being offered by another organisation.

As a result, the position has again been readvertised and applications will close on Friday 11 February 2011.

Proposal from IAB Services

As Council has not been able to appoint an Internal Auditor to date, to avoid any further delay with the implementation of the Strategic Internal Audit Plan recently developed by the IAB Services (IAB), some audits have been selected to be outsourced.

Two areas have been selected from Council's adopted Strategic Internal Audit Plan. The areas selected, as listed below, are of a high, and medium priority respectively:

- DAs, CCs, Fire Order Works, BCA Reports and Occupant Certificates (OCs) processing
- Accounts Payable and Sundry Creditors processing

Internal Audit Proposals to conduct the audits above have been requested from IAB. IAB provides a wide range of review, investigation, assurance and improvement services. This includes highly specialised work in areas such as IT, data integrity, information management, internal audit, accounting, taxation and corruption prevention. IAB have vast local government experience and have previously been engaged by Council to conduct specific audit work, namely, a Payroll Audit and a Review of Internal Controls and Procedures at the Waste Management Facility.

IAB are a government trading enterprise. Consequently, in line with Part 5 of the Public Sector Management (Goods and Services) Regulation 2000, Council is permitted to utilise the services of IAB without seeking 3 quotes, written quotations or formal tendering.

IAB submitted their proposal in relation to the above audits as requested.

The Proposal outlines the audit scope, audit approach, commencement dates and timeframes for the completion of the audits and the proposed fees for each respective audit.

The proposal received from IAB, dated 27 January 2011, is attached as Attachment 1 to this report.

IAB have, under previous engagements, provided a high quality, professional and timely service to Council. The audit scope, approach, timing, and proposed fees included in their proposal to conduct the audits, as requested, are deemed appropriate for this assignment.

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In light of the information provided above, it is recommended that IAB are engaged in accordance with their proposal dated 27 January 2011.

RECOMMENDATION:

That:

1. The proposal from IAB Services for the review of DAs, FOWs, CCs, BCA Reports, OCs and Accounts Payable and Sundry Creditors dated 27 January 2011 be received.
2. IAB Services are engaged to conduct the audits as specified in, and in accordance with, its proposal dated 27 January 2011.

ATTACHMENTS:

AT - 1 Proposal dated 27 January 2011 by IAB Services

AT - 1 Proposal dated 19 January 2010 by IAB Services



IAB Services

THE PUBLIC SECTOR IMPROVEMENT SPECIALISTS

Level 2, 1 Oxford St Darlinghurst NSW 2010

PO Box 234 Darlinghurst NSW 1300

Tel: (02) 9261 9100; Fax: (02) 9261 9111

Email: contactus@iab.nsw.gov.au

27 January 2011

Emma Galea
Acting Director Support Services
Hawkesbury City Council
366 George Street
Windsor NSW 2756

Dear Emma

**RE: PROPOSAL- REVIEWs OF DAs, FOWs, CCs, BCA
REPORTS, OCs AND ACCOUNTS PAYABLE /SUNDRY
CREDITORS**

INTRODUCTION

You have advised in your email dated 17 January 2011, that Council has not been successful in appointing an Internal Auditor to date with the result that the implementation of the Strategic Internal Audit Plan recently developed by the IAB has been delayed.

In response to the above situation, Council has decided to outsource some of its internal audit reviews in the year ending 30 June 2011 in order to progress its Plan.

You have advised that two (2) review areas have been selected for outsourcing and these are:

- DAs, CCs, Fire Order Works, BCA Reports and OCs
- Accounts payable and sundry creditors.

The IAB is in a unique position to assist Council with above reviews and as requested, we set out below a detailed proposal for your consideration.

OBJECTIVES / SCOPE

We set out below the suggested objectives and scope for each review:

1. REVIEW OF DAs ETC.

Objectives

The overall objective of the assignment will be to review the adequacy and effectiveness of internal control and administrative arrangements relating to the determination of Development Applications (DAs) and the issuing of Construction Certificates (CCs), Occupation Certificates (OCs), Fire Order Works and BCA Reports.

More specifically, the review will focus on:

- An assessment of the risks/internal controls over the receiving, accessing and processing of DAs, CCs, Fire Order Works, BCA Reports and OCs.
- The level of compliance with relevant legislation, Council policies, state and regional planning instruments, the local environment plan, development control plan, fire safety and building codes and performance requirements within this process.
- Ensuring that the relevant building codes established by Council in the planning process meet compliance standards.
- Policies and procedures including documentation throughout these processes, staff knowledge of policy and procedures and to ensure written procedures are in place.
- Compliance with legislation including the Environmental Planning and Assessment Act 1979 (EP&A Act) and regulations, Council's Local Environment Plan and Development Control Plan.

Scope

The scope of the review could include consideration of the following elements:

- Reviewing a random representative sample of DAs to determine the effectiveness and compliance within the steps leading to the issue of a final Notice of Determination.
- Assessing the reported performance levels of the assessment process against the predetermined target performance levels developed for the Unit.
- Comparing the compliance with the legislative requirements under the Act and regulations for the DAs.
- Comparing the compliance with Council policy, the local environment plan, development control plan and Council policies with the determination of DAs.
- An examination of relevant CC, Fire Order, BCA and OC system reports and documentation, to assess the efficiency and effectiveness of procedures, and to determine the extent to which they comply with relevant legislation, policy and procedures.
- A review of operational and administrative practices to identify improvements and reduce any potential operational or financial risks that could result from current processes and procedures.
- A review of operational and administrative practices to identify improvements and reduce any potential operational or financial risks that could result from current processes and procedures.

In addition, we will make reference to Council's compliance with key elements included in the ICAC "Development Assessment Internal Audit Toolkit", dated April 2010.

ACCOUNTS PAYABLE

Objective

The objective of this review would be to assess the adequacy of systems and controls for processing invoices / payments for creditors /sundry creditors and the timeliness of payments.

Scope

The scope of the review could include consideration of the following elements:

- Compliance with HCC policy, procedures, accounting standards and business ethics, including ordering, checking, recording, approval etc.
- Databases / systems are secured against loss, corruption and unauthorised access.
- System and user controls for adequacy and satisfactory operation.
- Whether Management Information Systems are complete, accurate, relevant and timely and whether meaningful operating standards for measuring efficiency and effectiveness are established, understood and utilised.
- Control reviews are conducted by management and such reviews establish the reliability of internal controls.
- Amounts due to suppliers for goods and services accepted and the accounting distribution of such amounts are computed accurately and recognised promptly.
- Each payment for goods and services accepted is based on a recognised liability, is accurately prepared and appropriately authorised.
- Bank Reconciliations are completed satisfactorily.
- Recorded balances of Accounts Payable / Sundry Creditors and related transactions are periodically substantiated and evaluated.
- The potential risk of fraud or errors is minimised.
- Whether any opportunities for improving current processes and controls are evident.

INTERNAL AUDIT APPROACH

For both of the HCC internal audit reviews proposed, we will use a general internal audit approach that includes the high level key steps set out below.

Steps	Activity
1	<p>Meeting with key stakeholders from Council for introductions to the IAB representative and for the firming up of interview / site visitation timetable, preliminary information requirements, Council expectations, objectives / scope of audit, reporting format, project timetable, liaison/progress, reporting etc.</p> <p>In the information provided to date by Council, a number of the key elements noted</p>

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	above have not been agreed.
2.	Collection and analysis (preliminary) of relevant data on the DA etc and Accounts / Sundry Payables records / policies used and the holding of initial interviews with key stakeholders. This would include an assessment of the relevant risks associated with the audits. From this step we would be able to gain an understanding of the current processes, procedures, controls, delegations, manuals and systems supporting the area subject to audit. Information collected would include recent past internal audits, independent reports and reviews on the area.
3.	From the information gained in Steps 1 and 2 for the areas subject to audit, a detailed audit programme/plan will be developed to test/assess the key functional areas and sub elements, including the related processes, policy and procedures, risks, controls etc. This will include a consideration of relevant legislative requirements, Council Policies etc and the scoping elements agreed. We consider the findings etc from other related reviews for Councils and organisations etc to ensure that relevant best practice, legislative requirements and industry information is taken into account.
4	Execution of the detailed audit program and documentation of findings. This would include testing. Nominated stakeholders will be kept informed of progress (say weekly) and we will highlight any serious issues, when identified. This step will involve more detailed interviews.
5	Consolidating findings, the exit interview and preparing the Draft Report.
6	QA of Draft Report and work files.
7	Draft Report issued to Council and key stakeholders briefed on findings. Management responses requested.
8	Management responses received, reviewed, incorporated into Report and Final Report issued.

START AND COMPLETION DATES

We would propose starting the first review in the week commencing (W/C) 14 February 2011 and having it completed by W/C 14 March 2011. As requested, the first review would be for Accounts Payable.

As we would be using the same internal auditor for both reviews (George Gulyas - see comments below), the second review of DAs etc can be started straight after the first review for efficiency purposes. This would be commenced in the W/C 14 March 2011 and completed by W/C 18 April 2011.

IAB TEAM

Our Team is set out below:

George Gulyas: Senior IAB Auditor has been nominated to perform both reviews for Council.

George is seen as the most appropriate auditor to do the reviews, given that:

- He conducted the initial high level risk assessment for Council and developed Council's Strategic Internal Audit Plan. He has also completed a special review of Waste Management Cash Handling processes. Accordingly, he is very familiar with Council's specific risk profile, its operating / control environments and personnel.
- He is very familiar with the LG environment from a broader context as a result of conducting many reviews for councils, including Hurstville Council, Parramatta Council, Blacktown Council, CENTROC Councils etc.

- He has a very broad and deep understanding of internal audit and risk management from a best practice point of view, having held senior internal audit positions outside of LG in the public and private sectors and conducted many reviews while working as a senior consultant for the IAB.
- The IAB has undertaken a number of recent DA etc reviews for councils, including Penrith, Parramatta, Fairfield, Blacktown, Upper Lachlan, Warringah and Port Macquarie Councils. The audit programs, checklists and best practices associated with these projects will be available to George during the HCC review.

Steve Kent: Director of Risk Management and Consulting

As the IAB LG Director, I will manage the assignments and conduct the quality assurance (QA) over the final review deliverables (reports, working papers etc). It is to be noted that I managed the previous HCC assignments noted above, a payroll review at HCC and all IAB LG assignments.

A copy of both George and my CV are attached as [Appendix A](#) for your information.

IAB's CREDENTIALS

As you aware, we have undertaken assignments for HCC and other councils in the recent past. While it is not proposed to outline our credentials in detail in this letter, we deemed it appropriate to include in [Appendix B](#), information on the following matters that you may find useful.

- Advantages in using the IAB and its consultants
- Details of our extensive knowledge and experience
- Examples of some recent innovations / initiatives for the public sector

FEES

Our proposed fees for each assignment are set out below:

1. DAs etc - our proposed fee is \$16,750 plus GST and out of pocket expenses; and
2. Accounts Payable etc - our proposed fee is \$11,600 plus GST and out of pocket expenses.

In providing the above fee quotations, we have made certain assumptions concerning the provision of information, the availability of key stakeholders for interview etc. **Should any of these assumptions be adversely impacted, we will bring to your immediate attention for corrective action.**

GENERAL

The IAB appreciates the opportunity to propose for the two (2) assignments and to build a closer working relationship with Council.

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If you have any questions concerning the contents of this proposal, please contact me on (02) 9261 9107 or via email at steve.kent@iab.nsw.gov.au.

Yours sincerely



STEVE KENT
DIRECTOR, RISK MANAGEMENT AND CONSULTING SERVICES

APPENDIX A

IAB TEAM RESUMES

**STEVE KENT***Engagement Director***SPECIALISATION:**

*General management
Risk management (including IT)
Consulting
Internal and external assurance
Accounting/ Financial
Management
Governance
Business development/ marketing
Client relationship management
Strategic planning*

EDUCATION:*B Ec (Sydney)***CERTIFICATIONS/
MEMBERSHIPS:**

*Member of the Institute of
Chartered Accountants since
1976- CA
Member of the Institute of Internal
Auditors
Member of the NSW Council for
the Institute of Internal Auditors
Member of Chartered Secretaries*

SKILLS AND EXPERIENCE:

Steve has held the position of Director, Risk Management and Consulting Services within the IAB for the last 8 years.

Prior to joining IAB, Steve was a Senior Director in the Risk Consulting Groups of Arthur Andersen/Ernst and Young. Steve was responsible for a variety of complex risk consulting, assurance (internal and external audits) and compliance review assignments in both the public and private sectors. These assignments covered both general business and IT related areas in a large variety of different types of industries, including Energy.

In the last 30 years, Stephen has held senior executive positions (General Manager/VP) in the Financial Services (superannuation - AMP, custody/investment management - State Street)/Transport Industries and Director/Senior Manager positions in Professional Accounting Firms (Arthur Andersen, EY, Coopers and Lybrand).

He has enjoyed extensive hands on and Senior Management experience in the areas of general management, assurance, risk management, strategic/business planning, IT, operations, industrial relations, HR, process re-engineering, accounting/financial management, project management and general consulting.

Over the last 8 years with the IAB, he has managed a significant number of large public sector agency internal audit engagements/relationships and related specialist consulting and investigation assignments. His clients include NSW Treasury, DLG, NSW Lotteries, NSW Maritime, Sydney Water, State Water, Department of Commerce, State Property Authority, Department of Lands, Department of Planning, Sydney Harbour Foreshore Authority, UTS, Integral Energy, Transgrid, Department of Water and Energy, CENTROC (12) councils, Parramatta Council, Fairfield Council, Canterbury Council, Cessnock Council, Bankstown Council, Warringah Council etc.

Steve is the IAB's Local Government Director and has managed all of the many reviews and projects outlined in the Additional Information Schedule of this RFT.

He has current working relationships with 30-40 councils and the DLG.

**GEORGE GULYAS***Senior Consultant***SPECIALISATION:***Internal Audit Support**Enterprise-wide Risk Assessment**Policy and Procedures development**Investigations**Internal Audit Program**Development and Management**Project Management**BCP and DRP capability**planning and Development**Client relationship management**Strategic audit planning***EDUCATION:***Accountancy Certificate (CPA)**Diploma of Business**Administration**Company Secretarial Certificate (CSA)***CERTIFICATIONS/
MEMBERSHIPS:***Certified Practising Accountants (CPA) – Member**Chartered Secretaries Australia (CSA) – Fellow (member of the Professional Development Committee)**Institute of Internal Auditors (IIA) - Member***SKILLS AND EXPERIENCE:**

George has been a Contractor (Senior Consultant) to the IAB for the past 3 years.

Prior to joining IAB, George has filled senior internal and external audit management positions and was responsible for setting up and developing audit capability strategies focussing on management support and organisations achieving their strategic objectives. These responsibilities included, among others, the following:

- Establishing leading edge Internal Audit Departments, eg Sydney Harbour Casino (later Star City) and the Illawarra Mutual Building Society (The IMB);
- Restructuring and refocussing existing Internal Audit Departments, eg the University of New South Wales (UNSW);
- Developing effective departmental Charters (including organisational Audit Committee Charters) and obtaining governing body and regulatory agency (where appropriate) approval;
- Implementing a contemporary and comprehensive audit/investigation services capabilities;
- Providing quality of service and performance assessments;
- Designing and completing annual and three-year strategic audit plans, focusing on corporate risks (including business, regulatory and legal exposures), with effective remedial management strategies;
- Completing project reviews, investigations and performance assessments on time and within budget;
- Completing investigations to disciplinary action or legal prosecution outcomes;
- Providing competent advice to management on operational issues and performance challenges;
- Designing and delivering business solution and product development outcomes;
- Project management, including complex multi-disciplined team projects with critical deadlines;
- Effective negotiating skills;
- Preparing and delivering effective policy and procedure documentation designed for efficiency, economy, legal/regulatory compliance, security and internal controls;
- Providing audit recommendations that result in substantial savings in resource costs and procedural efficiencies resulting from process re-engineering, improved management of contracted services and greater focus on core activities;
- Maintaining excellent relations with the Board, Management and regulatory agencies;
- Implementing internal audit business plans with realistic target KPIs for recovery of budgeted departmental costs annually;
- Leadership and contributions towards implementing corporate risk management programs, business continuity and disaster recovery processes/capabilities and control self-assessment frameworks;
- Membership of, and leadership in, a variety of senior management steering committees advising on Codes of Practice, risk exposures mitigation, policy compliance, and systems/procedures for responding to legislative changes.

George was also selected by the Auditor-General of Australia to represent the ANAO (then the Commonwealth Auditor-General's Office) to participate in the first manager exchange program between the federal public sector and the private Accounting and

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Auditing Firm (the then) Coopers and Lybrand.

Over the past 35 years, George has held senior external and internal audit management positions in the public sector (Australian National Audit Office – ANAO, the University of New South Wales – UNSW) and the private sector (Star City), the Illawarra Mutual Building Society (The IMB), providing extensive and varied hands-on and leadership experience in contemporary audit-related and general management focussed activities and responsibilities.

In the last 3 years of contracting to the IAB, he has performed a significant number of internal audit reviews and related consulting assignments. His clients include Local Government Councils across a variety of council responsibilities and programs. Councils where internal audit reviews have been completed include Hawkesbury Council, Hurstville Council, Parramatta Council and five (5) CENTROC councils.

APPENDIX B

1. ADVANTAGES OF USING THE IAB AND ITS CONSULTANTS

There are a number of significant advantages in using the IAB, which include:

- We have built up a very **strong knowledge/experience** base of the different levels of the Public Sector, cultures, policies, procedures, processes, people, business risks, systems etc and can effectively apply this to the HCC situation. This provides many opportunities for knowledge sharing and benchmarking.
- As a Government Trading Enterprise (GTE), we are not driven by profit maximisation but rather the desire to provide **quality services on a “cost recovery” basis** to other Agencies. Accordingly, being part of the Public Sector family will enable the cost of our services to you to be kept low. Our pricing of services to you is very competitive and offers value for money.
- The Members of our Servicing Team **have over 25 years experience in the public or private sectors** in their chosen fields of expertise. Each one of our proposed team members have done a number of projects in Local Government and other organisations that are relevant for this project.
- The IAB is very **close to the current issues**, concerns, new ideas, initiatives and legislative changes happening in the Government environment through its close relationships with Central Agencies such as NSW Treasury, Department of Premier and Cabinet, Department of Local Government (DLG) etc.
- Because of our size and **personalised servicing team**, we are able to make quick decisions and take speedy action when dealing with significant client servicing matters.
- We are focused on developing **close, long term, client relationships** that are responsive to changing client needs. We have undertaken past assignments for HCC and are focussed on assisting HCC achieving its audit objectives and building on the existing relationship.
- **We have proven (and best practice) internal audit, risk management and consulting methodologies, approaches and tools.**
- We **do not use junior staff** on assignments. As a consequence, our people do not have to be closely supervised (they are all effectively “Managers”), there is minimal rework and they are able to communicate authoritatively with all levels of client staff and management. They will also be able to integrate quickly into the Council environment.
- All of our assignments are subject to **stringent formal quality assurance processes**, from commencement to final delivery. At the centre of this process is the Client Service Director who will be responsible for the Council relationship (Steve Kent).
- Council has the opportunity to appoint a well credentialed organisation (IAB Services) that understands and knows Council well.

2. DETAILS OF OUR EXTENSIVE KNOWLEDGE AND EXPERIENCE

Public Sector Generally

For State and Local Government agencies, the IAB conducts on average over 850 assignments per year for some 100 Public Sector Agencies. We only specialise in the Public Sector. We can provide full details of our extensive client base, if required.

Types of Internal Audits Conducted

We can confirm that we have delivered across our client base a range of internal audit assignment types. Specifically, we have completed numerous assignments in the following areas:

- Traditional compliance audits
- Financial audits
- Specialist audits of all taxation regimes (PAYG, FBT, GST, PRT, SGC)
- Efficiency driven operational audits
- Performance audits
- Management reviews
- Strategic audits
- Risk assessments (enterprise-wide or high level)
- IT audits (security, governance, infrastructure, strategy, BCP/DRP, applications, projects etc), including SAP systems
- Data mining and analysis (using CAATS and other tools)
- Forensic IT/accounting investigations/reviews
- Investigations (all types including misconduct, disciplinary, fraud, PDs, etc)
- Fraud and corruption prevention risk assessments/development of risk plans, strategic policy development, training
- Project management/procurement audits and health checks
- Specialist audits (e.g. OH&S)
- Probity audits and advice
- Development of internal audit plans and programs.

For your information, as well as the local government clients below, Steve Kent also has as internal audit and related service clients as NSW Treasury, Department of Premier and Cabinet, Department of Services, Technology and Administration, RTA, NSW Maritime, Lands and Property Management Authority, Sydney harbour Foreshore Authority, RailCorp, Sydney water, State Water, Office of Water etc.

Specific Local Government Experience

On a specific basis, we have undertaken a large range of internal audit, risk management and consulting (management review) assignments for members of the Local Government Sector. This has given us insights into Council business operations particularly when completing risk assessments for Councils and Promoting Better Practice reviews for the DLG.

We have been the internal auditors for:

- (i) Dept of Local Government.
- (ii) Local Government Association of NSW and Shires Association of NSW.

We have recently been appointed as the internal auditors for twelve (12) CENTROC Councils and Canterbury Council.

Councils where we have provided internal audit, risk management consulting and investigation services in the last couple of years are set out below, including a key at the bottom of the list which refers to the type of projects performed.

- Wyong (IA, I, internal audit secondee for 6 months)
- Wagga Wagga (QAR)
- Port Macquarie (I)

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- Fairfield (IA, I, RM, Internal Audit Manager seconded for 3 years)
- Warringah (IA)
- Sutherland (IA)
- Dubbo (RM ,AP, assistance with Audit Committee set up)
- Muswellbrook (I)
- Shoalhaven (P)
- Lane Cove (P)
- Liverpool (P)
- Cessnock (IA, I)
- Councils on Line Consortium of 5 Councils – Randwick, Parramatta, Hornsby, Lake Macquarie, Wyong (RM, IA)
- Cowra (I)
- Wollongong (IA,I)
- Mosman (P)
- Randwick (IA, I)
- Gosford (P ,I)
- Narrandera (I)
- Baulkham Hills (P)
- Hurstville (IA)
- Parramatta (IA ,I, C, RM/AP)
- Newcastle (I, AP, RM, C) – major Sustainability Review including Business Excellence Framework component
- Bankstown (RM, IA, AP)
- Blacktown (RM, IA, AP)
- Penrith (IA)
- Hornsby – Sustainability review
- Hawkesbury (IA, RM, AP)
- 22 Councils reviewed for the DLG as part of “Promoting Better Practice” Program.

We would highlight that a large number of Councils already have an internal audit function and use the IAB when they need a specialist consultant (IT, OH&S, Procurement etc) or where they do not have adequate resourcing. This has resulted in what is called an internal audit co-sourcing arrangement.

As highlighted above, we have been appointed the internal auditors for twelve (12) CENTROC councils that include Cowra, Young, Harden, Boorowa, Lithgow, Mid Western, Lachlan, Upper Lachlan, Oberon, Forbes etc. For all of these councils we have or will be completing high level risk assessments, development of strategic internal audit plans and undertaking 2-3 reviews per annum for each council. As part of these arrangements, we are undertaking considerable amount of knowledge and experience sharing between councils in respect of audit review areas, audit scopes, best practices, benchmarking etc. We would be planning to share such knowledge etc with HCC.

IA = Internal Audit
 I = Investigations
 RM = Risk Management
 P = Probity Audit/Advice
 AP = Audit Planning
 QAR = Quality Assurance Review
 C = Consulting

Indicates the type of projects undertaken

3. EXAMPLES OF NEW INNOVATIONS / INITIATIVES

We are at the forefront of developing value adding and innovative initiatives to assist agencies within the sector. These include the items noted below:

- [DLG Internal Audit Guidelines and NSW Treasury Internal Audit and Risk Management Policy](#) - The IAB and its consultants have spent considerable time in assisting councils and state government agencies in implementing the guidelines and policies. This has included providing advice and developing new tools etc for use by clients.
- [Fraud and Corruption Prevention](#) - This is a major ongoing risk exposure for the sector, including agencies. The IAB's response has been to leverage our experience from performing fraud and corruption risk assessments etc and the completion of fraud and corruption investigations into developing a robust fraud and corruption prevention assessment approach and a streamlined fraud health check for identifying major risks quickly. This has also resulted in our developing a comprehensive fraud and corruption training program that has resulted in the delivery of over 50 training workshops. This program can be quickly customised for individual councils and agencies.
- [eLearning Library](#) - There are a significant number of operational risks faced by agencies where there is considerable scope to increase the level of awareness by staff and thereby mitigate the risk by utilising "user friendly" on-line facilities. The IAB, in conjunction with one of its service partners, has developed and implemented a library of public sector specific governance and compliance learning tools. These include modules on anti-bullying, anti-discrimination, computer usage / security, conflicts of interest, corruption/fraud control, email compliance, OH&S, probity, gifts and benefits etc.
- [Governance](#) - Enterprise wide governance, including corporate and IT governance is a major area of interest for Audit and Risk Committees, Boards and Senior Managements within the sector. The IAB has responded to this challenging by developing and implementing, for a large number of clients, a comprehensive enterprise-wide public sector specific governance

assessment model. This model has been used to successfully assess and benchmark agencies' governance framework and has been proposed to another client in its planned governance review.

- **Investigations** - The IAB has been the lead agency in terms of undertaking Investigations pursuant to the Public Sector Employment and Management Act, and other key legislative frameworks. As a result of this experience, we have developed a robust investigation process that has been shared with clients, used during investigations proper and applied when undertaking reviews of client in-house investigation processes. In addition, we have developed and implemented comprehensive investigator training programs for agencies including NSW Police and the Department of Ageing, Disability and Homecare (DADHC).
- **Legislative Compliance** - There is a mandatory requirement that agencies understand and monitor their legislative and other compliance requirements / obligations. To assist clients the IAB has developed and implemented for public sector clients a comprehensive compliance framework / review process. This has been implemented for DAHC, OSR, State Property, MAA / LTCSA.
- **HR Performance Management and Conduct** – The IAB conducts a significant number of staff performance management and related internal audit and management reviews. In an ever changing public sector HR environment, this risk area has taken on greater prominence. Our response has been to develop a comprehensive public sector toolkit that can and has been used by clients to improve/evaluate their current processes and by the IAB in completing related reviews.
- **IT Audit and Consulting Solutions** – The IAB has in its team, a large number of senior IT auditors / consultants who are at the forefront of their particular areas of specialisation. In performing reviews and through separate development / research activities they have access to the latest tools and methodologies and are able to offer clients advice and perform reviews in areas such as IT security (applications, networks, infrastructure), application management / control, IT governance, BCP / DRP, information management, data analytics / mining, strategic planning, project management etc. By way of example of IT innovation, we have recently developed a customer feedback / complaints system for an agency.
- **An Automated Recommendations Tracking System** has been developed by the IAB and rolled out to clients. This facility provides for on-line access to a recommendations register (and related reports) for recording, updating status, monitoring and reporting.
- **The IAB is involved in a number of public sector forums / networks that involve sharing knowledge on a broad scale.** These include:
 - Corruption Prevention Network
 - NSW public sector internal audit and risk management steering committee
 - Public sector network for Internal Audit & Risk Management
 - Network for the NSW Public Sector Community of Finance Professionals.
 - Public Sector Risk Management Association

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- Local Government Internal Audit and Governance Networks. We are heavily involved in the LGIAN and have provided input on the recent revision of the DLG Internal Audit Guidelines
- The IAB publishes regular “Public Sector Improvement Newsletters” and distributes to clients and non-clients in the sector. These newsletters highlight trends in the sector, including emerging issues and risks, explains recent central agency / compliance requirements more fully etc., together with practical and user-friendly business solutions. We are not aware of any other sector-focussed publication.
- The IAB has developed a customised approach to the review of Council sustainability. This approach was applied successfully to Newcastle Council and with other councils e.g. Hornsby Council.

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CITY PLANNING

Item: 33 **CP - Development Application - Rural Shed at No. 315 Springwood Road, Yarramundi - (95498, 39300, DA0665/10, 47401)**

Development Information

File Number: DA0665/10
Property Address: Lot 12 DP 1115732 No. 315 Springwood Road, Yarramundi
Applicant: Susan Gayle Carey
Owner: Mrs S G Carey
Proposal Details: Rural Shed
Estimated Cost: \$30,000
Zone: Current: Environmental Protection - Mixed Agriculture (Scenic) under Hawkesbury Local Environmental Plan 1989
Draft: E4 Environmental Living under Draft Hawkesbury Local Environmental Plan 2009
Date Received: 1 October 2010
Advertising: 21 October 2010 to 4 November 2010

Key Issues:

- ◆ No compliance with Hawkesbury Development Control Plan 2002
- ◆ Size and height
- ◆ Design

Recommendation: Refusal

REPORT:

Executive Summary

The application is seeking approval for a 360m² rural shed. The size, height, siting and design of the proposed shed is considered unreasonable for the proposed use as no agricultural activities exist on the subject site nor can the nature of equipment to be stored in the proposed shed be supported as domestic use.

The proposal as presented is more of industrial scale and is considered to be out of character with the surrounding rural area. Council officers have attempted to negotiate a reduced shed size. The applicant has not amended the application as originally lodged and has sought to further justify why the shed in its current form is acceptable. The report recommends refusal of the application.

The application is being reported to Council at the request of Councillor Bassett.

Description of Proposal

The applicant seeks approval for the construction of a rural shed. The shed is proposed to be constructed of colourbond steel and measures 24 metres in length and 15 metres in width, having a total floor area of 360m². The height of the shed to the uppermost ridge is proposed at 6.7m. It is proposed to locate the shed 30m from the northern (side) boundary of the site and 300m from the Springwood Road boundary.

The applicant has submitted that the proposed variation (up to 190m² or 112%) to the floor area control of 170 m² contained in Hawkesbury Development Control Plan 2002, is sought due to their desire to store machinery and equipment, including vintage tractors, trailer, flat bed truck and other ancillary items.

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It is noted that an existing shed/garage (having an area of approximately 80sqm) and a separate portable building have been constructed on the site. No record of an approval for the portable office building was able to be located in Council's file.

History

1 October 2010	Development Application No. DA0665/10 received
19 October 2010	Correspondence forwarded to applicant advising that the departure to the rural shed size and height contained in Hawkesbury Development Control Plan (HDGP) is not supported.
16 December 2010	Letter received from Urban City Consulting advising that the applicant requests the application be assessed on basis of original submitted plans.
20 December 2010	Seven day additional information letter forwarded to applicant requesting advice in response to Council's correspondence.
20 December 2010	Meeting with applicant having regard to non-compliance with provisions contained in HDGP with respect to size/height.
21 December 2010	Meeting with applicant and Urban City Consulting having regard to non-compliance with provisions contained in HDGP with respect to size/height.
23 December 2010	Correspondence received from Urban City Consulting clarifying proposed use of shed.
19 January 2011	Site meeting held to discuss issues associated with application
20 January 2011	Email received from Urban City Consulting advising applicant is prepared to reduce size to 270sqm and 5.5m in height.
31 January 2011	Telephone discussion with Urban City Consulting representative requiring letter of authority from owner/applicant to act on their behalf.
1 February 2011	Email received from applicant providing appropriate authority for Urban City Consulting to act on their behalf.
8 February 2011	Correspondence received from Urban City Consulting requesting that the application be determined on basis of the rural shed originally sought being 360m ² in area (rather than offer of 20 January to reduce floor area). However, the proposed wall and ridge height have been reduced to 5.5 and 6.7 metres respectively.

Issues Relevant to the Decision - In Point Form

- Non compliance with Hawkesbury Development Control Plan 2002
- Size and Height
- Design

Council Policies, Procedures and Codes to Which the Matter Relates

- Hawkesbury Local Environmental Plan 1989
- Draft Hawkesbury Local Environmental Plan 2009
- Sydney Regional Environmental Plan No 20
- Hawkesbury Development Control Plan 2002

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In determining the application, Council is required to take into consideration the following matters as are relevant to the development that apply to the land to which the development application relates:

Issue	Comments (in point form)
Any Environmental Planning Instrument (EPI)	<ul style="list-style-type: none">• The proposal is considered unsatisfactory having regard to the provisions of HLEP1989.
Any draft EPI that has been placed on public exhibition	<ul style="list-style-type: none">• Draft Hawkesbury Local Environmental Plan 2009. The proposal is inconsistent with the provision of the Draft Plan.
Any DCP in force	<ul style="list-style-type: none">• The proposal is considered to be inconsistent with the aims and objectives of the HDCP especially as it relates to size and design
Any matters prescribed by the Regulations	<ul style="list-style-type: none">• None
Likely impacts, including environmental, on both natural and built environments and the social and economic impacts of the locality	<ul style="list-style-type: none">• The proposal is considered likely to have adverse impacts on the natural and built environments.
The suitability of the site	<ul style="list-style-type: none">• The scale of the proposed shed is considered excessive and would have an adverse impact upon the existing visual quality of the area
Any submissions (see attached scheduled for details)	<ul style="list-style-type: none">• None
The public interest	<ul style="list-style-type: none">• Supporting the shed in its current form will not be in the public interest as the development is not consistent with the planning instruments. Approval of the development may set a precedent for similar inappropriate development which is not in the general public interest.

Sydney Regional Environmental Plan No. 20 (No.2 – 1997) – Hawkesbury – Nepean River

The proposal is consistent with the aims and objectives of SREP No. 20. It is considered that the proposed development will not significantly impact on the environment of the Hawkesbury-Nepean River either in a local or regional context and that the development is not inconsistent with the general and specific aims, planning considerations, planning policies and recommended strategies.

Hawkesbury Local Environmental Plan 1989

An assessment of the proposal against the relevant clauses of HLEP 1989 is made below:

Clause 9 - Carrying out of development

The proposed involves the construction of a rural shed being a development that is permissible within the Environmental Protection - Mixed Agriculture (Scenic) zone.

Clause 9A - Zone objectives

It is considered that the proposal is inconsistent with the overall objectives of the Environmental Protection - Mixed Agriculture (Scenic) zone and has been assessed below:

- (a) *to encourage existing sustainable agricultural activities,*

Comment: The subject site does not currently accommodate any significant agricultural land use.

- (b) *to ensure that development does not create or contribute to rural land use conflicts,*

Comment: The proposed shed is considered to have an inappropriate scale, having an industrial appearance, and would not provide a positive contribution to the existing rural character of the area.

- (c) *to encourage agricultural activities that do not rely on highly fertile land,*

Comment: The proposal does not involve use of the site for any significant agricultural activity.

- (d) *to prevent fragmentation of agricultural land,*

Comment: The proposal does not involve the subdivision of the subject site.

- (e) *to ensure that agricultural activities occur in a manner:*

- (i) *that does not have a significant adverse effect on water catchments, including surface and groundwater quality and flows, land surface conditions and important ecosystems such as streams and wetlands, and*
- (ii) *that satisfies best practice guidelines and best management practices,*

Comment: The proposal does not involve an agricultural activity that would result in impact on the above described matters.

- (f) *to promote the conservation and enhancement of local native vegetation, including the habitat of threatened species, populations and ecological communities by encouraging development to occur in areas already cleared of vegetation,*

Comment: The proposed location of the shed will not involve disturbance to any significant stands of vegetation situated on the site.

- (g) *to ensure that development retains or enhances existing landscape values that include a distinctly agricultural component,*

Comment: It is considered that the shed proposed to be constructed will not assist in the preservation of the rural landscape character of the area as the application proposes the construction of a shed having an area of 360m² that will appear industrial in nature and of a far greater size than what would typically be expected in a rural living area. HDCP 2002 prescribes limiting the cumulative total of outbuildings within a rural living area to be limited to a maximum of 150m².

- (h) *to prevent the establishment of traffic generating development along main and arterial roads,*

Comment: The proposal would not be classified as a traffic generating development.

- (i) *to control outdoor advertising so that it does not disfigure the rural landscape,*

Comment: The application does not seek the installation of outdoor advertising.

- (j) *to ensure that development does not create unreasonable economic demands for the provision or extension of public amenities or services.*

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Comment: The proposal will not result in demand for extension of public amenities or services.

The subject land is zoned Environmental Protection – Mixed Agriculture (Scenic). The applicant has advised that there is a need for the storage of machinery including flat bed truck, vintage tractors, cars etc on the site. The proposed development is inconsistent with the objectives of Hawkesbury Local Environmental Plan 1989, in that it does not constitute orderly or economic development and conservation of land, the protection of the existing rural character and natural landscape.

Draft Environmental Planning Instrument that is or has been placed on exhibition and details of which have been notified to Council:

Draft Hawkesbury Local Environmental Plan 2009 was exhibited 5 February 2010 to 12 April 2010. The subject lot is identified as being zoned E4 Environmental Living under this instrument.

The proposed rural shed is considered inconsistent with a number of objectives of this zone requiring the following:

- *To provide for low-impact residential development in areas with special ecological, scientific or aesthetic values.*
- *To ensure that residential development does not have an adverse effect on those values.*
- *To ensure that existing and future land uses and land management practices do not lead to a diminution of the environmental values of the land, and*
- *To ensure that development does not create or contribute to rural land use conflicts.*

Hawkesbury Development Control Plan 2002

DCP Rural Sheds Chapter

The aim of this Chapter is to enable the erection of sheds on rural properties in a manner that is sympathetic with the rural character of the landscape and has minimal impact on the scenic qualities of an area and to provide design principles for the construction of these buildings.

The objectives of the Rural Shed Chapter of HDCP are:

- i. *To enable the erection of sheds on rural land in a manner which complements the rural character of the landscape and has minimal impact upon the scenic qualities of the area; and*
- ii. *To provide design principles in terms of siting, size, form, colour, materials and landscaping.*

Comment:

It is considered that the proposal does not complement the rural character of the landscape and has an unacceptable visual impact upon the scenic qualities of the area.

With regard to the design principles:

1. *Clause 8.2.1 – Siting - of the DCP has the aim of integrating rural sheds so that they compliment the rural character of an area and are not visually dominant.*

Comment:

Whilst not being visible from Springwood Road the proposed shed would be visible from properties fronting River Road. The construction of a shed of this size in the location proposed will detract from the existing visual amenity of the area and be unsightly.

2. *Clause 8.2.2 – Size – of the DCP aims to minimise the visual dominance of a rural shed. The objective of Clause 8.2.2 is that the size of rural sheds is to be associated with the use of the shed, the use of the land and the size of the property.*

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Comment:

As the allotment is an irregular shaped lot, the proposed shed would be highly visible from adjoining properties. The construction of a shed of the size proposed in the location with no related agricultural activities on the subject site is considered to be inconsistent with the intent of this provision. The size, height and design of the shed present more of an industrial scale than rural/residential use which is against the stated intended use and prescribed standard.

Design Principles	The Proposal	Compliance
<p>Siting Cut and fill shall be limited to 2m of cut and 900mm of fill</p>	Cut < 2m and fill < 900mm	Yes
Sheds shall be located no closer to the road than the existing dwelling house.	The shed is proposed to be setback approximately 300m from the Springwood Road boundary and 30m from the closest side boundary.	No Whilst the shed is situated in front of the existing dwelling house when viewed from Springwood Road it is noted that vegetation exists between the proposed structure and Springwood Road therefore reducing its visual impact from this boundary.
Sheds are not to be erected on land which has a slope in excess of 10%	Land has a slope of less than 10%.	Yes
The erection of rural sheds should involve minimal disturbance to native vegetation.	The portion of the site where the shed is to be located is clear of any significant vegetation.	Yes
<p>Size Applicant will need to justify the size of any shed exceeding 150m² in terms of the use of the shed and the land, as well as measures taken to minimise the impact on neighbours and the general area.</p>	The proposed shed is 360m ² .	No The proposed shed exceeds the DCP requirements. The shed will be visible from properties situated along River Road running adjacent to the southern boundary of the site. The shed appears industrial in scale and the requested variations to the DCP standard having regard to floor space and height is not supported. It is considered that the information submitted as justification for the shed size does not satisfactorily address

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Design Principles	The Proposal	Compliance
		the impacts that a shed of such a size is likely to have on the locality.
<p>Height In Environmental Protection zones the total height of a rural shed exceeding 5m shall be justified in terms of the use of the shed and the visual impact of the development.</p>	The proposed height of 6.7m	<p>No</p> <p>The height of the proposed shed will result in it being dominant within the landscape.</p>
<p>Form Rural sheds with standard roof form will be limited to rectangular shapes.</p> <p>Sheds of other roof forms, for example barn style, will be encouraged.</p>	The proposed shed is rectangular with dimensions of 24.5m X 15m	<p>No</p> <p>The design of the shed has little aesthetic merit and will result in a building of bulky and industrial appearance in a locality that is dominated by rural and rural residential uses.</p>
<p>Colour The colour of a rural shed will match or blend in with those of existing buildings.</p>	Not specified	<p>Yes</p> <p>Appropriate condition able to be applied.</p>
<p>Type of Building Materials Building materials used in the construction of rural sheds are to be new, pre-painted and non-reflective.</p> <p>The use of corrugated iron will be considered subject to the size, height, design and location of the rural shed.</p> <p>Any part of a building below the 1-in-100 year flood level is to be constructed of flood compatible materials.</p>	<p>Colorbond proposed</p> <p>N/A</p>	<p>Yes</p> <p>N/A</p> <p>N/A</p>

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Design Principles	The Proposal	Compliance
<i>Landscaping</i> Plantings are to be a mix of trees, shrubs and ground cover.	The site currently comprises a mixture of cleared areas and native bushland. The existing trees and landscaped areas will be maintained.	Yes.
Trees shall include species that at maturity have a height above the ridgeline of the shed.		N/A
Shrub mass shall provide adequate screening.		N/A
Plants endemic to the area are to be chosen.		N/A

Conclusion

The proposal does not comply, or adequately justify variations, with the HDCP on the grounds of siting, size, height, bulk and form. The applicant has detailed that the rural shed size and design is required for storage of property associated with the owner of the land including vehicles, truck, tractor, machinery and ancillary equipment.

The size, height and design of the proposed rural shed is considered unreasonable for the proposed use as no significant agricultural activities exist on the subject site and that the building is industrial in scale.

The rural shed is considered to be visually dominant and would detract from the visual quality of the area. It is considered that the proposal would not contribute to the existing rural character of the area and accordingly the application is recommended for refusal.

Planning Decision

As this matter is covered by the definition of a "planning decision" under Section 375A of the Local Government Act 1993, details of those Councillors supporting or opposing a decision on the matter must be recorded in a register. For this purpose a division must be called when a motion in relation to the matter is put to the meeting. This will enable the names of those Councillors voting for or against the motion to be recorded in the minutes of the meeting and subsequently included in the required register

RECOMMENDATION:

That:

- A. Development Application No. DA0665/10 for a Rural Shed at Lot 12 DP 1115732, No. 315 Springwood Road Yarramundi be refused for the following reasons:

Reasons for Refusal

1. The proposed development is inconsistent with objective (a) (b) and (g) of the Environmental Protection- Mixed Agriculture (Scenic) Zone of Hawkesbury Local Environmental Plan 1989 in that it does not constitute orderly or economic development and conservation of land, or protect attractive landscapes and preserve places of natural beauty.

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2. The proposal is inconsistent with the aims and objectives of the Draft Hawkesbury Local Environmental Plan 2009.
 3. The proposed development is inconsistent with the aims and objectives of Hawkesbury Development Control Plan.
 4. The proposed development does not comply with the requirements of the Hawkesbury Development Control Plan, in particular the Rural Shed Chapter.
 5. The proposed development will have an unacceptable impact on the visual quality of the area.
 6. The proposed development will have an unacceptable impact on the locality in terms of scale, bulk, mass, form and design.
 7. In the circumstances, approval of the development would not be in the general public interest.
- B. The construction of the portable building be referred to Council's Regulatory Service Section for appropriate action to ensure the building is removed within three months of the date of Council's determination.

ATTACHMENTS:

- AT - 1** Locality Plan
- AT - 2** Aerial Photos
- AT - 3** Site Plan
- AT - 4** Floor Plan
- AT - 5** Elevations

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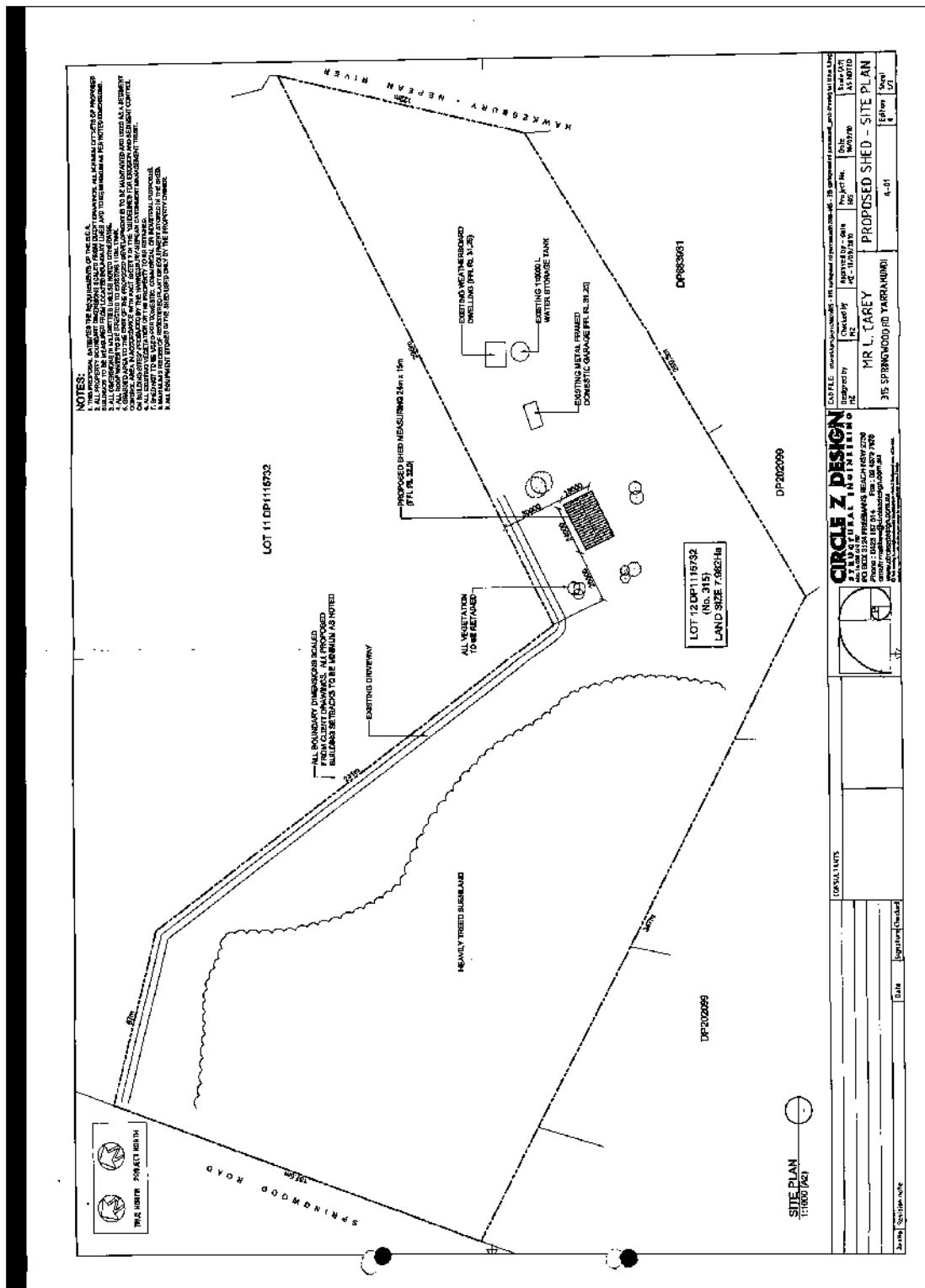
AT 2 - Aerial Photo



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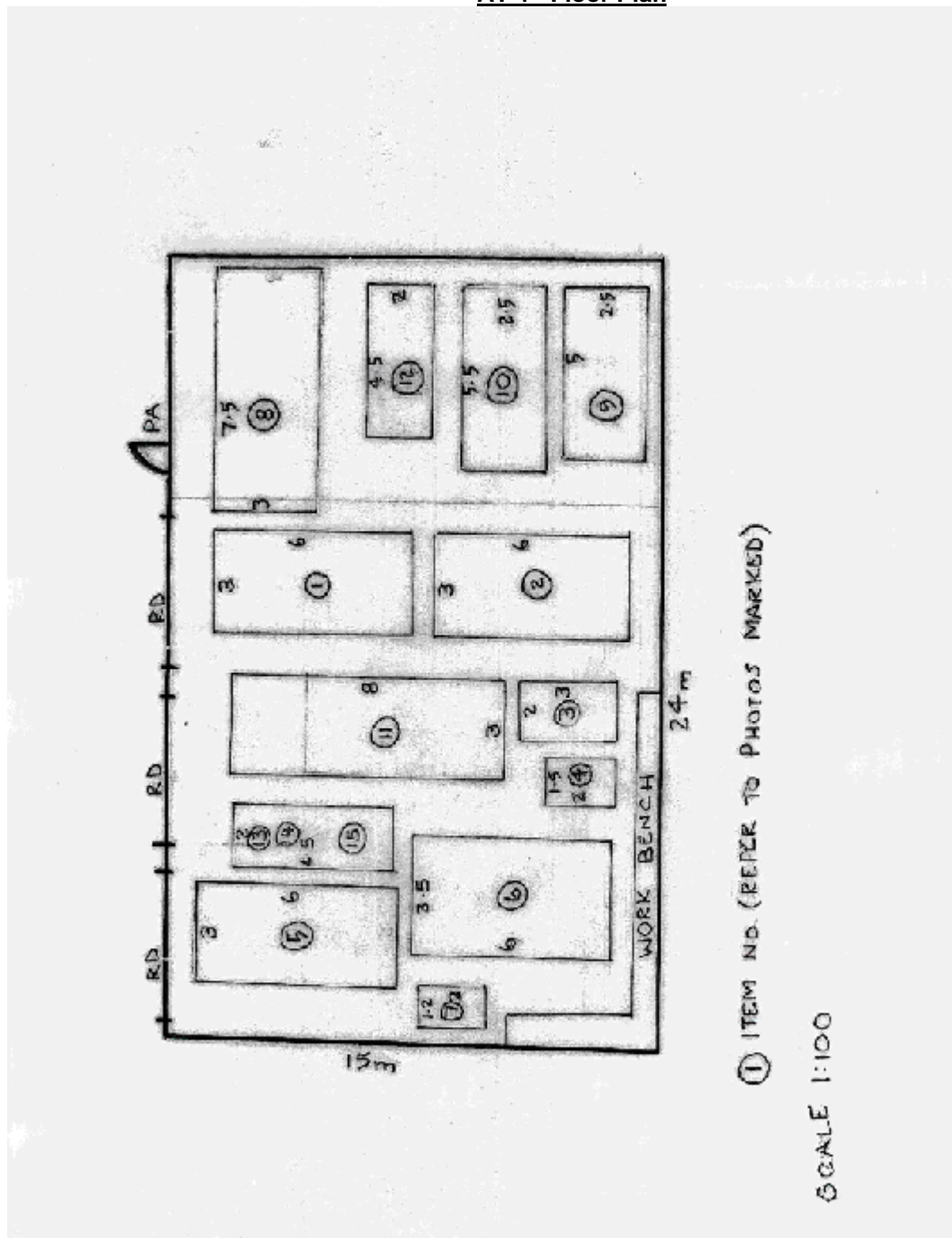
AT 3 - Site Plan



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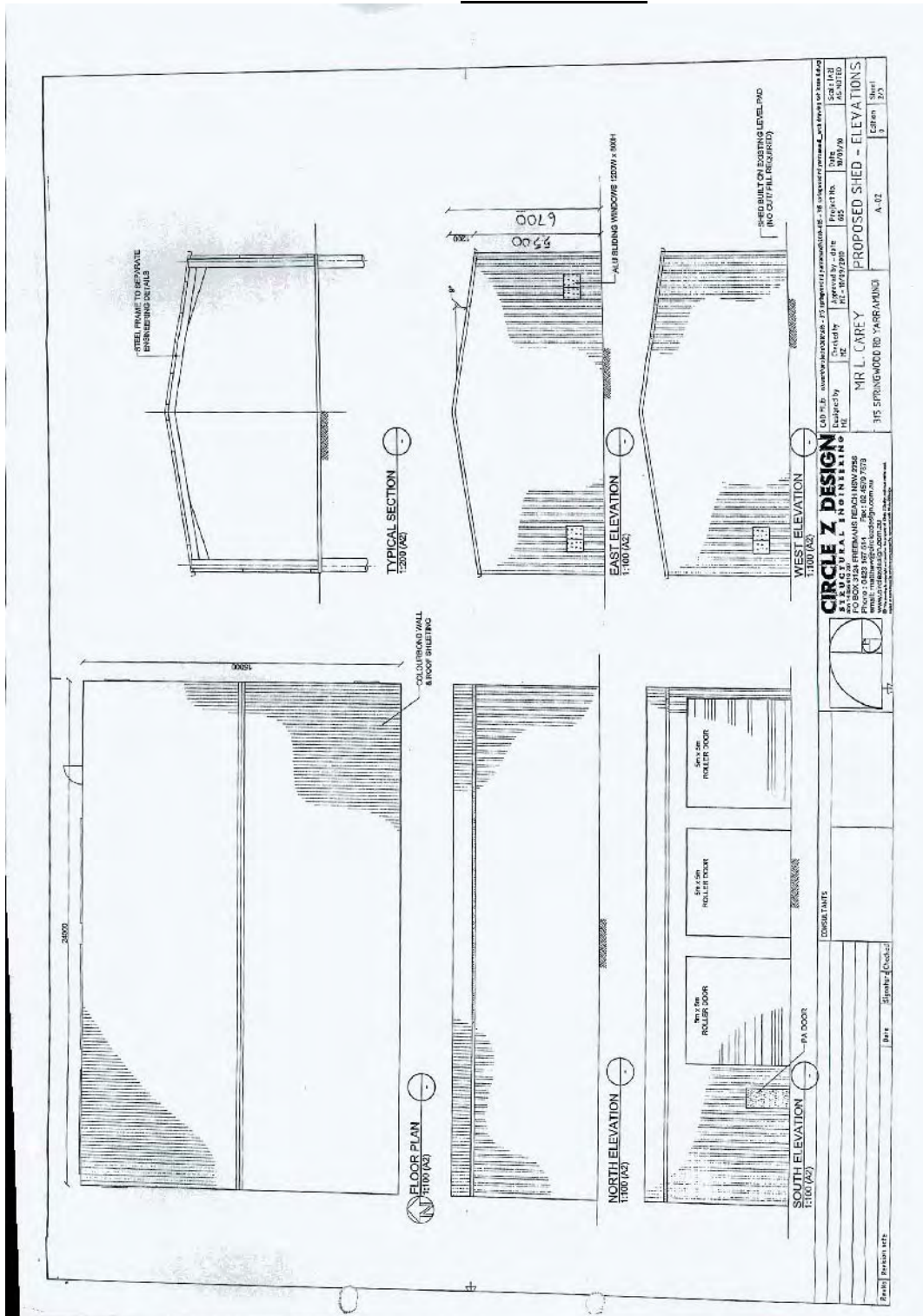
AT 4 - Floor Plan



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AT 5 - Elevations



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Item: 34 CP - Governor Phillip Reserve Noise Policy - Requirement for Community Engagement - (95498)

Previous Item: 10, Ordinary (1 February 2011)
59, Ordinary (30 March 2010)

REPORT:

Executive Summary

This report has been prepared in response to a resolution of Council regarding the applicability or otherwise of Council's Community Engagement Policy in circumstances where amendment to an existing policy is being contemplated. The report outlines the structure of Council's Community Engagement Policy to establish whether the current wording of the Policy could be amended to include specific requirements for consultation where variations from existing policies are proposed to cover particular events such as those events bound by Council's Noise Policy for the Governor Phillip Reserve. The report proposes an approach to address Council's intent in this regard.

Consultation

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

Background

At its Ordinary Meeting held on 1 February 2011, Council considered a report in response to correspondence received from the Australian Barefoot Racers Club Inc., requesting an increase in the allowable noise limit for a proposed event to be held by them on 26 and 27 February 2011. To facilitate this request, the report proposed that the *Governor Phillip Reserve - Noise Policy* be amended to add the Australian Barefoot Racers Club Inc. to the list of specified organisations and/or events to which defined noise limits, as outlined in the policy, applied. In considering the report Council resolved:

"That:

- 1. The amendment to the noise limits for specific events, as outlined within the report, be adopted.*
- 2. All other users of the River, within the Hawkesbury LGA, are to observe the noise limits set by NSW Maritime.*
- 3. The noise limits continue to be reviewed following any changes to the noise limits by NSW Maritime."*

While Council resolved to approve the policy variation, the question was raised as to why this issue had not triggered a requirement for community consultation under Council's Community Engagement Policy. Council subsequently resolved:

"That a report be submitted to Council regarding the current requirements of Council's Community Engagement Policy in the light of requests similar to the current one under consideration."

Governor Phillip Reserve - Noise Policy

The *Governor Phillip Reserve - Noise Policy* adopted by Council on 30 March 2010 sets allowable limits to noise levels for specific events held at Governor Phillip Park. Depending on the nature of the event, the

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measuring distance and the duration of the noise event, these limits vary from 115dB(A) to 100 dB(A) or alternatively the noise limits set by NSW Maritime.

Community Engagement Policy

Council's Community Engagement Policy is intended to provide guidelines for Council staff and Councillors in the practical application of appropriate community engagement strategies and tools which take into account the circumstances, desired outcomes, and costs of specific proposals for involving community members and other stakeholders in decision making processes. The Policy requires staff to assess the need for community engagement based on the following process:

- (a) identifying whether a proposed action constitutes a likely trigger for community engagement based on the following matrix within the Community Engagement Policy;
- (b) determining the minimum level of community engagement required based on the INFORM – CONSULT – INVOLVE – COLLABORATE – EMPOWER community engagement spectrum;
- (c) applying the most appropriate community engagement tool using the reference list of tools appended to the Policy which details the audience size, costs, time frame, staff resources and desired community input level of various, commonly used, community engagement tools.

Level	Criteria	Description	Examples
Level 1	High level of Impact on City of Hawkesbury	<p>A proposal, issue or plan which -</p> <ul style="list-style-type: none"> may impact on attributes considered to be of high value to the City of Hawkesbury - natural environment, heritage, economy, culture + social. may have an impact or influence on the health safety or well being of the whole community may involve a high degree of community-wide controversy or conflict likely to generate a high level of interest across the City 	<ul style="list-style-type: none"> Management Plan + Budget Council Policies Local Environment Plan Development Control Plan (DCP) Strategic Plan Community Plans or Sector Strategies (Economic Development, Cultural Plan, Crime Prevention Plan, Social Plan, Vegetation Mapping etc.) Construction, removal, redevelopment or change to a district wide service or facility or infrastructure.
Level 2	High level of impact on local area (township, village, or locality) or defined community group	<p>A proposal, issue or plan which -</p> <ul style="list-style-type: none"> may impact on attributes considered to be of high value to a local community may result in a significant change or loss to any facility or service to a local community may involve a high degree of controversy or conflict at a local level 	<ul style="list-style-type: none"> Plans of Management, DCP for township or village Masterplan Local service or facility plans Construction, removal, or redevelopment of a local community facility. Changes to local car parking or traffic management arrangements (in village or township centre) or road closures large scale commercial or multi-housing development proposals
Level 3	Low level of impact on City of Hawkesbury	Ongoing large scale programs and activities which may have an impact on the City of Hawkesbury but which are non-controversial or unlikely to cause conflict.	<ul style="list-style-type: none"> Change to a City wide service - closure of Council service on a public holiday change to customer service processes e.g payment of rates City wide events - Youth Week, NAIDOC celebrations changes to Council program or event.
Level 4	Low level of impact on a local area	Minor changes or improvements to a facility or service at a local level unlikely to generate controversy or conflict.	<ul style="list-style-type: none"> upgrade of local playground local streetscape or park upgrade (planting of trees, revegetation etc.) local road changes

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Level	Criteria	Description	Examples
			<ul style="list-style-type: none"> community building maintenance local events and celebrations residential development applications
Level 5	Other (Legal or Commercial requirement)	Circumstances in which Council may be required to seek expert advice, or establish a partnership to investigate a commercial arrangement or facilitate the delegation of authority for a specific function or service.	<ul style="list-style-type: none"> investigation of breaches of statutory or legislative requirements a commercial undertaking (commercial in confidence) delegations under Sec 377 of Local Government Act. establishment of a new service or project

Hawkesbury City Council: Possible Triggers Community Engagement

Community Engagement Requirement for Policy Variations

Under Council's Community Engagement Policy, the assessment of a requirement for community engagement is based on the likely impact of a proposal or issue. The Policy identifies five levels of impact and provides examples of activities which are likely to generate a requirement for community engagement. Establishing the likely impact of a proposal or issue is based on an assessment which takes into account whether the proposal or issue:

- will have an impact on attributes considered to be of high value to the City of Hawkesbury i.e. its natural environment, heritage values, economic contribution, social connectedness, cultural significance etc;
- will impact on the health, safety or well being of the whole community or on particular neighbourhoods or groups of people;
- may result in a significant change or loss to any facility or service to the community;
- may involve a high degree of controversy or conflict or generate a high level of interest across the community.

In this respect, the Community Engagement Policy does not identify specific events or activities as triggers for community engagement. It requires staff to assess the particular context of a community issue - its scope, objective, stakeholders involved etc - to determine a requirement for community engagement and the application of the most appropriate tool to facilitate this engagement. The Policy was intended to operate as a non-prescriptive and flexible tool which could be applied to any context, rather than attempting to define all the possible proposals, plans, documents, events, activities or permutations which could conceivably generate a requirement for community engagement. In practice such a list would be potentially limitless.

In the context of the *Governor Phillip Reserve - Noise Policy*, Council staff were required to assess the likely impact of the proposed amendments to the Policy to determine if the impact of these amendments triggered a requirement for community engagement based on the 'four-part' test identified above. The determination that the proposed amendment did not require community engagement was made on the assessment that the proposed policy variation of 5dB(A) - an increase noise level from 95dB(A) to 100 dB(A) - would effectively mean that the proposed event still fell within the prescribed noise limits for specific events as listed in the Policy [which range from 95dB(A) to 115 dB(A)]. In addition Council staff were aware that the conditions of consent for the use of Governor Phillip Reserve required the event holders to 'undertake a letter-box drop to all affected residents in proximity to the event informing residents of the full details of the event prior to the staging of the event'. Consequently the proposed policy variation was deemed to be minor in nature when assessed against the 'four part' test.

Should Council staff have proceeded to the community engagement stage to seek public comments on the proposed policy variation, it would be very likely that the comments received would address the perceived impact of the event *per se* rather than the actual incremental impact of a 5dB(A) increase in the approved noise limit. The *Governor Phillip Reserve - Noise Policy* has been formally adopted by Council and implicit in this is the approval of the events listed in the Policy with allowable noise limits ranging from 95dB(A) to

115 dB(A). In practice, it would be difficult for a member of the public to isolate or quantify the impacts of (up to) a 5dB(A) increase in the approved noise limit for an already sanctioned event. Undertaking community engagement in this context might well create a perception within the community that their concerns and/or opposition to a 5dB(A) increase might result in the cancellation of the event - an outcome which would conflict with original intent of the Policy. In summary, conducting community engagement to seek the community's views on a 'minor policy variation' where the variation fell within the broadly allowable parameters of the policy, may give rise to expectations that cannot reasonably be filled.

Alternate Mechanism for Notification of Minor Policy Variations

A possible response to the issues raised in relation to this matter might be to require applicable event holders staging events at Governor Phillip Park, to undertake community consultation where it is proposed that events may need to exceed the allowable noise 3dB(A) or more - given that variations below 3dB(A) are considered to be 'barely perceptible' - prior to seeking approval from Council for such a variation.

As noted above, event holders are already required (under the conditions of use for Governor Phillip Reserve) to provide prior notice of an event to affected residents. It may be appropriate to enshrine a similar requirement in *Governor Phillip Reserve - Noise Policy* as a way of ensuring that appropriate community consultation is undertaken where an event holder is seeking to stage an event where it is proposed to increase the allowable noise limit by more than 3dB(A). The community consultation could be undertaken using an appropriate community engagement tool as outlined in Council's *Community Engagement Policy*. By way of example, the current practice of 'letterbox drops' would meet the minimum level of community engagement required under Council's Policy.

If this approach is considered to be appropriate, it could be effected through the addition of an appropriate clause (4) to the *Governor Phillip Reserve - Noise Policy* as highlighted below;

Governor Phillip Reserve - Noise Policy

1. Noise Limits For Specific Events

Drag Boat Racers

- (a) No competing vessel shall be permitted to emit noise in excess of:
 - (i) 115dB(A) - for more than 8 seconds measured at a distance of 30 metres during the race; or
 - (ii) 105dB(A) - for more than 14 seconds measured at a distance of 30 metres during a race.
 - (iii) 105dB(A) - for vessels running more than 14 seconds measured at a distance of 30 metres during the race.
- (b) The licensee shall ensure that noise levels from vessels of 105dB(A) and up to 115dB(A) shall not be exceeded for more than 2 minutes per hour.
- (c) The above noise criteria is not to be used more than four times a year at any one venue, and is only extended to specialised drag boat clubs affiliated with the Australian Power Boat Association.

The Upper Hawkesbury Power Boat Club

- (a) No Competing vessel shall be permitted to emit noise in excess of:
 - i) Club Days - 105dB(A). This level can be reached for no more than 40 minutes per day.
 - NSW State Titles - 105dB(A).
 - ii) Bridge to Bridge Boat Race - 105dB(A).
 - iii) Unlimited Boat Race (Blown Boats - held directly after the Bridge to Bridge Boat Race) - 115dB(A).

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- iv) Noise Test - (Prior to the Two Day Spectacular) - 115dB(A) This limit can be reached for no more than 15 minutes in total through the day.
- v) Two Day Spectacular - 115dB(A) for more than 10 minutes in total per day.

The NSW Water Ski Association - and the Australian Barefoot Races Club Inc

- (a) Events must not exceed 100dB(A) with a tolerance of 3dB(A).
- 2. All other users of the river, within the Hawkesbury LGA, are to observe the noise limits set by NSW Maritime.
- 3. The noise limits continue to be reviewed following any changes to the noise limits by NSW Maritime.
- 4. **Where an organisation is seeking to stage an event where it is proposed to exceed the allowable noise limit by 3dB(A) in excess of the applicable limits as outlined in this Policy, then the event holder is required to consult with the community prior to seeking approval from Council for the noise variation. The event holder should apply an appropriate community engagement tool as outlined in Council's *Community Engagement Policy* to seek comments/submissions from the community which, if received, are to be forwarded to Council. Council will not however consider any variation which exceeds the maximum allowable noise limit of 115dB(A).**

Conformance to Community Strategic Plan

The proposal is consistent with the Shaping Our Future Together Directions statement;

- Have transparent, accountable and respected leadership and an engaged community
- and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:
- Have ongoing engagement and communication with our community, governments and industries.

Financial Implications

There are no financial implications arising from this report.

RECOMMENDATION:

That the *Governor Phillip Reserve – Noise Policy* be amended, as outlined in this report, to include provision for a clause requiring applicable event holders to undertake community consultation prior to seeking approval from Council where it is proposed to exceed the allowable noise limit for an event by more than 3dB(A) in excess of the applicable limits as outlined in the Policy.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

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Item: 35 **CP - Gym Equipment on Ham Common - (95498, 88324)**

Previous Item: NM1, Ordinary (30 November 2010)
 11, Ordinary (1 February 2011)

REPORT:

Executive Summary

This report has been prepared to advise Council of the recommendations of the Hawkesbury Disability Advisory Committee regarding a report previously prepared for Council into the possible inclusion of disability friendly gym equipment on the Ham Common fitness trail which was considered by Council at its 1 February 2011 Meeting.

Consultation

The issues raised in this report concern matters which do not require community consultation under Council's Community Engagement Policy. The report does however summarise the recommendations of the Hawkesbury Disability Advisory Committee which has been established as a Council advisory committee in accordance with Council's Community Engagement Policy.

Background

In September 2010 the installation of the outdoor Gym Equipment at Ham Common was completed. At the Ordinary Council Meeting held on 30 November 2010 a Notice of Motion was received where it was resolved:

"That the Council investigate the possibilities of constructing a piece of gym equipment on Ham Common that would be suitable for use by residents with disabilities."

A report was subsequently prepared and considered by Council at its Ordinary Meeting held on 1 February 2011. The report recommended that Council:

1. Support the promotion of the YMCA's programs for the provision of services for disabled people at the Oasis Swimming Centre.
2. Support the promotion of the "Burn Rubber Burn" Program through its appropriate media channels.

In considering this report Council resolved:

"That this matter be referred to the Hawkesbury Disability Advisory Committee".

Referral to Hawkesbury Disability Advisory Committee

The inaugural meeting of the Hawkesbury Disability Advisory Committee took place on 3 February 2011. The Council report of 1 February 2011 was considered by the Committee. Council's Parks Project Officer was in attendance at the meeting to provide advice and answer questions arising from the Council report.

Committee members discussed various matters relating to the effectiveness and appropriateness of the design of exercise and playground equipment which is (or could be made) accessible to people with disabilities. Issues associated with the purchase and installation of a 'Liberty Swing' were considered as were the warranty implications of modifying equipment already installed on the Ham Common fitness trail. Council staff also outlined a proposal for the possible installation of additional fitness trails in other parks within the Hawkesbury, and that Council was currently preparing a funding application under the

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Commonwealth's *Accessible Communities* Funding Program to seek a funding contribution to facilitate the installation of disability playground equipment at Macquarie Park, Windsor.

The Committee members also considered the recommendations of the Council Report of 1 February 2011. After a wide ranging and detailed discussion of the issues, the Committee resolved to forward the following recommendations to Council:

That Council:

1. Support the promotion of the YMCA's programs for the provision of services for disabled people at the Oasis Swimming Centre and ask the YMCA to consider introducing concessional fees and charges for people with disabilities (in receipt of a Disability Support Pension) to encourage their participation in the Centre's programs; and that the YMCA be invited to a future meeting of the Hawkesbury Disability Advisory Committee to discuss what the YMCA can offer to people with disabilities.
2. Support the promotion of 'Burn Rubber Burn' Program through its appropriate media channels and investigation options for its possible introduction to the Hawkesbury.
3. That any future fitness trails to be installed in the Hawkesbury be manufactured to allow people with disabilities to safely use some of the equipment to be installed along fitness trails; and that plans for future fitness trails be forwarded to the Hawkesbury Disability Advisory Committee for advice and comment.
4. Note the Committee's support of the grant application under the *Accessible Communities* Funding Program to facilitate the installation of disability playground equipment at Macquarie Park, Windsor.

Comment

The recommendations of the Hawkesbury Disability Advisory Committee are considered to be appropriate and consistent with the delegated roles and authorities conferred onto the Committee pursuant to Council's ratification and adoption of the Hawkesbury Disability Advisory Committee Constitution. In this respect the Committee has asked the YMCA to consider the possible introduction of the proposed concessions for people with disabilities but recognises that, in accordance with its Constitution, responsibility for the determination of budgetary considerations resides elsewhere. Accordingly, the recommendations of the Hawkesbury Disability Advisory Committee are supported.

Conformance to Community Strategic Plan

The proposal is consistent with the Shaping Our Future Together Directions statement;

- Have transparent, accountable and respected leadership and an engaged community

And is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

- Have ongoing engagement and communication with our community, governments and industries.

The report proposes that Council adopts the considered recommendations of the Hawkesbury Disability Advisory Committee which has been established to provide advice to Council on strategies to improve access to services and facilities for people with disabilities. Effective and productive community engagement is a core facilitation strategy within the Hawkesbury Community Strategic Plan.

Financial Implications

There are no financial implications directly arising from this report. The report outlines a number of recommendations which may give rise to financial considerations, but if so, these matters would be required to be reported to Council for determination. The report requires Council staff within the

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Community Service Branch to undertake additional investigations which at this time can be accommodated within existing workloads.

RECOMMENDATION:

That the recommendations of the Hawkesbury Disability Advisory Committee from its meeting of 3 February 2011, as outlined in this report, be adopted.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

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Item: 36 CP - Community Sponsorship Program - 2010/2011 - Round 3 - (96328, 95498)

Previous Item: 180, Ordinary (27 July 2010)
246, Ordinary (9 November 2010)
NM2, Ordinary (1 February 2011)

REPORT:

Executive Summary

This report has been prepared to advise Council of applications for financial assistance to be determined under Round 3 of the 2010/2011 Community Sponsorship Program (CSP).

Consultation

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

Background

On 13 March 2007 Council adopted a Sponsorship Policy prepared in accordance with the guidelines issued by the Independent Commission Against Corruption. Implementation of the Program commenced in July 2007.

The CSP provides the opportunity for community groups and individuals to seek financial assistance from Council. The CSP currently provides for five categories of assistance:

- Minor assistance (MA) - up to \$500
- Event Sponsorship (ES) - for up to 3 years
- Seeding Grants (SG) - for community based programs
- Access to Community facilities (ACF) - to subsidise the cost of hire of community facilities
- Improvements to Council facility (ICF) - reimbursement of DA fees for renovations or additions to Council owned buildings or facilities.

The adopted budget for 2010/2011 included an allocation of \$62,289 for Community Sponsorship, with \$19,003 of that sum being allocated as a contribution to the staging of the Hawkesbury City Eisteddfod. At its Ordinary meeting 27 July 2010 Council approved \$58,447 of funding under Round 1 of the 2010/2011 Program. A further \$3,225 was approved under Round 2 on 9 November 2010.

Community Sponsorship Program 2010/2011

Budget for Community Sponsorship program

Total Budget for Financial year 2010/2011	\$62,289
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Expenditure to date:

Allocated to Hawkesbury Eisteddfod	\$19,003
Approved under Round 1 (28 applicants)	\$39,444
Approved under Round 2 (12 applicants)	\$ 3,225

Total	\$61,672
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Balance remaining	\$ 617
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Community Sponsorship Program (2010/2011) - Round 3

In accordance with Council's Community Sponsorship Policy the following three applications for community sponsorship have been received and accepted. Table 1 summarises the applications received and the proposed level of financial assistance to be provided.

	applicant	type	proposal	amount requested	amount proposed
1	Hawkesbury District National Servicemen's Association	MA	Dinner to celebrate 10 th anniversary of Charter	500	500
2	Wisemans Ferry Sunshine Group Inc	MA	Seniors Week 2011 Luncheon	500	500
3	Queensland Flood Appeal Fund Raiser	MA	Fundraising event at Australiana Pioneer Village 19February 2011	250	0
TOTAL				1,250	1,000

MA = Minor Assistance SG = Program & Activity Seeding Grant ICF = Improvements to Council owned Community facilities
CF = Access to community facilities

Table 1– Requests for financial Assistance Round 3 of 2010/2011 Community Sponsorship Program

The applications were assessed against the criteria outlined in Council's Community Sponsorship Program. The amounts recommended for approval are consistent with the policy.

To assist Council's deliberations, more detailed explanations of specific recommendations are outlined below (in cases where the amount proposed for allocation differs from the requested amount and/or where a proposed allocation may fall outside the provisions of Council's Community Sponsorship Policy).

Application 3, Queensland Flood Appeal Fund Raiser. This request has been processed in the absence of an application (as required under the Community Sponsorship Program) on the basis of Council's Resolution of 1 February 2011 to provide financial assistance for the removal of rubbish from the Australiana Pioneer Village after a fund raising event to be held 19 February 2011 for the Queensland Flood Relief Appeal. The amount requested was based on the estimated cost of Council providing this service. Council may be aware that the proposed event has been cancelled and consequently the application has been 'withdrawn' - consequently there is no amount proposed for this application.

Should the above recommendations be approved, allocated funds for the 2010/2011 Community Sponsorship Program will be exhausted and will generate a minor and non-consequential deficit of \$383 (which can be made up through adjustments to the Community Services budget).

As the budget for the 2010/2011 Community Sponsorship Program has been exhausted, any further applications under the Program for 2010/2011 will be carried forward and reported to Council in Round 1 of the Program in 2011/2012 following the adoption of Council's 2011/2012 Budget.

In accordance with Council's resolution of 11 August 2009, continuing applicants seeking a further 3 year event sponsorship grant have been advised that the amount recommended for approval in 2011/2012 will be "75% of the amount approved in the previous event sponsorship agreement in the first year of the renewal period and at lower levels in the subsequent years".

Conformance to Community Strategic Plan

The proposal is consistent with the *Shaping Our Future Together* Directions statement;

- Have constructive and productive partnerships with residents, community groups and institutions.

and is also consistent with strategy in the Community Strategic Plan being:

- Develop and implement a community participation and partnership program.

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It is also consistent with the *Shaping Our Future Together* element within the Community Strategic Plan:

- Support community initiatives and volunteers

And assist Council to achieve the following CSP measure:

- Level of support to community organisations.

Financial Implications

If approved, the recommendation in the report will result in a minor and non-consequential deficit of \$383 within the Community Sponsorship Program (which can be made up through adjustments to the Community Services Budget).

RECOMMENDATION:

That Council:

1. Approve payment of Section 356 Financial Assistance to the organisations noted, and at the level recommended in Table 1 of this report.
2. Authorise staff to advise applicants that any further applications received under the Community Sponsorship Program for 2010/2011 will be carried forward for determination under Round 1 of the 2011/2012 program following the adoption of the 2011/12 Financial Estimates.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

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Item: 37 **CP - Licence Agreement: Macquarie Towns Arts Society - Yarramundi Community Centre - (80153, 95498, 86820)**

Previous Item: 165, Ordinary (25 August 2009)
 230, Ordinary (10 November 2009)

REPORT:

Executive Summary

This report has been prepared to advise Council of discussions held between the Macquarie Town Arts Society (MTAS) and Council to relocate the MTAS from their current rented private premises in Richmond to the Yarramundi Community Centre. The MTAS has indicated that they have agreed in principle to their relocation to the Yarramundi Community Centre on the basis of agreed terms that have been negotiated with Council staff. The report seeks Council approval for Council staff to finalise and enter into a licence agreement with the MTAS to facilitate the relocation.

The report also provides updated 2010 data on usage of community facilities.

Consultation

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

Background

The Macquarie Towns Art Society was established in 1962. From 1980 it secured the lease of the basement at Toxana House Richmond for which it paid Council a peppercorn rental of \$1 per year. In 2003, following the sale of Toxana House by Council (the proceeds of which went towards the funding of the Deerubbin Centre) the MTAS was required to relocate to Lennox Street, Richmond pending the completion of the Regional Gallery. At that time it was intended that groups such as the MTAS would be able to access studio and related facilities at the Regional Gallery to maintain the delivery of their activities and programs.

While the MTAS has consistently utilised the Stan Stevens Studio within the Deerubbin Centre, the breadth of programs and activities that it provides has required it to continue to lease its own premises. The Society currently operates from leased premises in March Street Richmond at a cost of \$3,000 a year.

Proposal to enter into Licence Agreement

In December 2010, the MTAS wrote to Council requesting Council assistance in locating alternate accommodation for the Society as it was required to vacate its existing premises in Richmond. The Society identified a number of possible sites which upon subsequent investigation by Council staff were deemed not to be suitable for the purpose of accommodating the MTAS.

In January 2011, Council staff met with the MTAS to discuss the possible option of the MTAS relocating to the Yarramundi Community Centre. As Council would be aware, in August 2009 Council resumed the day to day management of the Yarramundi Community Centre at the request of the Yarramundi Community Centre Committee. The Centre Committee has been struggling to maintain the viability of the Centre with the annual income from the hall insufficient to meet the minimum day-to-day operating expenses of the Centre. The Committee had attempted a number of strategies to increase the use of the Centre, but these were not successful. The location of the Centre, and its relatively small population catchment, had impacted on its usage.

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In November 2009 Council called for expressions of interest (EOI) from community groups who may have been interested in relocating to the Yarramundi Community Centre under the standard arrangements that apply to the care, control and management of community buildings. Council received a nil response to the EOI process. Since that time Council has directly managed the Centre, and as the community facility usage figures indicate (as outlined elsewhere in this report) the Centre still suffers from poor utilisation.

In 2009, Council worked with the Hawkesbury District Concert Band to refurbish the Band Room behind the Richmond Branch Library. The purpose of the refurbishment was to create an improved rehearsal venue for use by musical groups. Since the refurbishment of the Band Room, its utilisation has increased by over 25%. Based on this experience, Council staff came to the view that it may be possible to increase the utilisation of the Yarramundi Community Centre by 'designating' it as a studio venue for use by visual arts groups - hence the discussions with the MTAS in response to their request for accommodation.

The MTAS inspected the Yarramundi Community Centre and advised Council in writing on 9 February 2011 that it would be pleased to negotiate an appropriate arrangement to facilitate its occupation of the Centre.

Council does not ordinarily provide community groups with exclusive use of its generalist community facilities as this may prevent other community groups from accessing these facilities. Council may enter into an 'exclusive use' agreement for its purpose built facilities (such as Peppercorn Place or its child care centre buildings). Council ordinarily requires committees with delegated management responsibility for a community centre or hall to make the centre available for hire by other community groups with the income derived from the hire of the Centre used to fund the day-to-day operating costs of the building (electricity, cleaning, security, maintenance etc.). As noted, above this arrangement has not been overly successful with respect to the Yarramundi Community Centre.

For this reason it is proposed that Council enter into a licence agreement with the MTAS for them to occupy the Yarramundi Community Centre, with Council still maintaining responsibility for its operation as it is unlikely that the MTAS would be in a position to raise the hire income required to fund the total cost of the Centre's operations. Discussion with the MTAS have indicated that a weekly licence fee of \$40 (\$2,080 per annum) would be reasonable to assist Council in defraying the day-to-day operating costs of the Centre which will arise from the Society's occupation of the building. The option of a licence fee of \$30 a week (\$1,560 per annum) has also been discussed with the MTAS on the basis that the Society agrees to clean the building (the Centre is currently cleaned by a contracted cleaner). The proposed fee is less than what the Society currently pays. It should be noted that the licence fee is not a rental charge but a levy to cover the day to day costs of the building - electricity, security, maintenance, fire equipment checks etc. The licence agreement is intended to provide the MTAS with exclusive use of office and storage space but will still enable other user groups to access the hall and kitchen facilities at the Centre.

In the longer term it is proposed to seek expressions of interest from other visual arts groups to occupy space at the Yarramundi Community Centre - as there are a number of separate lockable storage spaces at the Centre - to enable the Centre to evolve into an 'artists studio' to complement the Stan Stevens Studio within the Deerubbin Centre. This proposal will enable Council to achieve the objectives of its Cultural Plan and at the same time increase the utilisation of the Centre.

Utilisation of Community Facilities

As reported to Council at its Ordinary Meeting of 11 May 2010, Council staff have been working with Community Committees to increase the utilisation of Council's community facilities. As part of this process Council staff collected data from community committees to establish some baseline data on the usage of Council's halls and community centres. The first usage survey was completed in November 2009 and repeated in November 2010. For the purposes of the survey, it was assumed that (in net terms) community facilities were effectively available for community hire for 9 hours a day six days a week (54 hours per week). The estimated utilisation figure is therefore based on records of hire expressed as a percentage of the nominal 54 hour total. It should be noted that the data only records the actual utilisation of community spaces available for hire and excludes office accommodation for paid staff (funded by other government departments) who may operate from some of these facilities

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The comparative results of the survey are outlined below.

Facility	2009	2010	% change
Bilpin Hall	53.1%	61.6%	8.4%
Blaxlands Ridge Community Centre (Hall 1)	9.6%	2.3%	-7.3%
Blaxlands Ridge Community Centre (Hall 2)	55.6%	43.5%	-12.1%
Bligh Park Neighbourhood Centre	59.8%	38.6%	-21.1%
Bowen Mountain Hall	15.0%	n/a	n/a
Colo Heights (Horrie Eley Memorial Hall)	15.3%	16.6%	1.4%
Glossodia Community Centre (Hall 1)	n/a	28.2%	n/a
Glossodia Community Centre (Hall 2)	n/a	35.4%	n/a
Glossodia Community Centre (Meeting Room)	n/a	61.1%	n/a
Kurrajong Community Centre	n/a	n/a	n/a
Maraylya Community Hall	9.6%	12.5%	2.9%
McGraths Hill Community Centre	18.8%	41.4%	22.7%
North Richmond Community Centre (Hall 1)	48.9%	66.6%	17.8%
North Richmond Community Centre (Hall 2)	45.8%	48.4%	2.6%
North Richmond Community Centre (Foyer)	18.8%	17.6%	-1.2%
North Richmond Community Centre (Meeting Room)	21.5%	21.3%	-0.2%
North Richmond Community Centre (Youth Hall)	32.8%	78.4%	45.6%
Richmond Neighbourhood Centre - Hall 1	47.6%	59.3%	11.6%
Richmond Neighbourhood Centre - Hall 3	15.3%	74.3%	59.0%
Richmond Neighbourhood Centre - Community Office	42.1%	62.5%	20.4%
St Albans School of Arts	5.6%	1.9%	-3.8%
Tiningi Community Centre - Hall	36.4%	41.1%	4.8%
Tiningi Community Centre - Youth Hall	15.3%	18.1%	2.8%
Tiningi Community Centre - Meeting Room	9.6%	1.9%	-7.8%
The Band Room	12.9%	38.4%	25.6%
The Dungeon	8.3%	12.5%	4.3%
Wilberforce School of Arts	22.3%	15.3%	-7.0%
Yarramundi Community Centre	0.7%	0.7%	0.0%
average	26.3%	33.7%	7.4%

The data shows that the average utilisation of halls and meeting spaces across the Hawkesbury is just under 34% and has increased by 7.4% since 2009. It should be noted that the facilities listed in the table exclude Council's purpose built child care and disability and aged service centres which generally enjoy 100% utilisation (as they effectively operate as service outlets during standard business hours). When the utilisation of these 17 purpose built facilities are added to the total, together with an adjustment to take into account office spaces occupied by funded staff at 5 of the centres listed in the table above, the total utilisation rate of Council's community facilities approaches 61%. Obviously there is substantial variation in the utilisation of different facilities, with facilities in the rural periphery (not surprisingly) suffering from low utilisation levels. As noted in the report, the Yarramundi Community Centre has an utilisation rate of less than 1% and is the least utilised community facility within Council's community facilities portfolio. It is hoped that, as with the Richmond Band Room, the proposal to 're-badge' the Centre as a 'community artist's studio' will substantially increase this utilisation figure in future years.

Conformance to Community Strategic Plan

The proposal is consistent with the Looking After People and Place Directions statement;

- Have friendly neighbourhoods, connected communities, and supported households and families

and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

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- Identify community needs, establish benchmarks, plan to deliver and advocate for required services and facilities

Financial Implications

There are no financial implications arising from this report. While the proposed licence agreement will generate additional income, this income will be used to defray the additional operating costs arising from the occupancy of the Yarramundi Community Centre by the MTAS.

RECOMMENDATION:

That the General Manager be authorised to negotiate and execute a Licence Agreement with the Macquarie Towns Arts Society for their exclusive use of defined office and storage areas within the Yarramundi Community Centre on the basis outlined in this report. The Licence Agreement is to also provide the MTAS with access to other areas and facilities within the Centre on a shared basis.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

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Item: 38 **CP - Hawkesbury Macquarie 2010 Celebrations - Final Report from the Hawkesbury Macquarie 2010 Committee (95498, 114013)**

Previous Item: 168, Ordinary (12 August 2008)
 259, Ordinary (9 December 2008)

REPORT:

Executive Summary

This report has been prepared to forward to Council the recommendations of the Hawkesbury Macquarie 2010 Committee following their evaluation of the Hawkesbury Macquarie 2010 Celebrations. The report also summarises the findings of a survey sent to Committee members, and community groups to evaluate both the outcomes of the 2010 Celebrations and Council's approach to the co-ordination of the 2010 Celebrations. The report proposes that the recommendations of the Hawkesbury Macquarie 2010 Committee be received and forwarded to Council Staff to inform planning for future comparable events.

Consultation

The issues raised in this report concern matters which do not require community consultation under Council's Community Engagement Policy. The report outlines the findings of a survey which was conducted to collect information from community groups and community representatives about the Hawkesbury Macquarie 2010 Celebrations so that this information could be conveyed to Council.

Background

On 9 December 2008, Council resolved to establish the Hawkesbury Macquarie 2010 Committee and ratified a draft constitution for the Committee.

The Constitution of the Hawkesbury Macquarie 2010 Committee required the Committee to plan and implement a new approach to community celebrations by supporting community groups to plan and stage their own community events and activities under a Hawkesbury Macquarie 2010 Banner. The aim of this approach was to work with the community to deliver a decentralised program of events and activities across the Hawkesbury rather than organising a single large event which had been the practice in the past. For this reason, one of the six objectives within the Constitution required the Committee to prepare a final report for Council following the completion of the Hawkesbury Macquarie 2010 Celebrations.

At its November 2010 meeting, the Hawkesbury Macquarie 2010 Committee considered a report proposing the preparation of a survey tool for distribution to community groups who staged Macquarie 2010 Celebrations. During the discussion of this item, suggestions for possible questions and for information to be collected by the survey were canvassed. The Committee subsequently resolved to request Council staff to prepare and distribute a survey.

An information sheet and survey tool was developed and distributed to community groups and Committee members in December 2010 with a return date of 4 February 2011. A total of 17 completed surveys were returned from community groups staging Macquarie 2010 events (a 30% sample) and 6 completed surveys were returned by Committee members (a 33% sample). The size of the samples suggests that the findings of the survey - collated in Attachment 1 - could be treated with some confidence.

At its meeting of 10 February 2011, the Hawkesbury Macquarie 2010 Committee considered the findings of the survey and the final reports of the Committee Working Parties which had been established to co-ordinate the Celebrations. The Committee resolved to forward the findings of the survey to Council, together with the recommendations of the Working Parties and the resolutions of the Committee as a whole.

ORDINARY MEETING**Meeting Date: 8 March 2011****Summary of Survey Findings - Hawkesbury Macquarie 2010 Celebrations****A. Community Group Responses**Community Participation

Median attendance at events	420
Proportion of persons from outside Hawkesbury attending event	15%

Level of Satisfaction with Organisation of Macquarie 2010 Celebrations

Bicentenary Events Program	Program - 82% satisfied/ very satisfied. 6% dissatisfied 69% indicated that Program assisted in co-ordinating events
Macquarie 2010 Branding & Logo	88% of groups used Hawkesbury Macquarie 2010 logo 76% indicated that 'branding' was useful for their group
Marketing	Hard copy events calendar identified as most effective strategy, banner pole displays as the least effective.
Funding & Training	69% of groups applied for Council Funding 6% applied for funding from other sources. No group successful in securing funds from other sources (other than Council) 44% of groups participated in Event Support Workshop

B. Committee Member ResponsesLevel of Satisfaction in achieving Committee objectives

Objective 1 - Develop local branding	100% satisfied/ very satisfied. 0% dissatisfied
Objective 2 - Market decentralised program of events	100% satisfied/ very satisfied. 0% dissatisfied
Objective 3 - Encourage groups to propose events	100% satisfied/ very satisfied. 0% dissatisfied
Objective 4 - Provide financial assistance to groups	83% satisfied/ very satisfied. 17% dissatisfied
Objective 5 - arrange training & support for community groups	100% satisfied/ very satisfied. 0% dissatisfied

Level of Satisfaction with Governance and Executive Support (provided by Council)

Information provided about functions of Committee	100% satisfied/ very satisfied. 0% dissatisfied
Organisation of meetings including Business Papers + Minutes	100% satisfied/ very satisfied. 0% dissatisfied
Timing, length and conduct of meetings	83% satisfied/ very satisfied. 17% dissatisfied
Access to Council staff to obtain information or assistance	100% satisfied/ very satisfied. 0% dissatisfied

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C. Approach to Macquarie 2010 Celebrations

	community groups	committee members
Was 'decentralised' approach appropriate (proportion of yes responses)	93%	83%
Recommend that future community celebrations be co-ordinated in same way (proportion of yes responses)	93%	83%

The survey findings also include comments and suggestions from respondents for improving the staging of the Celebrations.

The outcomes of the survey appear to be a strong endorsement of Council and the Committee's approach to the Macquarie 2010 Celebrations. Overall the results also suggest that the Celebrations were a success.

Recommendations from the Hawkesbury Macquarie 2010 Committee

The final meeting of the Hawkesbury Macquarie 2010 Committee was held on 10 February 2011. The Committee considered the final reports from each of its six working parties. Included in the final reports were a number of recommendations that the convenors of the respective working parties referred to the Committee for discussion. The Committee determined that the recommendations should be received and reported to Council to inform planning for similar celebrations or events to the Macquarie 2010 Celebrations. The recommendations are outlined below:

1. Any future establishment of a working group to promote or market any project, that the group be allocated sufficient funding to achieve their objective.
2. That invitations for membership of future committees, for similar celebrations, be restricted to representatives of community organisations and not individuals representing themselves.
3. That future committees of this type do not include a formal sponsorship committee in their structure due to the limitations outlined above and also acknowledged in the membership description from Council's Business Paper and Sponsorship Policy.
4. That future community members be advised that it is possible to erect banners on Integral Energy power poles but that the application for these types of initiatives must involve Council or a community entity.

In addition to these recommendations the Committee also approved the following resolution which was requested to be conveyed to Council.

"That:

1. *The Hawkesbury Macquarie 2010 Committee extends its appreciation to the elected members of Council, Council Staff, the Hawkesbury Gazette, Richmond RAAF, Hawkesbury Area Local Command, and all the Community Groups who staged or contributed to the success of events held in conjunction with the Macquarie 2010 Celebrations, without whose support the Celebrations could not have proceeded.*
2. *The Hawkesbury Macquarie 2010 Committee requests that Council write to Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales, to thank her for her warm support of the Hawkesbury Macquarie 2010 Celebrations, and her interest and patronage of Hawkesbury Macquarie 2010 events."*

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Conclusion

It is proposed that Council receive and refer the findings of the Hawkesbury Macquarie 2010 Celebrations Survey, together with final reports and recommendations of the Hawkesbury Macquarie 2010 Committee and its constituent working parties to Council Staff to inform planning for future events. The recommendation for Council to formally write to Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales would be an appropriate recognition of the Governor's strong support of the Hawkesbury Macquarie 2010 Celebrations.

Conformance to Community Strategic Plan

The proposal is consistent with the Looking After People and Place Directions statement;

- Be a place where we value, protect and enhance the historical, social, cultural and environmental character of Hawkesbury's towns, villages and rural landscapes.

and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

- Work with the community to define the Hawkesbury character to identify what is important to preserve and promote.

Financial Implications

There are no financial implications arising from this report.

RECOMMENDATION:

That Council:

1. Receive and refer the findings of the Hawkesbury Macquarie 2010 Celebrations Survey, together with final reports and recommendations of the Hawkesbury Macquarie 2010 Committee and its constituent working parties to Council Staff to inform planning for future civic and community events.
2. Write to the Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales, to thank her for her warm support of the Hawkesbury Macquarie 2010 Celebrations.
3. Write to each of the members of the Hawkesbury Macquarie 2010 Committee to extend its appreciation of their work in making the Hawkesbury Macquarie 2010 Celebrations a success and to thank them for their acknowledgement of Council's contribution to the Celebrations.

ATTACHMENTS:

- AT - 1** Findings of the Hawkesbury Macquarie 2010 Celebrations Survey - (*Distributed Under Separate Cover*).

oooO END OF REPORT Oooo

Item: 39 CP - Customer Service and Communication Strategy - (95498)

Previous Item: 44, Ordinary (13 March 2007)
298, Ordinary (12 December 2006)
231, Ordinary (26 September 2006)

REPORT:**Executive Summary**

This report has been prepared to advise Council of the status of Council's Customer Service and Communication Strategy. The report summarises the organisational improvements implemented to improve Council's customer service and communication processes, and provides an update on the work undertaken to achieve compliance with the International Customer Service Standard.

The report also outlines the steps taken by management to consolidate and harmonise Council's customer service framework through the operational amalgamation of separate customer service and reception teams into a single integrated customer services function. The report seeks Council's endorsement of management's decision to support the physical establishment of an integrated customer service function through the redesign of Council's customer service architecture to create a single customer service counter and contact centre and related customer orientated facilities which is intended to operate as a 'one-stop-shop'. The report seeks Council's endorsement of the principle of moving towards this integrated, one-stop-shop customer service approach.

Consultation

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

Background

In March 2007, Council adopted a Customer Service and Communication Strategy. The Strategy outlined actions to improve Council's customer service processes and customer communication mechanisms. The aim of the Strategy was for Council to achieve external, independent accreditation under the International Customer Service Standard (ICSS).

The ICSS is based on the principle that good customer service is an enterprise wide process. It requires an organisation to systematically assess its performance against identified benchmarks for 29 attributes covering organisational alignment, leadership, customer communications, customer input into service and product design, financial efficiency, asset utilisation, innovation, the use of technology, staff competencies and learning.

Council established an internal customer service project team who were trained by the Customer Service Institute of Australia (CSIA) to undertake the required self-assessment against the 29 attributes in the ICSS. In May 2008 the CSIA conducted a pre-certification assessment and identified that Council was compliant with 23 of the 29 attributes. A number of staff working parties were established to address the identified areas of non-compliance. The CSIA conducted a further pre-certification assessment in May 2010 and concluded that Council had achieved the requirements for accreditation as a Certified Customer Service Organisation under the ICSS. Council has submitted its final self-assessment and is awaiting formal confirmation of its accreditation.

Customer Service and Communication Improvements

As outlined at the Briefing Session held on 8 February 2011, Council has implemented a series of organisational improvements to its customer service and customer communication processes.

These improvements have included the formalisation of Council's community consultation and engagement framework, the conduct of bi-annual community surveys, the publication of a quarterly community newsletter, the redesign of Council's web-site, the adoption of the Hawkesbury Community Strategic Plan (following a comprehensive community engagement process), the development of an Asset Management Policy and Strategy, and the establishment of a resident panel. In addition Council has reconfigured staffing resources to create the position of Customer Services Manager and has established a discrete Customer Services Branch. It has also rolled out a packaged customer service training program and implemented a number of improvements to its internal records systems to improve its capacity to track and complete customer requests. Council has recently purchased a Customer Response Management (CRM) tool to further consolidate its customer service processes and performance - the CRM is expected to go live later this year following a comprehensive review and redesign of customer service workflows.

These improvements, implemented over the last three years, were instrumental in Council's positive ICSS audit as they provided a clear demonstration of Council's commitment to customer service improvement. The ICSS measures an organisation's customer performance based on a three-part test - *Intention*, *Implementation* and *Integration* which in simple terms requires Council to prove that it has implemented its stated customer service improvements and that it is seeking to embed these improvements across the organisation. Council management has been pleased by the outcomes of these improvement which has seen a statistically significant increase in customer satisfaction with the way Council consults with community (as measured in the Hawkesbury Community Survey), and which, over the last six months has generated 51 unsolicited letters of appreciation from customers commending staff for their good customer service performance. These improvements have largely been achieved with minimal financial investment through the reconfiguration of internal resources.

Customer Service System

As outlined at the Councillor Briefing Session, Management has recently completed a comprehensive audit of its customer service performance and customer contact framework. In summary the audit:

- indicated that the product and service profile of Hawkesbury City Council (HCC) is complex and multi-faceted - HCC is a provider of essential human and asset services, it is a regulatory authority, it administers planning legislation and is an elected body representing the community. This profile does not easily lend itself to a simple marketing strategy;
- identified a distinction between simple customer transactions involving the delivery of a visible outcome, in the form of a product or service, usually to a single customer, and, complex customer transactions generally involving the management of community assets or the administration of planning legislation and other regulations where multiple customers may be involved and where satisfaction with an outcome may be a matter of subjective interpretation;
- noted that Council's capacity to satisfy customers, in the context of complex customer transactions, is constrained by Council's fiscal position (the allocation of finite resources across competing priorities), planning laws, regulations and the requirement of other levels of government which may be in conflict with what individual customers want, and the extent to which it can reasonably reconcile the different views of affected customers. In these circumstances 'customer service' may well be about explaining to customers why their expectations cannot be met in full;
- noted that complex customer transactions, which accounted for 23% of Council's logged customer transactions, generated 90% of customer service complaints;
- documented that on an average single day, HCC will respond to well in excess of 1,000 customer contacts received through different mediums (telephone, e-mail, written, and face-to-face contacts) which are distributed across the organisation;
- noted that the small size of the three other customer service units meant that logistically they were difficult to staff to provide for a continuous customer service presence. The size of the teams created operational requirements which drew technical staff away from their substantive duties.

- noted that the level and multiple destinations of customer contacts within HCC created a complex customer service system where customer service performance was dependent on the strength of internal connections and communication between staff and between staff and customers.

Customer Service Architecture

The customer service audit highlighted that customer service is not simply about an individual staff member dealing with a customer at a single point in time but relies on the inputs of staff across Council that feed into this transaction which in turn is dependent on the application of consistent enterprise-wide processes supported by a strong customer focused organisational culture.

Based on the outcomes of the customer service audit, management determined that the key driver for further improvement in customer service performance would be to strengthen and improve internal linkages and communication through the better integration of HCC's customer service systems.

Accordingly, the decision was made to bring all front-line customer service and reception staff under the one Customer Services Manager and to harmonise the operations of the three existing customer service teams and the existing reception function. This will be achieved by transitioning and mentoring front-line customer service staff to undertake a more generic, whole-of-Council customer service approach where initial customer contacts could be received and processed at a single customer contact point as opposed to the current arrangement where customers may be transferred from reception to one of two counters or to one of three separate customer service teams or vice-versa. In effect the aim would be for any customer transaction to be responded to and completed by a single Customer Service Officer.

Amalgamating existing customer service teams and bringing them together in one location will create an integrated customer service unit with the staffing capacity to:

- guarantee a continuous customer service presence (a key demand of customers that cannot always be met currently) and eliminate 'nil responses' or the unnecessary diversion of initial customer contacts;
- staff, on a rotational basis, an integrated reception/front counter/cashier function, a telephone enquiry centre, and the 'back office' processing of administration tasks to respond to customer requests and to support technical staff to complete logged customer transactions;

The aim of the integrated customer service unit is not to prevent customers from contacting technical staff (this will still occur and may be enhanced) but to provide an efficient and continuous first point-of contact for customers to assist them to navigate their way through Council's complex service environment. The integrated customer service unit effectively shifts the onus of responsibility for locating the appropriate Council officer to deal with a customer request, from the customer to Council.

The integrated customer service unit will not operate as a telephone/counter 'call centre' in the traditional sense where the term 'call centre' has become associated with an outsourced information portal staffed by workers with limited working knowledge of an organisation's business and physically divorced from an organisation's core operations.

Council's customer service staff will continue to provide a counter/telephone enquiry function (as they currently do) but within the one physical location. The operations of the integrated customer service unit will be supported by standardised internal procedures and electronic data and information systems that will provide front-line customer service staff with access to regularly updated information about services and issues which are likely to generate customer requests or enquiries. Technical planning staff (as is the case currently) will be rostered 'on duty' to respond to customer enquiries of a more complex nature.

The workings of the integrated customer service unit will be co-ordinated through a Customer Response Management (CRM) tool. The aim of the CRM, supported by a centralised customer service unit, is to provide a co-ordinated and continuous customer service presence where the majority of 'simple, straightforward' customer requests are processed and completed by front line customer service staff in a

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predictable and uniform way. The more complex customer requests (which are not able to be completed by front-line customer service staff) will be logged and forwarded to technical staff for action in accordance with defined workflows and procedures. In these instances the need for direct contact between customers and technical staff will remain. This customer service framework will enable Council to better consult and communicate with customers on the more complex customer requests which are currently the subject of the majority of the customer service complaints received by Council. It will also improve Council's capacity to measure and monitor customer service performance and improve follow-up of responses to customer requests within the agreed timeframe in Council's customer service charter.

Re-design of Customer Service Areas

Provision of \$100,000 has been made in Council's 2010/2011 adopted Budget for the refurbishment of the customer contact areas within Council's Administration Building. This project was presented to a Councillor Briefing Session in December 2008. The decision on proceeding with the project was deferred pending the outcome of investigations into the feasibility of establishing a one-stop-shop as part of the planned refurbishment.

In September 2009, Council staff completed a report on research undertaken to investigate the feasibility of Council moving to a single customer enquiry counter. As part of the report, site visits were undertaken to a number of Councils that had successfully gone down the path of establishing a one-stop-shop and staff were interviewed regarding the processes required to establish such a facility. This project was undertaken as part of Council's adopted Customer Service and Communication Strategy which committed Council to establishing "*customer-friendly environments, and customer friendly information + communication channels*". The identified actions under this strategy included investigating options for establishing a 'one-stop' enquiry counter and a Customer Service Call Centre.

The result of this research was considered by Management. The findings of the research suggested that operationally, there appeared to be no major barriers which would prevent HCC from implementing an integrated customer service model. The experience of other councils indicated that a one-stop-shop customer service model improved the reliability, timeliness and performance of Council's customer services and resulted in a reported increase in customer satisfaction levels and reduction in customer complaints. The transition to a one-stop-shop customer service model did generate some initial 'teething' problems which were able to be negotiated and resolved.

The September 2009 report did indicate, however, that a barrier to establishing an integrated customer service unit might well be the initial capital investment that would be required to redesign Council's customer service areas counters to create a 'customer friendly environment' and accommodate the requirements on an integrated customer service unit. Accordingly, the concept designs presented to the Councillor Briefing Session in December 2008 were re-worked to incorporate provision for an integrated customer service unit. The costings for the revised works are estimated to be \$104,350 which is broadly in line with funds set aside for the previously proposed upgrade of the Council's customer service areas.

The plan for the refurbishment of Council's customer services areas includes provision for;

- a single, integrated counter/reception front counter
- 2 additional meeting/interview rooms
- 3 computer public access terminals and benches
- security equipment replacement & upgrade
- refurbished customer waiting areas and furnishings
- signage, display and brochure racking and electronic notice board
- provision for internal staff access between building wings

Conclusion

Council provides a diverse and complex array of services and products within a customer service environment marked by increasing customer demands and expectations, rapid technological change, and a fluid planning and regulatory framework. To respond to this challenging environment, Council has adopted a Customer Service and Communication Strategy which has provided the impetus for the

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successful implementation of a range of customer service improvements and the realignment of Council's operational framework to achieve compliance with best practice benchmarks outlined in the International Customer Service Standard. These processes have enhanced Council's customer service performance and have provided a solid starting point for ongoing customer service improvement. In this context, it is proposed that Council endorse the concept of a 'one-stop-shop' and approve the release of allocated funds set aside for the refurbishment of Council's customer service areas to establish a more customer friendly service environment and an integrated customer service unit as outlined in this report.

In coming to a decision about the one-stop-shop proposal, Council Management considered the issue from the perspective of what type of customer service architecture it would establish if Council were starting from scratch. In this context a 'one-stop-shop' integrated customer service unit would be the preferred model. Accordingly, if the capacity existed to transition to this model, then for Management this would seem to be the logical path forward. The adoption and implementation of the Customer Service and Communication Strategy has created that capacity and has provided a sound foundation to facilitate the transition to a one-stop-shop customer service model.

Conformance to Community Strategic Plan

The proposal is consistent with the Shaping Our Future Together Directions statement;

- Be financially sustainable to meet the current and future needs of the community based on a diversified income base, affordable and viable services.

and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

- Implement and monitor Council's sustainability principles.

The proposal also meets the following goals and measures outlined in the Community Strategic Plan:

- Improved service levels to meet diverse needs of community
- Community satisfaction with the delivery of services and infrastructure.

Financial Implications

There are no financial implications arising from this report. Funds have already been allocated for the proposed refurbishment of Council's customer service areas. The estimated costs of the proposal are slightly in excess of the allocated funding but represent a variation of less than 5% which can be met through an appropriate budget variation.

RECOMMENDATION:

That Council endorse the concept of a 'one-stop-shop' involving the refurbishment of Council's customer service areas from available funding to establish a more customer friendly service environment and an integrated customer service unit as outlined in this report.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

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INFRASTRUCTURE SERVICES

Item: 40 **IS - Financial Assistance Grant Funding - (95495)**

Previous Item: 252, Ordinary (9 November 2010)
 270, Ordinary (30 November 2010)

REPORT:

Executive Summary

It is proposed to allocate the amount of \$102,000 received as additional funding under the roads component of the 2010/2011 Financial Assistance Grants to the rehabilitation of Scheyville Road to allow a greater length of road to be included within the current project.

Consultation

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

Background

At the meeting of Council held on 30 November 2010, a report in relation to the September 2010 Quarterly Review, identified an amount of \$160K received as additional funding as part of the 2010/2011 Financial Assistance Grants. The portion attributable to the roads component is \$102K, and this amount has been allocated to the roads expenditure budget.

It is proposed to allocate this amount of \$102K towards an existing approved project, the rehabilitation of Scheyville Road to allow a greater section of the road to be reconstructed. This project was supported by Council at its meeting held on 9 November 2010 and is included as an attachment to this report.

Scheyville Road runs between Old Stock Route Road and Pitt Town Dural Road, however as previously reported to Council, the length of greatest concern is between Old Stock Route Road and Dunns Road, a length of 4.22 km.

Various funding sources in the amount of \$1,109,115 have been sought to undertake reconstruction works in stages, however the total funding sought is still short of the estimated \$1,625,000 estimated to conclude this section of road. It would be appropriate to allocate the additional funding of \$102K as an additional stage of the Scheyville Road rehabilitation which would achieve an additional length of approximately 220 metres

Tender specifications are currently being prepared for this project to allow advertising within the next two to three weeks.

Conformance to Community Strategic Plan

The proposal is consistent with the Linking the Hawkesbury Directions statement;

- Have a comprehensive system of well maintained local and regional roads to serve the needs of the community.

and is also consistent with a strategy in the Community Strategic Plan being:

- Develop and implement a sustainable roads asset management system.

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Financial Implications

Funding has been provided for this project as outlined in the report and Attachment 1. Support of the recommendation will allow an additional length of road to be reconstructed as part of the approved program.

RECOMMENDATION:

That the amount of \$102,000 received as additional funding under the roads component of the 2010/2011 Financial Assistance Grants be allocated towards the rehabilitation of Scheyville Road.

ATTACHMENTS:

AT - 1 – Previous Report to Council dated 9 September 2010

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AT - 1 – Previous Report to Council dated 9 September 2010

ITEM: Business Paper - Ordinary Meeting Agenda - 8 March 2011

Previous Item: 203, Ordinary (29 September 2009)

REPORT:

Executive Summary

The adopted Roads to Recovery Program identified Terrace Road, North Richmond as a rehabilitation project.

The present condition of Scheyville Road warrants a higher priority over Terrace Road, based on observation and Pavement Condition Index (PCI) values. It is recommended that the full funding allocation of \$495,000 for Terrace Road rehabilitation project be re-allocated towards the rehabilitation of Scheyville Road between Old Stock Route Road and Dormitory Hill Road.

Consultation

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

Subject to Council's adoption of the recommendation within this report it will be necessary to seek formal approval from The Department of Infrastructure, Transport, Regional Development & Local Government to alter the Program.

Background

On 27 March 2009, Council received correspondence from the Minister of Infrastructure advising that under the Roads to Recovery Program an amount of \$4,046,263 has been allocated to Council for road improvements, for the period 1 July 2009 to 30 June 2014.

Council at its Ordinary Meeting held on 29 September 2009, adopted a scheduled list of projects for the full amount of the allocation. Due to a noticeable deterioration in the condition of Scheyville Road it is considered necessary to seek a change in the adopted list of projects. An evaluation of Council's pavement management system (SMEC) clearly indicates PCI values around 2.2 for Scheyville Road compared to values of 3.95 for Terrace Road, North Richmond. It is acknowledged that Terrace Road needs improvement however based on observation and PCI values it is evident that Scheyville Road warrants a higher priority. Under the circumstances, it is recommended that the \$495,000 allocation, for the rehabilitation of Terrace Road between Beaumont Avenue and Redbank Creek be allocated towards the rehabilitation of Scheyville Road between Old Stock Road and Dormitory Hill Road.

Scheyville Road runs between Old Stock Route Road and Pitt Town Dural Road, however the length of greatest concern is between Old Stock Route Road and Dunns Road, a length of 4.22 km. It is estimated that the cost to reconstruct this section of road is \$1,625,000.

Sections of Scheyville Road had previously been identified for attention through various funding sources including Roads to Recovery (\$265,000), RTA Repair Program (\$128,000), required matching funding from the RTA Supplementary Roads Program (\$128,000), and Councils Supplementary Roads Program (\$93,115) resolved on 31 August 2010. The total of all this funding plus the proposed funds from Terrace Road (\$495,000) is \$1,109,115 which is well short of the estimated \$1,625,000.

To keep within the funding available it is proposed to reconstruct the section between Old Stock Route Road and Dormitory Hill Road, a substantial length of 2.8 km at an estimated cost of \$1,074,000, leaving

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\$35,115 to undertake other urgent repairs between Dormitory Hill Road and Dunns Road. This may vary dependent upon tenders received for the project.

Conformance to Community Strategic Plan

The proposal is consistent with the Linking the Hawkesbury Directions statement;

- <<Insert Direction Statement>>
and is also consistent with a strategy in the Community Strategic Plan being:
- Develop and implement a sustainable roads asset management system.

Financial Implications

The only financial implication is associated with the reallocation of existing funds to target priorities.

RECOMMENDATION:

That:

1. The funding allocation in the amount of \$495,000 for the rehabilitation of Terrace Road between Beaumont Avenue and Redbank Creek be re-allocated towards the rehabilitation of Scheyville Road between Old Stock Road and Dormitory Hill Road.
2. The Department of Infrastructure, Transport, Regional Development & Local Government be advised of Council's decision.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

oooO END OF REPORT Oooo

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Item: 41 **IS - Governor Phillip Reserve - Exclusive use for the Bridge to Bridge - (95495, 79354)**

REPORT:

Executive Summary

A letter has been received from the Upper Hawkesbury Power Boat Club (UHPBC) seeking exclusive use of Governor Phillip Reserve for the Bridge to Bridge Power Boat Classic.

Exclusive use has been granted for many years and it is recommended that exclusive use be granted for 1 May 2011 for the Bridge to Bridge Power Boat Classic.

Consultation

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

Background

The Upper Hawkesbury Power Boat Club (UHPBC) has advised the proposed dates for their 2010/2011 year. As part of their calendar they are seeking exclusive use of Governor Phillip Reserve to conduct the Bridge to Bridge Power Boat Classic.

2011	
Saturday 30 April 2011 Sunday 1 May 2011	Scrutineering of the Boats Bridge to Bridge Power Boat Classic * *(Exclusive Use – required for 1 May 2011)
Saturday 28 May 2011 Sunday 29 May 2011	Alternative date for Scrutineering of the Boats Alternative date for Bridge to Bridge Power Boat Classic (Exclusive Use - if alternate dates required)

Approval for Traffic Management is to be undertaken as part of the Special Event Application.

Council's Exclusive Use Policy adopted in 2007 and the Windsor Foreshore Plan of Management, adopted in 2009 excludes the shelters and playground from this exclusion zone. This allows the community access to these areas at all times.

This event has significant flow-on effects to the business community and as such approval for the event is recommended.

Conformance to Community Strategic Plan

The proposal is consistent with the Supporting Business and Local Jobs Directions statement;

- Help create thriving towns centres, each with its own character that attract residents, visitors and businesses

Financial Implications

There are no financial implications applicable to this report.

ORDINARY MEETING

Meeting Date: 8 March 2011

RECOMMENDATION:

That:

1. Approval be granted to the Upper Hawkesbury Power Boat Club for "Exclusive Use" of Governor Phillip Reserve for Bridge to Bridge Power Boat Classic to be held on 1 May 2011, with an alternate date of 29 May 2011 if required.
2. The approval be subject to the following conditions:
 - a. Council's general Park conditions.
 - b. Council's Fees and Charges.
 - c. The Windsor Foreshore Plan of Management.
 - d. The Governor Phillip Exclusive Use Policy.
 - e. Governor Phillip Noise Policy.
 - f. A Traffic Management Plan which has been approved as part of the Special Event Application.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

ORDINARY MEETING

Meeting Date: 8 March 2011

Item: 42 **IS - Naming of a un-named Road at Grose Wold within proposed Subdivision of Lot 2 DP 1118655 and Lot 3 DP 87137, No.41 Avoca Road, Grose Wold - (95454)**

REPORT:

Executive Summary

An application has been received from McKinlay Morgan & Associates Pty Ltd requesting a road name for a new public road to be created within a proposed subdivision of Lot 2 DP 1118655 and Lot 3 DP 87137, No.41 Avoca Road, Grose Wold. The proposed subdivision will result in nine lots being created.

The report recommends that public consultation be undertaken on the use of the name Oakford Place for the new public road.

Consultation

The recommendation outlined in this report triggers a requirement for Community Engagement under Council's Community Engagement Policy.

It is proposed that Council undertake the following community engagement process in compliance with Council's Policy and the New South Wales Roads Act 1993. The consultation required is for a period of 30 days and involves the following:

- Advertisement in Local Press
- Advertisement on Council's web page under Consulting the Community
- Correspondence addressed to adjoining and surrounding owners
- Correspondence addressed to various service organisations.

Background

Consent was granted on 3 December 2010 for a Nine (9) Lot Torrens title subdivision from within Lot 2 DP 1118655 and Lot 3 DP 87137, No.41 Avoca Road, Grose Wold. The proposed subdivision requires the construction of a public road to service the new lots, and the conditions of consent require the new road to be formally named.

An application has been received from McKinlay Morgan & Associates Pty Ltd on behalf of their client Oneten Properties Pty Ltd requesting Council, as the road authority, to select and approve a name for a new public road being created in a proposed subdivision.

Council's Local Studies and Outreach Librarian has been consulted to identify an appropriate name. The name of Oakford Place has been suggested, with the details pertaining to the name as follows: Oakford was the name of the orchard owned by John Thomas Woods. He operated the orchard on the grant owned by his grandfather John and an adjoining property (Lucy). This property was in the vicinity of the proposed new road.

The information was sourced from "Family of Mary Pitt" by J.Cust page 192.

The name Oakford does not currently exist within the Hawkesbury LGA and conforms to the guidelines set by The Geographical Names Board of NSW and the requirements of the Roads Act 1993.

Based on the information outlined above, it is proposed that the new public road in connection with the proposed subdivision of Lot 2 DP 1118655 and Lot 3 DP 87137 be named Oakford Place.

ORDINARY MEETING

Meeting Date: 8 March 2011

Conformance to Community Strategic Plan

The proposal is consistent with the Looking After People and Place Directions statement;

- Be a place where we value, protect and enhance the historical, social, cultural and environmental character of Hawkesbury's towns, villages and rural landscapes.

and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

- Work with the community to define the Hawkesbury character to identify what is important to preserve and promote.

Financial Implications

The advertising and administrative expenses associated with this matter have been paid by the applicant in accordance with Council's Revenue Pricing Policy and contained within Component 57.

RECOMMENDATION:

That public comment be sought under the New South Wales Road Act, 1993 for the naming of the new public road in connection with the proposed subdivision of Lot 2 DP 1118655 and Lot 3 DP 87137, No.41 Avoca Road Grose Wold as Oakford Place.

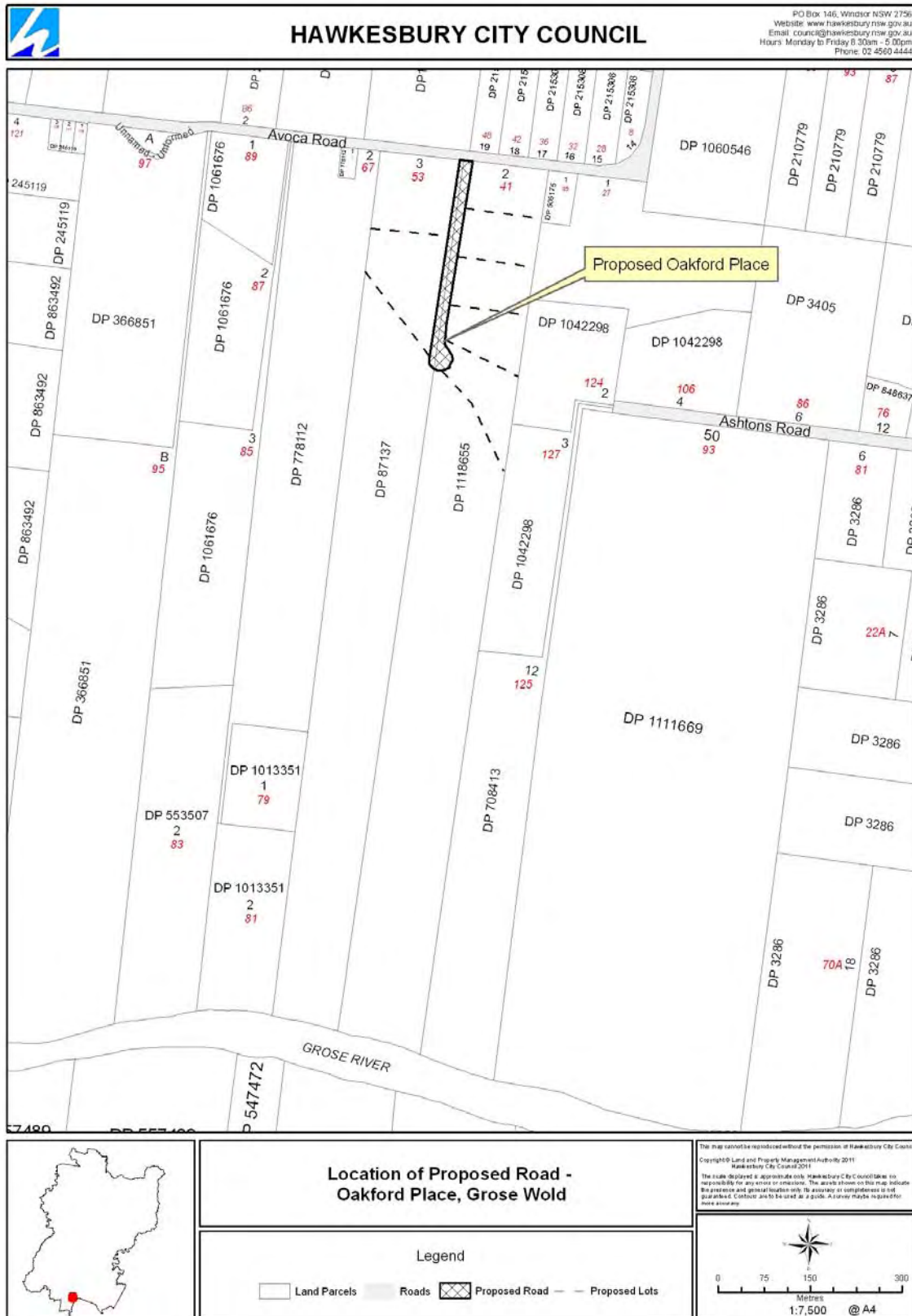
ATTACHMENTS:

AT - 1 Locality Plan - Proposed Oakford Place.

ORDINARY MEETING

Meeting Date: 8 March 2011

AT - 1 Locality Plan - Proposed Oakford Place



oooO END OF REPORT Oooo

Item: 43**IS - Proposed Extension to Kurrajong Rural Fire Brigade Station - (95495, 73591)**

REPORT:**Executive Summary**

The Kurrajong Rural Fire Brigade is seeking to construct an extension to the existing Brigade Station for a meeting room, office area and shower/toilet. It is proposed to consult with the community regarding the proposal to gauge support prior to further consideration of the matter.

Consultation

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.

Background

The Hawkesbury Rural Fire Service have requested Council give "in principle" approval for a proposed extension of the two bay Brigade Station located partly on the Old Bells Line of Road, road reserve and partly on Memorial Park at Kurrajong. It should be noted that this is not a request for building or development approval.

The proposal is to construct an extension of the Station in a westerly direction, incorporating a meeting room, office area, toilet/shower and some sub floor storage. The current Station consists of two truck bays and a small work area and requires the vehicles to be moved out onto the concrete apron when the building is being used for training or meeting purposes.

The Brigade has estimated the cost of the extension to be \$120,000 and they propose to raise the necessary funds through grants and community fundraising. In principal approval will allow the Brigade to further develop the design plans for the extension and initiate fund raising for the project prior to applying for the necessary development and construction approvals.

The extension is proposed over a portion of Memorial Park which is Crown Land under Council's care and control (Council is the Trust Manager). The "purpose" of the land is Public Recreation and the proposed extension would not meet this purpose, however, the Crown does have the option to either excise the area of land from the park or alternatively add a "purpose" (bush fire brigade station) to the park description. As previously outlined, the existing Brigade Station is constructed partly on Memorial Park.

The land upon which the extension is proposed has quite a steep slope and located adjacent to the toilet facilities within the park. It is considered that the proposal will not have a detrimental effect on the overall use of the park and could be supported. It is felt, however, that due to the location of the Brigade Station, the community should be consulted about the proposal in the first instance. As such it is proposed to advertise the proposed extension for a period of 28 days, following which the matter will be further reported to Council for consideration.

Conformance to Community Strategic Plan

The proposal is consistent with the Looking After People and Place Directions statement;

- Have an effective system of flood mitigation, fire and natural disaster management and community safety which protects life, property and infrastructure.

ORDINARY MEETING

Meeting Date: 8 March 2011

Financial Implications

The advertising expenses associated with this matter have been provided for in Component 22 - Administrative Services of the 2010/2011 Adopted Budget.

RECOMMENDATION:

The proposed extension to the Kurrajong Brigade Station be advertised for a period of 28 days and be further reported to Council for consideration.

ATTACHMENTS:

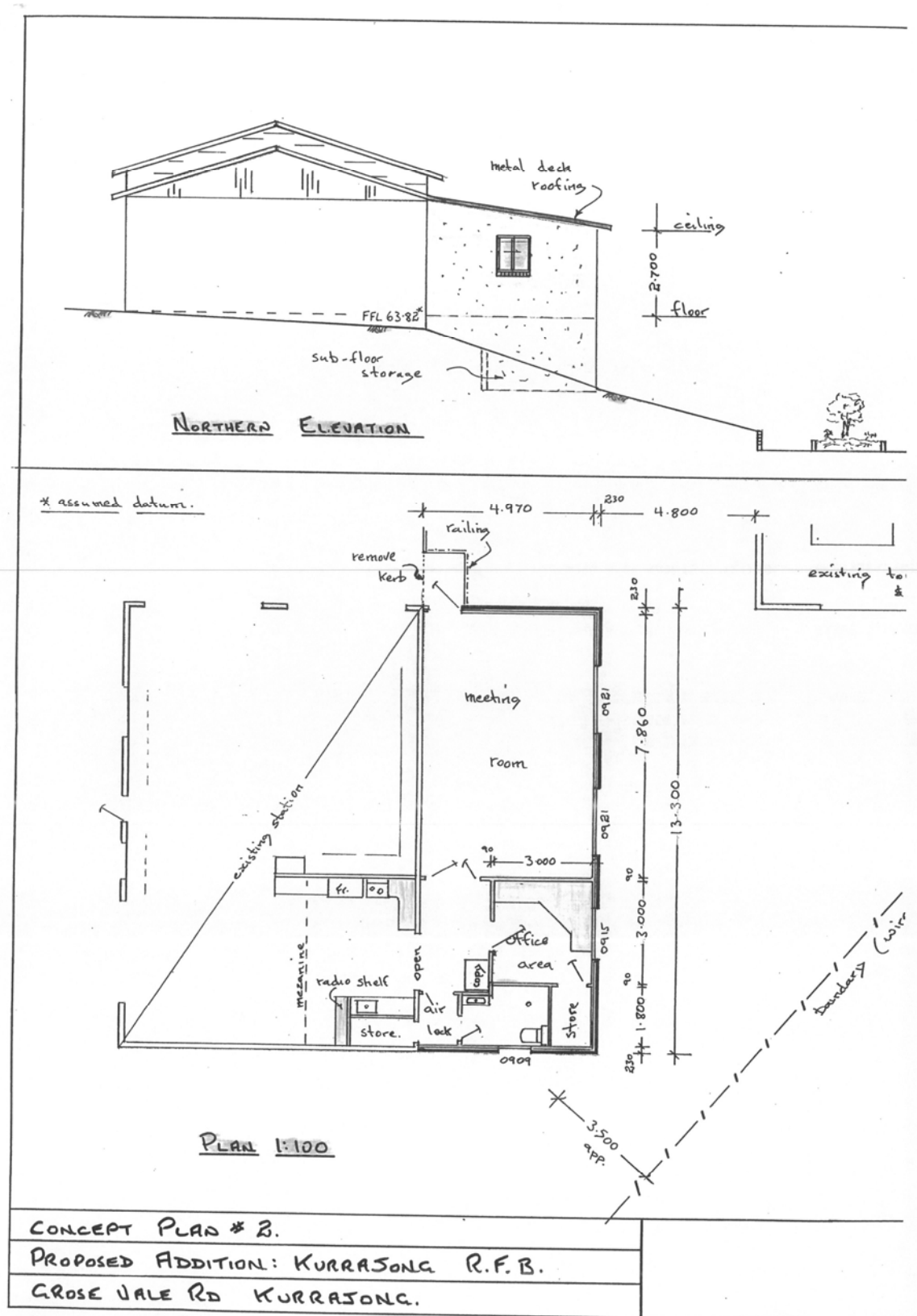
AT - 1 – Plan - Proposed Addition to Kurrajong Rural Fire Station.

AT - 2 – Location Plan - Kurrajong Rural Fire Station.

ORDINARY MEETING

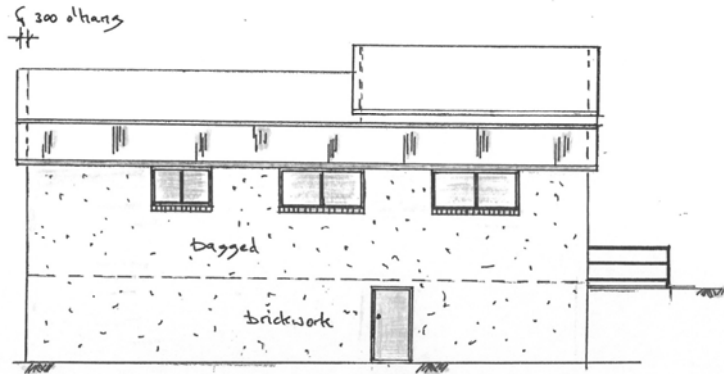
Meeting Date: 8 March 2011

AT - 1 - Plan - Proposed Addition to Kurrajong Rural Fire Station

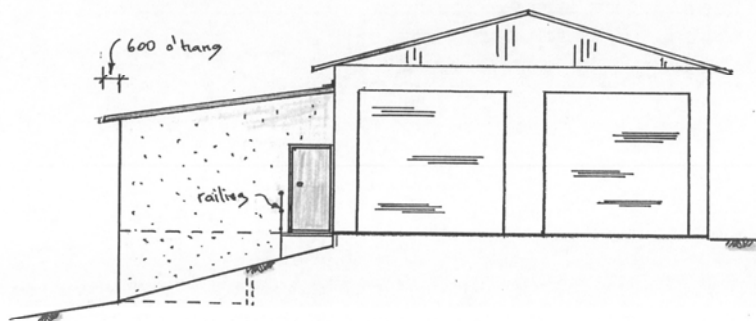


ORDINARY MEETING

Meeting Date: 8 March 2011



WESTERN ELEVATION



SOUTHERN ELEVATION

Scale 1:100

Floor area: 69.16 m²

Drawn: 10/10 G.C.

ORDINARY MEETING

Meeting Date: 8 March 2011

AT – 2 – Location Plan - Kurrajong Rural Fire Station



oooO END OF REPORT Oooo

ORDINARY MEETING

Meeting Date: 8 March 2011

SUPPORT SERVICES

Item: 44 SS - Pecuniary Interest Returns - (79337, 95496)

REPORT:

Executive Summary

The Local Government Act, 1993 details the statutory requirements in respect of the lodgement of Disclosure of Pecuniary Interests and Other Matters Returns by Councillors and Designated Persons. This Report provides information regarding two Returns recently lodged with the General Manager by two Designated Persons. It is recommended that Council note that the Disclosure of Pecuniary Interests and Other Matters Returns lodged with the General Manager have been tabled in accordance with the Local Government Act 1993.

Consultation

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

Background

Section 450A of the Local Government Act, 1993 relates to the register of Pecuniary Interest Returns and the tabling of these Returns, which have been lodged by Councillors and Designated Persons. Section 450A of the Act is as follows:

"450A Register and tabling of returns:

1. *The general manager must keep a register of returns required to be lodged with the general manager under section 449.*
2. *Returns required to be lodged with the general manager under section 449 must be tabled at a meeting of the council, being:*
 - (a) *in the case of a return lodged in accordance with section 449 (1)—the first meeting held after the last day for lodgement under that subsection, or*
 - (b) *in the case of a return lodged in accordance with section 449 (3)—the first meeting held after the last day for lodgement under that subsection, or*
 - (c) *in the case of a return otherwise lodged with the general manager—the first meeting after lodgement."*

With regard to Section 450A(1), a register of all Returns lodged by Councillors and Designated Persons in accordance with Section 449 of the Act is currently kept by Council as required by this part of the Act.

With regard to Section 450A(2), all Returns lodged by Councillors and Designated Persons under Section 449 of the Act must be tabled at a Council Meeting as outlined in Sections 450A(2)(a), (b) and (c) above.

ORDINARY MEETING

Meeting Date: 8 March 2011

With regard to Section 450A(2)(a), the following Section 449(1) Returns have been lodged:

Position	Return Date	Date Lodged
Subdivision & Development Engineer	15/11/2010	16/11/2010
Senior Management Accountant	6/12/2010	20/12/2010

The Returns have been lodged prior to the due dates for the receipt of the Returns, being three months after the return dates.

The above details are now tabled in accordance with Section 450A(2)(a) of the Act and the Returns are available for inspection if requested.

Conformance to Community Strategic Plan

The proposal is consistent with the Shaping Our Future Together Directions statement;

- Have transparent, accountable and respected leadership and an engaged community.

and is also consistent with (or is a nominated) strategy in the Community Strategic Plan being:

- Have ongoing engagement and communication with our community, governments and industries.

Financial Implications

No financial implications applicable to this report.

RECOMMENDATION:

That the information be received and noted.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

ORDINARY MEETING

Meeting Date: 8 March 2011

CONFIDENTIAL REPORTS

Item: 45 IS - Tender No.00511 - Provision of Repainting Various Sites - (95495)
CONFIDENTIAL

Previous Item: 257, Ordinary (9 November 2010)

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 details concerning tenders for the supply of goods and/or services to Council 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.

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.

ORDINARY MEETING

Meeting Date: 8 March 2011

Item: 46 **IS - Acquisition of (Part) 176 Golden Valley Drive, Glossodia - (95495, 93913, 93914) CONFIDENTIAL**

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 a purchase of property by the Council 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.

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.

ORDINARY MEETING

Meeting Date: 8 March 2011

Item: 47 **IS - Francis Street, Richmond - Road Subsidence - (95495) CONFIDENTIAL**

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 details concerning tenders for the supply of goods and/or services to Council 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.

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.

ORDINARY MEETING

Meeting Date: 8 March 2011

Item: 48 SS - Property Matter - Lease to David Spencer - Wilberforce Nursery, Wilberforce Shopping Centre - (112106, 34779, 86218) CONFIDENTIAL

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 details concerning the leasing of a Council property 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.

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.

ORDINARY MEETING

Meeting Date: 8 March 2011

Item: 49

SS - Property Matter - Lease to Jodale Enterprises Pty Limited - Shop 1 Glossodia Shopping Centre, Glossodia - (112106, 74051, 38869) CONFIDENTIAL

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 details concerning the leasing of a Council property 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.

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.

ORDINARY MEETING

Meeting Date: 8 March 2011

ordinary

section 5

reports
of committees

ORDINARY MEETING
Reports of Committees

ORDINARY MEETING
Reports of Committees

SECTION 5 - Reports of Committees

ROC - Hawkesbury Disability Advisory Committee Minutes - 3 February 2011 - (88324)

The meeting commenced at 4.00pm in the meeting rooms at Peppercorn Place.

Present:	Councillor Christine Paine Alan Aldrich Desmond Crane Mary-Jo McDonnell Carolyn Lucas Jennifer Luke	Councillor Representative Community Representative Community Representative Community Representative Community Representative Community Representative
Apologies:	Wendy Sledge Ken Ferris Robert Bosshard Councillor Bill Whelan	Community Representative Community Representative Community Representative Councillor Representative
In Attendance:	Meagan Ang Joseph Litwin Craig Johnson	Hawkesbury City Council Hawkesbury City Council Hawkesbury City Council

REPORT:

Councillor Paine welcomed community representatives to the meeting and thanked them for their nomination to sit on the Committee and welcomed the opportunity to work with them to improve services and facilities for people with disabilities.

RESOLVED on the motion of Alan Aldrich and seconded by Jennifer Luke that the apologies be accepted.

SECTION 1 - CONFIRMATION OF MINUTES

As this was the inaugural meeting of the Hawkesbury Disability Advisory Committee there were no previous minutes.

SECTION 2 - REPORTS FOR DETERMINATION

Mr Litwin proposed that the agenda be amended so as to permit the committee to consider Item 3 prior to other listed items as Council staff were in attendance to brief the Committee on this matter. The proposal was agreed to.

Item 3: Gym Equipment on Ham Common

DISCUSSION:

- Mr Litwin advised the Committee that Council had resolved at its Ordinary Meeting of 1 February 2011, to refer a Council Report into the possible inclusion of disability friendly gym equipment on the Ham Common fitness trail to the Committee. Mr. Litwin indicated Council's intent in referring the

ORDINARY MEETING
Reports of Committees

report was to seek the advice and/or recommendations of the Committee into the matters raised in this report.

- The Parks Projects Officer briefed the Committee on the Ham Common Fitness Trail and the steps taken by Council staff to source disability friendly fitness equipment noting that there was only one Chinese manufacturer who supplied such equipment whose compliance with the applicable Australian Standards was debatable. In preparing the Council report, Council Staff sought advice from Northcott Disability Staff on strategies to improve access to fitness equipment by people with disabilities and incorporated their recommendations into the Council report. Mr Johnson also briefed the Committee on proposals for the possible installation of additional fitness trails in other parks within the Hawkesbury, and the preparation of funding application under the Commonwealth's *Accessible Communities* Funding Program to seek a funding contribution to facilitate the installation of disability playground equipment at Macquarie Park, Windsor.
- There was a wide ranging and detailed discussion of the information provided by the Parks Projects Officer as well as information provided by individual Committee members about relevant disability programs. The pros and cons of 'Liberty Swings' were also canvassed.
- Mr Johnson left the meeting. Mr Litwin proposed that the formal consideration of this item be determined following the appointment of the Committee's Chair and the confirmation of the Committee's membership, roles and authorities. This was agreed to. Subsequent to the completion of the other business items on the agenda the Committee returned to this matter and resolved the following.

MOTION:

RESOLVED on the motion of Alan Aldrich and seconded by Carolyn Lucas.

Refer to COMMITTEE RECOMMENDATION

COMMITTEE RECOMMENDATION

That the following recommendation be forwarded to Council;

That Council:

1. Support the promotion of the YMCA's programs for the provision of services for disabled people at the Oasis Swimming Centre and ask the YMCA to consider introducing concessional fees and charges for people with disabilities (in receipt of a Disability Support Pension) to encourage their participation in the centre's programs; and that the YMCA be invited to a future meeting of the Hawkesbury Disability Advisory Committee to discuss what the YMCA can offer to people with disabilities.
2. Support the promotion of 'Burn Rubber Burn' Program through its appropriate media channels and investigation options for its possible introduction to the Hawkesbury.
3. That any future fitness trails to be installed in the Hawkesbury be manufactured to allow people with disabilities to safely use some of the equipment to be installed along fitness trails; and that plans for future fitness trails be forwarded to the Hawkesbury Disability Advisory Committee for advice and comment.
4. Note the Committees support of the grant application under the *Accessible Communities* Funding Program to facilitate the installation of disability playground equipment at Macquarie Park, Windsor.

Item 1: Establishment of Hawkesbury Disability Advisory Committee

DISCUSSION:

- Mr Litwin drew the Committees attention to the report in the Business Paper advising that Council had adopted the draft constitution for the Hawkesbury Disability Advisory Committee and had resolved to appoint eight community representatives to the Committee. Mr Litwin outlined the objectives, role and authorities of the Committee as detailed in its constitution. Mr Litwin answered a number of questions regarding these matters and there was general discussion about the operations and goals of the Committee.
- Mr Litwin noted the Constitution provided for the appointment of the Councillor representative as Chairperson and that the Committee was also required to appoint a Deputy Chairperson to act in the absence of the Chair. As Councillor Whelan was not present, Councillor Paine indicated that the election of the Chair should be deferred until the next meeting. Mr Litwin proposed that Councillor Paine might wish to be appointed as Interim Chair to which Councillor Paine agreed to and was duly appointed as the Interim chair pending confirmation at the next Committee meeting.
- Mr Litwin also advised that the appointment of the Deputy Chair could be simply by a call for nominations for this position. Mr Alan Aldrich was subsequently nominated and as there were no other nominations Mr Aldrich was appointed as Deputy Chairperson.
- Membership of the committee was discussed. It was agreed that additional membership be sought and that Council would write to the Hawkesbury District Health Service and the Sydney West Area Health Service to invite nominations for representatives to sit on the Committee.

RECOMMENDATION TO COMMITTEE:

1. The information be received.
2. The Committee to elect one of its Councillor appointed delegates to fill the position of Chairperson.
3. The Committee to elect one of its members to fill the position of Deputy Chairperson.
4. The Committee to consider seeking nominations from the Hawkesbury District Health Service Ltd and/or the Sydney West Area Health Service for a representative to sit on the Committee.

MOTION:

RESOLVED on the motion of Mary-Jo McDonnell and seconded by Jennifer Luke

Refer to COMMITTEE RECOMMENDATION

COMMITTEE RECOMMENDATION

1. That the information be received.
2. That Councillor Christine Paine fill the position of interim Chairperson subject to confirmation at the next meeting of the Committee.
3. Alan Aldrich to be appointed as Deputy Chairperson.
4. Council write to the Hawkesbury District Health Service Ltd and the Sydney West Area Health Service to seek a nomination for an organisational representative to sit on the Committee.

Item 2: Committees of Council - Formation and Committee Procedures

DISCUSSION:

- Mr Litwin drew the Committees attention to the report in the Business Paper which outlined the operating procedures and practice guidelines for the Committee. There was some discussion about the procedures and guidelines.
- Mr Litwin also distributed copies of Council's Code of Conduct and indicated that it was Council's procedure to require committee members to acknowledge the receipt of the Code. Mr Litwin also indicated that if necessary, Council staff could be made available to brief the Committee on the provision and application of the code.

RECOMMENDATION TO COMMITTEE:

That

1. The information be received.
2. The Committee to note that the business of the Committee will be conducted in accordance with the practice guidelines detailed in this Report.
3. Committee members to receive and acknowledge receipt of the Council Code of Conduct by signing and dating the distribution list to be tabled at the meeting.
4. The Committee to determine if a briefing on the Code of Conduct is required.

MOTION:

RESOLVED on the motion of Desmond Crane and seconded by Jennifer Luke.

Refer to COMMITTEE RECOMMENDATION

COMMITTEE RECOMMENDATION

1. The information be received
2. Committee to note that the business of the Committee will be conducted in accordance with the practice guidelines detailed in this Report.

SECTION 3 - GENERAL BUSINESS

- Mr Aldrich briefed the Committee on the proposed production of a Mobility Map for the Richmond CBD and outlined the process followed in the completion of the Windsor Mobility Map. Mr Aldrich enquired if any Committee members were interested and/or available to assist in researching the content of the Richmond Mobility Map. As the majority of committee members indicated their interest in this endeavour, it was agreed that a contact list for committee members would be distributed to all committee members to facilitate the organisation of this task.
- Discussion occurred regarding timeframes for the meeting. It was determined that bi-monthly meetings should be held at 4.00pm pm the first Thursday of every second month commencing in April 2011.

ORDINARY MEETING
Reports of Committees

NEXT MEETING - to be held at 4.00 pm on Thursday 7 April 2011, at the Meeting Room Peppercorn Place, 320 George St. WINDSOR.

The Meeting closed at 5.45 pm.

oooO END OF REPORT Oooo

ORDINARY MEETING
Reports of Committees

ROC - Floodplain Risk Management Advisory Committee Minutes - 7 February 2011 - (86589)

The meeting commenced at 4.34pm in Council Chambers.

Present:	Councillor Kevin Conolly - Chair Councillor Jill Reardon Councillor Paul Rasmussen Mr John Miller Mr Alexander (Phil) Windebank Mr Kevin Jones Mr David Avery Mr Les Sheather Snr Inspector Robert Bowman Mr Ian Johnston Mr Geoffrey Bessell Mr Bill McMahon Mr Chris Ransom
Apologies:	Councillor Warwick Mackay Councillor Bob Porter - Deputy Chair Mr Ray Williams MP - Member for Hawkesbury Mr Allan Shearan MP - Member for Londonderry Mr John Aquilina MP - Member for Riverstone Mr Peter Cinque Mr Chris Amit
In Attendance:	Mr Drew Bewsher - Bewsher Consulting Pty Ltd Mr Stephen Yeo - Bewsher Consulting Pty Ltd Ms Chris Bourne (on behalf of Ms Louise Markus, MP) Mr Matthew Owens Mr Philip Pleffer Ms Robyn Kozjak

REPORT:

RESOLVED on the motion of Councillor Rasmussen and seconded by Councillor Reardon that the apologies be accepted.

CONFIRMATION OF MINUTES

Mr Johnston referred to Item 5 of the Minutes regarding Bens Point and enquired if there had been any updates on the matter. Mr Owens advised funding for investigation into spot dredging had been applied for under the NSW Waterways Program and reported the matter would be brought back to a future meeting once the outcome of the grant application is known. Mr Owens further advised an application for funding under the Estuary Management Program had also been made to undertake an Estuary Management Plan.

Mr Avery made reference to the Special Meeting Minutes of 18 January 2011 wherein Councillor Porter sought Mr Avery's opinion on dredging as a means of flood mitigation. Mr Avery sought an amendment to the Minutes, advising the Minutes did not reflect that he had (also) reported dredging was unfavourable due to environmental reasons. The Chair acknowledged the amendment to the Minutes.

ORDINARY MEETING

Reports of Committees

RESOLVED on the motion of Councillor Rasmussen and seconded by Councillor Reardon that the Minutes of the Floodplain Risk Management Advisory Committees held on the 6 December 2010 and 18 January 2011 (wherein an amendment was made by Mr Avery), be confirmed.

Attendance Register of Floodplain Risk Management Advisory Committee - 2010/11

Member	8/02/10	29/03/10	01/11/10	06/12/10	18/01/11	17/02/11
Councillor Kevin Conolly - (Chair)	✓	✓	✓	✓	✓	✓
Councillor Bob Porter - (Deputy Chair)	✓	✓	✓	✓	✓	A
Councillor Warwick Mackay	X	A	A	A	A	A
Councillor Paul Rasmussen	✓	A	✓	✓	✓	✓
Councillor Jill Reardon	✓	✓	✓	✓	✓	✓
Mr Peter Cinque OAM - (SES Sydney Western Division)	✓	A	A	✓	✓	A
Mr David Avery - (Dept. of Environment and Climate Change)	✓	✓	✓	✓	✓	✓
Mr David Scott - (Dept of Defence)	✓	✓	Mr Chris Ransom in lieu	Mr Chris Ransom in lieu	X	Mr Chris Ransom in lieu
Snr Inspector Robert Bowman - (Industry & Investment NSW) - Primary Industries	X	X	X	X	✓	✓
Mr Les Sheather - (Community Member)	✓	✓	✓	✓	A	✓
Mr Kevin Jones - (SES Headquarters)	✓	✓	✓	A	✓	✓
Mr Geoffrey Bessell - (Community Member)	✓	X	✓	✓	✓	✓
Mr John Miller - (Community Member)	✓	✓	✓	✓	✓	✓
Mr Bill McMahon - (Community Member)	✓	A	✓	✓	✓	✓
Mr Alexander (Phil) Windebank	✓	✓	✓	✓	✓	✓
Mr Ian Johnston	✓	✓	✓	✓	✓	✓

Key: A = Formal Apology ✓ = Present X = Absent - no apology

SECTION 4 - Reports for Information

Item: 1 Draft Flood Risk Management Study and Maps - (*Distributed under Separate Cover*)

The Chair addressed the Committee reminding members the Data Collection and Review Report is a draft document and was not for public knowledge until it became an official document.

Ms Chris Bourne arrived at the meeting.

Mr Bewsher and Mr Yeo gave an overview of the Report as part of their presentation and invited questions from the Committee.

- Mr Bill McMahon reported he had a special interest in flooding in the Richmond area and noted the Report did not appear to include any information in this regard. Mr Yeo advised information relating to the effects of flooding at Richmond could easily be incorporated into the appendix.
- Mr Sheather raised concern the Report did not mention the words “flood mitigation” and/or its meaning. Mr Sheather was also concerned ferries were not addressed in the Report, advising ferries were inoperable after the river had risen to 6 metres. Further enquiry was put to the consultants relating to investigating the possibility of constructing a bypass at Currency Creek which would enable the creek to carry twice the volume of water and potentially cut evacuation time by several days. Mr Bewsher responded major regional works were not part of the brief. Mr Sheather advised he believed the issue was a local one and Mr Bewsher advised he would speak with Council staff once the report progressed into assessment of local issues.
- Mr Johnston advised he believed the Report contained several inaccuracies and requested the Chair’s consent to discuss these with Mr Bewsher after the meeting. Mr Bewsher invited all members to discuss with him, throughout the course of the project, any further concerns they might have with the contents of reports.

The Chair thanked Mr Bewsher and Mr Yeo for their presentation and invited members to feed through to them any comments they may have on the Report.

Item: 2 FRMAC Meeting Dates - 2011

DISCUSSION:

The Chair referred to Councillor Mackay’s inability to attend the meetings at 4.30pm due to commitments to his vocation and sought comments from the Committee regarding the prospects of convening the meetings later in the evening. Discussion was raised and the majority of members indicated they were satisfied with the current commencement time of the meeting. The matter was put to the vote and as the majority ruled, it was subsequently determined the time of the meetings would remain at 4.30pm.

MOTION:

RESOLVED on the motion of Mr Les Sheather, seconded by Mr Ian Johnston.

Refer to COMMITTEE RECOMMENDATION

COMMITTEE RECOMMENDATION:

That the status quo in relation to the dates and time of the meetings, as set out in the report, be retained.

SECTION 5 - General Business

- Mr Miller referred to item 4 of the FRMAC Minutes of 6 December 2010 wherein it was resolved to place on the Agenda an item regarding placing a message on the back of Council envelopes regarding flood mitigation. Mr Miller tabled a document with (revised) suggested wording as follows:

*Flood mitigation for Hawkesbury Nepean.
Be aware! Check the contour level of your land at Council in relation to major
flood levels in case you need to evacuate in an emergency!*

Mr Owens advised the suggested wording would potentially incur legal ramifications as flood and, particularly, natural surface levels are approximate only due to being taken on a broad scale and collected via an aerial laser survey. The Chair reported Mr Miller's proposal was being reported to Council on 15 February 2011 wherein Mr Miller would have an opportunity to address Council on this matter.

- Mr Sheather agreed that a message of some sort should be conveyed to the community to make residents aware they need to make enquiries about flooding in the area. Mr Sheather advised residents need to be made aware not only of the potential immediate effects on their lives and property due to flood inundation, but also of the consequences of deciding to stay on one's property in the event the SES recommended an evacuation. Mr Owens responded he understood Mr Sheather's concern, however, advised the issues raised would entail an entire education campaign and due to limited space on the back of an envelope, could not be adequately addressed this way. Mr Bewsher reported part of his brief as consultants to Council was to provide the Committee with recommendations about what they believed Council should be doing in this regard and suggested the matter be raised again at a future meeting.

Mr Owens distributed a copy of the Flood Maps Working Paper to the Committee for information.

The meeting closed @ 5.55pm.

oooO END OF REPORT Oooo

ORDINARY MEETING
Reports of Committees

ROC - Audit Committee Meeting Minutes - 9 February 2011 - (91369, 95496)

The meeting commenced at 3:04pm

-
- Present:** Mike Barry
Harry Khouri
Nisha Maheshwari
Councillor Bob Porter
Councillor Paul Rasmussen
- Apologies:** David Gregory
Councillor Kim Ford (Alternate)
- In Attendance:** Peter Jackson - General Manager
Laurie Mifsud - Director Support Services
Emma Galea - Chief Financial Officer
Dennis Banicevic - Council's External Auditor
Jan Readford - Minute Secretary

3:20pm - Councillor Rasmussen arrived.

3:23pm - Dennis Banicevic arrived.

REPORT:

Mr Mike Barry resumed the Chair for this meeting in the absence of Chairman, Mr David Gregory.

RESOLVED on the motion of Councillor Bob Porter and seconded by Mr Mike Barry that the apologies be accepted.

Attendance Register of Audit Committee

Member	6.10.2010	9.2.2011		
Councillor Bob Porter	A	✓		
Councillor Paul Rasmussen	✓	✓		
Councillor Kim Ford (Alternate)	A	A		
Mr Mike Barry	✓	✓		
Mr David Gregory (Chair)	✓	A		
Mr Harry Khouri	✓	✓		
Ms Nisha Maheshwari	✓	✓		

Key: A = Formal Apology ✓ = Present X = Absent - no apology

CONFIRMATION OF MINUTES

RESOLVED on the motion of Mr Mike Barry and seconded by Ms Nisha Maheshwari that the Minutes of the Audit Committee held on the 9 February 2011, be confirmed.

SECTION 3 - Reports for Determination

Item: 1 AC - Division of Local Government - Revised Internal Audit Guidelines - (116522, 91369, 95496, 79351)

DISCUSSION:

- Ms Galea advised that the revised Internal Audit Guidelines are based on the original 2008 Guidelines, and now include further detail and clarification in the areas of independence and conflict of interest.
- Ms Galea advised the major change in relation to the independence of the Audit Committee is that the Mayor and Council staff cannot be members of the Audit Committee. The Guidelines recommend also that the Audit Committee be allowed to meet with both the Internal Auditor and External Auditor without the presence of staff.
- In relation to conflict of interest, Ms Galea advised that the Guidelines are more prescriptive by specifying the word "must" to replace "should", which now avoids any doubt.
- Ms Galea advised that Council is already compliant with the changes specified in the revised Internal Audit Guidelines in relation to the independence of the Audit Committee.
- Mr Barry asked if it is Council's view to adopt all of the Internal Audit Guidelines. Mr Jackson advised that Council's approach is to follow the Guidelines, and on this basis structured the Audit Committee and the Audit Committee Charter. Mr Jackson also advised that some councils have had concerns relating to the requirement for the majority of the Audit Committee membership to be independent members, however this is not an issue at Hawkesbury as Council's Audit Committee has a majority of voting members who are the independent members.
- Mr Barry referred to Page 27 of the Guidelines, under the heading 'Selection and Appointment of Committee Members', the third paragraph, in which it refers to "*sufficient funds need to be allocated to the audit committee for it to operate effectively. Council should resolve to provide a budget and funds for the audit committee, this should include fees payable to the audit committee members*", and asked what decision has Council made in this regard. Mr Jackson advised that Council has approved support for the Audit Committee.
- Mr Barry also noted in relation to this same matter that the wording in this paragraph refers to "should" and not "must", and as such, Council is in compliance with the Guidelines as it is not a "must".
- Ms Maheshwari referred to Page 13, Item 2.4.1 'Appointment of Full-Time or Part-Time Internal Auditor', the first paragraph, in which it refers to "*the internal auditor should be an independent position reporting directly to the Audit Committee and administratively to the General Manager*" and asked if this was new. Mr Jackson advised that this particular matter was already in the 2008 Guidelines.

RECOMMENDATION TO COMMITTEE:

That the report is received and noted.

COMMITTEE RECOMMENDATION:

RESOLVED on the motion of Mr Harry Khouri, seconded by Ms Nisha Maheshwari.

That the report is received and noted.

Item: 2 AC - Waste Management Facility - Update on Implementation of Recommendations from IAB Services' Review of Internal Controls and Procedures - (91369, 95496, 79351)

Previous Item: 6, Audit Committee (3 March 2010)
 1, Audit Committee (2 June 2010)

DISCUSSION:

- Mr Jackson advised that the update on the progress of the various recommendations by IAB Services' Review of Internal Controls and Procedures at the Waste Management Facility is provided for the Audit Committee to note.
- Councillor Porter raised various concerns regarding the Waste Management Facility including the provision of services; the disposal of sharps; the potential for waste recycling; the escape of methane gases and its recovery; the potential to use a 'Tarpomatic', as seen by members from the Waste Management Advisory Committee (WMAC) at Gosford City Council's landfill; and the likely impact of costs and carbon tax.
- Mr Jackson advised that Council had received advice regarding the handling of methane gas emissions, and advised that these matters should be discussed at the next Waste Advisory Committee Meeting.
- Mr Khouri advised that he has visited the Gosford City Council landfill in the past and was impressed in terms of the waste recycling operation, easy access and delivery process for refuse, and friendliness at the front gate.
- Councillor Porter had also visited the waste facility at Coffs Harbour, considered to be a greener operation due to lower electricity usage, however high management and other operational costs, defeat the purpose.
- Mr Jackson advised that Council is currently liaising with the University of Western Sydney regarding the future use of their land.
- Mr Barry noted that the report by IAB Services did not include any of the issues raised by Councillor Porter, and advised that these matters should be pursued at the next Waste Management Advisory Committee meeting.
- Mr Mifsud advised that one of the recommendations by IAB Services was that the Waste Management Facility be included in Council's annual Internal Audit Program, and indicated that this has occurred.

RECOMMENDATION TO COMMITTEE:

That the information be received and noted.

COMMITTEE RECOMMENDATION:

RESOLVED on the motion of Councillor Bob Porter, seconded by Mr Mike Barry.

That the information be received and noted.

Item: 3 AC - Update on Internal Auditor and Proposal from IAB Services for Audits on DAs, FOWs, CCs, BCA Reports, OCs and Accounts Payable /Sundry Creditors - (104746, 91369, 95496, 79351)

DISCUSSION:

- Mr Jackson advised that as discussed at the Audit Committee meeting held 6 October 2010, Council has held a second round of interviews in an attempt to fill the position of Internal Auditor. Unfortunately negotiations with the successful candidate did not result in the person accepting the position. The position has again been advertised and will close this Friday, 11 February 2011. It is noted that both Hurstville and Campbelltown Councils have advertised the same position.
- Mr Jackson asked if the Audit Committee was happy for Council to proceed with the interview process on the same basis as for the previous rounds in terms of an Audit Committee member joining the Interview Panel, depending on availability. Mr Barry as Acting Chairman agreed to the process.
- In the meantime, IAB Services (IAB) has submitted a proposal for the provision of audit services so that progress can be made towards the Strategic Internal Audit Plan.
- Mr Barry recommended that the proposal from IAB be adopted by the Audit Committee.
- Ms Maheshwari enquired if IAB has been used previously by Council. Mr Jackson advised that Council has used IAB for the development of the Strategic Audit Plan, the review of Payroll, and the Waste Management Facility, and the work they have undertaken has been thorough and of a high standard. Mr Barry advised that he has worked with IAB in a professional capacity for the past 10 years and has always found them to be professional.
- Mr Banicevic advised that IAB Services are well regarded within the industry; their overheads are very competitive; and are excellent value for prices charged.

RECOMMENDATION TO COMMITTEE:

That:

1. The proposal from IAB Services for the review of DAs, FOWs, CCs, BCA Reports, OCs and Accounts Payable and Sundry Creditors dated 27 January 2011 be received.
2. IAB Services are engaged to conduct the audits as specified in, and in accordance with, its proposal dated 27 January 2011.

ORDINARY MEETING
Reports of Committees

COMMITTEE RECOMMENDATION:

RESOLVED on the motion of Mr Mike Barry, seconded by Ms Nisha Maheshwari.

That

1. The proposal from IAB Services for the review of Development Applications, Fire Order Works, Construction Certificates, Building Code of Australia Reports, Occupation Certificates and Accounts Payable and Sundry Creditors dated 27 January 2011 be received.
2. IAB Services be engaged to conduct the audits as specified in 1, and in accordance with, its proposal dated 27 January 2011.

SECTION 4 - General Business

There were no additional matters discussed.

The meeting terminated at 3.35pm.

oooO END OF REPORT Oooo

ORDINARY MEETING
Reports of Committees

ROC - Hawkesbury Macquarie 2010 Committee Minutes - 10 February 2011 - (114013)

The meeting commenced at 3:10 pm in the Council Chambers, Hawkesbury City Council.

Present:	Councillor Bart Bassett Councillor Jill Reardon Carol Edds Colin Mitchell Jean Stephens Frank Holland Gai Timmerman John Christie Donald Cobcroft Brian Lindsay Judy Newland Esther Perry Keri Whiteley Fiona Mann	Chair, Hawkesbury City Council Hawkesbury City Council Community Representative Community Representative Community Representative Community Representative Community Representative Community Representative Community Representative Community Representative Community Representative Hawkesbury City Council Hawkesbury City Council Hawkesbury City Council
Apologies:	Tony Miller John Miller Dudley Mercer	Community Representative Community Representative Community Representative
In Attendance:	Joseph Litwin	Hawkesbury City Council

REPORT:

RESOLVED on the motion of Frank Holland and seconded by Colin Mitchell that the apologies be accepted.

SECTION 1 - CONFIRMATION OF MINUTES

1. Confirmation of Minutes

A correction was made to the minutes of 11 November 2010 which had incorrectly listed Tony Miller as a representative of Hawkesbury City Council.

RESOLVED on the motion of Councillor Reardon seconded by Donald Cobcroft that the Minutes of the Hawkesbury Macquarie 2010 Committee held on 11 November, 2010 be accepted.

2. Matters arising from Previous Minutes

There were no matters arising.

SECTION 2 - REPORTS FOR DETERMINATION

RESOLVED on the motion of Councillor Reardon seconded by Gai Timmerman that Item 38 in the Business Paper and Item 39 in the Supplementary Late Report be considered concurrently.

ORDINARY MEETING

Reports of Committees

Item 38: Hawkesbury Macquarie 2010 Celebrations Survey and Item 39: Findings of Hawkesbury Macquarie 2010 Celebrations Survey

Mr Litwin drew the Committee's attention to the Late Supplementary Report which detailed the findings of the Hawkesbury Macquarie 2010 Celebrations Survey. Mr Litwin advised that taken as a whole the survey results appeared to be a strong endorsement of Council and the Committee's approach to the Macquarie 2010 Celebrations and that overall the results suggested that the Celebrations were a success. Committee members requested some time to peruse the results.

The Mayor congratulated and thanked committee members, community groups and staff for their tireless work in organising the Macquarie 2010 Celebrations. The Mayor's appreciation was reiterated by Colin Mitchell and Frank Holland who also extended their appreciation to the elected members of Council without whose support the Celebrations would not have proceeded.

Councillor Reardon extended her thanks to Council's Local Studies and Community Outreach Librarian for nominating the Committee for the Special Achievement Award in the recent Australia Day Awards Ceremony held at the Richmond Club.

The Mayor also extended particular thanks to Brian Lindsay for the considerable time and energy he contributed to the Schools Competition which delivered some excellent outcomes for the schools involved. The Mayor's appreciation to Mr Lindsay was reiterated by Committee members.

Gai Timmerman noted that the survey results contained some constructive comments and feedback and that these comments should be referred to Council staff. Carol Edds noted the specific comment from a survey respondent regarding the need to use social media (Facebook and Twitter) to engage young people. Mr Litwin advised that one of the primary tasks of the recently appointed Youth Participation Officer would be to explore the use of social media in this way and that this issue was highlighted in the 2009 Youth Summit.

Committee members made a number of suggestions and observations regarding possible future celebrations and there was general discussion about work still in progress including the completion of the Macquarie 2010 booklet - a compilation of the weekly articles which appeared in the Hawkesbury Gazette and which was due to be launched in late March or early April.

RECOMMENDATION TO COMMITTEE:

That

1. The findings of the Hawkesbury Macquarie 2010 Celebrations Survey be received.
2. The survey findings be reported to Council.
3. The Committee to consider appropriate recommendations for inclusion in the Council Report.

MOTION:

RESOLVED on the motion of Colin Mitchell and seconded by Judy Newland.

Refer to COMMITTEE RECOMMENDATION

COMMITTEE RECOMMENDATION

1. The findings of the Hawkesbury Macquarie 2010 Celebrations Survey be accepted.
2. The survey findings be reported to Council.
3. The Hawkesbury Macquarie 2010 Committee extends its appreciation to the elected members of Council, Council Staff, the Hawkesbury Gazette, Richmond RAAF, Hawkesbury Area Local

Command, and all the Community Groups who staged or contributed to the success of events held in conjunction with the Macquarie 2010 Celebrations, without whose support the Celebrations could not have proceeded.

SECTION 3 - REPORTS OF WORKING PARTY MEETINGS

ROWP - Programming Working Party

Keri Whiteley provided a verbal report to the Committee noting that 77 events were listed in the Hawkesbury Macquarie 2010 Bicentenary Events Program.

ROWP - Hawkesbury Macquarie 2010 Branding + Marketing Working Party

Colin Mitchell tabled a written report to the Committee and spoke to the report. Mr Mitchell also tabled a letter sent to the Committee from the Mayor congratulating the Committee on being the recipient of the 2011 Special Achievement Australia Day Award. It was agreed that a copy of the letter would be distributed with the minutes. The report of the Branding and Marketing Working Party included the following recommendation for the Committee's consideration:

Any future establishment of a working group to promote or market any project, that the group be allocated sufficient funding to achieve their objective.

ROWP - Event Support Working Party

Esther Perry thanked the members of the working party and gave a brief summation of the event support workshop.

ROWP - Hawkesbury Macquarie 2010 Sponsorship and Grants Working Party

Carol Edds tabled a written report to the Committee and spoke on the report on behalf of the working party. The report of the Sponsorship and Grants Working Party included the following recommendations for the Committee's consideration:

Those invitations for membership of future committees, for similar celebrations, be restricted to representatives of community organisations and not individuals representing themselves.

That future committees of this type do not include a formal sponsorship committee in their structure due to the limitations outlined above and also acknowledged in the membership description from Council's Business Paper and Sponsorship Policy.

That future community members be advised that it is possible to erect banners on Integral Energy power poles but that the application for these types of initiatives must involve Council or a community entity.

ROWP - School Involvement Working Party

Brian Lindsay tabled a written report to the Committee and spoke to the report.

ROWP - Plaques Working Party

Esther Perry noted that the work of the Working Party had been successfully completed and that the installed plaques would provide a permanent record of the Celebrations.

ROWP - Castlereagh Working Party

Jean Stephens tabled a written report to the Committee and spoke to the report.

ORDINARY MEETING
Reports of Committees

RESOLVED on the motion of Councillor Jill Reardon and seconded by Carol Edds that the final reports of the working parties be received and that the recommendations outlined in the final reports be reported to Council.

SECTION 4 - GENERAL BUSINESS

Gai Timmerman requested that Council send a letter of appreciation to Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales to thank her for her warm support of the Hawkesbury Macquarie 2010 Celebrations.

RESOLVED on the motion of Councillor Reardon and seconded by Donald Cobcroft that the Hawkesbury Macquarie 2010 Committee requests that Council write to Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales, to thank her for her warm support of the Hawkesbury Macquarie 2010 Celebrations, and her interest and patronage of Hawkesbury Macquarie 2010 events.

Frank Holland sought clarification as to whether Hawkesbury City Council would be involved celebrating the bicentenary of the crossing of the Blue Mountains being co-ordinated by Blue Mountains City Council (BMCC). Staff advised that BMCC had been in touch with Council seeking information on Council's approach to the staging of the Hawkesbury Macquarie 2010 Celebrations.

Keri Whiteley advised the Committee that the Hawkesbury Macquarie 2010 Celebrations would be entered into the Local Government Cultural Awards. Esther Perry also advised that the Celebrations had also been entered into Local Government Communications Award under the Tourism and Event Award Category. It was agreed that the Award Nomination should be distributed to Committee members.

Fiona Mann advised the committee of the success of the production and sale of Macquarie 2010 merchandising.

NEXT MEETING - it was noted that this was to be the final meeting of the Hawkesbury Macquarie 2010 Committee.

The meeting closed at 4:45 pm.

oooO END OF REPORT Oooo

ORDINARY MEETING
Reports of Committees

ROC - Local Traffic Committee - 16 February 2011 - (80245)

Minutes of the Meeting of the Local Traffic Committee held in the Large Committee Room, Windsor, on Wednesday, 16 February 2011, commencing at 3:06pm.

ATTENDANCE

Present:	Councillor T Tree (Acting Chairperson) - (Alternate Delegate) Mr James Suprain, Roads and Traffic Authority Mr John Christie, Officer of Messrs A Shearan, MP and J Aquilina, MP Mr Ray Williams, MP (Hawkesbury)
Apologies:	Councillor B Bassett (Chairman) Mr Peter Ramshaw, NSW Taxi Council Ms Jodie Edmunds, Westbus
In Attendance:	Mr C Amit, Manager, Design & Mapping Services Ms D Oakes, Community Safety Coordinator Ms B James, Administrative Officer, Infrastructure Services

SECTION 1 - Minutes

Item 1.1 Confirmation of Minutes

Resolved on the motion of John Christie and seconded by James Suprain, that the Minutes of the meeting of the Local Traffic Committee held on 19 January 2011 be confirmed.

Item 1.2 Business Arising

There was no business arising

SECTION 2 - Reports for Determination

Item 2.1 LTC - 16 February 2011 - Item 2.1 - Hawkesbury Triathlon Club Races, July 2011 - July 2012 - (Riverstone & Londonderry) - (80245, 89093)

REPORT:

Introduction:

An application has been received from the Hawkesbury Triathlon Club seeking approval (in traffic management terms) to conduct Triathlon and Duathlon races generally on the last Sunday of each month from July 2011 to June 2012, utilising Deerubbin Park, Cornwallis, as a base area.

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Reports of Committees

The event organiser has advised the following;

- **Event Schedule:**

2011

Sunday July 31, 2011 Duathlon 8.00 - 11.00am
Sunday August 28, 2011 Duathlon 8.00 - 11.00am
Sunday September 25, 2011 Triathlon 7.00 - 10.00am
Sunday October 30, 2011 Triathlon 7.00 - 10.00am
Sunday November 27, 2011 Triathlon 7.00 - 10.00am
Sunday December 18, 2011 Triathlon 7.00 - 10.00am

2012

Sunday January 29, 2012 Triathlon 7.00 - 10.00am
Sunday February 26, 2012 Triathlon 7.00 - 10.00am
Sunday March 25, 2012 Triathlon 7.00 - 10.00am
Sunday April 29, 2012 Duathlon 8.00 - 11.00am
Sunday May 27, 2012 Duathlon 8.00 - 11.00am
Sunday June 24, 2012 Duathlon 8.00 - 11.00am

- **Event Description:**

Triathlon

Swim: 750m - Three laps within the Hawkesbury River
Cycle: 20km - Two laps of following route;
Start in the vicinity of Deerubbin Park, Cornwallis,
Along Cornwallis Road
Turning left into Cupitts Lane
Turning left into Percival Street
Turning left into Hawkesbury Valley Way (Formerly Richmond Road)
Turning left into Moses Street
Turning left into Greenway Crescent and back to Deerubbin Park
Run: 5km - Four laps (within Deerubbin Park and Cornwallis Road)

Duathlon

Run: 2.5km - Two laps (within Deerubbin Park and Cornwallis Road)
Cycle: 20km - Similar to Triathlon
Run: 5km - Similar to Triathlon

- Approximately 10 to 20 participants in each event.
- Approval for the use of Deerubbin Park has been provided by the Hawkesbury Sports Council Inc.

Refer to the attached Drawing "Hawkesbury Triathlon Club Races Overview Plan No. TR002/11" - Attachment 1.

Discussion:

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 the Roads & Traffic Authority (RTA) as the event may impact minor traffic and transport systems and there is a low scale disruption to the non-event community.

The event organiser has submitted the following items in relation to the event: Attachment 2 (Dataworks Document No. 3637301).

1. Special Event – Traffic – Initial Approval Application Form - HCC; Details of Special Event – Traffic;
2. Special Event Transport Management Plan Template – RTA;

ORDINARY MEETING
Reports of Committees

3. Transport Management Plan (TMP) - Referred to in the application as Race Risk Management Plan -, and associated TCP;
4. Club Race Dates 2011/2012 and Circuit Plan for the 2011/2012 events;
5. Copy of correspondence from the Hawkesbury Sports Council Inc. granting permission for the use of Deerubbin Park;
6. Copy of the Advertisement to be placed in the Hawkesbury Gazette – used for the November 2010 event;
7. Copies of correspondence to be forwarded to the NSW Ambulance Service, NSW Rural Fire Service, NSW Fire Brigade, SES, RAAF, NSW Taxi Council, Westbus, Hawkesbury Valley Bus Service, Residents and adjoining Businesses.

COMMITTEE RECOMMENDATION:

RESOLVED on the motion of Mr R Williams, MP, seconded by Mr J Christie.

That

1. The Hawkesbury Triathlon and Duathlon Races event, utilising Deerubbin Park, Cornwallis, as a base area planned for;

2011

Sunday July 31, 2011 Duathlon 8.00 - 11.00am
Sunday August 28, 2011 Duathlon 8.00 - 11.00am
Sunday September 25, 2011 Triathlon 7.00 - 10.00am
Sunday October 30, 2011 Triathlon 7.00 - 10.00am
Sunday November 27, 2011 Triathlon 7.00 - 10.00am
Sunday December 18, 2011 Triathlon 7.00 - 10.00am

2012

Sunday January 29, 2012 Triathlon 7.00 - 10.00am
Sunday February 26, 2012 Triathlon 7.00 - 10.00am
Sunday March 25, 2012 Triathlon 7.00 - 10.00am
Sunday April 29, 2012 Duathlon 8.00 - 11.00am
Sunday May 27, 2012 Duathlon 8.00 - 11.00am
Sunday June 24, 2012 Duathlon 8.00 - 11.00am

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 the RTA.

2. The safety of all road users and personnel on or affected by the event is the responsibility of the event organiser.
3. It is strongly recommended that the event organiser becomes familiar with the contents of the RTA publication “Guide to Traffic and Transport Management for Special Events” (Version 3.4) and the Hawkesbury City Council special event information package that explains the responsibilities of the event organiser in detail.
4. No objection (in terms of traffic management) be held to this event subject to compliance with the information contained within the application submitted and the following conditions:

Prior to the event:

- 4a. the event organiser is to obtain approval to conduct the event, from the NSW Police Service; **a copy of the Police Service approval to be submitted to Council;**
- 4b. the event organiser is to obtain approval from the RTA as the event will traverse Rickaby's Creek Bridge along Hawkesbury Valley Way; **a copy of the RTA approval to be submitted to Council;**

ORDINARY MEETING

Reports of Committees

- 4c. as the event will traverse Rickaby's Creek Bridge along Hawkesbury Valley Way 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 the Roads and Traffic Authority as interested parties on the Policy** and that Policy is to cover **both on-road and off-road activity**;
- 4d. the event organiser is to obtain the relevant approval to conduct the event from NSW Maritime; **A copy of this approval to be submitted to Council**;
- 4e. the event organiser is to advertise the event in the local press stating the entire route/extent of the event and the traffic impact due to the event, two weeks prior to the event; **a copy of the proposed advertisement has been submitted to Council**;
- 4f. the event organiser is to notify the details of the event to the NSW Ambulance Service, NSW Fire Brigade / Rural Fire Service and SES at least two weeks prior to the event; **a copy of the correspondence has been submitted to Council**;
- 4g. 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 for at least two weeks prior to the event; **a copy of the correspondence has been submitted to Council**;
- 4h. the event organiser is to directly notify all the residences and businesses which may be affected by the event for 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 has been submitted to Council**;
- 4i. the event organiser is to carry out an overall risk assessment for the whole event to identify and assess the potential risks to spectators, participants and road users during the event and design and implement a risk elimination or reduction plan in accordance with the Occupational Health and Safety Act 2000; (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>);
- 4j. the event organiser is to submit the completed "Special Event - Traffic - Final Approval Application Form" to Council;

During the event:

- 4k. access is to be maintained for businesses, residents and their visitors;
- 4l. a clear passageway of at least 4 metres in width is to be maintained at all times for emergency vehicles;
- 4m. all traffic controllers / marshals operating within the public road network are to hold appropriate certification as required by the RTA;
- 4n. the runners/cyclist are to be made aware of and are to follow all the general road user rules whilst running/cycling on public roads;
- 4o. in accordance with the submitted TMP and associated TCP, appropriate advisory signs, and traffic control devices are to be placed along the route, during the event, under the direction of a traffic controller holding appropriate certification as required by the RTA;
- 4p. the competitors and participants are to be advised of the traffic control arrangements in place, prior to the commencement of the event; and,
- 4q. 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.

APPENDICES:

AT - 1 Hawkesbury Triathlon Club Races Overview Plan No. TR002/11

AT - 2 Special Event Application - (Dataworks Document No. 3637301) - *see attached*

ORDINARY MEETING
Reports of Committees

AT – 1 Hawkesbury Triathlon Club Races Overview Plan No. TR002/11



**Item 2.2 LTC - 16 February 2011 - Item 2.2 Bicycle Racing Events for 2011 - Oakville
(Hawkesbury) - (80245, 82935)**

REPORT:

Introduction:

An application has been received from the Parramatta Cycling Club seeking approval (in traffic management terms) to conduct Amateur Bicycle Racing Events in Oakville during 2011.

The event organiser has advised the following;

Event Route – Oakville;

- Commencing at Oakville Public School, Oakville, and entering Ogden Road,
- Travel a short distance along Ogden Road and then into Hanckel Road,
- Travel along Hanckel Road and turn left into Old Pitt Town Road,
- Travel along Old Pitt Town Road and turn left into Saunders Road,
- Travel along Saunders Road and turn left into Smith Road,
- Travel along Smith Road and turn left into Ogden Road,
- Travel along Ogden Road finishing at Oakville Public School.
- The route distance is approximately 7.1 kilometres

(Refer to Attachment 1: Plan TR003/11 - Bicycle Racing Event 2011 - Route - Oakville).

Event Schedule;

- The cycling events will be held on twelve (12) separate Saturdays, during the period of 26 March 2011 to 24 September 2011,
- Each event will be conducted between 2.00pm and 4.30pm,
- There will be approximately 70 to 80 competitors competing in 5 separate groups,
- The groups have on average 15 competitors, but are limited to 25 competitors,
- Each group will be spaced approximately 5 minutes apart,
- Approximately 20-25 spectators are expected,
- Traffic control arrangements will be in place with no road closures required,
- The proposed dates are;
 - 26 March 2011
 - 09 April 2011
 - 14 May 2011
 - 28 May 2011
 - 11 June 2011
 - 25 June 2011
 - 09 July 2011
 - 23 July 2011
 - 13 August 2011
 - 27 August 2011
 - 10 September 2011
 - 24 September 2011

Discussion:

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 the Roads & Traffic Authority as the event may

ORDINARY MEETING
Reports of Committees

disrupt minor traffic and transport systems along the specified route. Traffic volume and road width details are as provided in the following table:

Route - Oakville		
Road Name	ADT (Year)	Sealed Carriageway Width (m)
Hanckel Road	1498 (2002)	5.7
Old Pitt Town Road	1264 (2002)	6.0
Saunders Road	718 (2000)	5.4 – 5.8
Smith Road	342 (1999)	6.1
Ogden Road	190 (1999)	7.5

The event organiser should assess the risk and address the suitability of the route as part of the risk assessment considering the road width, number of bicycles, traffic volume and bicycles travelling close to the edge of the sealed travelling lane.

The event organiser has submitted the following items in relation to the event: Attachment 2 (Dataworks Document No: 3648364):

1. Special Event – Traffic – Initial Approval Application Form - HCC; Details of Special Event – Traffic,
2. Special Event Transport Management Plan Template – RTA,
3. Proposed Road Racing Schedule 2011,
4. Course Map/Plan,
5. Transport Management Plan –referred to in the application as Traffic Management Plan (TMP) and Traffic Control Plans (TCP),
6. Risk Assessment for the 2009 event,
7. Copy of Insurances which are valid to 30 November 2011,
8. Advice that an application has been made to the NSW Police Service,
9. Copy of the Advertisement with advertising medium to be advised,
10. Copy of the Resident letter,
11. Copies of correspondence forwarded to the NSW Ambulance Service, NSW Fire Brigade and SES.

COMMITTEE RECOMMENDATION:

RESOLVED on the motion of Mr J Christie, seconded by Mr R Williams, MP.

That

1. The Bicycle Racing Events planned for:

- 26 March 2011
- 09 April 2011
- 14 May 2011
- 28 May 2011
- 11 June 2011
- 25 June 2011
- 09 July 2011
- 23 July 2011
- 13 August 2011
- 27 August 2011
- 10 September 2011
- 24 September 2011

by the Parramatta Cycling Club along the Oakville Route 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 the RTA.

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Reports of Committees

2. The safety of all road users and personnel on or affected by the event is the responsibility of the event organiser.
3. It is strongly recommended that the event organiser becomes familiar with the contents of the RTA publication "Guide to Traffic and Transport Management for Special Events" (Version 3.4) and the Hawkesbury City Council special event information package that explains the responsibilities of the event organiser in detail.
4. No objection (in terms of traffic management) be held to this event subject to compliance with the information contained within the application submitted and the following conditions:

Prior to the event:

- 4a. the event organiser is to obtain approval to conduct the event, from the NSW Police Service; **a copy of the Police Service approval to be submitted to Council;**
- 4b. the event organiser is to advertise the event in the local press stating the entire route/extent of the event and the traffic impact/delays expected due to the event, two weeks prior to the event; **a copy of the proposed advertisement has been submitted to Council** (advertising medium to be advised);
- 4c. the event organiser is to notify the details of the event to the Rural Fire Service at least two weeks prior to the event; **a copy of the correspondence to be submitted to Council;**
- 4d. 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 for at least two weeks prior to the event; **a copy of the correspondence to be submitted to Council**
- 4e. the event organiser is to directly notify all the residences and businesses which may be affected by the event for 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 has been submitted to Council;**
- 4f. the event organiser is to assess the risk and address the suitability of the entire route as part of the risk assessment considering the possible risks for all participants; This assessment should be carried out by visual inspection of the route / site by the event organiser prior to the event;
- 4g. the event organiser is to carry out an overall risk assessment for the whole event to identify and assess the potential risks to spectators, participants and road users during the event and design and implement a risk elimination or reduction plan in accordance with the Occupational Health and Safety Act 2000; (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>);
- 4h. the event organiser is to submit the completed "Special Event - Traffic - Final Approval Application Form" to Council;

During the event:

- 4i. access is to be maintained for businesses, residents and their visitors;
- 4j. a clear passageway of at least 4 metres in width is to be maintained at all times for emergency vehicles;
- 4k. all traffic controllers / marshals operating within the public road network are to hold appropriate certification as required by the RTA;

ORDINARY MEETING
Reports of Committees

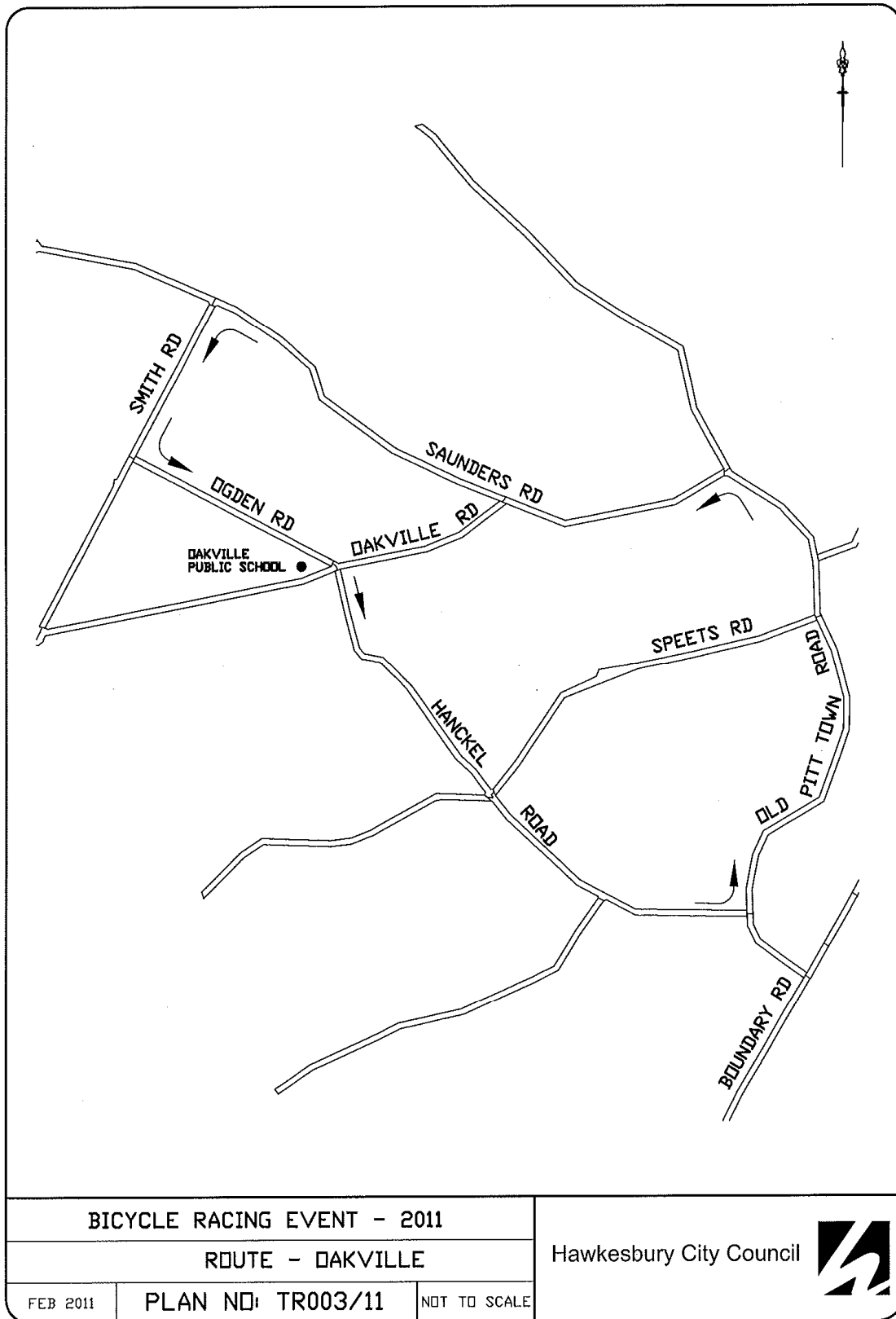
- 4l. the cyclist are to be made aware of and are to follow all the general road user rules whilst cycling on public roads;
- 4m. in accordance with the submitted TMP and associated TCP, appropriate advisory signs, and traffic control devices are to be placed along the route, during the event, under the direction of a traffic controller holding appropriate certification as required by the RTA;
- 4n. the competitors and participants are to be advised of the traffic control arrangements in place, prior to the commencement of the event; and,
- 4o. 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.

APPENDICES:

AT - 1 Bicycle Racing Event 2011, Route - Oakville, Plan TR003/11

AT - 2 Special Event Application - (Dataworks Document No.3648364) - *see attached.*

AT - 1 Bicycle Racing Event 2011, Route - Oakville, Plan TR003/11



SECTION 3 - Reports for Information

Nil reports for information.

SECTION 4 - General Business

Item 4.1 LTC - 16 February 2011 - QWN 4.1 - Farm gate Safety Signage, Bells Line of Road, Bilpin - (80245, 112592, 86698, 111910)

REPORT:

Mr R Williams tabled a email (Dataworks Document No. 3675047) from The Local Harvest, Bilpin requesting signage along Bells Line of Road, Bilpin alerting drivers of farm gate operators located along Bells Line of road and in particular those facilities located close to bends on this road.. This section of Bells Line of Road has a 80kph speed limit. The Local Harvest, Bilpin are concerned for driver safety.

Mr James Suprain advised the committee that The Local Harvest need to contact Mr Philip Oliver from the RTA regarding guidelines for these particular signs. Bells Line of Road is under the care and control of the RTA and any signage to be erected needs to conform to the RTA guidelines and specification.

Mr R Williams advices the committee that he would forward this information onto The Local Harvest, Bilpin.

COMMITTEE RECOMMENDATION:

RESOLVED on the motion of Mr R Williams, MP, seconded by Mr J Christie.

That;

1. The information be received
2. Mr R Williams MP advise The Local Harvest, Bilpin to contact Mr Philip Oliver from the RTA regarding their request for safety signage along Bells Line of Road.

APPENDICES:

There are no supporting documents for this report.

SECTION 5 - Next Meeting

The next Local Traffic Committee meeting will be held on 16 March 2011 at 3.00pm in the Large Committee Room.

The meeting terminated at 3:45pm.

oooO END OF REPORT Oooo

ORDINARY MEETING
Reports of Committees

ROC - Heritage Advisory Committee Minutes - 17 February 2011 - (80242)

The meeting commenced at 5:13pm in Council Chambers, Windsor.

Present:	Mr Graham Edds Councillor Jill Reardon Mr Jonathan Auld Ms Michelle Nichols Danielle Wheeler Mr Donald Ellsmore	Chair Hawkesbury City Council Community Member Community Member Community Member Heritage Advisor
Apologies:	Professor Ian Jack Ms Jan Barkley Jack Ms Deborah Hallam	Deputy Chair Community Member Community Member
In Attendance:	Mr Matthew Owens Ms Shari Hussein Ms Robyn Kozjak (Minute taker)	Hawkesbury City Council Hawkesbury City Council Hawkesbury City Council

REPORT:

The Chair welcomed back the Committee members for 2011.

RESOLVED on the motion of Councillor Reardon and seconded by Ms Nichols that the apologies be accepted.

CONFIRMATION OF MINUTES

RESOLVED on the motion of Councillor Reardon and seconded by Ms Nichols that the Minutes of the Heritage Advisory Committee held on the 25 November 2010, be confirmed.

BUSINESS ARISING FROM PREVIOUS MINUTES

- The Chair referred to Item 3 of the previous Minutes and enquired if funding had been applied for under the Heritage Grants program. Ms Hussein responded that particular grant was not applied for, however, it was envisaged there would be further opportunity to apply for funding in May.
- Ms Hussein reported she would also explore opportunities for funding for aboriginal heritage projects, acknowledging the Hawkesbury riverine encompassed many sites and areas of archaeological sensitivity. Ms Hussein advised the National Parks and Wildlife Act (NSW) directs DECCW to take responsibility for the care, preservation and protection of Aboriginal objects and places, with DECCW maintaining a database of known Aboriginal objects and places.
- Ms Hussein raised concern at the lack of consistency between environmental, planning and heritage laws, causing confusion for developers, land owners and Councils to know when and how Aboriginal heritage issues need to be addressed. It was reported further investigation of grants available for aboriginal heritage projects be undertaken and reported back to the Committee.

Attendance Register of Heritage Advisory Committee

Member	17/02/11			
Councillor Jill Reardon— (HCC)	✓			
Mr Graham Edds	✓			
Ms Deborah Hallam	A			
Professor Ian Jack	A			
Ms Jan Barkley Jack	A			
Mr Jonathan Auld	✓			
Ms Michelle Nichols	✓			
Ms Danielle Wheeler	✓			
Mr Donald Ellsmore	✓			

Key: A = Formal Apology ✓ = Present X = Absent - no apology

SECTION 5 - General Business

Potential projects for 2011 as discussed at meeting on 25 November 2010:

Heritage Booklet Published by Manly Council

- Reference was made to the pictorial produced by Manly Council tabled at the last meeting by Ms Nichols who advised she had brought the book to the Committee's attention as she believed HCC lacked adequate web presence or publications / brochures highlighting the Hawkesbury's heritage and suggested a similar approach be taken to highlight the heritage assets of the Hawkesbury.
- Query was raised re the potential for grant funding to enable Council to further pursue improving heritage awareness and Ms Hussein responded she believed there would be potential for grant funding for educational awareness including the creation of promotional documents and website building etc for the purposes of promoting the area's heritage.
- Ms Hussein suggested members produce a port folio of items to be promoted and as funds permit, items be selected to progress work on promotional material for the selected item.

MOTION:

RESOLVED on the motion of Mr Auld, seconded by Ms Wheeler.

Refer to RESOLUTION

COMMITTEE RECOMMENDATION:

That as Council's funds and resources permit, provide brochures and an improved web presence that highlights the heritage of the Hawkesbury (similar to the Manly Council's approach).

Cemetery Guidelines - Creation of Guidelines for Restoration of Graves

- Discussion relating to cemetery restoration was raised, with Mr Auld advising many enquiries had been received through the Australian Cemeteries website from people wanting to know how to go about restoring a gravesite.

MOTION:

RESOLVED on the motion of Ms Nicholls, seconded by Councillor Reardon.

Refer to COMMITTEE RECOMMENDATION

COMMITTEE RECOMMENDATION:

That in 2011, the Committee focus on creating guidelines, seeking funding, examining Council's asset management and education regarding materials and techniques to be utilised in caring for monuments in relation to cemeteries.

ORDINARY MEETING
Reports of Committees

- **Meeting Dates for 2011**

Mr Owens advised the future meeting dates for the Heritage Advisory Committee, in 2011, have been set as follows:

- 5 May
- 21 July
- 3 November

General Business Cont'd

- The Chair enquired if the Department had reported back to staff regarding the proposed listing of the Macquarie Towns and Mr Owens advised to date no response had been received, however, he would follow up with the Department in this regard.
- Mr Ellsmore advised he had been liaising with Mr Ron Anthony, a Wood Scientist from the USA who is proposing to visit Sydney in March. Mr Ellsmore advised Mr Anthony was scheduled to visit the Hawkesbury on Thursday 17 March to present workshops and symposiums covering a range of topics including wood inspection; non-destructive evaluation of historic timber structures; repair of joinery; weatherings and coatings on timber and vernacular timber structures in the Hawkesbury. It was advised Mr Anthony also proposed to visit the Australiana Pioneer Village in Wilberforce on Saturday 19 March to present further lectures. Ms Hussein reported she would discuss further with Mr Ellsmore to settle venues and session times.

Councillor Reardon asked to be excused from the meeting - the Chair subsequently closed the meeting at 6:51pm.

oooO END OF REPORT Oooo

ORDINARY MEETING
Questions for Next Meeting

QUESTIONS FOR NEXT MEETING

Councillor Questions From Previous Meetings and Responses - (105109)

REPORT:

Questions - 15 February 2011

QUESTIONS WITHOUT NOTICE

#	Councillor	Question	Response
1	Calvert	Enquired what the procedure was there for advertising for new members for the Community Planning Advisory Committee due to there being no quorum at its last meeting.	The Director City Planning advised the Constitution allows the Committee to fill temporary vacancies or fill existing vacancies. Interest has been sought (late 2010) from members of Council's Residents Panel in under-represented and/or remote areas. To date one expression of interest (EOI) has been received. Requests have also been sent out (late 2010 and early 2011 respectively) via the Hawkesbury Interagency and Youth Interagency, seeking EOI's from community members/organisations. To date, no response has been received.
2	Paine	Enquired if the applicant for a development at 99 Pitt Town Road, McGraths Hill had made Council aware that it was intended for a stand alone discount Chemist Shop.	The Director City Planning advised the applicant has provided information proposing to replace the existing General Store. The planning legislation does not distinguish between a shop and a chemist, it merely refers to retail premises. As yet no development application has been submitted and any application will be assessed on its merits when submitted.
3	Paine	Enquired if the outcomes of the Hawkesbury, Hills and Hornsby Tourism Committee's Workshop held on 10 November 2010 had been distributed to participants as indicated at the time as feedback had not been received and also asked about tourism referrals from the Visitor Information Centre.	<p>The General Manager advised that the Workshop referred to was held by SGS Economics and Planning (consultant) to inform a joint project of Hornsby, The Hills and Hawkesbury councils on tourism product opportunities to promote future tourism growth potential for the region covered by HHART. SGS has advised it provided feedback on the workshop to attendees in November 2010. Participant feedback can be followed up with SGS Economics and Planning, if the participant details are provided.</p> <p>Hawkesbury Visitor Information Centre, provides a service to the travelling public and visitors for the Hawkesbury area and the broader region. Customers who make use of the VIC come from the LGA, intrastate (NSW), interstate, and international. The VIC enquiry/ referral process includes face-to-face information, provision of</p>

ORDINARY MEETING

Questions for Next Meeting

#	Councillor	Question	Response
			<p>listings and brochures, directing customers to the VIC website (including links to local tourism operator websites), and making on demand bookings (e.g. accommodation, things to do).</p> <p>For the year-to-date (July 2010 - January 2011), the VIC has processed 8,073 enquiries (e.g. walk-ins, phone, website) that generated 12,362 referrals across a number of fields (i.e. accommodation - 1,185, cafes/restaurants - 74, culture and recreational services - 5,191, agriculture/forestry/fishery - 225, personal services - 1,445, retail - 248 and other services - 3,806). Of the accommodation enquiries/referrals the VIC made 60 bookings which had value of \$14,598.</p>
4	Williams	Enquired if a clean up could be carried out from the river bank underneath the new lookout at Howe Park.	The Director Infrastructure Services advised that a general clean up of the area was undertaken, and all visible rubbish removed.
5	Williams	Enquired if Council could investigate and repair the sunken bitumen on the cycleway outside Aldi.	The Director Infrastructure Services advised that works have commenced to repair the concrete cycleway.
6	Williams	Enquired if the Cox Street Railway Crossing could be cleaned up as it is badly littered with rubbish.	The Director Infrastructure Services advised that contact had been made with CityRail to undertake a clean up of the area. It is understood that the rubbish has now been removed.
7	Rasmussen	Enquired as to the status and to be updated on the Mayoral Minute of 12 October in relation to traffic issues at Grose Vale and Williams/River Street intersection at North Richmond.	The Director Infrastructure Services advised that previous reports are being collated with a view to seeking quotations to undertake the traffic study.
8	Rasmussen	Enquired if there were problems with the STP at Windsor due to complaints being received that smells are increasing.	The Director Infrastructure Services advised that both STP's have been checked and no evidence found of unusual smells emanating from either plant. Contact has also been made with the Principal of Windsor High School, who advises of no issues associated with the treatment works. There appears to be no concerns with the operation of the Plants.
9	Rasmussen	Referred to the recently released WSROC State Elections Issues paper and asked if it was possible to have Hawkesbury Agriculture incorporated in the paper.	The General Manager advised the matter has been raised with WSROC with it subsequently being indicated that this would be done.

ORDINARY MEETING

Questions for Next Meeting

#	Councillor	Question	Response
10	Rasmussen	Enquired if any works were being done on Windsor Wharf or about to commence.	The Director Infrastructure Services advised that temporary maintenance works were recently undertaken at the Wharf. Tenders for the replacement of the Wharf will be invited by the end of March.
11	Tree	Enquired if Council could contact a teacher at Hobartville Primary School who intends to commence some sort of garden to help her facilitate the process.	The Director City Planning advised that contact had been made with Hobartville Primary School to advise the School of Council's Community Gardens Policy which outlines assistance Council may be able to provide to support the school's initiative.
12	Reardon	Enquired if any staff would be attending the Webbs Creek Ferry Meeting on 22 February 2011.	The Director Infrastructure Services advised that the meeting was a community meeting in relation to the operation of the Webbs Creek Ferry. The ferry is operated by the RTA. Staff did not attend the meeting.
13	Whelan	Enquired about the cost of flood insurance coverage for Council on buildings and infrastructure.	<p>The General Manager advised that when a natural disaster, which would include flooding, has been declared by the State Government funding becomes available for emergency works (100%) and permanent restoration of Council assets (75% up to \$116,000 and 100% after that amount). The Roads and Traffic Authority administers road related claims and Public Works administers other non-road assets. Restoration of damage to uninsured council assets will be considered, however, financial assistance is not to take the place of normal insurance.</p> <p>Council's all Risk Property insurance is obtained as part of Council's membership of the United Independent Pools which consists of the 15 members of WESTPOOL and METROPOOL. The policy includes coverage for flooding with an annual aggregate of \$10M across the Pool with a deductible of \$200,000 per occurrence for each location.</p> <p>In the light of the recent flood events in Queensland and Northern New South Wales, the Management Committee of the Pools is reviewing current arrangements with a view to recommending appropriate changes to the Board.</p> <p>The current provision for all Risk Property Insurance does not separately identify a cost for flood coverage.</p>

ORDINARY MEETING**Questions for Next Meeting**

#	Councillor	Question	Response
14	Mackay	Enquired if Council could bring to the attention of Integral or the RTA that the three or four bright beacons that usually shine on the pedestrian crossing at the intersection of Macquarie and Bridge Street Windsor are not working are out and need repair.	The Director Infrastructure Services advised that inspection of the area revealed that an additional nine lights were not working. Integral Energy have been advised of the situation.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo



ordinary
meeting

end of
business
paper

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