

September 20, 2017

ORDINARY MONTHLY MEETING

TO BE HELD

WEDNESDAY, SEPTEMBER 27, 2017

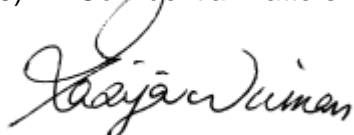
Please address all communications to:
The General Manager
240 Blende Street
PO Box 448
Broken Hill NSW 2880
Phone 08 8080 3300
Fax 08 8080 3424
council@brokenhill.nsw.gov.au
www.brokenhill.nsw.gov.au

Dear Sir/Madam,

Your attendance is requested at the Ordinary Meeting of the Council of the City of Broken Hill to be held in the Council Chamber, Sulphide Street, Broken Hill on **Wednesday, September 27, 2017** commencing at 6:30pm to consider the following business:

ABN 84 873 116 132

- 1) Apologies
- 2) Prayer
- 3) Acknowledgement of Country
- 4) Public Forum
- 5) Minutes for Confirmation
- 6) Disclosure of Interest
- 7) Mayoral Minute
- 8) Notice of Motion
- 9) Notices of Rescission
- 10) Reports from Delegates
- 11) Reports
- 12) Committee Reports
- 13) Questions Taken on Notice from Previous Council Meeting
- 14) Questions for Next Meeting Arising from Items on this Agenda
- 15) Confidential Matters



RAZIJA NU'MAN
ACTING GENERAL MANAGER

LIVE STREAMING OF COUNCIL MEETINGS

PLEASE NOTE: This Council meeting is being streamed live, recorded, and broadcast online via Facebook. To those present in the gallery today, by attending or participating in this public meeting you are consenting to your image, voice and comments being recorded and published. The Mayor and/or General Manager have the authority to pause or terminate the stream if comments or debate are considered defamatory or otherwise inappropriate for publishing. Attendees are advised that they may be subject to legal action if they engage in unlawful behaviour or commentary.

MINUTES FOR CONFIRMATION

Minutes of the Ordinary Meeting of the Council of the City of Broken Hill held Wednesday, August 30, 2017.

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

Meeting commenced at 6:30pm

PRESENT:

Councillor D. Turley (Mayor) Councillor D. Gallagher (Deputy Mayor)
Councillors C. Adams, B. Algate, M. Browne, M. Clark, T. Kennedy, B. Licul,
J. Nolan and R. Page.

General Manager, Corporate Responsibility Officer, Finance Manager,
Governance Officer and Communication and Community Engagement
Coordinator.

Media (3), Members of the Public (22).

APOLOGIES:

Nil.

PRAYER

Councillor Adams delivered the prayer.

ACKNOWLEDGEMENT OF COUNTRY

Councillor Gallagher delivered the Acknowledgment of Country.

PUBLIC FORUM

Wildlife Warning Signs

11/397

Ms Eve-Lyn Kennedy asked if Council could install wildlife warning signs around the Nine Mile Road / Kaolin Street / Brown Street / Silverton Road area to alert tourists and residents of the presence of kangaroos and other wildlife in the area.

The Mayor advised Ms Kennedy that the matter will be referred to the Broken Hill Traffic Committee.

Shearer's Reunion

16/154

Mr Lance Doenhardt spoke in support of the Event Sponsorship who stated that he is organising a Shearer's Reunion at the Musician's Club on the October Long Weekend. Already 106 have booked in for the dinner with most from interstate and NSW, even will run bi-annual in the opposite year to Agfair. Spoke of other businesses who are supporting the event. Seeking assistance from Council towards the application advising that for the Shearer's Reunion to be considered by Council.

The Mayor advised Mr Doenhardt that the matter would be dealt with by Council later in the meeting agenda.

Library

16/24

Mr Brian Fenton advised of his support for the option to elevate the new Library above the present carpark giving shelter for cars in summer; using the Town Hall Façade as the entrance to the new Library; and retaining the existing toilet block within the carpark area when the existing library is demolished.

The Mayor advised Mr. Fenton that Council would be considering a report to commence a period of public consultation regarding options for upgrading the Library and advised Mr Fenton that his comments would be tabled.

MINUTES FOR CONFIRMATION

RESOLUTION

Minute No. 45601

Councillor C. Adams moved
Councillor D. Gallagher seconded

)
)

That the Minutes of the Ordinary Meeting of the Council of the City of Broken Hill held July 26, 2017 be confirmed.

CARRIED

DISCLOSURE OF INTEREST

Nil

MAYORAL MINUTES

RESOLUTION

Minute No. 45602

Councillor M. Browne moved
Councillor J. Nolan seconded

)
)

That the Mayoral Minute be considered in closed session.

CARRIED

NOTICES OF MOTION

Nil.

RESCISSION MOTIONS

Nil.

REPORTS FROM DELEGATES

Nil.

REPORTS

ITEM 1 - BROKEN HILL CITY COUNCIL REPORT NO. 136/17 - DATED AUGUST 21, 2017 - CORRESPONDENCE REPORT - ALLEGED ILLEGAL WATER EXTRACTION PRACTICES IN THE BARWON-DARLING RIVER SYSTEM UNDERMINING THE FUTURE OF THE MURRAY DARLING BASIN SCHEME

11/426

RESOLUTION

Minute No. 45603

Councillor T. Kennedy moved
Councillor B. Algate seconded

)
)

1. That Broken Hill City Council Report No. 136/17 dated August 21, 2017, be received.
2. That correspondence from the Premier of NSW dated 10 August 2017 and NSW Labor Leader dated 16 August 2017 regarding the alleged illegal water extraction practices in the Barwon-Darling River System undermining the future of the Murray Darling Basin Scheme be received.

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

3. That correspondence from Luke Foley MP, NSW Labor Leader and Leader of the Opposition be forwarded to the Premier for information.

CARRIED

**ITEM 2 - BROKEN HILL CITY COUNCIL REPORT NO. 137/17 - DATED AUGUST 23, 2017 -
CORRESPONDENCE REPORT - INQUIRY INTO THE INTEGRITY OF THE WATER MARKET IN
THE MURRAY-DARLING BASIN** 11/426

The Mayor urged Councillors to submit information to the General Manager prior to September 8, 2017.

Recommendation

1. That Broken Hill City Council Report No. 137/17 dated August 23, 2017, be received.
2. That Council makes a submission to the Senate Rural and Regional Affairs and Transport Reference Committee regarding the terms of reference for an inquiry into the integrity of the water market in the Murray-Darling Basin, by the due date of 28 September 2017.

RESOLUTION

Minute No. 45604

Councillor T. Kennedy moved) The recommendation of item 2 be adopted.
Councillor C. Adams seconded)

CARRIED

**ITEM 3 - BROKEN HILL CITY COUNCIL REPORT NO. 138/17 - DATED AUGUST 17, 2017 -
CORRESPONDENCE REPORT - MEMBERSHIP OF THE AUSTRALIAN FLOODPLAINS
ASSOCIATION** 11/161

Recommendation

1. That Broken Hill City Council Report No. 138/17 dated August 17, 2017, be received.
2. That correspondence dated 27 July 2017 from the Australian Floodplains Association be received.
3. That Council accepts the invitation from the Australian Floodplains Association and joins the Association as a Group Member.
4. That the Mayor and the Our Environment Key Direction Portfolio Councillor be Council's delegates on the Australian Floodplains Association.

RESOLUTION

Minute No. 45605

Councillor B. Algate moved) The recommendation of item 3 be adopted.
Councillor M. Clark seconded)

CARRIED

**ITEM 4 - BROKEN HILL CITY COUNCIL REPORT NO. 139/17 - DATED AUGUST 22, 2017 -
CORRESPONDENCE REPORT - AUSTRALIAN CITIZENSHIP CEREMONIES** 11/75

Recommendation

1. That Broken Hill City Council Report No. 139/17 dated August 22, 2017, be received.

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

2. That correspondence dated August 14, 2017 from the Hon Alex Hawke MP, Assistant Minister for Immigration and Border Protection regarding the protocol for the conduct of Australian Citizenship Ceremonies be received.
3. That Council advises the Assistant Minister for Immigration and Border Protection that Council holds three Australian Citizenship Ceremonies each year (Australia Day, a day in May and on Citizenship Day (17 September)).
4. That the Australian Citizenship Ceremonies conducted by Broken Hill City Council are held in accordance with the Australian Citizenship Ceremonies Code.

RESOLUTION

Minute No. 45606

Councillor D. Gallagher moved) That the recommendation of item 4 be adopted.
Councillor C. Adams seconded)

CARRIED

ITEM 5 - BROKEN HILL CITY COUNCIL REPORT NO. 140/17 - DATED JULY 28, 2017 - PUBLIC INTEREST DISCLOSURES ANNUAL REPORT 2016/17 12/67

Recommendation

1. That Broken Hill City Council Report No. 140/17 dated July 28, 2017, be received.
2. That the Broken Hill City Council Public Interest Disclosures Annual Report 2016/17 be forwarded to the Minister for Local Government and the NSW Ombudsman by 30 October 2017.

RESOLUTION

Minute No. 45607

Councillor J. Nolan moved) That the recommendation of item 5 be adopted.
Councillor B. Algate seconded)

CARRIED

ITEM 6 - BROKEN HILL CITY COUNCIL REPORT NO. 141/17 - DATED AUGUST 18, 2017 - COUNCIL'S PORTFOLIO SYSTEM 11/249

Recommendation

1. That Broken Hill City Council Report No. 141/17 dated August 18, 2017, be received.
2. That Council endorses the amended Key Direction Working Groups Terms of Reference.

Councillor B. Licul) That the recommendation of item 6 be adopted.
Councillor J. Nolan)

Amendment

- Councillor T. Kennedy moved)
Councillor B. Algate seconded)
1. That Broken Hill City Council Report No. 141/17 dated August 18, 2017, be received.
 2. That Council endorses the amended Key Direction Working Groups Terms of Reference.
 3. That the Key Direction Working Groups operate in conjunction with the Standing Committee System; and this structure be

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

included in the report to the September
Council Meeting.

LOST

The original motion was put.

RESOLUTION

Minute No. 45608

Councillor B. Licul moved)

Councillor J. Nolan seconded)

1. That Broken Hill City Council Report No. 141/17 dated August 18, 2017, be received.
2. That Council endorses the amended Key Direction Working Groups Terms of Reference.

CARRIED

Councillors Algate and Page requested that their name be recorded as voting against the motion of item 6.

The Mayor took on notice a question from Councillor Kennedy regarding statistics on the attendance of members of the public and media at the previously held Standing Committees, and advised that a report will be provided to Council with statistics.

**ITEM 7 - BROKEN HILL CITY COUNCIL REPORT NO. 142/17 - DATED AUGUST 23, 2017 -
RELOCATION OF THE LIBRARY**

16/24

RESOLUTION

Minute No. 45609

Councillor J. Nolan moved)

Councillor B. Algate seconded)

1. That Broken Hill City Council Report No. 142/17 dated August 23, 2017, be received.
2. That the Council resolution from the Extraordinary Council Meeting held April 7, 2016 Minute Number 45235 to relocate the library to leased premises in the old Pellew and Moore building in Argent Street be formally rescinded.
3. That Council engage with the Broken Hill community and seek its views on
 - a) The construction of a new modern library facility and preferred site;
 - b) Retaining the current site in its existing condition;
 - c) Refurbishing the current library building.
4. That Council receive a report at its December 2017 Ordinary Meeting of Council advising the outcomes of the community engagement process with recommendations on next steps in the process.
5. That Broken Hill City Councillors commit to the community engagement strategy and process, and actively engage with the community in support of this resolution.

CARRIED

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

**ITEM 8 - BROKEN HILL CITY COUNCIL REPORT NO. 144/17 - DATED AUGUST 02, 2017 -
ADOPTION OF DRAFT COMPLAINTS MANAGEMENT POLICY**

D12/11853

Recommendation

1. That Broken Hill City Council Report No. 144/17 dated August 2, 2017, be received.
2. That Council adopts the draft revised Complaints Management Policy as a Policy of Council.

RESOLUTION

Minute No. 45610

Councillor B. Algate moved) That the recommendation of item 8 be adopted.
Councillor D. Gallagher seconded)

CARRIED

**ITEM 9 - BROKEN HILL CITY COUNCIL REPORT NO. 143/17 - DATED AUGUST 22, 2017 -
2016/2017 DRAFT ANNUAL FINANCIAL STATEMENTS**

17/77

Recommendation

1. That Broken Hill City Council Report No. 143/17 dated August 22, 2017, be received.
2. That the 2016/2017 Draft Primary Financial Statements as attached be received.
3. That the 2016/2017 Draft Primary Financial Statements as attached be referred to audit.
4. That Council adopt the attached Statements of Opinion on the 2016/17 General Purpose and Special Purpose Financial Statements and the Mayor, the Deputy Mayor, the General Manager and the Responsible Accounting Officer sign the Statements in accordance with Section 413(2)(c) of the Local Government Act (1993).
5. That Council delegate to the General Manager the authority to finalise the date at which the auditor's report and financial statements are to be presented to the public.
6. That Council delegate the General Manager the authority to authorise the 2016/17 General Purpose and Special Purpose Financial Statements and associated Special Schedules for issue immediately upon receipt of the auditors reports subject to there being no material audit changes or audit issues, in accordance with AASB 110.

RESOLUTION

Minute No. 45611

Councillor C. Adams moved) That the recommendation of item 9 be adopted.
Councillor T. Kennedy seconded)

CARRIED

Councillor Kennedy raised an issue regarding the collection of rates and charges regarding the circumstances of a particular resident of Broken Hill; and Council's policy for the collection of rates and charges.

The Mayor advised Councillor Kennedy to make an appointment with the General Manager to further discuss this issue.

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

**ITEM 10 - BROKEN HILL CITY COUNCIL REPORT NO. 145/17 - DATED AUGUST 22, 2017 -
ADDITIONAL BUDGET FOR CAPITAL PROJECT - MEMORIAL OVAL JUDGES BOX** 17/66

Recommendation

1. That Broken Hill City Council Report No. 145/17 dated August 22, 2017, be received.
2. That Council approves the addition of \$76,000 towards the budget for the replacement of the Memorial Oval Judges Box.

RESOLUTION

Minute No. 45612

Councillor M. Browne moved) That the recommendation of item 10 be adopted.
Councillor M. Clark seconded)

CARRIED

**ITEM 11 - BROKEN HILL CITY COUNCIL REPORT NO. 146/17 - DATED AUGUST 22, 2017 -
BUDGET CARRYOVER'S 2017/18** 14/175

RESOLUTION

Minute No. 45613

- Councillor J. Nolan moved)
Councillor M. Clark seconded)
1. That Broken Hill City Council Report No. 146/17 dated August 22, 2017, be received.
 2. That Council revoke the budget items as listed below in *Table 1* for the amount of \$1,745,500
 3. That Council note the carryover budget items as listed below in *Table 2* for the amount of \$6,735,895
 4. That the new Gateway Signs to be installed on the highway entrances to the City includes the Wentworth Road.

CARRIED

The General Manager took a question on notice from Councillor Clark regarding the timeframe for the designs of the new signs to be presented to Council.

**ITEM 12 - BROKEN HILL CITY COUNCIL REPORT NO. 147/17 - DATED AUGUST 09, 2017 -
INVESTMENT REPORT FOR JULY 2017** 17/82

Recommendation

1. That Broken Hill City Council Report No. 147/17 dated August 9, 2017, be received.

RESOLUTION

Minute No. 45614

Councillor D. Gallagher moved) That the recommendation of item 12 be adopted.
Councillor M. Clark seconded)

CARRIED

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

**ITEM 13 - BROKEN HILL CITY COUNCIL REPORT NO. 148/17 - DATED AUGUST 18, 2017 -
TRANSFER OF BROKEN HILL STUDIOS TRADEMARK TO CPS BROKEN HILL PTY LTD** 16/150

RESOLUTION

Minute No. 45615

Councillor T. Kennedy moved) That the matter be deferred and a report be re-
Councillor C. Adams seconded) presented to Council detailing the value of the
trademark and the cost to Council at the time of
acquiring the trademark.

CARRIED

**ITEM 14 - BROKEN HILL CITY COUNCIL REPORT NO. 149/17 - DATED AUGUST 18, 2017 - NSW
STRONGER COUNTRY COMMUNITY FUNDING** 16/154

Recommendation

1. That Broken Hill City Council Report No. 149/17 dated August 18, 2017, be received and the nominated projects endorsed by Council.

RESOLUTION

Minute No. 45616

Councillor D. Gallagher moved) That the recommendation of item 14 be adopted.
Councillor B. Algate seconded)

CARRIED

**ITEM 15 - BROKEN HILL CITY COUNCIL REPORT NO. 150/17 - DATED AUGUST 22, 2017 -
LOCAL GOVERNMENT NSW ANNUAL CONFERENCE 2017** 11/364

RESOLUTION

Minute No. 45617

- Councillor C. Adams moved)
Councillor J. Nolan seconded)
1. That Broken Hill City Council Report No. 150/17 dated August 22, 2017, be received.
 2. That registration and travel arrangements be made for interested Councillors, the Mayor and Deputy Mayor to attend the Local Government NSW Conference to be held in Sydney, December 4-6, 2017.
 3. That Council's Mayor and Deputy Mayor be Council's voting delegates to the Conference.
 4. That Councillors advise the General Manager's Office of their interest in attending the Conference.
 5. That Council considers motions to the conference and advises the General Manager prior to September 15, 2017 in order for them to be presented to the

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

September Council meeting for endorsement as motions to the Conference close October 9, 2017 and must include the extract from the September Council Meeting minutes of Council's support for the motion/s.

CARRIED

ITEM 16 - BROKEN HILL CITY COUNCIL REPORT NO. 151/17 - DATED AUGUST 23, 2017 - ACTION LIST REPORT 11/21

Recommendation

1. That Broken Hill City Council Report No. 151/17 dated August 23, 2017, be received.

RESOLUTION

Minute No. 45618

Councillor J. Nolan moved) That the recommendation of item 16 be adopted.
Councillor M. Browne seconded)

CARRIED

COMMITTEE REPORTS

ITEM 17 - BROKEN HILL CITY COUNCIL REPORT NO. 152/17 - DATED AUGUST 15, 2017 - MINUTES OF THE ART GALLERY ADVISORY COMMITTEE MEETING HELD 22 MAY 2017 12/46

Recommendation

1. That Broken Hill City Council Report No. 152/17 dated August 15, 2017, be received.
2. That minutes of the Broken Hill Regional Art Gallery Advisory Committee Meeting held 22 May 2017 be received.

RESOLUTION

Minute No. 45619

Councillor B. Algate moved) That the recommendation of item 17 be adopted.
Councillor M. Browne seconded)

CARRIED

QUESTIONS TAKEN ON NOTICE FROM PREVIOUS COUNCIL MEETING

ITEM 18 - QUESTIONS ON NOTICE NO. 9/17 - DATED JULY 28, 2017 - COUNCILLORS QUESTIONS TAKEN ON NOTICE AT THE JULY 2017 COUNCIL MEETING 11/299, 11/63, T16/13

Recommendation

1. That Questions On Notice No. 9/17 dated July 28, 2017, be received.

RESOLUTION

Minute No. 45620

Councillor T. Kennedy moved) That the recommendation of item 18 be adopted.
Councillor J. Nolan seconded)

CARRIED

QUESTIONS FOR NEXT MEETING ARISING FROM ITEMS ON THIS AGENDA

Design of Entrance Signs

Q17/13

The General Manager took a question on notice from Councillor Clark regarding the timeframe for the designs of the new signs to be presented to Council.

Attendance Figures for Previous Standing Committees

11/21

The Mayor took on notice a question from Councillor Kennedy regarding statistics on the attendance of members of the public and media at the previously held Standing Committees, and advised that the statistics would be reported to the September Council Meeting.

Burke Ward School

11/397

Councillor Algate advised that he had received a request from a resident regarding whether a pedestrian crossing could be installed in Gypsum Street near the Burke Ward Primary School to allow children to safely cross the road.

The Mayor advised that the matter would be referred to the Broken Hill Traffic Committee.

CONFIDENTIAL MATTERS

RESOLUTION

Minute No. 45621

Councillor D. Gallagher moved)

Councillor J. Nolan seconded)

That the meeting be closed to the public in accordance with Section 10(A) of the Local Government Act 1993 in order for the confidential items to be considered.

CARRIED

Members of the public and media left the Council Chambers at 7:29p.m.

The General Manager, Corporate Responsibility Officer, Communications and Community Engagement Coordinator and Finance Manager left the Council Chambers at 7:30p.m.

ITEM 19 - MAYORAL MINUTE NO. 6/17 - DATED JUNE 19, 2017 - GENERAL MANAGER'S PERFORMANCE REVIEW - CONFIDENTIAL

16/156

(General Manager's Note: This report considers a staffing matter and is deemed confidential under Section 10A(2) (a) of the Local Government Act, 1993 which contains matters that will involve the discussion of personnel matters concerning a particular individual).

Recommendation

RESOLUTION

Minute No. 45622

Councillor D. Turley moved)

Councillor D. Gallagher seconded)

1. That Mayoral Minute No. 6/17 dated June 19, 2017, be received.

2. That Council note that the General Manager's Performance Appraisal Committee met on

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

Thursday, 27 April 2017 to review the performance of the General Manager.

3. That Council note that the results of the annual Performance Review found that Council's General Manager Mr. James Roncon's performance was in the range of exceeding the expectations of Council, to outstanding.
4. That as per clause 8.3 of the General Manager Employment Contract, Council endorse an increase in the General Manager's salary package of 2.5% from the anniversary date (4 April 2017).
5. That Council provides a 50% annual contribution towards the General Manager's lease-back vehicle.
6. That General Manager Mr. James Roncon be formally advised of the outcome of his annual review.

CARRIED

The General Manager, Corporate Responsibility Officer, Communications and Community Engagement Coordinator and Finance Manager returned to the Council Chambers at 7:41p.m. (members of the public and media did not return to the Council Chambers at this point)

ITEM 20 - BROKEN HILL CITY COUNCIL REPORT NO. 153/17 - DATED AUGUST 17, 2017 - EVENT SPONSORSHIP 2017 - CONFIDENTIAL

16/154

(General Manager's Note: This report considers information of a confidential nature and may confer a commercial advantage on competitors/other events and is deemed confidential under Section 10A(2) (d) of the Local Government Act, 1993 which provides for commercial information of a confidential nature that would, if disclosed (i) prejudice the commercial position of the person who supplied it; or (ii) confer a commercial advantage on a competitor of the Council; or (iii) reveal a trade secret).

Recommendation

1. That Broken Hill City Council Report No. 153/17 dated August 17, 2017, be received.
2. That Council adopts the recommendations for Event Sponsorship applications received for Round 1 of 2017-2018 being for:
 - a) Sponsorship of \$7,800.00 for the Broken Heel Festival.
 - b) Sponsorship of \$6,300.00 for the South Australian Swimming Championships.
 - c) Sponsorship of \$900.00 for the Ride for Sick Kids.
3. That Council does not support the Legendary Shearer's Reunion to the value of \$5,000.00.
4. That Council recommends that the Committee of AGFAIR re-applies for Event Sponsorship in Round 2 of the 2017/2018 sponsorship as AGFAIR falls in line with the second round of annual funding.

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

5. That Council reviews the Event Sponsorship Policy as recommended by Our Economy Key Directions Workshop on August 2, 2017.

RESOLUTION

Minute No. 45623

Councillor B. Algate moved) That the recommendation of item 20 be adopted.
Councillor J. Nolan seconded)

CARRIED

ITEM 21 - BROKEN HILL CITY COUNCIL REPORT NO. 154/17 - DATED AUGUST 23, 2017 - CIVIC CENTRE REDEVELOPMENT - LEGAL REVIEW BRIEFING - CONFIDENTIAL 13/6

(General Manager's Note: This report considers legal advice and is deemed confidential under Section 10A(2) (g) of the Local Government Act, 1993 which contains advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege).

Minute Number 45624 records Council's decision regarding Item 21.

Minute Number 45627 records Council's decision to restrict public access to the resolution of item 21.

ITEM 22 - MAYORAL MINUTE NO. 7/17 - DATED AUGUST 22, 2017 - PROBITY AUDIT REPORT - CIVIC CENTRE REFURBISHMENT PROJECT AV CONTRACT PROBITY AUDIT REVIEW - CONFIDENTIAL 17/114

(General Manager's Note: This report considers probity audit of Telstra contractual arrangements with Broken Hill City Council and is deemed confidential under Section 10A(2) (g) of the Local Government Act, 1993 which contains advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege).

RESOLUTION

Minute No. 45625

Councillor C. Adams moved) 1. That Mayoral Minute No. 7/17 dated August
Councillor D. Gallagher seconded) 22, 2017, be received.
2. That Council note the findings in the attached report.
3. That the General Manager reports back to Council by the December Ordinary Council Meeting on the progress.

CARRIED

RESOLUTION

Minute No. 45626

Councillor D. Gallagher moved) That the meeting resume in open session.
Councillor M. Browne seconded)

CARRIED

Members of the public, media returned to the Council Chambers at 7:58p.m.

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

The Mayor invited the General Manager to report on the items considered in closed session. The General Manager advised that Council has resolved, in respect of:

ITEM 19 - MAYORAL MINUTE NO. 6/17 - DATED JUNE 19, 2017 - GENERAL MANAGER'S PERFORMANCE REVIEW - **CONFIDENTIAL**

- That Mayoral Minute No. 6/17 dated June 19, 2017, be received.
- That Council note that the General Manager's Performance Appraisal Committee met on Thursday, 27 April 2017 to review the performance of the General Manager.
- That Council note that the results of the annual Performance Review found that Council's General Manager Mr. James Roncon's performance was in the range of exceeding the expectations of Council, to outstanding.
- That as per clause 8.3 of the General Manager Employment Contract, Council endorse an increase in the General Manager's salary package of 2.5% from the anniversary date (4 April 2017).
- That Council provides a 50% annual contribution towards the General Manager's lease-back vehicle.
- That General Manager Mr. James Roncon be formally advised of the outcome of his annual review.

ITEM 20 - BROKEN HILL CITY COUNCIL REPORT NO. 153/17 - DATED AUGUST 17, 2017 - EVENT SPONSORSHIP 2017 - **CONFIDENTIAL**

- That Broken Hill City Council Report No. 153/17 dated August 17, 2017, be received.
- That Council adopts the recommendations for Event Sponsorship applications received for Round 1 of 2017-2018 being for:
 - a) Sponsorship of \$7,800.00 for the Broken Heel Festival.
 - b) Sponsorship of \$6,300.00 for the South Australian Swimming Championships.
 - c) Sponsorship of \$900.00 for the Ride for Sick Kids.
- That Council does not support the Legendary Shearer's Reunion to the value of \$5,000.00.
- That Council recommends that the Committee of AGFAIR re-applies for Event Sponsorship in Round 2 of the 2017/2018 sponsorship as AGFAIR falls in line with the second round of annual funding.
- That Council reviews the Event Sponsorship Policy as recommended by Our Economy Key Directions Workshop on August 2, 2017.

MINUTES OF THE ORDINARY MEETING OF THE BROKEN HILL CITY COUNCIL HELD
AUGUST 30, 2017

ITEM 21 - BROKEN HILL CITY COUNCIL REPORT NO. 154/17 - DATED AUGUST 23, 2017 - CIVIC CENTRE REDEVELOPMENT - LEGAL REVIEW BRIEFING - **CONFIDENTIAL**

RESOLUTION

Minute No. 45627

Councillor M. Browne moved)
Councillor J. Nolan seconded)

That the resolution of item 21 remains confidential in accordance with Section 11(3) of the Local Government Act 1993 which relates to the provision to restrict public access to correspondence and reports because they relate to a matter specified in Section 10A(2)(a) regarding personnel matters concerning particular individuals other than Councillors; and 10A(2)(g) relates to advice concerning litigation, or advice that would otherwise be privileged from production in legal proceeding on the ground of legal professional privilege.

CARRIED

ITEM 22 - MAYORAL MINUTE NO. 7/17 - DATED AUGUST 22, 2017 - PROBITY AUDIT REPORT - CIVIC CENTRE REFURBISHMENT PROJECT AV CONTRACT PROBITY AUDIT REVIEW - **CONFIDENTIAL**

- That Mayoral Minute No. 7/17 dated August 22, 2017, be received.
- That Council note the findings in the attached report.
- That the General Manager reports back to Council by the December Ordinary Council Meeting on the progress.

There being no further business the Mayor closed the meeting at 8:03p.m.

THE FOREGOING MINUTES WERE READ)
AND CONFIRMED AT THE ORDINARY)
MEETING OF THE BROKEN HILL CITY)
COUNCIL HELD ON SEPTEMBER 27, 2017.)

CHAIRPERSON

REPORTS

1.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 155/17 - DATED SEPTEMBER 07, 2017 - ELECTION OF DEPUTY MAYOR (11/18)</u>	19
2.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 156/17 - DATED SEPTEMBER 11, 2017 - APPOINTMENT OF DELEGATES TO COMMITTEES - SEPTEMBER 2017 TO SEPTEMBER 2018 (11/9)</u>	25
3.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 157/17 - DATED SEPTEMBER 14, 2017 - DISCLOSURE OF INTEREST RETURNS (11/265, 11/646)</u>	31
4.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 158/17 - DATED SEPTEMBER 14, 2017 - DELIVERY PROGRAM – KEY PERFORMANCE INDICATORS PROGRESS REPORT AT 30 JUNE 2017 (13/79)</u>	33
5.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 159/17 - DATED SEPTEMBER 18, 2017 - AMENDMENT TO BROKEN HILL CITY COUNCIL'S 2017/2018 FEES AND CHARGES (16/157)</u>	200
6.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 160/17 - DATED SEPTEMBER 07, 2017 - INVESTMENT REPORT FOR AUGUST 2017 (17/82)</u>	204
7.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 161/17 - DATED SEPTEMBER 15, 2017 - CLASSIFICATION OF LAND AT 17 WILLS STREET, LOT 1975 IN DP 757298 (11/467)</u>	218
8.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 162/17 - DATED SEPTEMBER 15, 2017 - CLASSIFICATION OF LAND AT 16 WOLFRAM STREET, LOT 2 IN DP 337391 (17/113)</u>	220
9.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 163/17 - DATED JULY 31, 2017 - ADOPTION OF DRAFT CIVIC AND CEREMONIAL FUNCTIONS AND REPRESENTATION POLICY (12/14)</u>	223
10.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 164/17 - DATED JULY 07, 2017 - DRAFT SWIMMING POOL BARRIER INSPECTION POLICY (12/14)</u>	232

- 11. BROKEN HILL CITY COUNCIL REPORT NO. 165/17 - DATED
SEPTEMBER 14, 2017 - DRAFT CUSTOMER SERVICE FRAMEWORK
(17/2)..... 239

- 12. BROKEN HILL CITY COUNCIL REPORT NO. 166/17 - DATED
SEPTEMBER 08, 2017 - MINUTES OF THE BROKEN HILL LEAD
REFERENCE GROUP MEETING HELD 24 MAY 2017 (12/177) 298

- 13. BROKEN HILL CITY COUNCIL REPORT NO. 167/17 - DATED AUGUST
16, 2017 - MINUTES OF THE LOCAL TRAFFIC COMMITTEE MEETING
NO 373 HELD TUESDAY AUGUST 1, 2017 AND MEETING NO 374 HELD
TUESDAY SEPTEMBER 5, 2017. (11/397) 303

- 14. BROKEN HILL CITY COUNCIL REPORT NO. 168/17 - DATED
SEPTEMBER 19, 2017 - ACTION LIST REPORT (11/21)..... 324

ORDINARY MEETING OF THE COUNCIL

September 7, 2017

BROKEN HILL CITY COUNCIL REPORT NO. 155/17SUBJECT: ELECTION OF DEPUTY MAYOR 11/18**Recommendation**

1. That Broken Hill City Council Report No. 155/17 dated September 7, 2017, be received.
2. That Council elect the Deputy Mayor at this meeting.
3. That the Deputy Mayor be elected for a 12 month term concluding at the September 2017 Council Meeting.
4. That voting for the Deputy Mayor Election be open voting, i.e. "show of hands".

Executive Summary:

Councillors may elect one councillor to be Deputy Mayor. This person may be elected for the Mayoral term or for a shorter term. Council has historically elected a Deputy Mayor for a 12 month period.

Nomination forms for the election of Deputy Mayor are enclosed with the business paper. Councillors wishing to nominate a candidate for the Office of Deputy Mayor may complete the form prior to the meeting and forward it to the Returning Officer (Acting General Manager). However, it is still open to Councillors to nominate a candidate at the meeting if they so wish, provided the formalities concerning signatures and consent are observed. The nomination form for Deputy Mayor is attached to this report (Attachment 1).

Completed nomination forms should be given to the Returning Officer prior to the meeting or brought to the meeting and handed to the Returning Officer prior to the commencement of the meeting.

Report:

The Deputy Mayor's role is to exercise any function of the Mayor:-

- At the request of the Mayor, or
- If the Mayor is prevented by illness, absence, or otherwise from exercising the function; or
- If there is a casual vacancy in the Office of Mayor.

If no Deputy Mayor is elected or if the Deputy Mayor is unable to act, the Councillors may elect one of their number to act as Deputy Mayor.

The election is to be conducted in accordance with the Local Government (General) Regulations, which provides:-

- The General Manager or person appointed by the General Manager is the Returning Officer.
- Nominations may be made without notice but must be in writing signed by two or more Councillors one of whom may be the nominee. Nominations are to be announced and elections conducted at the same meeting.
- Nominations are not valid unless the Councillors nominated give consent to the nomination in writing.
- If more than one Councillor is nominated the Council must decide by resolution whether the election will proceed by preferential ballot, ordinary ballot or open voting. Preferential ballots and Ordinary Ballots are to be secret ballots. Open voting means a show of hands or similar means.

Strategic Direction:

Key Direction: 4 Our Leadership
Objective: 4.2 Our Leaders Make Smart Decisions
Function: Corporate Support
DP Action: 4.2.1.10 Increase Leadership capacity within Council

Relevant Legislation:

Local Government Act 1993
Local Government (General) Regulations.

Financial Implications:

The Deputy Mayor is entitled to an additional fee when acting in the role of Mayor.

This additional fee is a daily fee based on the annual additional Mayoral fee; with daily fee being calculated dependent on the number of days in the month, with the fee so payable deducted from the Mayor's fee.

Attachments

1. [↓](#) Nomination Form for Deputy Mayor
2. [↓](#) Schedule 7 of Local Government (General) Regulation 2005

RAZIJA NU'MAN
ACTING GENERAL MANAGER



To the Returning Officer/Acting General Manager
 Broken Hill City Council
 PO Box 448
 BROKEN HILL NSW 2880

NOMINATION FOR DEPUTY MAYOR

We, the undersigned Councillors of the City of Broken Hill hereby nominate the following Councillor for the position of Deputy Mayor:

Councillor _____

Nominated by:

Councillor	Signature

I, the undersigned, hereby accept the above nomination for the position of Deputy Mayor.

Councillor	Signature

DATE: _____ / _____ / 2017



Local Government (General) Regulation 2005

Current version for 7 July 2017 to date (accessed 11 September 2017 at 10:00)
Schedule 7

Schedule 7 Election of mayor by councillors

(Clause 394)

Part 1 Preliminary

1 Returning officer

The general manager (or a person appointed by the general manager) is the returning officer.

2 Nomination

- (1) A councillor may be nominated without notice for election as mayor or deputy mayor.
- (2) The nomination is to be made in writing by 2 or more councillors (one of whom may be the nominee). The nomination is not valid unless the nominee has indicated consent to the nomination in writing.
- (3) The nomination is to be delivered or sent to the returning officer.
- (4) The returning officer is to announce the names of the nominees at the council meeting at which the election is to be held.

3 Election

- (1) If only one councillor is nominated, that councillor is elected.
- (2) If more than one councillor is nominated, the council is to resolve whether the election is to proceed by preferential ballot, by ordinary ballot or by open voting.
- (3) The election is to be held at the council meeting at which the council resolves on the method of voting.
- (4) In this clause:

ballot has its normal meaning of secret ballot.

open voting means voting by a show of hands or similar means.

Part 2 Ordinary ballot or open voting

4 Application of Part

This Part applies if the election proceeds by ordinary ballot or by open voting.

5 Marking of ballot-papers

- (1) If the election proceeds by ordinary ballot, the returning officer is to decide the manner in which votes are to be marked on the ballot-papers.
- (2) The formality of a ballot-paper under this Part must be determined in accordance with clause 345 (1) (b) and (c) and (6) of this Regulation as if it were a ballot-paper referred to in that clause.
- (3) An informal ballot-paper must be rejected at the count.

6 Count—2 candidates

- (1) If there are only 2 candidates, the candidate with the higher number of votes is elected.

9/11/2017

Local Government (General) Regulation 2005 - NSW Legislation

- (2) If there are only 2 candidates and they are tied, the one elected is to be chosen by lot.

7 Count—3 or more candidates

- (1) If there are 3 or more candidates, the one with the lowest number of votes is to be excluded.
- (2) If 3 or more candidates then remain, a further vote is to be taken of those candidates and the one with the lowest number of votes from that further vote is to be excluded.
- (3) If, after that, 3 or more candidates still remain, the procedure set out in subclause (2) is to be repeated until only 2 candidates remain.
- (4) A further vote is to be taken of the 2 remaining candidates.
- (5) Clause 6 of this Schedule then applies to the determination of the election as if the 2 remaining candidates had been the only candidates.
- (6) If at any stage during a count under subclause (1) or (2), 2 or more candidates are tied on the lowest number of votes, the one excluded is to be chosen by lot.

Part 3 Preferential ballot**8 Application of Part**

This Part applies if the election proceeds by preferential ballot.

9 Ballot-papers and voting

- (1) The ballot-papers are to contain the names of all the candidates. The councillors are to mark their votes by placing the numbers "1", "2" and so on against the various names so as to indicate the order of their preference for all the candidates.
- (2) The formality of a ballot-paper under this Part is to be determined in accordance with clause 345 (1) (b) and (c) and (5) of this Regulation as if it were a ballot-paper referred to in that clause.
- (3) An informal ballot-paper must be rejected at the count.

10 Count

- (1) If a candidate has an absolute majority of first preference votes, that candidate is elected.
- (2) If not, the candidate with the lowest number of first preference votes is excluded and the votes on the unexhausted ballot-papers counted to him or her are transferred to the candidates with second preferences on those ballot-papers.
- (3) A candidate who then has an absolute majority of votes is elected, but, if no candidate then has an absolute majority of votes, the process of excluding the candidate who has the lowest number of votes and counting each of his or her unexhausted ballot-papers to the candidates remaining in the election next in order of the voter's preference is repeated until one candidate has received an absolute majority of votes. The latter is elected.
- (4) In this clause, *absolute majority*, in relation to votes, means a number that is more than one-half of the number of unexhausted formal ballot-papers.

11 Tied candidates

- (1) If, on any count of votes, there are 2 candidates in, or remaining in, the election and the numbers of votes cast for the 2 candidates are equal—the candidate whose name is first chosen by lot is taken to have received an absolute majority of votes and is therefore taken to be elected.
- (2) If, on any count of votes, there are 3 or more candidates in, or remaining in, the election and the numbers of votes cast for 2 or more candidates are equal and those candidates are the ones with the lowest number of

9/11/2017

Local Government (General) Regulation 2005 - NSW Legislation

votes on the count of the votes—the candidate whose name is first chosen by lot is taken to have the lowest number of votes and is therefore excluded.

Part 4 General

12 Choosing by lot

To choose a candidate by lot, the names of the candidates who have equal numbers of votes are written on similar slips of paper by the returning officer, the slips are folded by the returning officer so as to prevent the names being seen, the slips are mixed and one is drawn at random by the returning officer and the candidate whose name is on the drawn slip is chosen.

13 Result

The result of the election (including the name of the candidate elected as mayor or deputy mayor) is:

- (a) to be declared to the councillors at the council meeting at which the election is held by the returning officer, and
- (b) to be delivered or sent to the Director-General and to the Secretary of the Local Government and Shires Association of New South Wales.

ORDINARY MEETING OF THE COUNCIL

September 11, 2017

ITEM 2BROKEN HILL CITY COUNCIL REPORT NO. 156/17

SUBJECT: APPOINTMENT OF DELEGATES TO COMMITTEES -
SEPTEMBER 2017 TO SEPTEMBER 2018 11/9

Recommendation

1. That Broken Hill City Council Report No. 156/17 dated September 11, 2017, be received.
2. That Council notes that the appointment of Councillors to each Key Direction Working Group will be considered when the report regarding the review of the Key Direction Working Groups twelve month trial period is presented to the April 2018 Council Meeting.
3. That Council determine its Councillor delegates to its Section 355 Committees and various other Committees as per the attached schedule.
4. That Councillor membership on Section 355 Committees and various other Committees be for a twelve month period commencing immediately and ceasing at the September 2018 Council Meeting.

Executive Summary:

Council needs to determine its representation on the Section 355 Committees of Council and also its delegates to various other organisations and committees. These machinery matters are usually considered by Council annually at the September Council Meeting.

Councillors have been requested to advise the General Manager's Office, in the days prior to the Council Meeting, should they wish for their current membership on the various Committees to remain, as this will assist with the flow of the meeting. The time will be taken to go through the list one by one at the Council Meeting to ensure that full membership is achieved for each Committee/Working Group.

Report:

Section 355 of the *Local Government Act 1993* provides that a function of the Council may be exercised:

- (a) by the council by means of the councillors or employees, by its agents or contractors, by financial provision, by the provision of goods, equipment, services, amenities or facilities or by any other means, or
- (b) by a committee of the council, or
- (c) partly or jointly by the council and another person or persons, or

(d) jointly by the council and another council or councils, or

(e) by a delegate of the council.

Council currently has 10 Section 355 committees, as follows:

- Alma Oval Community Committee
- Broken Hill Heritage Committee
- Broken Hill Regional Art Gallery Advisory Committee
- BIU Band Hall Community Committee
- ET Lamb Memorial Oval Community Committee
- Friends of the Flora and Fauna of the Barrier Ranges Community Committee
- Memorial Oval Community Committee
- Norm Fox Sportsground Community Committee
- Picton Sportsground Community Committee
- Riddiford Arboretum Community Committee

The constitutions of the above committees detail its membership and all Section 355 Committees include Councillor representation in their membership.

Attachment 1 to this report shows the current Council Delegate List (from September 2016 to September 2017) and the current committees and internal/ external working groups, committees or organisations and the number of delegates required for each.

With regards to the Key Direction Working Groups, and in consideration of Council's resolution at the March 2017 Council Meeting:

RESOLUTION

Minute No. 45492

- | | | |
|------------------------------|---|---|
| Councillor J. Nolan moved |) | 1. That Broken Hill City Council Report No. 41/17 dated March 21, 2017, be received. |
| Councillor C. Adams seconded |) | |
| | | 2. That Council trials the new Portfolio System for a period of 12 months with the outcomes reported to Council at expiry of the 12 month period. |
| | | 3. That Council notes that its Portfolio Councillors were adopted at the first Council Meeting of the newly appointed Council in September 2016. |
| | | 4. That Council be presented with a 6 month progress report on the new Portfolio System. |

CARRIED

And Council's resolution at the August 2017 Council Meeting:

RESOLUTION

Minute No. 45608

- | | | |
|------------------------------|---|--|
| Councillor B. Licul moved |) | 1. That Broken Hill City Council Report No. 141/17 dated August 18, 2017, be received. |
| Councillor J. Nolan seconded |) | |
| | | 2. That Council endorses the amended Key Direction Working Groups Terms of Reference. |

CARRIED

It is recommended that the two Councillors appointed to each Key Direction Working Group will remain for the twelve month trial period, to ensure the continuity of the work being undertaken within the Key Direction Working Groups. The appointment of Council's Delegates on the Working Groups will be considered as part of the report to Council at the conclusion of the twelve month trial period.

Strategic Direction:

Key Direction:	4	Our Leadership
Objective:	4.3	We Unite to Succeed
Function:		Leadership and Governance
DP Action:	4.3.1.2	Support Council's Section 355 Committees in undertaking their duties with Council

Relevant Legislation:

Local Government Act 1993 (Section 355)

Financial Implications:

Council's current Operational Plan includes provision for travel and related expenses for Council delegates to represent Council outside of Broken Hill.

Attachments

1. [↓](#) Current Delegate Membership List (September 2016 - September 2017)

RAZIJA NU'MAN
ACTING GENERAL MANAGER



**COUNCIL DELEGATES TO SECTION 355 COMMITTEES AND
 OTHER COMMITTEES**

Sept 2016 to Sept 2017

COUNCIL S355 COMMITTEES	
COMMITTEE NAME	DELEGATES REQUIRED
Community Strategic Plan Round Table Mayor 3 Key Direction Portfolio Councillors + Alternates <u>Our Leadership</u> Mayor Turley 1 Alternate <u>Our Community</u> 1 Councillor 1 Alternate <u>Our Economy</u> 1 Councillor 1 Alternate <u>Our Environment</u> 1 Councillor 1 Alternate	<u>Our Leadership</u> Mayor Turley Deputy Mayor Gallagher (Alternate) <u>Our Community</u> Councillor Kennedy Councillor Adams (Alternate) <u>Our Economy</u> Councillor Licul Councillor Nolan (Alternate) <u>Our Environment</u> Councillor Browne Councillor Clark (Alternate)
Alma Oval Community Committee At least 1 Councillor	Councillor Algate Deputy Mayor Gallagher
Broken Hill Heritage Committee 3 Councillors	Mayor Turley Councillor Browne Councillor Adams Councillor Clark (Alternate)
Broken Hill Regional Art Gallery Advisory Committee 3 Councillors	Councillor Page Councillor Licul Councillor Clark
BIU Band Hall Community Committee At least 1 Councillor	Councillor Licul
ET Lamb Memorial Oval Community Committee At least 1 Councillor	Deputy Mayor Gallagher
Friends of the Flora and Fauna of the Barrier Ranges Community Committee At least 1 Councillor	Councillor Browne

Memorial Oval Community Committee At least 1 Councillor	Deputy Mayor Gallagher
Norm Fox Sportsground Community Committee At least 1 Councillor	Councillor Algate Deputy Mayor Gallagher
Picton Sportsground Community Committee At least 1 Councillor	Councillor Adams Councillor Licul
Riddiford Arboretum Community Committee At least 1 Councillor	Councillor Browne
OTHER COMMITTEES	
COMMITTEE NAME	DELEGATES REQUIRED
Association of Mining Related Councils 1 Councillor	Councillor Nolan Councillor Page (Alternate)
Australia Day Advisory Group 4 Councillors	Councillor Browne Deputy Mayor Gallagher Councillor Adams Councillor Kennedy
Audit, Risk & Improvement Committee 2 Councillors	Councillor Nolan Deputy Mayor Gallagher
Asset Naming Committee 5 Councillors	Councillor Browne Councillor Licul Councillor Algate Councillor Adams Councillor Clark
Broken Hill Lead Reference Group 1 Councillor	Councillor Browne
Broken Hill Living Museum and Perfect Light Project Steering Group Mayor + 3 Councillors	Mayor Turley Councillor Nolan Councillor Clark Councillor Adams
Broken Hill Liquor Accord 1 Councillor	Deputy Mayor Gallagher
Broken Hill Solar Plant Community Consultative Committee 1 Councillor	Councillor Nolan
Broken Hill Traffic Committee 1 Councillor (observer only)	Councillor Browne
Broken Hill ClubGRANTS Committee 2 Councillors	Councillor Nolan Councillor Kennedy
Community Assistance Grants Panel Mayor + 1 Councillor + Our Community Portfolio Councillor	Deputy Mayor Gallagher Councillor Clark Councillor Kennedy (Our Community Portfolio)
Disability Inclusion Action Plan Working Group 2 Councillors	Mayor Turley Councillor Adams

Essential Water Customer Council 1 Councillor	Councillor Browne
General Manager's Performance Review Committee Mayor, Deputy Mayor + 3 Councillors	Mayor Turley Deputy Mayor Gallagher Councillor Browne Councillor Adams Councillor Algate
Integrated Waste Management Working Group Mayor + 4 Councillors	Mayor Turley Councillor Browne Councillor Algate Councillor Nolan Councillor Licul
Local Government Fit for the Future – Far West Initiative Advisory Committee Mayor	Mayor Turley
Murray Darling Association 2 Councillors	Councillor Browne Councillor Page
Reconciliation Action Plan (RAP) 3 Councillors	Mayor Turley Councillor Browne Councillor Adams
Silverton Wind Farm Community Consultative Committee 1 Councillor	Councillor Browne Councillor Nolan (Alternate)
Sister City Working Group 4 Councillors	Councillor Adams Deputy Mayor Gallagher Councillor Nolan 1 x vacant position
Tidy Towns Working Group 2 Councillors	Councillor Adams Councillor Browne
Trust for Recreational Reserve (Broken Hill to Silverton Cycleway) 1 Councillor	Councillor Adams
University Partnership Working Party Mayor 1 Councillor	Mayor Turley Councillor Browne
Western Division Councils 2 Councillors	Mayor Turley Deputy Mayor Gallagher
Western NSW Mining and Resource Development Taskforce Mayor	Mayor Turley
Volunteer Working Group 4 Councillors	Councillor Browne Councillor Page Councillor Adams Councillor Clark

QUALITY CONTROL TABLE

MINUTE NO.	DATE	RESOLUTION
45333	September 28, 2016	Appointment of Delegates to Committees
45354	October 26, 2016	Appointment of Delegates to Committees – vacancies filled
45524	April 26, 2017	Appointment of Our Community Portfolio Councillor to the Community Assistance Grants Panel

ORDINARY MEETING OF THE COUNCIL

September 14, 2017

ITEM 3BROKEN HILL CITY COUNCIL REPORT NO. 157/17SUBJECT: DISCLOSURE OF INTEREST RETURNS 11/265, 11/646**Recommendation**

1. That Broken Hill City Council Report No. 157/17 dated September 14, 2017, be received.
2. That Council note the submission of the required returns by the Councillors and Designated Persons of Council.
3. That access to Council's Register of Returns of Disclosures by Councillors and Designated Persons be in accordance with the provisions of the *Local Government Act 1993* and other relevant legislation.

Executive Summary:

In accordance with the requirements of Section 449 of the *Local Government Act 1993*, returns for Disclosure by Councillors and Designated Persons are required for completion and return by September 30, 2017.

Submission of the Disclosures by Councillors and Designated Persons Returns requires formal acknowledgement by Council.

Disclosure Returns have now been received by the General Manager from all Councillors and Designated Persons required to submit a return for the period to June 30, 2017.

Report:

Section 449 of the *Local Government Act 1993* outlines the provision for Councillors and Designated Persons for submitting Disclosure of Interest Returns. Clause (3) provides that a Councillor or Designated person holding that position at 30 June in any year must complete and lodge with the General manager within three months after that date a return in the form prescribed by the regulations.

Designated Persons as prescribed for the purpose of Section 449 of the Act includes:

- the General Manager;
- Senior Staff of Council;
- a person (other than a member of the senior staff of the Council) who is a member of staff or a delegate of Council who holds a position identified by Council as the position of a designed person because it involves the exercise of functions under the Local Government Act 1993 or any other Act (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the person's duty as a member of staff or delegate and the person's private interest;
- a person (other than a member of the senior staff of the Council) who is a member of a Committee of the Council identified by the Council as a Committee whose members are designated persons because the functions of the Committee involve

the exercise of the Council's functions under this or any other Act (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the member's duty as a member of the committee and the member's private interest.

As per the *Local Government (General) Regulations 2005*, Designated Persons must complete the necessary Disclosure of Interest Return which declares their interest in:

- Real property
- Gifts
- Contributions to travel
- Interests and positions in corporations
- Positions in trade unions and professional or business associations
- Dispositions of real property
- Sources of income
- Debts
- Discretionary disclosures

Accordingly, Disclosure Returns have been received by the General Manager from all Councillors and Designated Persons required to submit a return for the period to June 30, 2017.

Strategic Direction:

Key Direction 4: Our Leadership
Objective 4.1: Openness and Transparency in Decision Making
Action 4.1.1.13 Maintain good governance and best practice methods and ensure compliance with various guidelines and legislation.

Relevant Legislation:

Local Government Act 1993 (Section 449)
Local Government (General) Regulations 2005 (Division 2).

Financial Implications:

Nil

Attachments

There are no attachments for this report.

RAZIJA NU'MAN
ACTING GENERAL MANAGER

ORDINARY MEETING OF THE COUNCIL

September 14, 2017

ITEM 4BROKEN HILL CITY COUNCIL REPORT NO. 158/17

SUBJECT: DELIVERY PROGRAM – KEY PERFORMANCE INDICATORS
PROGRESS REPORT AT 30 JUNE 2017 13/79

Recommendation

1. That Broken Hill City Council Report No. 158/17 dated September 14, 2017, be received.
2. That Council adopt the Delivery Program – Key Performance Indicators for the reporting period ending 30 June 2017, inclusive of Operational Plan 2016/2017 outcomes.

Executive Summary:

The Office of Local Government, NSW Department of Premier and Cabinet established the Integrated Planning and Reporting Guidelines for all New South Wales councils. One of the components within the framework is a four year Delivery Program.

Section 404 of the *Local Government Act 1993* requires that *'The general manager must ensure that regular progress reports are provided to the council reporting as to its progress with respect to the principal activities detailed in its delivery program. Progress reports must be provided at least every 6 months'*.

Report:

The Integrated Planning and Reporting Framework comprises a Community Strategic Plan (10 years plus), a Delivery Program (four years) and an Operational Plan (one year).

This report relates to the Council's progress on the Delivery Program for the reporting period ending June 30, 2017.

This is the second time that the new report template has been generated. The new template provides the opportunity to not only report progress against the Delivery Program but also the corresponding outcomes of the objectives in the Operational Plan.

While this report has a number of areas with duplicated reporting, the new Delivery Program 2017-2021 and Operational Plan 2017-2018 (adopted for implementation 1 July 2017) were developed with a strong focus on more appropriate data measurement and reporting of actions and measures to reflect the relevant and differing requirements and purpose of each plan.

A review of a total of 156 performance targets set within **Council's Delivery Program 2014-2017** indicates that 101 Key Performance Indicators (KPIs) were reported as "completed". Twenty-one KPIs reported as "in progress" and 20 reported as "ongoing". There were 4 KPIs reported as "deferred", 3 KPIs reported "not commenced" and 7 KPIs reported as "not achieved".

A review of a total of 246 performance targets set within **Council's Operational Plan 2016-2017** indicates that 167 Key Performance Indicators (KPIs) were reported as "completed" during the period of the Plan. Twenty-seven KPIs reported as "in progress" and 12 reported

as “ongoing”. There were 22 KPIs reported as “deferred”, 5 KPIs reported “not commenced” and 13 KPIs reported as “not achieved”.

Strategic Direction:

Key Direction: 4. Our Leadership
Objective: 4.1 Openness and Transparency in Decision Making
Function: Leadership & Governance
DP Action: 4.1.1.7 A review of Delivery Plan Objectives is provided six-monthly in accordance with guidelines.

Relevant Legislation:

Local Government Act 1993, Sect 404 - Delivery program

404 Delivery program

(5) The general manager must ensure that regular progress reports are provided to the council reporting as to its progress with respect to the principal activities detailed in its delivery program. Progress reports must be provided at least every 6 months.

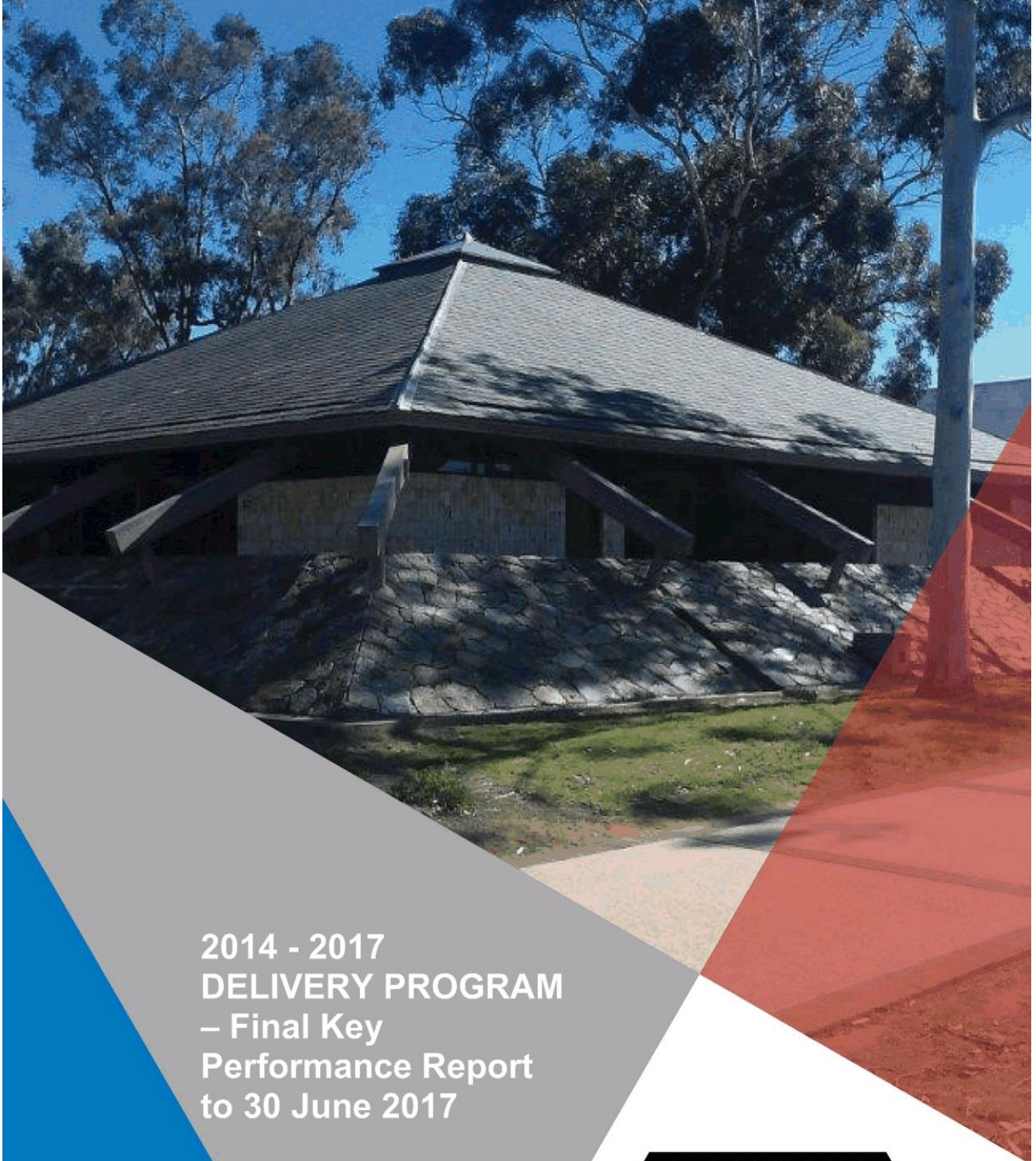
Financial Implications:

Measures and actions identified in the Delivery Program are adopted in accordance with Council’s Long Term Financial Plan and annual budgets.

Attachments

1. [↓](#) 2014-2017 Delivery Program - Final Key Performance Report to 30 June 2017

RAZIJA NU'MAN
ACTING GENERAL MANAGER



**2014 - 2017
DELIVERY PROGRAM
– Final Key
Performance Report
to 30 June 2017**

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**



QUALITY CONTROL		
TRIM REFERENCES	D17/44837 – 16/105	
KEY DIRECTION	4. Our Leadership	
OBJECTIVE	4.1 Openness and Transparency in Decision Making	
FUNCTION	Leadership & Governance	
STRATEGY	4.1.1.7 A review of Delivery Plan Objectives is provided six monthly in accordance with guidelines	
RESPONSIBLE OFFICER	General Manager	
COMPANY	Broken Hill City Council	
PHONE NUMBER	08 8080 3300	
EMAIL ADDRESS FOR ENQUIRIES ONLY	council@brokenhill.nsw.gov.au	
DATE	ACTION	MINUTE NO.
27 September 2017	Adopted by Council	
NOTES	Front Cover Image: Broken Hill City Council Chamber Images sourced from Council's Image Library © Copyright Broken Hill City Council 2017	
ASSOCIATED DOCUMENTS	Delivery Program 2014-2017 Operational Plan 2016/17	



KPI STATUS KEY



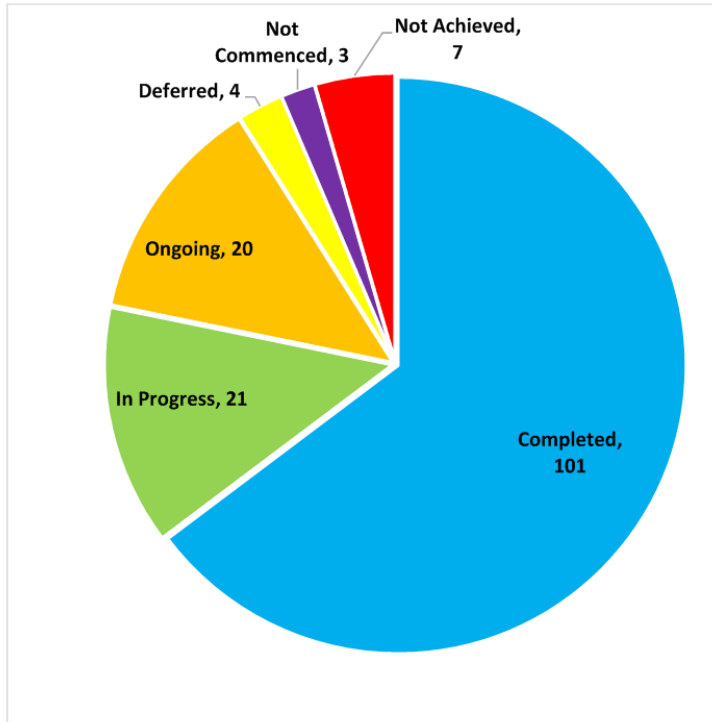
STATUS		DEFINITION
Completed		This task has been achieved and there is no further report requirements.
In Progress		This task is currently being reviewed and/or relevant works to achieve this task are being undertaken.
Ongoing		This task continues to be relevant and no final report is available at this time.
Deferred		This task has been determined that further information or investigation is to occur prior to works being undertaken.
Not Commenced		This task is not required to be reported upon during this report period and will be reviewed during a future report period.
Not Achieved		This task has been unsuccessfully completed or not completed and Council will investigate and determine if this task should be reopened for review.

TABLE OF CONTENTS

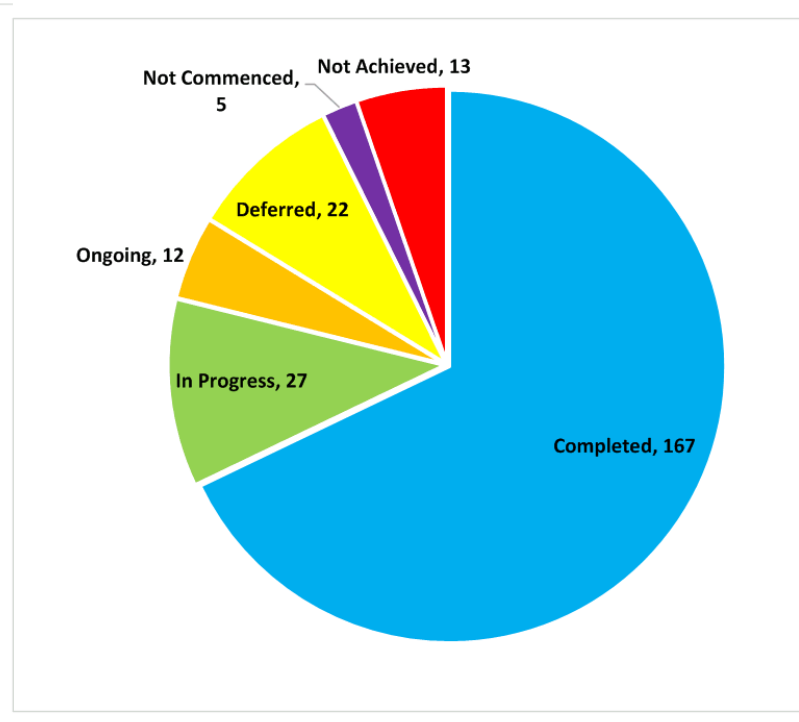
ORGANISATION SNAPSHOT	5
OUR COMMUNITY	6
OBJECTIVE: 1.1 People in our community are in safe hands	7
OBJECTIVE: 1.2 Our community works together	14
OBJECTIVE: 1.3 Our history, culture and diversity is embraced and celebrated	24
OBJECTIVE: 1.4 Our built environment supports our quality of life	32
OBJECTIVE: 1.5 Our health and wellbeing ensures that we live life to the full	41
OUR ECONOMY	52
OBJECTIVE: 2.1 Our economy is strong and diversified and attracts people to work, live and invest	53
OBJECTIVE: 2.2 We are a destination of choice and provide a real experience that encourages increased visitation	62
OBJECTIVE: 2.3 A supported and skilled workforce provides strength and opportunity	80
OUR ENVIRONMENT	83
OBJECTIVE: 3.1 Our environmental footprint is minimised	84
OBJECTIVE: 3.2 Natural Flora and Fauna environments are enhanced and protected	101
OBJECTIVE: 3.3 Proactive and responsible planning supports the community and the environment	108
OUR LEADERSHIP	119
OBJECTIVE: 4.1 Openness and transparency in decision making	120
OBJECTIVE: 4.2 Our leaders make smart decisions	133
OBJECTIVE: 4.3 We unite to succeed	150
OBJECTIVE: 4.4 Our community is engaged and informed	160

ORGANISATION SNAPSHOT

DP Action KPI Status for Council



OP Action KPI Status for Council

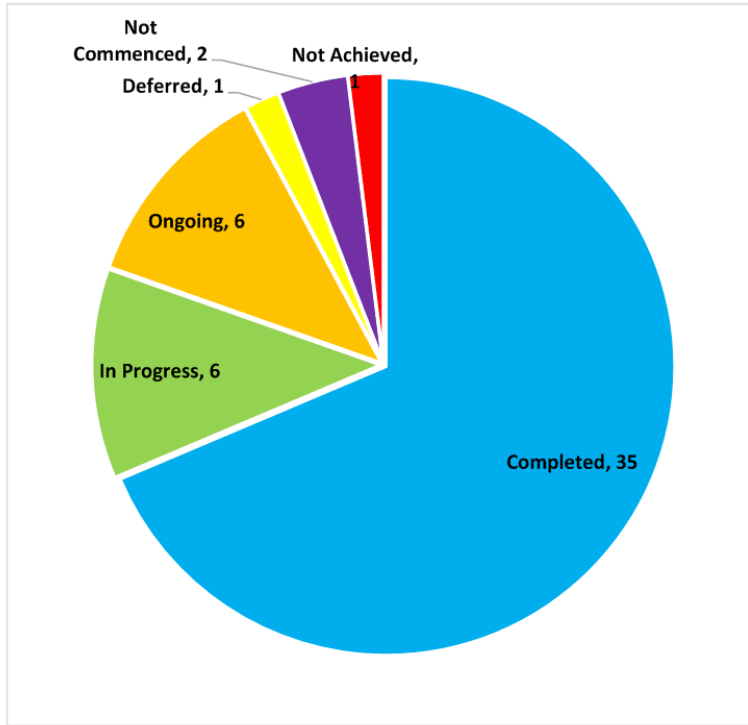


Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

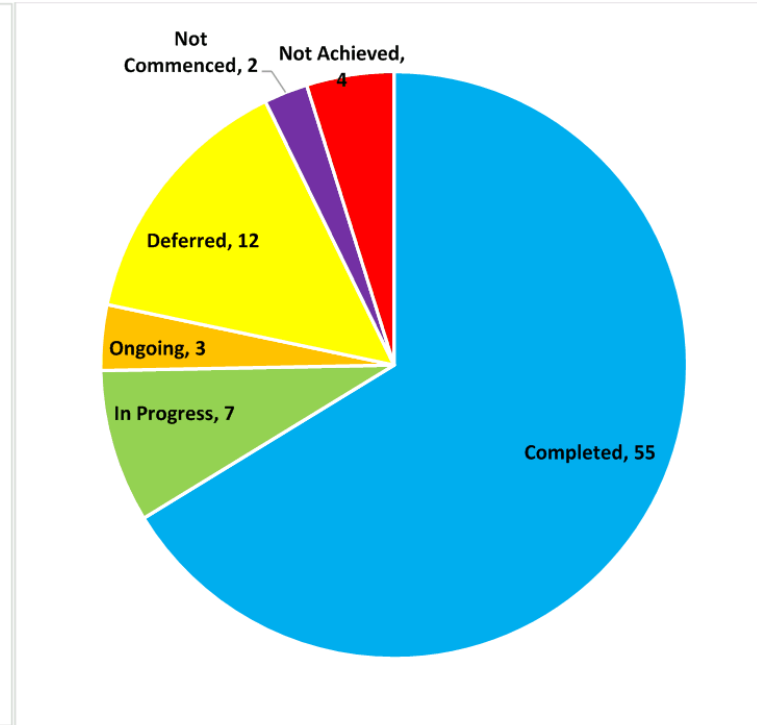


OUR COMMUNITY

DP Action KPI Status



OP Action KPI Status




Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OBJECTIVE: 1.1 People in our community are in safe hands

STRATEGY: 1.1.1 Increase community awareness of safer community initiatives

DP ACTION: 1.1.1.3 Develop, plan and implement initiatives aimed at increasing animal control within the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Public Safety	Manager Planning, Development & Compliance	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. A decrease in the number of animal related complaints	During 2016/2017 there were 232 animal related complaints received, which is lower than the 250 complaints received during 2015-2016. The general steady decrease over the past few years can be attributed to the introduction of the barking dog complaint information pack for residents, and increased proactive awareness and information of responsibilities of pet owners during enforcement activities.	

OP ACTION: C03 Perform compliance inspections of all enclosures for dangerous and restricted dogs within the City to ensure compliance with the Companion Animals Act.


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Increased compliance	Inspections were conducted of all currently listed and locatable Declared Dangerous and Restricted dogs. A computer program to assist in inspections and production of enclosure compliance certificates is currently being formulated to assist Rangers during inspections.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C04 Provide education and awareness in relation to the responsibility of pet ownership

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Reduction in animal control complaints	During 2016-2017 there were 232 animal related complaints received, which is lower than the 250 complaints received during 2015-2016. The general steady decrease over the past few years can be attributed to the introduction of the barking dog complaint information pack for residents, and increased proactive awareness and information of responsibilities of pet owners during enforcement activities.	

OP ACTION: C05 Provide a ranger service to undertake animal control activities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Increase in number of complaints successfully addressed	All complaints were successfully addressed during the report period.	

STRATEGY: 1.1.2 Promote a whole of community approach aimed at reducing preventable crime and nuisance within the City


DP ACTION: 1.1.1.2 Council supports the objectives of the 2013-2017 Safer Broken Hill Community Safety and Crime Prevention Plan

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Public Safety	Manager Infrastructure	No	Yes	Yes	Yes


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Responsible KPI's within the 2013-2017 Safer Broken Hill Plan are met	Strategies within the Safer Broken Hill Community Safety and Crime Prevention Plan achieved as follows: Strategy Two – Community Partnership Participation, Strategy Three – Safe Physical Environment and Strategy Four – Community Safety Development all successfully achieved with events such as the Annual Christmas Party being promoted as safe community events; security and Police presence at the event and public encouraged to attend through advertising and requests for involvement.	

OP ACTION: C01 Partner with the community through participation in the Local Community Safety Precinct Committee (LCSPC) to reduce preventable crime

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017		1. Participation at LCSPC meetings	No meetings were held during the report period.	

OP ACTION: C02 Support identified actions within the 2013-2017 Safer Broken Hill Community Safety and Crime Prevention Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Number of activities supported	The Annual Christmas Pageant was held on 3 December 2016 and supported safe community events in accordance with Strategy Four – Community Safety Development of Council's Community Safety and Crime Prevention Plan.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 1.1.1.4 Seek funding opportunities for increased lighting and crime prevention through initiatives including CCTV


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Public Safety	Manager Infrastructure	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Funding is achieved	No available funding opportunities identified during the report period. Council's Grants Officer continues to investigate future funding opportunities including CCTV through Telstra Smart Community and the Federal Government \$50m Digital Transformation Initiative.	

OP ACTION: C06 Develop a plan showing prioritised proposed CCTV camera locations

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017		1. Prioritised plan developed	Due to limited funding opportunities, the concept of CCTV cameras has been deferred until funding can be sourced.	

OP ACTION: C07 Develop and adopt a policy in the use of CCTV cameras in public spaces


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017		1. Policy adopted	Due to limited funding opportunities, the concept of CCTV cameras has been deferred until funding can be sourced.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


OP ACTION: C08 Develop lighting strategy in line with Urban Design Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017		1. Strategy developed	A strategy has not yet been developed. A lighting strategy is expected to be included as part of the pending Smart Communities Framework which is expected to be presented to Council during the 2017/2018 report period.	

OP ACTION: C09 Develop a Memorandum of Understanding with the NSW Police Barrier Local Command dealing with the use of CCTV in Broken Hill

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017		1. Memorandum of Understanding signed	No Memorandum of Understanding has been drafted/signed due to limited funding and resources available for CCTV in Broken Hill.	

OP ACTION: C10 Develop procedures dealing with the use of CCTV cameras in public spaces that comply with legislative requirements

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017		1. Procedures developed	No procedures have been developed due to limited funding and resources available for CCTV in Broken Hill.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 



STRATEGY: 1.1.3 Strengthen and encourage partnerships that promote a coordinated approach to community safety

DP ACTION: 1.1.1.5 Actively participate and support the Local and State Emergency Management Committees

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Public Safety	Manager Infrastructure	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Number of meetings held	Four Local Emergency Management Committee meetings were held during the report period; in August and November 2016, and February and May 2017. No Regional Emergency Management Committee meetings were attended during the report period.	
2. Participation by agencies	Agencies were represented at each Local Emergency Management Committee meeting held.	

OP ACTION: C11 Facilitate the Local Emergency Management Committee


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Meetings held in accordance with legislation	Meetings held in accordance with legislative requirements. Meetings are held quarterly.	
				2. Participation at meetings by agencies	Agencies were represented at each meeting held.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C12 Participate in emergency exercises with other combat and support agencies

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Number of exercises attended	The State Rescue Board funded a Region/State level, multi-agency, mass casualty, road crash rescue exercise in the remote western area of NSW held on 25 March 2017. The theme of the exercise was a simulated bus crash into a stock transport vehicle, with 25 casualties on the bus and several deceased passengers. The exercise was planned to escalate to require Regional resources to assist including aero medical support from Royal Flying Doctor Service, and the Australian Defence Force. Council provided support to the exercise and Council's Infrastructure Projects Engineer who also acts as the Local Emergency Management Officer, was in attendance.	

OP ACTION: C13 Support emergency services as required to minimise the risk of combat or recovery from natural, biological or technical disasters

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Safety	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Support services provided in a timely manner	Council provides support to the Local Emergency Management Committee (LEMC) by delegating the functions of the Local Emergency Management Officer role (LEMO) to a Council Officer. LEMC email monitored, correspondence distributed, and administration support provided at quarterly LEMC meetings.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 1.2 Our community works together

STRATEGY: 1.2.1 Develop and implement initiatives to celebrate the achievements within the community

DP ACTION: 1.2.1.1 Facilitate the celebration of Australia Day

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Grants and Projects Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Positive feedback from ceremony	Ceremony held 26 January, 2017. Positive social and traditional media reporting and by those attending on the day.	■

OP ACTION: C14 Conduct an official ceremony for Australia Day


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Numbers attending the ceremony show an increase on previous year	Event held 26 January 2017. Approximately 300 people attended which is comparable to previous years.	■

OP ACTION: C15 Encourage the community to nominate someone for an Australia Day Award


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Grants and Projects Coordinator	30-Jun-2017		1. Increased number of nominations received	Eight nominations were received for the 2017 Awards. This is a decrease from the 15 nominations that were received for the 2016 Awards.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■


STRATEGY: 1.2.2 Encourage volunteering and create initiatives to support the strong volunteer base currently engaged in Broken Hill
DP ACTION: 1.2.1.2 Active volunteer working group supported

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Grants and Projects Coordinator	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Increase in volunteer numbers and/or volunteer functions		The Volunteer Working Group meets monthly and continues to contribute to the Volunteer Card program. The Volunteer Awards and Recognition celebration was held 2 August 2016.			

OP ACTION: C18 Facilitate and participate in a volunteer working group to encourage increased participation in volunteering


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Grants and Projects Coordinator	30-Jun-2017		1. Increase in volunteer numbers at Council	No measurement tool for volunteers is implemented across the City.	

DP ACTION: 1.2.1.3 Develop, plan and implement a strategy to support, encourage and celebrate volunteers in our community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Grants and Projects Coordinator	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Plan developed and implemented		The Broken Hill Volunteer City Strategy 2015-2017 was adopted at Council's Ordinary Meeting 30 September 2015, minute number 45073.			
2. Increase in volunteer numbers		No measurement tool is available to measure volunteers across the City.			


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C17 Implement activities in the Volunteer Strategy aimed at increasing volunteering


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Strategy implemented	<p>Various Volunteer Strategy recommendations have been implemented, including:</p> <ul style="list-style-type: none"> * Committee framework established to generate ideas and feedback information to Council and the Community. * Community and Council's volunteer workforce showcased and promoted through traditional and social media story telling. * Consultation with representative bodies, volunteer groups and other interest groups to increase community participation, awareness and appreciation of volunteering. Training offered and provided to Community Groups through NSW Centre for Volunteering, with support of Council. * Branding strategy that unites the volunteer workforce and defines their identity delivered via the Broken Hill Unite brand. * Achievements celebrated at the annual recognition celebration, being the awards and dinner. * Community encouraged to nominate someone for Volunteer, Australia Day Awards and Heritage Awards. 	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C19 Recognise the contribution of volunteers through an annual event

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Attendance at volunteer recognition event	The volunteer recognition event was held 2 August 2016 with approximately 200 volunteers in attendance. This number was a decrease from the previous year event, due to the requirement to hold the event at an alternative venue as a result of the Civic Centre refurbishment.	

OP ACTION: C20 Encourage the community to nominate someone for a volunteer award

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Grants and Projects Coordinator	30-Jun-2017		1. Increased number of nominations received	During 2016-2017, 22 nominations were received. This is a decrease from the 39 nominations received during the previous report period.	

STRATEGY: 1.2.3 Develop relationships to address local issues and create opportunities



DP ACTION: 1.2.1.4 Develop and maintain new and existing partnerships including interagency agreements

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Development	Executive Support Officer	Yes	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Partnerships maintained and enhanced	Valuable partnership objectives are discussed at each Community Round Table meeting, actioned, progressed and reported to Council for information.	

OP ACTION: C21 Contribution is made to joint initiatives through attendance at relevant partner meetings and initiatives


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Development	Executive Support Officer	30-Jun-2017		1. Number of meetings attended	During the report period Council facilitated three meetings of the Broken Hill Community Strategic Plan Round Table Committee on 17 August and 16 November 2016 and 10 May 2017.	
				2. Partnership objectives are progressed and of value	Stakeholder agencies who are members of the Community Strategic Plan Round Table Committee submit reports on their agency's activities as well as discussing other projects that are occurring in the City to identify any impacts that these activities/projects may have on Council's Community Strategic Plan. All actions required from reports are included on the Committee's Action List Report with an update on the status of the action taken reported at the following meeting to inform members.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 1.2.4 Openly share information to allow participation and inclusion

DP ACTION: 1.2.1.5 Develop, plan and implement a communications strategy to promote openness and allow participation and interest in the activities and decisions of Council

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Communication & Community Engagement Coordinator	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Community satisfaction with Council communication	A Community Satisfaction Survey is planned to be undertaken in 2017/2018.	

OP ACTION: C22 Develop and implement a communications strategy

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Communication & Community Engagement Coordinator	30-Jun-2017		1. Strategy is developed and implemented	A Communications Strategy is currently being developed by Sauce Communications.	

OP ACTION: C23 Develop a communications plan as part of the project planning process for any significant activity or decision of Council

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Communication & Community Engagement Coordinator	30-Jun-2017		1. Community satisfaction with Council communications	A Community Satisfaction Survey is yet to be developed.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 1.2.6 Develop, implement and evaluate strategies to address the impact of a changing population on local facilities and services

DP ACTION: 1.2.1.6 Undertake community consultation activities to discuss the impact of population decline upon local facilities and services

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Facilities	Communication & Community Engagement Coordinator	No	Yes	No	No
DP Performance Indicator(s)		Comment			KPI Status
1. Increased awareness in relation to the impact of population decline		Awareness provided through consultation opportunities, media, Council reports and business plans, grants and submissions, and representation to Government agencies and community committees.			

OP ACTION: C24 Participate in initiatives to inform the community about Council's current sustainability challenges including financial and asset management



FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Communication & Community Engagement Coordinator	30-Jun-2017	30-Jun-2017	1. Participation in initiatives	Provision of information provided for the public via forums, Heritage Toolkit, media releases, Council reports and presentations to Government, businesses, agencies and community. Asset Management Plan developing for adoption in 2017.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


STRATEGY: 1.2.7 Provide access to appropriate facilities, services and information based on community needs

DP ACTION: 1.2.1.7 Provide public amenities, halls and community centres to facilitate social capital and activity

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Facilities	Manager Infrastructure	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Utilisation rates of halls and community centres	Bookings for 1 July 2016 - 30 June 2017 included: <ul style="list-style-type: none"> • Council Chambers: 8 • Ground Floor Meeting Room: 9 • Aged Persons Rest Centre: 178 • AJ Keast Park: 13 • Duke of Cornwall Park: 2 • Duff Street Park: 2 • Joe Keenan Lookout: 2 • Town Square: 27 • North Mine Hall: 3 • Sturt Park: 36 • Town Square: 27 	
2. Less than 1 complaint per every 10 bookings	No complaints recorded during the report period.	

OP ACTION: C25 Provide public amenities in key public areas


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Amenities open and maintained for use to accommodate community requirements	Public amenities are provided and maintained in CBD area and local parks.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C26 Review public amenities as part of asset management planning


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Review undertaken	Levels of Service community consultation revealed that the public are satisfied with the current number and maintenance levels of public amenities. Further investigation completed on the disposal and improvement of public amenities.	

OP ACTION: C27 Provide public halls and community centres through a centralised booking system

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Utilisation of community centres and halls	Bookings for 1 July 2016 - 30 June 2017 included: <ul style="list-style-type: none"> • Council Chambers: 8 • Ground Floor Meeting Room: 9 • Aged Persons Rest Centre: 178 • AJ Keast Park: 13 • Duke of Cornwall Park: 2 • Duff Street Park: 2 • Joe Keenan Lookout: 2 • Town Square: 27 • North Mine Hall: 3 • Sturt Park: 36 • Town Square: 27 	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C28 Review public halls and community centres as part of asset management planning

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Review undertaken	The Levels of Service community consultation undertaken in November 2015, coincided with the Asset Management Plan reviews. Opus International Consultants (Australia) Pty Ltd assessed Council's Asset Management Practice using the National Asset Management Assessment Framework (NAMAF) in June 2017.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 1.3 Our history, culture and diversity is embraced and celebrated

STRATEGY: 1.3.1 Raise awareness of cultural and community events that celebrate Broken Hill's cultural diversity

DP ACTION: 1.3.1.1 Provide an online calendar of events for the community to update with local events and activities

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Grants and Projects Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of events promoted on the calendar	The online events calendar promoted 179 events during the report period.	■

OP ACTION: C29 A calendar of events is available online and promoted to the community


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Number of events promoted on the calendar	The online events calendar promoted 179 events during the report period.	■

STRATEGY: 1.3.2 Increase our capacity to plan and conduct public events in Broken Hill


DP ACTION: 1.3.1.2 Encourage events and activities in public spaces to create active spaces

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Development	Manager Infrastructure	Yes	Yes	Yes	Yes

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■





DP Performance Indicator(s)	Comment	KPI Status
1. Number of bookings for events in public spaces	Bookings for 1 July 2016 - 30 June 2017 included: <ul style="list-style-type: none"> • Council Chambers: 8 • Ground Floor Meeting Room: 9 • Aged Persons Rest Centre: 178 • AJ Keast Park: 13 • Duke of Cornwall Park: 2 • Duff Street Park: 2 • Joe Keenan Lookout: 2 • Town Square: 27 • North Mine Hall: 3 • Sturt Park: 36 • Town Square: 27 	

OP ACTION: C30 Implement the activation strategies outlined in the Living Museum-Perfect Light CBD renewal plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Development	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Number of events held in the Town Square	There were 12 bookings for the Town Square during the report period. The Broken Hill Heritage City Week Heritage Near Me Roadshow was held in the Town Square between 10 - 12 October. This project is an element of the Broken Hill Living Museum + Perfect Light Plan.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C31 Support event organisers in understanding the process for holding events in public spaces

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Develop a guide to public events	A guide to public events is currently in development.	
				2. Number of meetings with event organisers	There were 30 meetings held with event organisers during the report period.	
				3. Develop post event customer satisfaction survey	Pending further investigation.	
				4. Measure satisfaction of event organisers via post event customer survey	Pending further investigation.	

DP ACTION: 1.3.1.3 Conduct the annual Christmas Pageant as an activity for the whole community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Development	Grants and Projects Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Involvement in Christmas Pageant	The 2016 Christmas Pageant was held on 3 December 2016. Council entered a float in the pageant with the theme of "Pool Safety Awareness".	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C32 Liaise with South Rotary to develop an event plan for the Christmas Pageant

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Number of entry floats	There were 55 floats entered in the Christmas Pageant.	■
				2. Number of volunteer organisations	There were 10 volunteer organisations that assisted with the Christmas Pageant.	■
				3. Estimated number of people attending the event	It is estimated that 2,000 people attended the Christmas Pageant.	■


OP ACTION: C33 Enter a Council float in the Christmas Pageant to promote Council's role in the community

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Council float entered	A pageant float with the theme "Pool Safety Awareness" was decorated by Council Staff from all departments and entered in the Christmas Pageant.	■


STRATEGY: 1.3.3 Ensure our residents and visitors are aware of the importance of Broken Hill in Australian History

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP ACTION: 1.3.1.6 Preserve historic records held within Council custodianship


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Arts & Culture	Archives Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Standards for custodian of archives met		The Preservation Needs Assessment of Archives Collection recommendations have been prioritised and are in progress. Digitisation of photographs is progressing utilising school students and volunteer resources.			

OP ACTION: C37 In collaboration with volunteers, maintain archive records for the benefit of the City

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Archives Officer	30-Jun-2017	30-Jun-2017	1. Number of volunteers	There are 12 volunteers currently assisting with maintaining Council's archive records.	


STRATEGY: 1.3.4 Provide cultural services and facilities that celebrate our rich history

DP ACTION: 1.3.1.5 Provide a regional library service for the City and outback area


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Arts & Culture	Library Services Coordinator	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Number of active members		There were 9,781 Library members as at 30 June 2017. Inactive memberships to be reviewed in 2017.			

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


OP ACTION: C34 Manage, maintain and promote the regional library service

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Library Services Coordinator	30-Jun-2017	30-Jun-2017	1. Number of active members	There were 9,781 Library members as at 30 June 2017. Inactive memberships to be reviewed in 2017.	

OP ACTION: C35 Provide a library outreach service to outback locations

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Library Services Coordinator	30-Jun-2017	30-Jun-2017	1. Number of borrowings	The number of borrowings during the report period were: <ul style="list-style-type: none"> • Onsite at Library - 81674 items • Housebound - 8514 items • Outback Letterbox Library - 13711 items • E-books – 380 items 	

OP ACTION: C36 Review the regional library building to ensure it meets the needs of current and future generations

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Manager Infrastructure	30-Jun-2017		1. Review undertaken	A review of the Library by State Library NSW has been undertaken. Outcomes of the review to be further considered during 2017/2018.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 1.3.1.7 Provide a Regional Art Gallery to contribute to the strong arts culture of the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Arts & Culture	Corporate Responsibility Officer	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Visitation to Art Gallery	There were 22,707 visitors to the Regional Art Gallery during the report period.	
2. Number of exhibitions	There were 29 exhibitions held during the report period.	

OP ACTION: C38 Manage, maintain and promote the Regional Art Gallery

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Number of exhibitions	There were 29 exhibitions held during the report period.	
				2. Number of visitors	There were 22,707 visitors during the report period.	
				3. Number of workshops	There were 94 workshops and 26 public programs held during the report period.	

DP ACTION: 1.3.1.8 Provide the Albert Kersten Mining and Mineral Museum to celebrate our mining history

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Arts & Culture	Corporate Responsibility Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Visitation to mining and mineral museum	There were 11,149 visitors to the Albert Kersten Mining and Mineral Museum during the report period.	
2. Number of exhibitions	There were 9 exhibitions during the report period.	



Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C39 Manage, maintain and promote the Albert Kersten Mining and Minerals Museum

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Visitation to Albert Kersten Mining and Minerals Museum	There were 11,149 visitors during the report period.	

DP ACTION: 1.3.1.9 Provision of facilities and programs that enhance the heritage of the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Arts & Culture	Grants and Projects Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Heritage awards conducted annually	The Heritage Awards were conducted on 10 April 2017.	
2. Council owned Art and mineral collections are maintained and accessible to the community	Council's art and mineral collections continue to be maintained and made accessible to the public for viewing at Council's Cultural Facilities.	
3. Heritage assets are maintained and accessible to the community	Council's Infrastructure Department maintains Council buildings with periodical internal and external maintenance, and special projects such as painting facades. Minimal disruption to community access is achieved during such projects.	

OP ACTION: C40 Conduct a heritage awards presentation and develop its potential to celebrate the City's built and cultural heritage and National Heritage Listing status

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Heritage awards undertaken	The Heritage Awards were conducted on 10 April 2017.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 1.4 Our built environment supports our quality of life


STRATEGY: 1.4.1 Maintain the character of our historic City through good design

DP ACTION: 1.4.1.2 Include heritage considerations within the Draft Development Control Plan for the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Arts & Culture	Manager Planning, Development & Compliance	Yes	Yes	No	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Heritage considered in Development Control Plan implemented	The Development Control Plan was adopted by Council on 26 October 2016, minute number 45292. This comprehensive plan was developed for the City with a chapter specifically informing heritage conservation.	

OP ACTION: C41 Develop, plan and implement a Development Control Plan for the City of Broken Hill

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Arts & Culture	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Plan implemented	The Development Control Plan was adopted by Council on 26 October 2016, minute number 45292.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 1.4.2 Social and recreational opportunities are provided for the enjoyment of all

DP ACTION: 1.4.1.10 Further develop and enhance the Asset Management Plan for Parks and Open Spaces

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Open Spaces	Asset Planner Open Spaces	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Implement agreed improvement initiatives as outlined within the Plan	The Draft Asset Management Plan for Parks and Open Spaces will be presented to Council during the 2017/2018 report period.	■

OP ACTION: C47 Undertake improvement plan as included in the Parks and Open Spaces Asset Management Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Open Spaces	Asset Planner Open Spaces	30-Jun-2017		1. Improvement actions undertaken in accordance with improvement plan timeframe	A Draft Asset Management Plan, inclusive of improvement plans is under further development. The draft plan will be presented to Council during the 2017-2018 report period. Once adopted, improvement plans will be implemented.	■


DP ACTION: 1.4.1.11 Implement the Asset Management Plan for Parks and Open Spaces

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Open Spaces	Asset Planner Open Spaces	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Implement initiatives in accordance with the resources provided in the Plan	The Draft Asset Management Plan for Parks and Open Spaces, in accordance with the valuation review will be presented to Council during the 2017/2018 report period.	■



Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: C48 Undertake actions and projects included within the Parks and Open Spaces Asset Management Plan


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Open Spaces	Asset Planner Open Spaces	30-Jun-2017		1. Actions and projects undertaken in accordance with improvement plan timeframe	A Draft Asset Management Plan, inclusive of improvement plans will be presented to Council in 2017/2018 reporting period. Once adopted, improvement plans will be implemented.	

DP ACTION: 1.4.1.14 Promote the Broken Hill Regional Aquatic Centre and manage contract obligations associated with the facility

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Facilities	Manager Infrastructure	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Centre managed in accordance with the contract and within budget	The contract for the management of the Regional Aquatic Centre between Council and the YMCA NSW was renewed in July 2016.	
2. At least one joint promotional activity per quarter	Council currently supports free entry to the Broken Hill Regional Aquatic Centre on Australia Day of each year.	


OP ACTION: C51 Contract for Broken Hill Aquatic Centre managed effectively

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. All conditions of contract complied with	Budget is being met and Broken Hill Aquatic Centre is being managed as per contract conditions.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 1.4.1.5 Maintain the cemetery to allow a final resting place and a place for residents and visitors to visit loved ones that have passed

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Facilities	Manager Infrastructure	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Community satisfaction with cemetery	Community satisfaction with cemetery is evident from positive feedback received from the community in the form of one written compliment and three gifts (declared as per Council's Gift Register). Nil complaints received.	

OP ACTION: C42 Investigate and plan for future demand at the cemetery




FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017	31-Dec-2016	1. Future demand planned for	Review undertaken, with further scope of extensions to be completed in future.	

OP ACTION: C43 Maintain and operate the cemetery for the benefit of the City



FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Number of complaints	Nil complaints received during the reporting period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 1.4.1.6 Facilitate searches for deceased persons interred in the Broken Hill Cemetery

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Facilities	Corporate Services Coordinator	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Number of successful searches as a % of the total searches		During 2016/2017, 363 cemetery searches were undertaken. Of these searches approximately 24 were recorded as unsuccessful; successful search rate reaching over 93%.			
2. Number of online visits and searches conducted		There were 5,756 online visits to Council's Cemetery Online Navigator during the report period.			
3. Decline in the number of incorrect records		Records continue to be corrected as routine process, as errors are notified and/or identified.			

OP ACTION: C44 Facilitate searches for deceased persons interred in the Broken Hill Cemetery

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Corporate Services Coordinator	30-Jun-2017	30-Jun-2017	1. Number of searches undertaken	There were 138 administrative searches conducted for the financial year and 225 conducted on site by the Cemetery Officers. On average there were approximately 2 unsuccessful searches recorded for each month.	
				2. Number of website visits	There were 5,756 online visits to Council's Cemetery Online Navigator during the report period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


STRATEGY: 1.4.4 Improve the quality of roads in and around the City and region

DP ACTION: 1.4.1.12 Further develop and enhance the Asset Management Plan for Transport

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Local Transport	Asset Planner Transport	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Improvement of asset data and plan content	The Draft Asset Management Plan will be presented to Council in 2017/2018 reporting period. Asset inspections and data compilation have been completed, and a financial assessment is to be undertaken.	

OP ACTION: C49 Undertake improvement plan as included in the Transport Asset Management Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Open Spaces	Asset Planner Transport	30-Jun-2017		1. Improvement actions undertaken in accordance with improvement plan timeframe	The Draft Asset Management Plan Transport will be presented to Council during the 2017-2018 report period.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 1.4.1.13 Implement the Asset Management Plan for Transport

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Local Transport	Asset Planner Transport	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of actions completed	The Draft Asset Management Plan Transport is under further development and is planned to be presented to Council during the 2017/2018 report period.	

OP ACTION: C50 Undertake actions and projects included within the Transport Asset Management Plan


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Local Transport	Asset Planner Transport	30-Jun-2017		1. Improvement actions undertaken in accordance with improvement plan timeframe	The Draft Asset Management Plan, inclusive of improvement plans will be presented to Council during the 2017/2018 report period. Once adopted the improvement plan actions will inform future projects.	

STRATEGY: 1.4.5 Develop, implement and evaluate strategies to address the impact of a changing population on local facilities and services


DP ACTION: 1.4.1.15 Undertake service level reviews on Council services to ensure effective delivery of service

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Business Systems Analyst	Yes	Yes	Yes	Yes


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Service level reviews undertaken	Service reviews are currently being undertaken. The Service Review Framework was adopted by Council on 29 March 2017, minute number 45499. A set of initial service reviews have commenced, which include Customer Service, Visitors Information Service, Art Gallery, Albert Kersten Mining & Mineral Museum, Library, Archives and the Planning, Compliance and Development department.	

OP ACTION: C52 Undertake a service level review in relation to the provision of open space within the local government area

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Open Spaces	Manager Infrastructure	30-Jun-2017		1. Accepted service level determined in consultation with the community in line with the Open Spaces Asset Management Plan	Service reviews are currently being undertaken and the Open Spaces review is expected to be conducted during the 2017/2018 report period.	


OP ACTION: C53 Undertake a service level review in relation to fleet

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Manager Infrastructure	30-Jun-2017		1. Internal savings identified	Service reviews are currently being undertaken. Internal savings will be identified once the service review is complete.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 1.4.1.16 Undertake facility utilisation reviews

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Facilities	Manager Infrastructure	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Facility utilisation assessments undertaken	Service level reviews are currently being undertaken and the facility review is expected to be conducted during the 2017/2018 report period.	

OP ACTION: C54 Undertake two facility reviews of Council owned buildings identified in Asset Management Plans

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Manager Infrastructure	30-Jun-2017		1. Community consultation completed and recommendation made for two asset services as identified in the Building Asset Management Plan	Service level reviews are currently being undertaken and the Building Asset review is expected to be conducted during the 2017/2018 report period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


OBJECTIVE: 1.5 Our health and wellbeing ensures that we live life to the full

STRATEGY: 1.5.2 Provide quality health, medical and allied services to meet demographic changes, particularly 24-hour medical services, specialist services and mental health support services

DP ACTION: 1.5.1.1 Advocate for quality health, medical and allied services for the City where required

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Facilities	Corporate Responsibility Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Representations made where required		Staff and Councillor representation at relevant health related meetings/consultations as required.			

OP ACTION: C55 Advocate for quality health, medical and allied services for the City where required

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Facilities	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Representations made where required	Staff and Councillor representation at relevant health related meetings/consultations as required. For example: Lead Reference Group, Healthy Broken Hill Project.	

STRATEGY: 1.5.3 Provide a suitable range of disability and aged care services

DP ACTION: 1.5.1.11 Review the structure for the provision of disability and community care service provision by Council

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Services	Corporate Responsibility Officer	No	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Structure reviewed	A service review was completed, with Council decision on 27 April 2016 to transition from direct provision of community services. Full transition to an external provider occurred on 1 October 2016.	

OP ACTION: C68 Undertake a service level and governance review in relation to the provision of community support services

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Service levels reviewed in line with funding agreements and reviewed in light of State and Commonwealth policy directions	A service review was completed, with Council decision on 27 April 2016 to transition from direct provision of community services. Full transition to an external provider occurred on 1 October 2016.	
				2. Governance structure review commenced	The process of transitioning services to an external provider involved an Expression of Interest process, evaluation and report submitted to State and Federal funding bodies who made the final decision on the agency to whom Agreements would be novated.	

DP ACTION: 1.5.1.3 Review the City of Broken Hill Ageing Strategy

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Services	Corporate Responsibility Officer	No	Yes	No	Yes

Completed In Progress Ongoing Deferred Not Commenced Not Achieved

DP Performance Indicator(s)	Comment	KPI Status
1. Ageing Strategy reviewed and endorsed	The "Living Well" Ageing Strategy 2016-2021 was adopted 27 July 2016, minute number 45292.	■

OP ACTION: C57 Review the Broken Hill City Ageing Strategy

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Strategy reviewed	The "Living Well" Ageing Strategy 2016-2021 was adopted by Council on 27 July 2016, minute number 45292.	■

DP ACTION: 1.5.1.4 Advocate for funding a new aged care accommodation facility

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Corporate Responsibility Officer	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Funding is allocated to Broken Hill	There is decreasing need for expansion of specialised accommodation. The Federal direction is for intensive home based care options rather than facility development.	■

OP ACTION: C59 Advocate for funding for a new aged care facility for Broken Hill


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Support funding applications from aged care providers	There is decreasing demand for specialised accommodation services accompanied by a Federal direction for intensive home based care options.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■


DP ACTION: 1.5.1.5 Maintain and operate a low care aged care service until future is determined

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Services	Corporate Responsibility Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Accreditation standards met		Shorty O'Neil Village ceased operating as an aged care facility on 23 December 2014. Accreditation standards were maintained until this time.			

OP ACTION: C60 Finalise subdivision of Shorty O'Neil Village and finalise future uses of the site


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Future use of Shorty O'Neil Village determined	Shorty O'Neil Village was subdivided and 42 units sold to Eureka Holdings. The settlement occurred on 22 December 2016.	

DP ACTION: 1.5.1.7 Maintain and operate a range of disability programs




FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Services	Corporate Responsibility Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Services provided to meet community needs		All disability programs operated within funding guidelines until they were transitioned to a new service provider in October 2016.			

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C58 Prepare for development of a four year Disability Inclusion Action Plan (DIAP) as per The Disability Inclusion Act 2014, Clause 6 of the Regulation

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Plan developed by June 30, 2017	The Disability Inclusion Action Plan was adopted at Council meeting held 28 June 2017, minute number 45563, ready for implementation on 1 July 2017.	

OP ACTION: C61 Provide a range of respite, post school and individually tailored support programs


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Services meeting funded outputs	All services achieved required outputs.	
				2. Program funding maintained	Programme funding maintained up to transition of services on 1 October 2016.	
				3. Accreditation maintained	Accreditation maintained up to transition of services on 1 October 2016.	

STRATEGY: 1.5.4 Provide equitable and appropriate access to public transport within Broken Hill City and regionally


DP ACTION: 1.5.1.2 Advocate for equitable and appropriate access to public transport where required

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Manager Infrastructure	Yes	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Representations made where required	No opportunities were available for representation.	

OP ACTION: C56 Advocate for equitable and appropriate access to public transport where required

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Manager Infrastructure	30-Jun-2017		1. Representations made where required	No opportunities were available for representation.	


STRATEGY: 1.5.5 Provide and maintain efficient and reliable utilities and services to the Broken Hill community

DP ACTION: 1.5.1.8 Maintain and operate a range of community care programs



FUNCTION	POSITION	13/14	14/15	15/16	16/17
Community Services	Corporate Responsibility Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Services provided to meet community needs	Council transitioned from delivery of Aged and Disability Services with novation of existing Agreements with State and Federal agencies effective 1 October 2016.	



OP ACTION: C62 Provide a Home Care Packages and ComPacks program

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Services meeting funding outputs	All services achieved required outputs.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

2. Program funding maintained	Council was subcontractor to Community Options Australia for the provision of the ComPacks Program with the Agreement terminating on 30 June 2016. Community Options Australia made the decision to subcontract the service to Hammond Care.	
3. Accreditation maintained	Accreditation valid until Agreement terminated.	


OP ACTION: C63 Coordinate and facilitate annual Community Service Forum

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Services	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Annual forum held	No annual event was held during the report period due to Council's transition from Aged and Disability Services.	
				2. Networks maintained	Council have a Community Services Forum Contact List saved from previous forums and networking for future reference if required. Council no longer have direct involvement in holding an annual forum due to transition from Aged and Disability Services.	


DP ACTION: 1.5.1.9 Advocate for the continued supply of secure and affordable quality water supply for the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Water secured for the City	<p>Council has taken part in teleconferences and face-to-face meetings with various Ministers, and the Mayor has corresponded to various Government departments in relation to Menindee Lakes and water security for Broken Hill.</p> <p>Council has a strong relationship with Essential Water and will continue to communicate in regards to this important matter.</p> <p>The NSW Premier announced in June 2016 a \$500m plan to secure Broken Hill's water supply via a pipeline from the Murray River. Information obtained by Water NSW details the some 270 kilometres long pipeline bringing water to Broken Hill from the Murray River, near Wentworth. It is expected that construction will be completed by the end of 2018, with up to 240 jobs created during that time, the majority of which will be located in Broken Hill or Wentworth.</p>	

OP ACTION: C64 Actively participate in stakeholder reference group established for water supply issues facing the City

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Active representation at stakeholder reference groups	<p>Council has taken part in teleconferences and face-to-face meetings with various Ministers and the Mayor has corresponded to various Government departments in relation to Menindee Lakes and water security for Broken Hill.</p> <p>Council has a strong relationship with Essential Water and will continue to communicate in regards to this important matter.</p>	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 1.5.6 Provide our children with equitable access to a range of opportunities

DP ACTION: 1.5.1.10 Consider opportunities to participate in activities that enhance opportunities for our young people

FUNCTION	POSITION	13/14	14/15	15/16	16/17	
Leadership & Governance	Corporate Responsibility Officer	Yes	Yes	Yes	Yes	
DP Performance Indicator(s)		Comment				KPI Status
1. Activities undertaken by Council to support young people		Several events have occurred during the report period that support young people, such as shows and concerts, art workshops, Heritage Near Me event, Civic Ball and the Christmas Pageant and After Party in the Park.				

OP ACTION: C65 Council provides coaching, mentoring and leadership opportunities for young persons in the Community

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Human Resources Manager	30-Jun-2017	30-Jun-2017	1. Number of students participating in activities	The Youth Leadership Council has been re-established by the General Manager. Expressions of Interest were released in October 2016 to form the committee. A mentor has been appointed and the YMCA is also providing support. The General Manager has arranged for the Youth Leadership Council to feature as a specific item within the Draft Community Strategic Plan expected to be presented to Council in early 2017. The Youth Leadership Council will be provided a seat at the Community Strategic Plan Round Table Committee. Youth Leadership Council meetings will commence in 2017.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: C66 Support Sister City Advisory Committee to identify opportunities for young people

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Development	Executive Support Officer	30-Jun-2017		1. Number of meetings attended	Sister City status to be determined due to Canterbury-Bankstown Council merger.	■

OP ACTION: C67 Host Civic Debutante Ball

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Community Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Debutante Ball held	The Civic Ball was held on 12 May 2017 with 12 debutantes and 390 people attending	■

STRATEGY: 1.5.7 Encourage cycling and walking, through developing safe tracks and paths

DP ACTION: 1.4.1.8 Provide bicycle paths to encourage physical activity

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Local Transport	Manager Infrastructure	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Community satisfaction with ability to safely ride the City	Nil complaints received relating to existing bicycle lanes. Community satisfaction has not been obtained through a formal survey and will be considered at a future date.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: C46 Existing bicycle lanes maintained


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Local Transport	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. No reduction in bicycle lanes	No reduction in bicycle lanes in local area reported. Bicycle lanes visible.	

DP ACTION: 1.4.1.9 Review the Pedestrian Access Mobility Plan

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Local Transport	Manager Infrastructure	Yes	No	No	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. PAMP reviewed and initiatives implemented in accordance with the resources provided in the Operational Plan	The Pedestrian Access Mobility Plan (PAMP) is scheduled to be reviewed by Council's Asset Inspector. Items will be costed, prioritised and included in the Draft Asset Management Plan Transport. Both plans are expected to be presented to Council during the 2017-2018 report period.	

OP ACTION: C45 Implement actions in the Pedestrian Access Mobility Plan

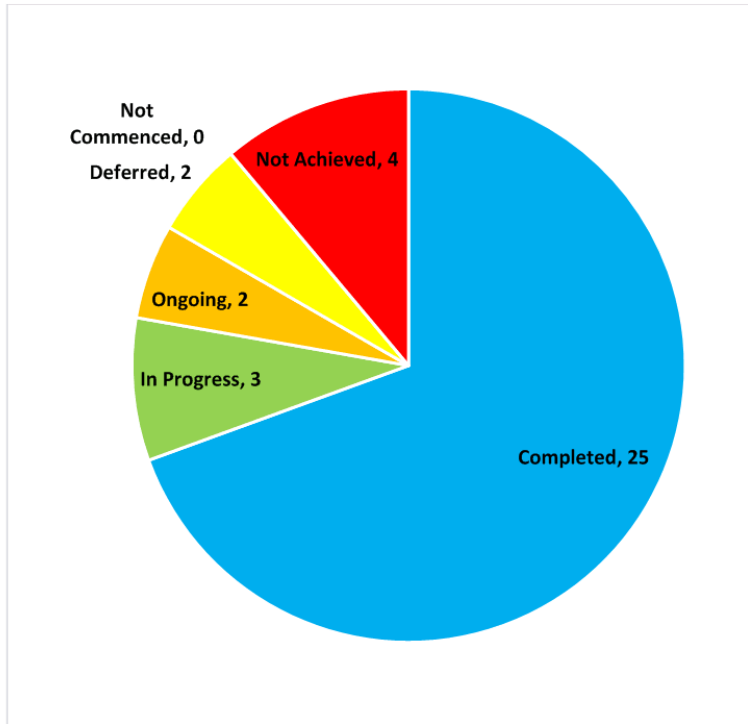
FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Local Transport	Manager Infrastructure	30-Jun-2017		1. Prioritised actioning implemented in accordance with available resources	Council's Asset Inspector and Asset Planner Roads are reviewing the action list within the existing PAMP and prioritising and quantifying items. An expenditure assessment will be completed by Council's Asset Inspector and a maintenance program will be developed to be included in the Asset Management Plan Transport.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

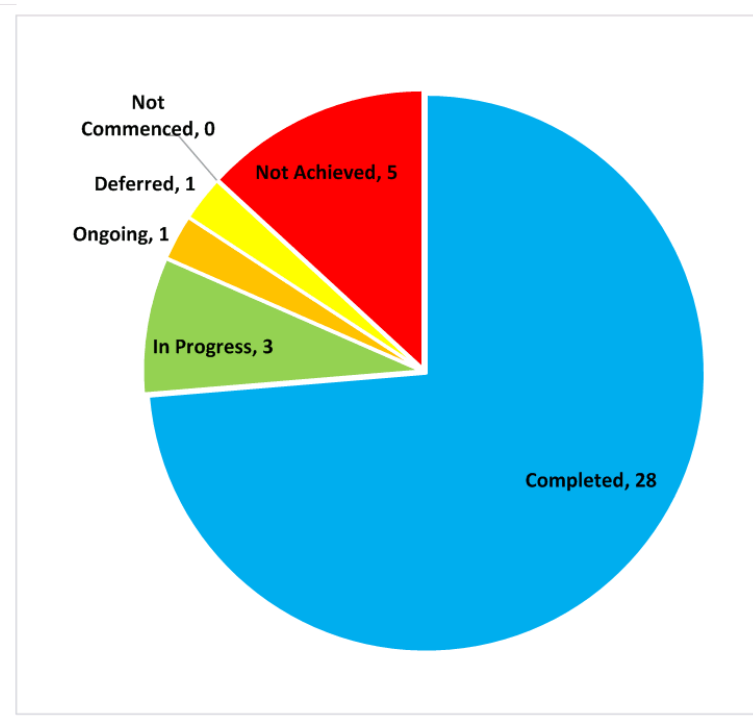


OUR ECONOMY

DP Action KPI Status



OP Action KPI Status



Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OBJECTIVE: 2.1 Our economy is strong and diversified and attracts people to work, live and invest

STRATEGY: 2.1.1 Create greater collaboration and strategic planning capacity with a view to identifying opportunities and increasing economic activity

DP ACTION: 2.1.1.1 Collaborate with relevant partners to plan a summit to discuss economic conditions and unite leaders for a whole-of-City approach to economic development

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Executive Manager - Strategic City Development	No	Yes	No	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Economic summit held	No economic summit held during the report period. A Project Steering Group, comprising of external parties, for the Broken Hill Living Museum + Perfect Light Project has been established to progress the various elements of the bold and confident vision. The Steering Group has met six (6) times during the report period, with the Terms of Reference for the group adopted by Council on 25 May 2016.	■

OP ACTION: E01 Collaborate with relevant partners and gain a commitment to holding a summit to discuss economic development for the City


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017		1. Economic summit held	No economic summit held during the report period. A Project Steering Group, comprising of external parties, for the Broken Hill Living Museum + Perfect Light Project has been established to progress the various elements of the bold and confident vision. The Steering Group has met six (6) times during the report period, with the Terms of Reference for the group adopted by Council on 25 May 2016.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP ACTION: 2.1.1.2 Contribute to and provide open information to a diverse audience in relation to economic activity in the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Up to date economic information available widely		Broken Hill's economic and demographic data is available on Council's website and is detailed in a number of Council plans.			

OP ACTION: E02 Provide an online data resource to meet a diverse range of enquiries about Broken Hill and contribute to economic decision making

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Annual subscription to an online data tool	Economic and demographic data is available on Council's website through the provision of Council's annual subscription with community profile (profile.id).	

STRATEGY: 2.1.2 Develop and implement strategies and partnerships to encourage new investment opportunities within the region

DP ACTION: 2.1.1.3 Collaborate with government and industry partners to explore investment opportunities for the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. 4 representations to Government per annum		Various representations in person and in writing (exceeds 12 representations) to Government politicians and agencies.			

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

2. Number of informative responses to potential investors

Investors receive direction and packaged information relating to the economy. Eight enquiries serviced during the report period.



OP ACTION: E03 Support RDA Far West and the local business community in presenting Broken Hill investment opportunities to the NSW Trade and Investment, the Federal Department of Industry and other agencies

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Four representations to Government/industry per annum	More than 12 representations made, including Government advocacy, grants and also the following: <ul style="list-style-type: none"> • Arts NSW (resulting in \$200k funding for art symposium) • Presentation at launch of Cobalt Blue Holdings (held at Tesla Showrooms Sydney) • Executive Manager Strategic City Development meetings with AGL 	

DP ACTION: 2.1.1.4 Actively pursue options for investment in the Broken Hill Studios to meet its objectives as a creative and cultural hub

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Film Promotion	Executive Manager - Strategic City Development	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Head Lessee/Tenants/Sale of Broken Hill Studios	The Broken Hill Film Studio was sold at auction on 7 November 2016.	

Completed In Progress Ongoing Deferred Not Commenced Not Achieved

OP ACTION: E04 Actively pursue options for investment/lease/sale of the Broken Hill Studios

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Head lessee/tenants/sale of Broken Hill Studios	The Broken Hill Film Studio was sold at auction on 7 November 2016.	■

STRATEGY: 2.1.3 Investigate transport hub options for Broken Hill and surrounds to drive and support economic activity

DP ACTION: 2.1.1.8 Advocate to maintain or improve air, rail and road access to the region

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Strategic Transport	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Positive Community Satisfaction levels indicate transport access is improved	Community satisfaction has not been surveyed within the report period. Council continues to advocate in areas concerning rail and air in particular.	■

OP ACTION: E06 Advocate to maintain or improve air, rail and road access to the region

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Strategic Transport	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Advocate to maintain or improve air, rail and road access to the region	Council continues to advocate in areas regarding rail and air, in particular where the pensioner rail pass is concerned and in the development of the Broken Hill Airport Business Case and Federal funding application.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: E07 Determine the main modes of transport used by visitors and their generating regions and monitor change year on year

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Strategic Transport	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Quarterly data reviewed and reported	Data is based on tourism data reporting periods and provided quarterly to Council. Air passenger numbers are reported to Council on a monthly basis, inclusive of comparison of passenger numbers for the same month in the previous year.	■

STRATEGY: 2.1.4 Increase economic opportunities by activating public spaces


DP ACTION: 2.1.1.17 Develop a Main Street strategy for Argent Street with an aim to revitalise the precinct as an iconic heritage destination for locals and visitors

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Executive Manager - Strategic City Development	No	No	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Main street strategy developed	The Broken Hill Living Museum + Perfect Light Project plan was adopted by Council on 24 June 2015, minute number 44979.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: E13 Coordinate the implementation of a main street urban renewal infrastructure development and activation program

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Measures of success through grants, lighting and arts installations and event activation	<p>Council has received in excess of \$12m towards various elements of the Broken Hill Living Museum + Perfect Light Project. Funding achieved in 2016/2017 includes:</p> <ul style="list-style-type: none"> • \$200k from State Library NSW for technology enhancements to the Library • \$200k Arts NSW for the Argent Street Sculpture Symposium • \$41,500 NSW Department of Justice, Community and Development for the Broken Hill War Memorial preservation • \$5,314 State Archives for a preservation needs assessment of archival material. 	

STRATEGY: 2.1.5 Manage and develop public infrastructure to enhance economic opportunities


DP ACTION: 2.1.1.9 Develop and implement Business Plans for key Council owned tourism related assets to assure their economic viability and business focus

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Corporate Responsibility Officer	No	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Business Plans complete for: Broken Hill Regional Art Gallery; Albert Kersten Mining & Mineral Museum; Living Desert; Visitor Information Centre; Civic Centre	<p>Business Plans are currently at different stages for each of Council's tourism related assets:</p> <ul style="list-style-type: none"> • The Broken Hill Regional Art Gallery currently has a Strategic Plan in place, which is to be scheduled for review. • The Albert Kersten Mining and Mineral Museum's most recent Strategic Plan expired in 2016 and is to be scheduled for review. • The Living Desert Primitive Camp Ground Business Plan is in draft stage. • The Visitor Information Centre Business Plan is included within the Broken Hill Strategic Tourism Plan 2010-2020 and is to be scheduled for review to become a standalone document. • The Civic Centre Business Plan 2015-2020 is current and will be reviewed following the reopening of the Civic Centre, post upgrades. 	

OP ACTION: E08 Develop and implement Business Plans for key Council owned tourism related assets to assure their economic viability and business focus

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Cultural Facilities Operation Supervisor	30-Jun-2017	30-Jun-2017	1. Businesses plan complete for Broken Hill Regional Art Gallery	The Broken Hill Regional Art Gallery currently has a Strategic Plan in place.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


STRATEGY: 2.1.7 Pursue new ideas and approaches for business and industry investment including creative industries, renewable energy and technology related projects

DP ACTION: 2.1.1.16 Collaborate with key stakeholders to increase value for new and existing businesses

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Collaborative participation in meetings and projects	Council meets with a range of business related stakeholders including event managers, tourism business operators, mining and renewable investors, and filmmakers.	
2. 4 forums/workshops held per year	Two public workshops have been held surrounding the Broken Hill and Outback Archives and Council Customer Service Project following the appointment of the design consultants. The focus of the workshops/research have been to undertake consultation with Archives / Customer Service users to assist in the development of draft concept designs and the subsequent presentation of the draft designs for review, discussion and feedback.	

OP ACTION: E11 Participate in meetings and projects associated with the Broken Hill Chamber of Commerce, businesses and RDA Far West including the BizConnect service

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Regularly attend meetings and participate in six monthly reporting against small business support of Council	Council reports regularly against small business initiatives.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: E12 Support the RDA Far West to investigate the capacities and limitations for Broken Hill and Far West NSW to develop as a future renewable energy centre

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017		1. Support provided	Support is pending the requirements of RDA Far West.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 2.2 We are a destination of choice and provide a real experience that encourages increased visitation

STRATEGY: 2.2.1 Cooperatively engage government, business and community stakeholders in developing a strategic approach to the management of tourism

DP ACTION: 2.2.1.1 Participate in tourism industry boards and working parties

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Active participation	Council are liaising with the newly formed Destination Broken Hill on local tourism matters.	■

OP ACTION: E14 Participate in Inland NSW Tourism and Destination Far West

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Executive Manager - Strategic City Development	30-Jun-2017		1. Active participation and outcomes associated with relevant plan/project implementation	Inland NSW has wound down and following the cessation of Destination Far West, Council are liaising with the newly formed Destination Broken Hill on local tourism matters.	■

STRATEGY: 2.2.4 Ensure service excellence in the tourism, hospitality and retail sectors to enhance visitor experience and maximise yield from tourism

DP ACTION: 2.2.1.13 Engage the community and local historians in developing materials and interpretation experiences more targeted towards the tourism market and promoting the importance of Broken Hill in history

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Executive Manager - Strategic City Development	No	No	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. 2 new heritage tourism products developed annually	A new volunteer walk tour has commenced operating from the VIC. The Broken Hill Heritage Toolkit comprising of a magazine (soft and hard copy formats), website and associated videos, was launched on 10 October 2016.	■

OP ACTION: E23 Support the Heritage Event Advisory Committee to develop an events calendar to celebrate and commemorate historically significant events

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Number of events achieved	The Heritage Event Advisory Committee conducted two events during the report period. The Miners Memorial Day event was held on 9 October 2016. This included the Line of Lode Memorial Service and the Community Heritage Picnic. The John Reid Memorial Heritage Awards were held on 10 April 2017.	■

DP ACTION: 2.2.1.14 Undertake a benchmark study of other heritage listed mining cities world-wide to understand their strategies for tourism

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Executive Manager - Strategic City Development	No	No	Yes	Yes

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP Performance Indicator(s)	Comment	KPI Status
1. Global benchmark study is finalised	No budget allocated during the 2016/2017 financial year.	■

OP ACTION: E24 Relationships are investigated between Broken Hill and other significant heritage mining cities and World Heritage Listing is under consideration

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Executive Manager - Strategic City Development	30-Jun-2017		1. Membership of international heritage organisation and application of interest for World Heritage Listing	Council have endorsed \$70,000 to be spent in 2017/2018 on a consultative process to inform a decision about a potential World Heritage nomination including eligibility, implications, requirements, budgets and processes.	■

DP ACTION: 2.2.1.6 Collaborate with businesses to enhance visitors experience and maximise yield

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Increased participation in tourism partnership program	Council are working with the newly formed Destination Broken Hill on local tourism matters.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: E17 Adopt a customer service approach across all Council owned tourism related facilities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Corporate Responsibility Officer	30-Jun-2017		1. Customer satisfaction survey	The Draft Customer Service Framework has been developed and a service review for the Visitor Information Centre has commenced.	■

STRATEGY: 2.2.5 Enhance the provision and delivery of authentic visitor products and experiences

DP ACTION: 2.1.1.15 Implement actions to increase participation of arts and cultural enterprises in the tourism industry

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Grants and Projects Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Increased participation of arts and cultural enterprises in tourism related initiatives	Council works with enterprises for inclusion in Visitor Information Centre information and website activity. All enterprises can sign onto newsletters providing industry updates.	■

OP ACTION: E10 Create art and heritage trails encompassing businesses and community landmarks

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Trails are developed in print, online and applications (apps)	The Visitor Information Centre has a suite of information about tours and trails available.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP ACTION: 2.1.1.5 Develop a City information pack for new and potential residents to promote living in Broken Hill

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Executive Manager - Strategic City Development	No	No	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Information pack developed and distributed	A New Residents Pack is currently being developed in soft and hard copy formats and is expected to be ready for distribution by end of 2017.	■

OP ACTION: E5 Develop a City information pack for new and potential residents to promote living in Broken Hill

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Four representations to Government/industry per annum	There have been in excess of 12 meetings with Government and Industry representatives during the report period.	■


DP ACTION: 2.2.1.10 Promote the Albert Kersten Mining and Mineral Museum as a tourist attraction

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of people visiting per annum/number of visitors	There were 11,149 visitors during the reporting period.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: E20 Develop strategies to increase tourist visitation to the Albert Kersten Mining and Minerals Museum


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Gallery and Museums Manager	30-Jun-2017	30-Jun-2017	1. Number of people visiting per annum	There were 11,149 visitors during the report period.	

DP ACTION: 2.2.1.11 Promote the Living Desert as a tourist attraction

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of people visiting per annum/number of visitors	There were 30,320 visitors to the Living Desert during 2016/17. This number is made up of visitors via pay bay and bus visitors.	





OP ACTION: E21 Develop strategies to increase tourist visitation to the Living Desert

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Number of people visiting per annum	There were 30,320 visitors to the Living Desert during the report period. This is an increase of 3,208 from 2015-2016 report period. This number is made up of visitors via pay bay and bus visitors.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 2.2.1.8 Operate the Visitor Information Centre as a hub for the visitor economy

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Cultural Facilities Operation Supervisor	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of people visiting centre per annum	There were 100,689 visitors during the report period.	
2. Number of hits to the website per annum	www.brokenhillaustralia.com.au is forwarding to https://www.travelin.com.au/go/broken-hill run by Bauer/Adventures. They have reported a visitation of 33,988 unique visitors for 2016/2017. This is approximately a quarter of what Council used to get when Council was running its own tourism website.	
3. Participation by industry in tourism programs	Industry participation in the Visitors Guide and through promotion at the Visitor Information Centre. Additional industry participation through website and social media activities. A forum was held during Heritage Week in October 2016, which included guest speakers and focused on Heritage Week and the tourism industry, and in forums associated with tourism	
4. Tourist and Travellers Centre 90% occupancy maintained	Current occupancy at the Tourist and Travellers Centre includes: <ul style="list-style-type: none"> • Visitor Information Centre • Gloria Jeans • Shop 2 is now occupied by the Far West Business Enterprise Centre on a 12 month contract • Shop 3 is soon to be occupied by Thrifty Car Rental • Shop 1 will remain vacant as it will be required for the Council Customer Relations Team temporary relocation during the Archives relocation to the Council Administration Building. This shop space should be considered to be kept as a functional meeting room for Council. 	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: E18 Operate the Visitor Information Centre as a hub for the visitor economy

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Cultural Facilities Operation Supervisor	30-Jun-2017	30-Jun-2017	1. Number of people visiting centre per annum	There were 100,689 visitors during the report period	

DP ACTION: 2.2.1.9 Promote the Regional Art Gallery as a tourist attraction

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Gallery and Museums Manager	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of people visiting per annum/number of visitors	There were 22,707 visitors during the report period.	

OP ACTION: E19 Develop strategies to increase tourist visitation to the Regional Art Gallery


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Gallery and Museums Manager	30-Jun-2017	30-Jun-2017	1. Number of people visiting per annum	There were 22,707 visitors during the report period.	

Completed In Progress Ongoing Deferred Not Commenced Not Achieved


STRATEGY: 2.2.6 Improve accessibility for visitors to and from Broken Hill

DP ACTION: 2.2.1.16 Operate the Broken Hill Airport

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Strategic Transport	Manager Infrastructure	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Meet CASA and other legislative requirements	All CASA requirements were met in the audit conducted in June 2015. Five non-compliances were advised and Council has addressed these to CASA requirements. Council Airport Operations were compliant in the 2016 Annual Technical Inspection, with minor infrastructure works flagged for action.	

OP ACTION: E25 Operate the Broken Hill Airport

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Strategic Transport	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Operate the Broken Hill Airport as per CASA requirements	All CASA requirements were met in the audit conducted in June 2015. Five non-compliances were advised and Council has addressed these to CASA requirements. Council Airport Operations were compliant in the 2016 Annual Technical Inspection, with minor infrastructure works flagged for action.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 2.2.1.18 Explore funding opportunities and lobby to allow an upgrade to the Broken Hill Airport in accordance with the Airport Master Plan

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Strategic Transport	Manager Infrastructure	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of representations made	Council supported the Royal Flying Doctor Service in their funding application under the Building Better Regions Fund. If successful Council have committed \$100k towards the grant for the apron upgrade, site preparation and road works.	■

OP ACTION: E27 Explore funding opportunities and lobby for the upgrade of the Broken Hill Airport in accordance with the Airport Master Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Strategic Transport	Manager Infrastructure	30-Jun-2017	30-Jun-2017	1. Number of representations/submissions	Council supported the Royal Flying Doctor Service in their funding application under the Building Better Regions Fund. If successful Council have committed \$100k towards the grant for the apron upgrade, site preparation and road works.	■


DP ACTION: 2.2.1.27 Review Council's facilities and capacity to service the caravan and motor home market

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Grants and Projects Coordinator	No	No	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Review complete	This item will be considered in the forthcoming development of the Strategic Tourism Plan 2018/2019	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: E26 Consider alternative airport management and operation arrangements

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Strategic Transport	Manager Infrastructure	30-Jun-2017	22-Feb-2017	1. Report to Council. Investigate possible EOI	Report to February 2017 Council meeting; Review of Management of Broken Hill Airport. Minute No. 45462. Amendment to resolution carried, as follows. That calling for expressions of interest be deferred pending a report to the May Council Meeting that investigates the following factors which may increase the current level of revenue being generated from activities at the Airport (leases/licences) by: a) Charging for parking for hire cars b) Charging lessees for water and electricity charges c) Reducing the landing charges to encourage more aircraft to land at the Broken Hill Airport as aircraft are boycotting Broken Hill and landing elsewhere due to our landing charges increasing from \$8.00 to \$20.00. d) Cost of maintenance at the Airport e) Employment numbers at the Airport f) Council investigates other options and activities to increase revenue e.g. conducting flight training schools, etc. Further report remains pending.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 2.2.7 Establish and deliver a consistent destination brand and image that positions Broken Hill as a significant outback destination in Australia

DP ACTION: 2.2.1.12 Investigate opportunities arising from Broken Hill's listing as a heritage city

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Grants and Projects Coordinator	No	Yes	No	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Review of heritage opportunities is complete	Opportunities through heritage are addressed through marketing of Broken Hill and its cultural assets/heritage landmarks and stories, the Living Museum + Perfect Light Project, grant applications, and Heritage and Museums Advisors.	

OP ACTION: E22 Investigate opportunities arising from Broken Hill's listing as a heritage city

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Council owned or controlled art and mineral collections are maintained and accessible to the community	Council's art and mineral collections continue to be maintained and made accessible to the public for viewing at Council's Cultural Facilities.	
				2. Council owned or controlled heritage assets are maintained and accessible to the community	Council's Infrastructure Department maintains Council buildings with periodical internal and external maintenance, and special projects such as painting facades. Minimal disruption to community access is achieved during such projects.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

	3. Video and editorial content developed and incorporated into Councils tourism website	Videos and stories are accessible through Council's website and social media platforms.	■
--	---	---	---

DP ACTION: 2.2.1.20 Integrate the Brand into marketing and communication objectives for the City including external and internal audiences

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Brand integrated into all relevant programs and communications	Broken Hill brand is embedded in all communications including visual and value based. New photography library and branded videos have been developed. Council has adopted values and corporate style to reflect the community brand.	■


OP ACTION: E28 Integrate the Brand into marketing and communication objectives for the City including external and internal audiences

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. Brand integrated into all relevant programs and communications	Broken Hill brand is embedded in all communications including visual and value based. New photography library and branded videos have been developed. Council has adopted values and corporate style to reflect the community brand.	■


Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP ACTION: 2.2.1.3 Collect destination based information and contribute to analysis in order to inform tourism related decision-making

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Grants and Projects Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Annual report provided to industry	ABS/NVS data updates provided to industry direct from those agencies.	

OP ACTION: E15 Contribute data to analysis processes conducted by the industry and industry bodies

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Data is provided to fulfil information requests and funding acquittals. Quarterly updates provided to Council.	Council contributes information as required to support data enquiries. Quarterly visitation data to Council facilities is provided to Councillors.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: E16 Conduct an annual audit of tourism product in Broken Hill and assess changes against previous year

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Annual audit report is produced	<p>An audit was conducted in January 2017 to update fact sheets with information on accommodation, attractions and eateries. It was the first time a complete audit of eateries was conducted which includes cafes, bakeries, pubs, restaurants, clubs and takeaways and resulted in 66 individual listings.</p> <p>The number of accommodation listings (102) hasn't significantly altered compared to the previous year. Broken Hill currently provides 703 rooms/units totalling 2,325 beds.</p> <p>The number of attractions (46) has increased due to the opening of two new galleries.</p>	■

STRATEGY: 2.2.8 Develop a strategic and proactive approach to the development, management and marketing of conferences, events and filming activities

DP ACTION: 2.2.1.21 Develop a Broken Hill Conference and Events Strategy to better coordinate manage and promote Broken Hill as a Meetings, Incentives, Conventions and Exhibition (MICE) location

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Grants and Projects Coordinator	No	No	Yes	Yes

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP Performance Indicator(s)	Comment	KPI Status
1. BH Conference and Events Strategy is developed	The Broken Hill Meeting, Incentive, Conference and Event Strategy 2015-2020 has been developed.	

OP ACTION: E29 Host industry familiarisations to the region for MICE (Meetings, Incentives, Conferences, Events)


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Grants and Projects Coordinator	30-Jun-2017		1. Four familiarisations hosted per annum	Five conference familiarisations, two festival familiarisations undertaken during the report period.	

OP ACTION: E30 Maintain MICE and entertainment promotion on website and database

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. 5% increase in website hits and enquiry levels	Statistics for https://www.brokenhill.nsw.gov.au/business/economic-development/conferences-and-events during report period include: <ul style="list-style-type: none"> • Page views - 171 (increase of 171.43%) • Unique page views - 140 (increase of 159.26%) • Unique page views adjusted for bounce rate - 64 (increase of 177%) 	

Completed In Progress Ongoing Deferred Not Commenced Not Achieved

OP ACTION: E31 Secure MICE and entertainment activity


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Grants and Projects Coordinator	30-Jun-2017		1. 15% increase in conference and entertainment activity	The Civic Centre continued to be under construction during the report period. However, Council was associated with hosting and supporting five conferences and five entertainment shows from July 2016 to June 2017. Council was also represented at Asia-Pacific Incentives and Meetings Expo (AIME) and made representations to 30 specialists and groups.	

DP ACTION: 2.2.1.22 Position Civic Centre as a hub for conference and entertainment in Regional Australia

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Grants and Projects Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. 15% increase in usage of Civic Centre across all event categories	The Civic Centre continued to be under construction during the report period.	

OP ACTION: E32 Position Civic Centre as a hub for conference and entertainment in Regional Australia

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Grants and Projects Coordinator	30-Jun-2017		1. 15% increase in usage of Civic Centre across all event categories	The Civic Centre redevelopment project has been in progress during the report period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 2.2.1.23 Develop a plan to modernise the Civic Centre into a facility that would appeal to conferences and events

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Grants and Projects Coordinator	No	Yes	No	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Council report	The Civic Centre is currently undergoing construction as part of the redevelopment project. The Centre is due to reopen towards the end of 2017 after delays in construction, at which time the Centre will be able to be utilised as a modern function and conference location.	■

OP ACTION: E33 Promote Broken Hill as a centre for conferences and entertainment in Regional Australia

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Grants and Projects Coordinator	30-Jun-2017		1. Twelve approaches annually to MICE organisers	There were no bids made during this period due to the uncertainty of the Civic Centre redevelopment completion date. However, Council was represented at Asia-Pacific Incentives and Meetings Expo (AIME) and made representations to 30 specialists and groups.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OBJECTIVE: 2.3 A supported and skilled workforce provides strength and opportunity

STRATEGY: 2.3.1 Gain a greater understanding about skills gaps in Broken Hill that are important to both social inclusion as well as industry needs

DP ACTION: 2.3.1.2 Provide input into the Broken Hill skills audit

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Corporate Responsibility Officer	No	No	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Input provided as required		A Skills Audit has not been developed or released by Regional Development Australia to date.			■

OP ACTION: E34 Provide relevant information towards the skills audit process where required

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Corporate Responsibility Officer	30-Jun-2017		1. All functional areas of Council are mapped	Council will contribute to the Skills Audit once developed by Regional Development Australia.	■

STRATEGY: 2.3.3 Target skills development among Indigenous and non-Indigenous disadvantaged people to increase employment potential and participation

DP ACTION: 2.1.1.14 Support the development of indigenous tourism product in terms of arts and culture

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Tourism Development	Grants and Projects Coordinator	No	Yes	Yes	Yes

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP Performance Indicator(s)	Comment	KPI Status
1. Participation of Council staff in indigenous cultural projects	Council works with West Darling Arts and Maari Ma to promote indigenous art.	■

OP ACTION: E09 Support the development of indigenous tourism product in terms of the arts and culture

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Tourism Development	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Participation of Council staff in indigenous cultural projects resulting in product outcomes	Staff working in Council's Cultural Facilities areas work closely with West Darling Arts on events, competitions and exhibitions.	■

STRATEGY: 2.3.4 Consider strategies and opportunities to overcome issues relating to accessing education and training providers and facilities locally

DP ACTION: 2.3.1.5 Provide publicly available equipment and space at the BH Regional Library for tertiary education students

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Library Services Coordinator	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Facilities provided and promoted	Public computers and study tables are available for public use at the Charles Rasp Memorial Library.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: E35 Provide publically available equipment and space at the Charles Rasp Memorial Library for tertiary education students

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Library Services Coordinator	30-Jun-2017	30-Jun-2017	1. Facilities provided and promoted	Public computers and study tables are available for public use at the Charles Rasp Memorial Library.	■

DP ACTION: 2.3.1.6 Develop and maintain partnerships with Universities that provide value to our local community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Economic Development	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. All partnership relationships provide value to the city	Council maintains university partnerships through projects and internships as opportunities arise.	■

OP ACTION: E36 Develop partnerships with universities that provide value to our local community

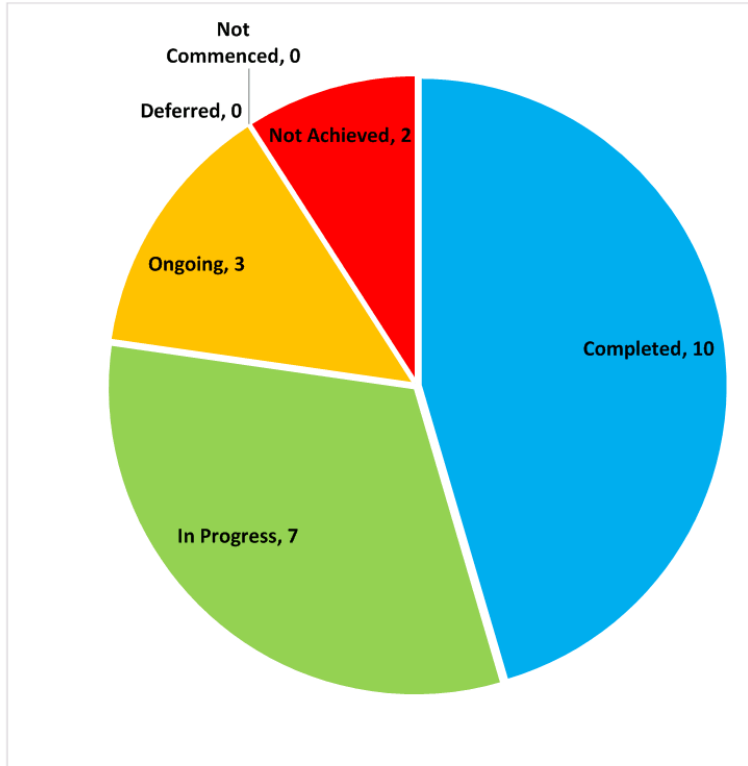
FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Economic Development	Executive Manager - Strategic City Development	30-Jun-2017	30-Jun-2017	1. All partnership relationships provide value to the City	Council participates in projects and internships as opportunities arise.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

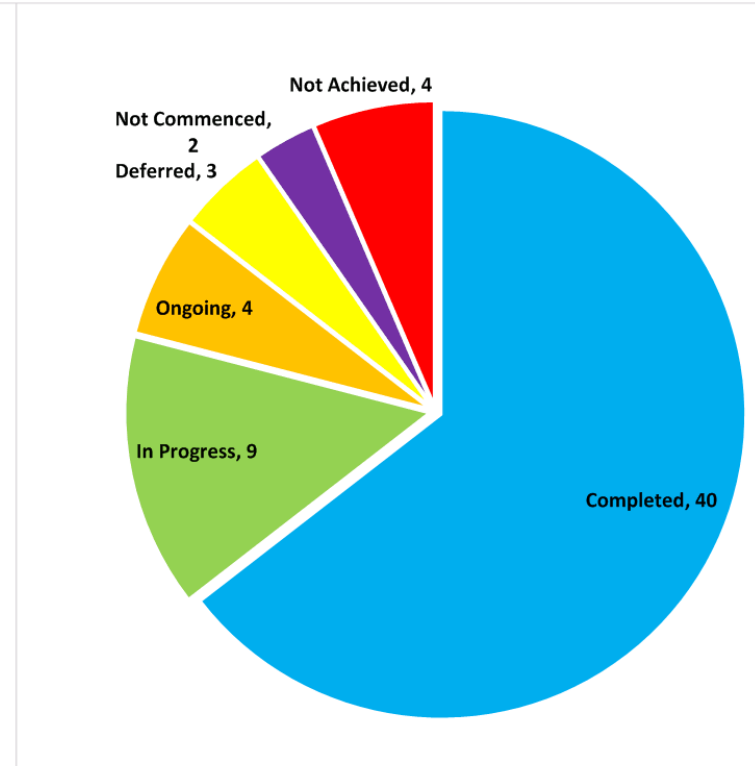


OUR ENVIRONMENT

DP Action KPI Status



OP Action KPI Status



Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OBJECTIVE: 3.1 Our environmental footprint is minimised

STRATEGY: 3.1.1 Reduce resource consumption and minimise waste

DP ACTION: 3.1.1.1 Implement the recommendations of the Waste Management Strategy in relation to waste management & pricing in accordance with state guidelines and best practice

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Waste Management	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Actions are undertaken as indicated in the Operational Plan		Council's Litter Control Plan has been completed. This is an appendix to Council's Landfill Environmental Management Plan. Training in the plan has been provided to all Council operational staff affected by the plan. Council's proposed Transfer Station construction has had significant delays and has not been completed during the reporting period.			■

OP ACTION: V01 Prepare and implement a Litter Control Plan for the Broken Hill Waste Management facility with a focus on windblown litter

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Plan completed and implemented	Plan is completed and has been incorporated into the Landfill Environmental Management Plan. All operational staff received training on the plan. Implementation has commenced with tip face areas reduced, mobile litter fences in place and more inspections of waste entering the facility. The deadline to be Litter free by 30 June has not been met due to delays in construction of the transfer station and an extension has been granted to 31 March 2018.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP ACTION: 3.1.1.2 Investigate opportunities and develop long term strategies to expand recycling services for the city


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Waste Management	Environment, Waste & Recycling Specialist	No	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Increased tonnage of recyclables processed		Recycling rates for items removed for recycling were double during 2016/2017 compared to the previous year (15/16 321.85 tonnes, 16/17 855.37 tonnes). This appears to be due to an increased use of the Community Recycling Centre for problem household wastes. There has been an increase in green waste contamination that has led to an increase in the volume of this waste going to landfill, particularly in the kerbside collection. Green Waste continues to be stockpiled on site as well as e-waste. Recycling volumes are expected to increase once new recycling opportunities commence in 2017/2018. Recycling rates will remain low while there is no kerbside collections in place.			■

OP ACTION: V02 Develop and award a request for tender for the collection and processing of electronic waste and scrap metal from the Broken Hill Waste Management Facility


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017	31-May-2017	1. Tenders issued and contracts in place	Council has joined the NetWaste Regional Scrap Metal Tender, which was awarded to SIMS Metal Recycling and will commence late July 2017. Quotations were sought to establish a permanent e-waste collection service, which was awarded to SIMS e-cycle and will commence early in 2017/2018 - this service will provide a shipping container on site to collect and remove e-waste.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: V03 Continue upgrades of the Broken Hill Waste Management facility to meet Environment Protection Authority (EPA) requirements with a focus on litter control and waste separation

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Upgrades completed	The development plans for a Transfer Station at the Waste Management Facility were approved by Council and works will commence during 2017. The original expected completion date of May 2017 has not been met due to significant delays, while engineering of the facility is reviewed prior to construction to ensure solid construction of the facility.	

OP ACTION: V04 Redesign drop off area to improve and increase recycling options at the Broken Hill Waste Management Facility

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Increased tonnage of recycling	The Community Recycling Centre is operating successfully with 5 tonnes (up from 4 tonnes 15/16) of problem wastes removed, 8.88 tonnes (up from 7 tonnes 15/16) of car batteries removed for processing, 3.6 tonnes of glass (up from 2.8 tonnes 15/16), and 13,100 litres of waste motor oil (up from 11,200 litres 15/16).	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V05 Promote existing local recycling opportunities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Increased tonnage of recycling	Recycling is promoted on-line and with brochures available at the Council Administration Building. The Community Recycling Centre (CRC) is promoted through newspaper, radio and cinema advertising. The last 12 months has seen recycling rates of cans, bottles, paper and cardboard, household hazardous rates more than double (16/17 855.37 tonnes up from 15/16 321.85 tonnes).	■


OP ACTION: V06 Develop a business case for the introduction of kerbside recycling using the results of the economic analysis

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Economic analysis complete	An Economic Analysis brief has been developed and will be issued as an Expression of Interest during 2017/2018.	■


DP ACTION: 3.1.1.3 Develop and implement an efficient and cost effective organics management process that allows beneficial use of end product

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Waste Management	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■


DP Performance Indicator(s)	Comment	KPI Status
1. Increased tonnage of green waste processed	Much of the green waste delivered to the site is highly contaminated, leading to the need to landfill much of the green waste collected. Shredding is not occurring as often as needed.	

OP ACTION: V07 Develop options for use of green waste processed by Council

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Options developed which provide value to the community	Green Waste is highly contaminated and staff are not shredding as often as needed.	

DP ACTION: 3.1.1.4 Investigate and develop strategies to divert commercial and industrial waste from landfill

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Waste Management	Environment, Waste & Recycling Specialist	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Decrease the amount of commercial and industrial waste delivered to landfill	More diversion will be looked at as part of the redesign and introduction of the Transfer Station at the Waste Management Facility.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V08 Increase waste separation opportunities at the Broken Hill Waste Management Facility for commercial and industrial waste

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Increased commercial and industrial diversion rates	More diversion will be looked at as part of the redesign and introduction of the Transfer Station at the Waste Management Facility.	■

STRATEGY: 3.1.2 Increase use of renewable resources and decrease the use of non-renewable resources


DP ACTION: 3.1.1.5 Investigate and develop strategies to reduce energy used across the organisation

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Waste Management	Infrastructure Projects Engineer	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Reduction in energy consumption	<p>Council staff attended a webinar for the new NSW Climate Change Policy Framework, Draft Strategic Plan and Draft Plan to Save NSW Energy and Money. These plans have the potential to provide Council with a range of opportunities to reduce emissions and energy consumption during the 5-year period these plans will be in place.</p> <p>Energy monitoring has continued through the Planet Footprint subscription service.</p> <p>Following the sale of Shorty O'Neil Village settled on 22 December 2016 and the change in operations for the HACCC Centre, Council's overall energy consumption will be reduced by the removal of these assets.</p> <p>The LED Light Project continues to save Council approximately \$63,000 per year across the four facilities – Council's Administration Building (first floor), Broken Hill Regional Art Gallery, Visitor Information Centre, and Broken Hill Regional Airport.</p>	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: V09 Continue to monitor energy to ascertain consumption


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Infrastructure Projects Engineer	30-Jun-2017	30-Jun-2017	1. Energy consumption monitored regularly	<p>Quarterly reviews are conducted with Planet Footprint to review and assess energy consumption. Following the sale of Shorty O'Neil Village settled on 22 December 2016 and the change in operations for the HACC Centre, Council's overall energy consumption will be reduced by the removal of these assets.</p> <p>The LED Light Project continues to save Council approximately \$63,000 per year across the four facilities – Council's Administration Building (first floor), Broken Hill Regional Art Gallery, Visitor Information Centre, and Broken Hill Regional Airport.</p>	

OP ACTION: V10 Develop an organisation wide Energy Management Strategy


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Infrastructure Projects Engineer	30-Jun-2017		1. Energy Strategy developed	Other NSW Council Energy Strategies have been reviewed by Council to determine what may suit Council. The NSW Climate Change plans will also need to be incorporated into Council's Strategy. Discussions have been held with Planet Footprint in regards to the best way forward developing a strategy.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V11 Consider opportunities for modification of energy assets to deliver reduced consumption

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Infrastructure Projects Engineer	30-Jun-2017		1. Two modification proposals developed for high energy usage areas identified in audit	Projects are targeted where grant funding is available. No grant funding opportunities presented during the report period, therefore two modifications for building assets have not been achieved. LED options for Parks and Open Spaces are being investigated and discussions are occurring with Essential Energy to consider LED street light replacements.	

OP ACTION: V14 Source grant opportunities and apply for funding for energy savings projects

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Infrastructure Projects Engineer	30-Jun-2017		1. Grant applications submitted in accordance with submission requirements for agreed funding program	No grant funding opportunities were available during the report period.	

DP ACTION: 3.1.1.6 Investigate and develop strategies to reduce water consumption used across the organisation

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Natural Environment	Infrastructure Projects Engineer	Yes	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Reduction in water usage	Due to data collection issues it is not possible to report on whether water usage has been reduced.	■

OP ACTION: V12 Continue to monitor consumption of water at Council facilities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Infrastructure Projects Engineer	30-Jun-2017		1. Consumption of water measured and reported	Progression of water data to Planet Footprint has failed during the reporting period so it is not possible to provide details on water consumption. Staff are working with Planet Footprint to rectify the data collection issues for future report requirements.	■

OP ACTION: V13 Consider opportunities for modification of water supply systems to deliver reduced consumption

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Infrastructure Projects Engineer	30-Jun-2017	30-Jun-2017	1. One initiative implemented	Council installed a new irrigation system at the Memorial Oval resulting in a reduction of water consumption.	■

OP ACTION: V15 Source grant opportunities and apply for funding for water savings projects

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Infrastructure Projects Engineer	30-Jun-2017		1. Grant applications submitted in accordance with submission requirements for agreed funding program	No grant opportunities have been identified during the report period.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

STRATEGY: 3.1.3 Change consumer behaviour to reduce impacts on the environment without affecting quality of life

DP ACTION: 3.1.1.10 Provide information to our community in relation to their environment

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Public Order	Environment, Waste & Recycling Specialist	No	No	No	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. State of the City report prepared		The State of Environment Report 2012-2016 (previously known as the State of the City) was adopted by Council on 26 October 2016, minute no 45363.			

OP ACTION: V24 Prepare a State of the City Report informing the community about the state of the environment

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Order	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. State of the City report completed	The State of Environment Report 2012-2016 was adopted by Council on 26 October 2016, minute no 45363.	

DP ACTION: 3.1.1.11 Encourage activities that support a clean environment


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Public Order	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Involvement in relevant activities		The Tidy Towns Committee volunteers have been actively involved in the development of the Regional Litter Plan and have also conducted three clean up events during the report period, including: <ul style="list-style-type: none"> • Clean Up Australia Day • A major weed competition across the City • Submitted five award submissions for the Blue Sustainability Awards (previously Tidy Towns Awards). 			

Completed In Progress Ongoing Deferred Not Commenced Not Achieved

OP ACTION: V25 Support activities of Tidy Towns Committee


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Order	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Work Health and Safety, traffic control measures and rubbish removal carried out	Council's Environment, Waste and Recycling Specialist provides support to the Tidy Towns Committee volunteers for activities that the Committee are involved in. The Tidy Towns Committee have been supporting the background work in developing the Regional Litter Plan and will be involved in the implementation of this plan from March 2017. The Committee supported a tree planting in September 2016 at the Riddiford Arboretum, Clean Up Australia Day March 2017, Council's major Weed Clean Up Competition and conducted a clean-up at Adelaide Road during May 2017. Risk assessments were undertaken for each of these projects and waste services support for rubbish removal provided.	

OP ACTION: V26 Assist in the preparation of a submission for Tidy Towns Award

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Order	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Submission	There were five award nominations submitted for the Blue Sustainability Awards under the following categories: <ul style="list-style-type: none"> • Hey Tosser Litter Award • Waste Less Recycle More Award • Cultural Heritage Award • Environmental Achievement Award (individual) • Community Environmental Achievement Award 	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V27 Facilitate one volunteer clean up function per quarter

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Order	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Volunteer clean up function undertaken	The Tidy Towns Volunteer Group completed the following: <ul style="list-style-type: none"> • Sept 2016 - Arboretum Clean up and tree planting with Girl Guides • March 2017 - Clean Up Australia Day, May 2017 - Adelaide Road Clean-up day. Only three clean up days were held as the group was required to re-form following the local government election in September 2016.	

OP ACTION: V28 Participate in Clean Up Australia Day


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Order	Environment, Waste & Recycling Specialist	30-Jun-2017	5-Mar-2017	1. Participation in event	Clean up Australia Day event was held at Joe Keenan Lookout Approximately 20kgs of waste was collected. While this does not sound like a lot, the majority of waste was take away food wrappers that have very little weight.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


STRATEGY: 3.1.4 Reuse and recycling of resources is embraced by the community

DP ACTION: 3.1.1.7 Continue with waste education programs to reinforce the message of reduce, recycle, reuse

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Waste Management	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Number of waste education activities undertaken	Broken Hill High School students have completed two tours of the Waste Management Facility and attended waste presentations during the report period. Environmentors presented waste education workshops to all seven primary schools in July 2016, with 777 students participating over a 7 day period.	

OP ACTION: V16 Deliver waste education presentations to local high school students annually


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017	12-Sep-2016	1. Annual presentations undertaken	Broken Hill High School Year 10 Students participated in a Waste Presentation in September 2016, with 120 students attending.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V17 Provide information and activities targeted at increasing education about waste management

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017	28-Jul-2016	1. Environmentors Program conducted	Environmentors travelled to the City to present waste workshops to all local primary schools; this was the first year that all primary schools participated. Workshops presented included "Lunches Unwrapped" and "Litter". There were 777 students in attendance over a 7 day period.	

OP ACTION: V18 Carry out tours of the Broken Hill Waste Management Facility including organics processing, second hand shed and general waste management with local high schools


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Waste Management	Environment, Waste & Recycling Specialist	30-Jun-2017	18-Aug-2016	1. Number of students visiting the facility	Broken Hill High School Year 10 Students attended two waste tours at the Waste Management Facility in September 2016, with 120 students attending. The tour forms a major component of the students HSIE curriculum.	

STRATEGY: 3.1.5 Secure a clean, reliable and sustainable water supply for the area



DP ACTION: 3.1.1.8 Participate in stakeholder reference groups to ensure a secure, clean, reliable and sustainable water supply for the city

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Natural Environment	Executive Support Officer	Yes	Yes	Yes	Yes


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Attendance at stakeholder meetings	There is no specific stakeholder reference group, although Council has taken part in teleconferences and face-to-face meetings with various Ministers and the Mayor has corresponded to various Government departments in relation to Menindee Lakes and water security for Broken Hill. Council has a strong relationship with Essential Water and will continue to communicate in regards to this important matter.	

OP ACTION: V19 Participate in stakeholder reference groups to ensure a secure water supply for the City

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Secure representation on reference group	Council is currently a member of the Murray Darling Association and the Mayor is Acting Chair of Region 4.	
				2. Active participation in meetings	The Mayor and General Manager actively participate in MDA and Region 4 meetings.	

OP ACTION: V20 Inform the community in relation to water quality and sustainability

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Water quality reported within the State of the City Report	Water Quality was presented in the State of Environment Report, adopted by Council on 26 October 2016, minute number 45363. The information is provided to Council by Essential Water.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 3.1.6 Investigate and plan for the minimisation of environmental impacts associated with mining activity on the City

DP ACTION: 3.1.1.9 Participate in stakeholder reference groups in relation to Annual Environmental Management Reviews (AEMRs) of mining operations in the city


1. Lead Reference Group
2. End of Mine Life Plans

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Sustainability After Mining	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Participation at stakeholder group meetings	Council has continued to support the Broken Hill Lead Reference Group and Broken Hill Environmental Lead Program. Two Annual Environmental Management Reports (AEMR) were received and no End of Mine Life Plans were held/presented during the report period.	


OP ACTION: V21 Participate in stakeholder reference groups in relation to Annual Environmental Management reviews (AEMRs) of mining operations in the City

1. Lead Reference Group
2. End of Mine Life Plans


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Sustainability After Mining	Environment, Waste & Recycling Specialist	30-Jun-2017	19-Oct-2016	1. Active participation	Two AEMR reports were received during 2016/2017 - Snapper Mine and Gingko Mining both were reviewed by Planning and Compliance staff.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V22 Support Lead Reference Group (as a key stakeholder) and the Broken Hill Environmental Lead Program (EPA)

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Sustainability After Mining	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Active participation	<p>Council has chaired and provided administrative support for the Broken Hill Lead Reference Group, with meetings held each quarter.</p> <p>Council has completed lead remediation behind Queen Street. Council staff have been working with Broken Hill Environmental Lead Program staff collecting samples from street sweeping areas. Signage has been added to the street sweeper to promote 'lead smart'. Other lead works has included Duke of Cornwell Park landscaping, fencing off of Block 10 access from AJ Keast Park, and fortnightly washing of playground equipment is occurring at AJ Keast Park, Duff Street Park and Sturt Park.</p>	

OP ACTION: V23 Review and provide advice in relation to End of Mine Life Plans including remediation activities for the City

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Sustainability After Mining	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Input provided into all Draft End of Mine Life Plans developed	No End of Life Plans were presented during the report period.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 3.2 Natural Flora and Fauna environments are enhanced and protected

STRATEGY: 3.2.2 Increase awareness and understanding of the natural environment

DP ACTION: 3.2.1.2 Provide communications and materials to educate the community about our local flora and fauna to increase awareness and understanding of the natural environment.

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Natural Environment	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Communications material developed and distributed	Educational flyers are available for tourists at the Living Desert that highlight kangaroos and wallaroos, plants of the Living Desert, Sturt Desert Pea, feeding of kangaroos and the birds of the Sanctuary. A general Living Desert brochure is available in hard copy at the Visitor Information Centre.	


OP ACTION: V29 Provide communications and materials to the community informing them about our local flora and fauna

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Two education initiatives completed	Council's Customer Relations staff support the Living Desert Ranger in providing copies of the environmental materials for the Living Desert. Living Desert staff and volunteers hand out the information to visitors.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 3.2.1.3 Participate in school education programs and tours of environmental facilities.

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Natural Environment	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. At least 3 school education visits undertaken annually	During the report period almost 500 people participated in tours including schools, medical students, and special interest groups.	

OP ACTION: V30 Undertake school education programs and facilitate tours of environmental facilities (Living Desert)

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Two education initiatives completed	During the report period almost 500 people participated in tours including schools, medical students, and special interest groups. Local Government Week offered local residents three free tours with 12 locals taking advantage of this opportunity.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


DP ACTION: 3.2.1.4 Implement the actions included in the plans of management for

1. **The Living Desert**
2. **The Regeneration Areas**
3. **The Willyama Common**

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Natural Environment	Environment, Waste & Recycling Specialist	No	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Actions implemented in accordance with timeframes where funding is available	While Plans of Management are in draft form, key objectives of these plans continue to be implemented by staff.	

OP ACTION: V31 Implement actions from the Willyama Common Plan of Management


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Actions completed within timeframes where funding is available	Council continues to review all licences and leases as they come up for renewal, all requests are assessed as per Management Plan and NSW Crown Lands Requirements. Aboriginal Land Claims across the common must be considered for all actions on the Common. There are several staff across the organisation responsible for working on these areas over the Common. Regular operations of the Common including fencing inspections, weed inspections and general monitoring of the area continue at all times.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V32 Implement actions from the Living Desert Plan of Management

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Actions completed within timeframes where funding is available	Regular maintenance continues onsite to enhance visitor experience and safety as per proposed actions in the Draft Living Desert Management Plans. The Animal Management Plan for the Flora and Fauna Sanctuary was completely updated and reviewed as part of the NPWS licence update. Two fauna surveys on kangaroo populations were completed and one vegetation survey was completed during the report period. A consultant has been engaged to update and complete the draft Living Desert Management Plan.	

OP ACTION: V33 Implement actions from the Regeneration Plan of Management

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Environment, Waste & Recycling Specialist	30-Jun-2017		1. Actions completed within timeframes where funding is available	Operations, inspections and fencing repairs continue for the Regeneration Area. Members of the Australian Association of Bush Regenerators (AABR) joined a range of locals to conduct a workshop about Broken Hill's Regeneration Areas. AABR completed inspections of the regeneration areas to assess the validity of the ecological restoration works commenced in the 1930's. The assessment showed the	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

Regeneration Area is a true representation of genuine ecological restoration and was one of the first three projects of its kind in the world. 2017 is the 80th anniversary of the commencement of these works. The workshop was held to discuss the development of an Albert Morris Award in recognition of Albert's contribution to ecological restoration, supporting the Barrier Field Naturalist Club and discussing the ecological considerations of the Regeneration Areas. The South Regeneration Walking Track was opened for walkers located in the South region.

STRATEGY: 3.2.3 Increase involvement in actively protecting the natural environment



DP ACTION: 3.2.1.5 Support and encourage volunteers and environmental groups to actively protect and enhance the natural environment at the Living Desert Reserve, the Regeneration Areas and the Willyama Common

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Natural Environment	Environment, Waste & Recycling Specialist	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Volunteer base retained and enhanced	Living Desert volunteer numbers are steady with the volunteers undertaking a wide range of activities on a regular basis, with 15 working bees held during the report period. Volunteer activities include: site maintenance, roster for opening and closing the reserve to support Council Rangers, undertaking training as tour guides and leading tour groups.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V34 Encourage volunteers to assist with environmental activities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Environment, Waste & Recycling Specialist	30-Jun-2017	30-Jun-2017	1. Increase in volunteers undertaking environmental activities	Volunteers at the Living Desert make up the Section 355 Friends of the Flora and Fauna of the Barrier Ranges Community Committee. Following the Local Government Election in September 2016 all committee positions were declared vacant and Council advertised for nominations to all Section 355 Committees. The Friends of the Flora and Fauna of the Barrier Ranges Community Committee continues to prove to be a popular and well received committee with over 20 nominations being received following advertising.	
				2. Number of environmental activities completed with volunteers	The Friends of the Flora and Fauna of the Barrier Ranges Community Committee completed 15 working bees during the report period. Volunteers also assist Council with the opening and closing of the facility every third weekend of the month, and some of the volunteers assist weekly with weed management and other operational activities as the need arises. These volunteers contributed 322 hours, equivalent to the cost of \$26,000.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


STRATEGY: 3.2.4 Manage the impact of pests and weeds on Broken Hill's natural environment

DP ACTION: 3.2.1.6 Undertake an annual assessment of identified noxious weeds and pests and implement control measures to ensure that they are controlled in an appropriate manner

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Natural Environment	Asset Planner Open Spaces	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Annual assessment undertaken	Council's Living Desert Ranger undertakes regular weed inspections including noxious weeds for the Living Desert, Willyama Common and Regeneration Areas. Weed removal is arranged and undertaken annually to control noxious weeds in these areas. Council's Infrastructure Staff are responsible for noxious weeds present within the town.	

OP ACTION: V35 Undertake an annual assessment of identified noxious weeds and implement control measures

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Natural Environment	Asset Planner Open Spaces	30-Jun-2017	30-Jun-2017	1. Reduction in noxious weeds	Living Desert Ranger undertakes regular weed inspections including noxious weeds for the Living Desert, Willyama Common and Regeneration Areas. Weed removal is arranged and undertaken annually to control noxious weeds in these areas. Council's Infrastructure Staff are responsible for noxious weeds present within the town. Due to staff changes, limited reduction of weeds has occurred during the report period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 3.3 Proactive and responsible planning supports the community and the environment



STRATEGY: 3.3.1 Encourage environmentally sustainable building and subdivision design

DP ACTION: 3.3.1.1 Develop and implement a development control plan for the city that incorporates sustainable building and subdivision design principles

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Built Environment	Manager Planning, Development & Compliance	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Development Control Plan adopted and implemented	The Development Control Plan was adopted by Council on 26 October 2016, minute number 45292.	


OP ACTION: V36 Explore opportunities within current legislation for the development of a procedure and/or DCP for the management of public art within the City

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Procedure/DCP developed for the management of public art in accordance with current legislation	Public art on private buildings is regulated by legislation and State Environmental Planning Policies. Public art on Council land and buildings are regulated by Council's Public Art Policy.	
				2. Implement procedure/DCP within local community through social media to increase public understanding	Council's Public Art Policy (adopted by Council on 3 November 2010, minute number 42572) is available on Council's webpage. Chapter 5 of the Development Control Plan outlines rules that applies to Outdoor Advertising, which may be applicable to public art.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 3.3.2 Preserve the heritage and streetscapes of the City


DP ACTION: 3.3.1.2 Implement the recommendations of the Heritage Strategy in relation to all objectives to preserve and enhance the heritage of the city

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Built Environment	Manager Planning, Development & Compliance	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Recommendations implemented where funding is available		Recommendations of the Heritage Strategy are implemented as funding is available or as required.			

OP ACTION: V37 Identify, list and legally protect heritage items in the City


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Review current listing in Broken Hill LEP for accuracy	The LEP was reviewed in 2016.	

OP ACTION: V38 Appoint a Heritage Advisor to assist Council and owners of heritage items


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Heritage Advisor appointed in accordance with Council's procurement policy	A Heritage Advisor was appointed during the report period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


OP ACTION: V39 Continue the Local Heritage Incentives Fund to provide small grants to encourage local heritage projects

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Number of heritage restoration projects undertaken	Funding is available to eligible applicants. Council received three applications for heritage funding during the report period. Ongoing maintenance to Council's heritage assets is undertaken by Council's Infrastructure Department. The Town Hall Façade was painted during the report period.	

OP ACTION: V40 Present educational and promotional programs


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Update existing publications/brochures and hold annual heritage awards	The John Reid Memorial Heritage Awards were conducted 10 April 2017.	

OP ACTION: V41 Council to lead by example by properly managing places owned or operated by Council

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017		1. Continue to maintain existing significant heritage assets	Ongoing maintenance to Council's heritage assets is undertaken by Council's Infrastructure Department. The Town Hall Façade was painted during the report period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V42 Offer a Main Street Program

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Continue with the Verandah Restoration Program as a main street focus	The Verandah Restoration Program continues to be made available. One verandah restoration application was received and granted in 2016/2017.	

DP ACTION: 3.3.1.7 Review the storm water asset management plan for Council

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Stormwater Management	Infrastructure Projects Engineer	No	Yes	No	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Plan reviewed	The Draft Asset Management Plan Stormwater will be presented to Council in 2017/2018 reporting period.	

OP ACTION: V57 Develop Stormwater Asset Management Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Stormwater Management	Infrastructure Projects Engineer	30-Jun-2017		1. Stormwater Asset Management Plan adopted	The Draft Asset Management Plan Stormwater will be presented to Council in 2017/2018 reporting period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 3.3.1.8 Implement storm water asset management plan actions

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Stormwater Management	Infrastructure Projects Engineer	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Actions completed within timeframes where resources available	The Draft Asset Management Plan Stormwater will be presented to Council in 2017/2018 reporting period. Actions to be prioritised, costed and implemented in future as annual budgets allow.	■

OP ACTION: V58 Implement Stormwater Asset Management Plan Actions included in the Operational Plan


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Stormwater Management	Infrastructure Projects Engineer	30-Jun-2017		1. Actions within Asset Management Plan undertaken within available resources	The Draft Asset Management Plan Stormwater will be presented to Council in 2017/2018 reporting period. Actions to be prioritised, costed and implemented in future as annual budgets allow.	■

STRATEGY: 3.3.3 Reuse and repurposing of the existing built environment is managed in a sustainable manner


DP ACTION: 3.3.1.4 Give consideration to repurposing or reuse of buildings when reviewing Council assets

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Built Environment	Infrastructure Projects Engineer	No	Yes	Yes	Yes

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP Performance Indicator(s)	Comment	KPI Status
1. Repurpose/Reuse is considered in asset planning	The Levels of Service community consultation survey was conducted in November 2015. This identified community desire to maintain/decrease budget allocation for buildings. The implication of this may be the repurposing/reuse/disposal of some building assets. Council management is consulting with user groups regarding their requirements to determine the feasibility of repurpose, reuse or disposal of buildings assets. The results of the consultation will be reflected within the Draft Asset Management Plan Buildings to be presented to Council in 2017/2018 reporting period.	

OP ACTION: V43 When undertaking facility reviews on Council owned assets, consideration is given to reuse or repurposing of buildings

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Infrastructure Projects Engineer	30-Jun-2017		1. Number of repurposing/reuse options provided	The Levels of Service community consultation survey was conducted in November 2015. This identified community desire to maintain/decrease budget allocation for buildings. The implication of this may be the repurposing/reuse/disposal of some building assets. Facility utilisation investigation has been completed. Information from the investigation will be used for user group consultation to determine repurposing and reuse of buildings. Results to be included in Draft Asset Management Plan Buildings to be presented to Council in 2017/2018 reporting period.	



Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 3.3.1.5 Ensure compliance activities promote a public safety and environmental control

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Built Environment	Manager Planning, Development & Compliance	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Development control activities undertaken in accordance with legislation	Activities are undertaken in accordance with relevant legislation.	

OP ACTION: V44 Process development applications in accordance with legislation and in an effective and efficient manner


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Review all development application documentation and procedures to ensure compliance with current legislation	All forms have been reviewed and are compliant with legislative requirements.	
				2. % of development applications processed within legislated timeframes	96.3% of all development applications received during the report period have been assessed within the legislated time frames. The median assessment period was 21.5 days.	

OP ACTION: V45 Inspect and enforce health standards through the Food Regulation Partnership with the NSW Food Authority


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Health	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Inspect at least 80% of all 'high risk' food premises within the local government area	Inspections of all high and medium risk food premises were undertaken during 2016/2017 in compliance with the Food Regulation Partnership with NSW Food Authority.	

OP ACTION: V46 Work with the NSW Police to implement 'Safer by Design' protocols


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017		1. Review Memorandum of Understanding with Broken Hill Local Area Command for the referral of relevant development applications	The Memorandum of Understanding (Development and Crime Prevention) between Council and Broken Hill Local Area Command is pending follow up, signature and implementation.	

OP ACTION: V47 Inspect and enforce health standards through enforcement of the Local Government Act and Public Health Act


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Health	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Number of enforcement actions undertaken to resolve unhealthy conditions	There were 24 health complaints actioned during the report period. This does not include food related complaints.	

OP ACTION: V48 Fulfil Council's obligations under the Swimming Pools Act 1992


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Number of swimming pools inspected in accordance with legislative requirements	There were 21 swimming pool inspections undertaken during the report period.	

OP ACTION: V49 Promote swimming pool safety awareness


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Number and type of promotional activities conducted	Swimming pool safety flyers were distributed and free safety signage made available. Pool safety information is available on Council's webpage. Pool Safety Awareness was the theme for Council's Christmas Pageant float in the 2016 Christmas Pageant.	

OP ACTION: V50 Integrate revised septic register with Authority


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Health	Manager Planning, Development & Compliance	30-Jun-2017		1. New septic register developed and implemented with appropriate workflows	A septic tank register has been created in Authority and is undergoing development for use, together with the review of Council's Onsite Sewage Management Policy.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


OP ACTION: V51 Review Council's Sewerage Management Policy

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Health	Manager Planning, Development & Compliance	30-Jun-2017		1. Policy reviewed	Council's Sewerage Management Policy is planned to be reviewed during the 2017/2018 report period.	

OP ACTION: V52 Inspect all cooling towers on an annual basis to ensure compliance with Public Health Act 2010

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Health	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Number of cooling towers inspected	There were 7 of the 10 registered towers inspected during the report period. All towers are expected to be inspected during the 2017/2018 report period.	

OP ACTION: V53 Inspect all public swimming pools twice yearly to ensure compliance with Public Health Act


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Health	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Number of pools inspected	There were 8 public swimming pool inspections completed during the report period.	

OP ACTION: V54 Implement a voluntary food safety "Scores on Doors" program within the local government area


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Public Health	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Program developed and implemented	The Scores on Doors program commenced in July 2016. The Scores on Doors Policy was adopted by Council on 26 October 2016, minute number 45356.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: V55 Conduct annual information session with stakeholders regarding planning and development matters

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Information session held	A number of internal staff information sessions have been undertaken in regard to Development Application Lodgement and associated processes. Comprehensive onsite training will be carried out in November 2017 for up to 16 staff in regard to planning matters. Information sessions for external stakeholders are planned to be carried out in 2017/2018 following enactment of amendments to the Environmental Planning Assessment Act.	

OP ACTION: V56 Update Council's website to provide current planning and building information to community

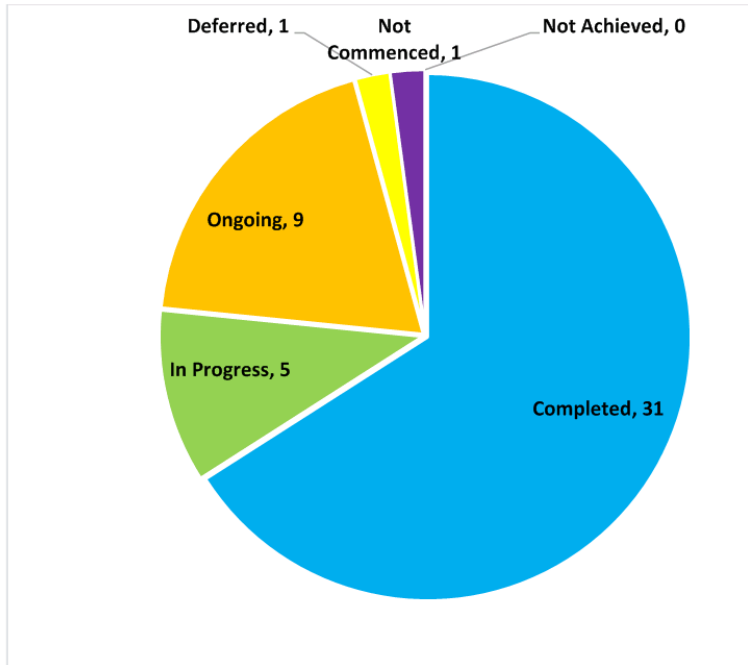
FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Built Environment	Manager Planning, Development & Compliance	30-Jun-2017	30-Jun-2017	1. Webpage updated	New information is available under the "Development: Planning and Building" section of Council's website. Development Application tracking is available online.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

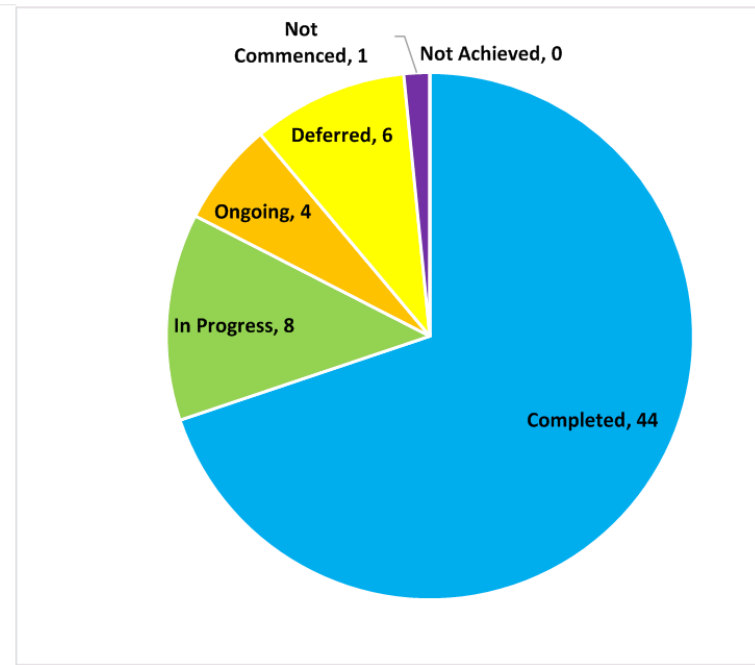


OUR LEADERSHIP

DP Action KPI Status



OP Action KPI Status




Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OBJECTIVE: 4.1 Openness and transparency in decision making


STRATEGY: 4.1.1 Communication and engagement with the community increases confidence in decision-making

DP ACTION: 4.1.1.1 A public forum is made available at the commencement of each Council meeting to allow public input prior to a decision being made

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Participation at public forum	A Public Forum Session is available at Council meetings. Sessions are limited to a period of 15 minutes and each speaker is limited to a period of 2 minutes. Preference is given to those persons wishing to speak on a matter on the agenda for that meeting. Instructions on how to participate in the Public Forum Session and registration forms are available on Council's website, at the Customer Relations Counter and placed on seats in the gallery at the Council meetings.	

OP ACTION: L01 A public forum is made available at the commencement of each Council meeting to allow public input prior to a decision being made

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Participation at public forum	A Public Forum Session is available at Council meetings. Sessions are limited to a period of 15 minutes and each speaker is limited to a period of 2 minutes.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L02 Information is made available to the public in regards to how to participate in public forum

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Information provided	Instructions on how to participate in the Public Forum Session and registration forms are available on Council's website, at the Customer Relations Counter and placed on seats in the gallery at the Council meetings.	

DP ACTION: 4.1.1.12 Council's Communications strategy aims at increasing information regarding matters requiring a decision by Council.

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Customer Relations	Communication & Community Engagement Coordinator	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Increased community confidence in Council	A Community Satisfaction Survey will be carried out in 2017/2018.	

OP ACTION: L16 A Communications Strategy is developed and implemented

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Customer Relations	Communication & Community Engagement Coordinator	30-Jun-2017		1. Strategy adopted	A Communications Strategy is currently being developed by Sauce Communications.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L17 Communications initiatives aimed at increasing community awareness about Council decisions are adopted

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Customer Relations	Communication & Community Engagement Coordinator	30-Jun-2017	30-Jun-2017	1. Community satisfaction	Media releases to inform the community on Council decisions have increased dramatically. Summaries of all major decisions that go before Council are made available to the public before each meeting, and are followed by releases outlining the outcomes.	■

DP ACTION: 4.1.1.13 Maintain good governance and best practice methods and ensure compliance with various guidelines and legislation

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Corporate Responsibility Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. 100% compliance	Ongoing compliance with Office of Local Government requirements and legislation. Reports are adopted by Council and provided to relevant Ministers as required.	■
2. Increased community confidence in Council	Existing policies continue to be reviewed and updated.	■

OP ACTION: L18 Adherence to all Office of Local Government calendar of compliance and reporting requirements

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. 100% compliance	Ongoing compliance with Office of Local Government requirements and legislation.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: L19 Legislative requirements are met in accordance with the relevant Acts

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. 100% compliance	Ongoing compliance with Office of Local Government requirements and legislation.	

OP ACTION: L20 Develop and review Council policies to ensure best practice and relevance

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017		1. Increased community confidence in Council	Current policies are being reviewed and updated.	

DP ACTION: 4.1.1.4 All public documents including business papers are made available on Council's website

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Corporate Support	Governance Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. 100% compliance with publications guide	Council's Agency Information Guide was adopted at Council meeting 26 April 2017, minute number 45523. This guide replaced the previous and now obsolete Publication Guide. Website content continues to be updated as available to meet compliance requirements.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L05 Business papers are uploaded to the website in accordance with the Code of Meeting Practice

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Governance Officer	30-Jun-2017	30-Jun-2017	1. 100% compliance	Documents loaded onto relevant sections on Council's website.	

OP ACTION: L06 All public policies are available online

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Governance Officer	30-Jun-2017	30-Jun-2016	1. 100% compliance	Public policies are available on Council's website.	

STRATEGY: 4.1.2 Social, environmental and economic sustainability is considered when making decisions


DP ACTION: 4.1.1.5 When making decisions, Council considers social, environmental and economic sustainability

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Increased community confidence in Council	The social, environmental and economic implications of Council's decisions are addressed in reports to Council by aligning with the relevant strategic direction.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


OP ACTION: L07 Reports presented to Council provide comment in relation to social economic implications of required decisions

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Increased community confidence in Council	The social, environmental and economic implications of Council's decisions are addressed in reports to Council by aligning with the relevant strategic direction.	

STRATEGY: 4.1.3 Decision-makers provide accountability through planning and reporting frameworks

DP ACTION: 4.1.1.10 The Integrated Planning and Reporting Framework is implemented

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Corporate Responsibility Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Level of improvement in implementation of IPRF	Cambron software continues to be further developed within the Business Plan, Human Resources, and Governance modules. New templates have been implemented to provide for improved compliance reporting on the Delivery Program, inclusive of Operational Plan. Further improvements in the organisation wide use of this software is planned for the 2017/2018 reporting period.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L13 Actions within the improvement plans for Asset Management Plans are progressed

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Infrastructure Projects Engineer	30-Jun-2017		1. Actions completed in accordance with the plan	Actions have not been completed as the plans remain in Draft form. Draft Plans will be presented to Council in 2017/2018 reporting period.	■

OP ACTION: L14 The Asset Management System is implemented to assist with asset management responsibilities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Infrastructure Projects Engineer	30-Jun-2017		1. System implemented	An Asset Management System is being developed within Council's Authority system. Asset condition data has been uploaded, and staff are currently developing a maintenance program for each asset class. The Asset Management System will align with Council's Asset Management Plans to be presented to Council in 2017/2018 reporting period.	■

DP ACTION: 4.1.1.11 Council's records system is maintained in accordance with legislation

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Corporate Support	Manager Information Services	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. 100% compliance	Council's records system is maintained in accordance with the legislative requirements set out in the State Records Act 1998.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

OP ACTION: L15 Council's records system is maintained in accordance with legislation

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Manager Information Services	30-Jun-2017	30-Jun-2017	1. 100% compliance	Council's records system is maintained in accordance with the legislative requirements set out in the State Records Act 1998.	■

DP ACTION: 4.1.1.2 All conflicts of interest are declared in accordance with Council's Code of Conduct

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of Code of Conduct complaints finding breach in conflict provisions	Nil Code of Conduct complaints received during the report period. Council's Code of Meeting Practice allows for Councillors and staff to declare their interest in items at Council Meetings. Annual pecuniary interest forms are completed by Councillors and appropriate staff.	■



OP ACTION: L03 Conflict of interest declarations are completed and pecuniary interest returns are submitted

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Pecuniary interest returns submitted by due date	Council's annual pecuniary interest forms are completed by Councillors and appropriate staff and reported to Council by the due date.	■



Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP ACTION: 4.1.1.3 The Council leadership group works well together to serve the community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number and cost of Code of Conduct complaints	The number and cost of Code of Conduct complaints since the adoption of the Plan on 25 June 2014 is as follows: 2014/2015 - Nil, 2015/2016 - 4 costing \$5,823.14, 2016/2017 - Nil. Council's Code of Meeting Practice allows for Councillors and staff to declare their interest in items at Council Meetings.	
2. Increased confidence in Council	Councillor briefings are held prior to Council meetings each month, and additional briefings and workshops are held when required.	

OP ACTION: L04 Workshops and briefings are provided to Councillors to allow better understanding of issues facing local government and subjects requiring action


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Three workshops held each month	Councillor briefings are held prior to Council meetings each month, and additional briefings are held when required.	
				2. Attendance at workshops	The majority of Councillors attended the "Hit the Ground Running" workshop conducted by Local Government NSW following the Local Government Election in September 2016.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 4.1.1.6 Quarterly Budget Reviews are completed quarterly in accordance with guidelines

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Financial Management	Finance Manager	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. 100% compliance with guidelines		All quarterly budget reviews were completed within the time frame requirements and in full compliance with guidelines.			

OP ACTION: L08 Budget Reviews are completed quarterly in accordance with guidelines

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Financial Management	Finance Manager	30-Jun-2017	30-Jun-2017	1. 100% compliance with guidelines	All quarterly budget reviews were completed within the time frame requirements and in full compliance with guidelines.	

DP ACTION: 4.1.1.7 A review of Delivery Plan Objectives is provided six-monthly in accordance with guidelines


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Corporate Responsibility Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. 100% compliance with guidelines		The Delivery Program six monthly progress report covering to 31 December 2016 was adopted at Council meeting 26 April 2017, minute number 45516. The Delivery Program six monthly progress report to 30 June 2017 will be presented to Council in 2017/2018 reporting period.			

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L09 A review of Delivery Plan objectives is provided six-monthly in accordance with guidelines

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. 100% compliance with guidelines	The Delivery Program six monthly progress report covering to 31 December 2016 was adopted at Council meeting 26 April 2017, minute number 45516. The Delivery Program six monthly progress report to 30 June 2017 will be presented to Council in September 2017.	

OP ACTION: L10 Review and improve key performance indicators within the Delivery Program with a view to ensuring they are meaningful, understandable, and encourage continuous improvement

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. KPI's in the Delivery Program reviewed and changes provided to Council for adoption through the review process	The development of a Delivery Program 2017-2021 commenced in December 2016 through staff consultation and workshops, focusing on enhancing the quality of KPI's. The Draft Delivery Program 2017-2021 was adopted by Council on 28 June 2017, minute number 45560 for implementation from 1 July 2017.	


DP ACTION: 4.1.1.8 An Annual Report is prepared in accordance with guidelines

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Corporate Responsibility Officer	Yes	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. 100% compliance with guidelines	The Annual Report 2015/2016 was adopted by Council on 26 October 2016, minute number 45363. The report was uploaded to Council's website and web link provided to the Office of Local Government (OLG) prior to the required date of 30 November 2016.	

OP ACTION: L11 An Annual Report is prepared in accordance with guidelines

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. 100% compliance with guidelines	The Annual Report 2015/2016 was adopted by Council on 26 October 2016, minute number 45363. The report was uploaded to Council's website and web link provided to the Office of Local Government (OLG) prior to the required date of 30 November 2016.	


DP ACTION: 4.1.1.9 Financial Statements are prepared on an annual basis in accordance with accounting standards and accounting codes

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Financial Management	Finance Manager	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. 100% compliance with guidelines	Financial Statements were completed in September 2016. The Audit, Risk & Improvement Committee endorsed the Financial Statements on 6 October 2016 and were adopted by Council on 26 October 2016. Financial Statements were provided to the Office of Local Government (OLG) on 27 October 2016.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L12 Financial Statements are prepared on an annual basis in accordance with accounting standards and accounting codes



FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Financial Management	Finance Manager	30-Jun-2017	30-Jun-2017	1. The completed Financial Statements are lodged with the OLG by the due date – 31st October	Financial Statements were completed in September 2016. The Audit, Risk & Improvement Committee endorsed the Financial Statements on 6 October 2016 and were adopted by Council on 26 October 2016. Financial Statements were provided to the Office of Local Government (OLG) on 27 October 2016.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 



OBJECTIVE: 4.2 Our leaders make smart decisions

STRATEGY: 4.2.1 Support leaders through the process of making difficult decisions

DP ACTION: 4.2.1.1 Decisions are made in a timely manner to ensure effective delivery

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Number of decisions delayed or overturned		The number of decisions deferred since the Plan's adoption on 25 June 2014 are as follows: 2014/2015 - 5 matters, 2015/2016 - 10 matters, 2016/2017 - 6 matters; being a total of 21 matters deferred during this Plan. These items have been deferred to allow Councillors to be briefed further or the subject of a further report to Council.			
2. Increased confidence in Council decision making		Matters are reported to Council in a timely manner. Decisions of Council are implemented and Council and the community are kept informed of the progress of decisions through the monthly Action List report.			

OP ACTION: L21 Decisions are made in a timely manner to ensure effective delivery of outcomes

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Number of decisions delayed or overturned	Six items were deferred during the report period, to allow for Councillors to be briefed on the items.	
				2. Increased confidence in Council decision making	Matters are reported to Council in a timely manner. Decisions of Council are implemented and Council and the community are kept informed of the progress of decisions through the monthly Action List report.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 4.2.2 Our leaders are well informed on external decisions and information that may impact local decisions

DP ACTION: 4.2.1.12 Monitor potential changes to government policy and legislation and make submission where considered important for the local community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Submissions made as appropriate		A number of submissions have been made in relation to matters impacting upon Broken Hill.			

OP ACTION: L37 Monitor potential changes to government policy and legislation and make submission where considered important for the local community

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Submissions made as appropriate	A number of submissions have been made in relation to matters impacting upon Broken Hill.	

DP ACTION: 4.2.1.13 Accept opportunities to attend training and events that provide value through information, ideas and solutions that add value to our community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Attendance at relevant events/training		Councillors and staff attend training and events considered of value to the City.			

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L38 Accept opportunities to attend training and events that provide value through information, ideas and solutions that add value to our community

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Attendance at relevant events/training	Councillors and staff attend training and events considered of value to the City.	


DP ACTION: 4.2.1.14 Encourage Broken Hill representation on working groups and committees designed to address issues that may impact our local area

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Attendance at working groups and committees	The Mayor, Councillors, General Manager and senior staff have participated in the following: Community Strategic Plan Round Table Committee; Public Library Relocation; Living Museum + Perfect Light project; Heritage Advisory Committee; Lead Reference Group; Broken Hill Solar Plant Consultative Committee; Silverton Wind Farm; Consultative Committee; Disability Inclusion Action Plan Working Group; Volunteer's Working Group; Association of Mining Related Councils; Murray Darling Association; Australia Day Advisory Group; Asset Naming Committee; Broken Hill Liquor Accord; Broken Hill Traffic Committee; Broken Hill Club Grants Committee; Community Assistance Grants Panel; Integrated Waste Management Working Group; Far West Initiative Advisory Committee; Reconciliation Action Plan Committee; Tidy Towns Working Group; University Partnership Working Party; Western Division Councils; Western NSW Mining and Resource Development; University Department of Rural Health	

Completed In Progress Ongoing Deferred Not Commenced Not Achieved

OP ACTION: L39 Encourage Broken Hill representation on working groups and committees designed to address issues that may impact our local area

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Attendance at working groups and committees	<p>The Mayor, Councillors, General Manager and senior staff have participated in the following: Community Strategic Plan Round Table Committee; Public Library Relocation; Living Museum + Perfect Light project; Heritage Advisory Committee.</p> <p>Lead Reference Group; Broken Hill Solar Plant Consultative Committee; Silverton Wind Farm Consultative Committee; Disability Inclusion Action Plan Working Group; Volunteer's Working Group; Association of Mining Related Councils; Murray Darling Association; Australia Day Advisory Group; Asset Naming Committee; Broken Hill Liquor Accord; Broken Hill Traffic Committee; Broken Hill Club Grants Committee; Community Assistance Grants Panel; Integrated Waste Management Working Group; Far West Initiative Advisory Committee; Reconciliation Action Plan Committee; Tidy Towns Working Group; University Partnership Working Party; Western Division Councils; Western NSW Mining and Resource Development; University Department of Rural Health.</p>	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 4.2.1.15 Monitor demographic changes within the community and consider the likely implications upon Council and the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Manager - Strategic City Development	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Annual assessment undertaken and reported to Council	The demographic changes of Broken Hill continue to be monitored on an ongoing basis through the various reports and submissions for available grant funding opportunities. An assessment in 2017/2018 will be conducted following full availability of Census data.	■

OP ACTION: L40 Monitor demographic changes within the community and consider the likely implications upon Council and the City

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Manager - Strategic City Development	30-Jun-2017		1. Annual assessment undertaken and reported to Council	An annual assessment will be undertaken in the first Quarter of 2017/2018 following full availability of Census data.	■

DP ACTION: 4.2.1.2 Encourage attendance at meetings and workshops

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP Performance Indicator(s)	Comment	KPI Status
1. Attendance at Council meetings, workshops and committees	Council Meetings and the Community Strategic Plan Round Table Committee Meetings are advertised in the Barrier Daily Truth and on Council's website for the community to attend and participate.	

OP ACTION: L22 Meeting notice, business papers and agendas are provided for meetings in accordance with the Code of meeting practice

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Compliance with Code of Meeting Practice	Meeting notices, business papers and agendas are provided at meetings and on Council's website.	

DP ACTION: 4.2.1.7 Develop and implement a communications strategy to increase confidence in Council's decision making

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Customer Relations	Communication & Community Engagement Coordinator	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Communications strategy developed and adopted	A Communications Strategy is currently being developed by Sauce Communications.	

OP ACTION: L30 Develop and implement a communications strategy to increase confidence in Council decision making


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Customer Relations	Communication & Community Engagement Coordinator	30-Jun-2017		1. Communications strategy developed and adopted	A Communications Strategy is currently being developed by Sauce Communications.	

Completed In Progress Ongoing Deferred Not Commenced Not Achieved


STRATEGY: 4.2.3 Our leaders are aware of emerging issues and new information in order to respond appropriately

DP ACTION: 4.2.1.10 Increase leadership capacity within Council

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Corporate Support	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Community satisfaction	Staff attend training considered of value to the City on a case by case basis. Supervisory Leadership Skills and Aspiring Leaders training is being considered.	

OP ACTION: L34 Develop a Councillor training plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Executive Support Officer	30-Jun-2017		1. Training plan developed	The newly elected Councillors attended "Hit The Ground Running" workshop conducted by Local Government NSW. Draft Learning Plans have been developed for Mayor, Deputy Mayor and Councillors for further consultation.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L35 Develop Leadership program for Managers

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Human Resources Manager	30-Jun-2017	30-Jun-2017	1. 80% participation in leadership development activities	Special Budget request adopted. Two managers completed the Compass Women in Leadership Program. Planning is underway for 2017/2018 for 10 participants in leadership development and 10 participants in management development. ELT will continue to be offered to undertake the Australian Institute of Company Directors Course as per budget permits.	

DP ACTION: 4.2.1.11 Strengthen staff capacity through workforce development and planning activities

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Corporate Support	Human Resources Manager	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. 100% skills reviews complete	Project underway to transfer paper based system.	

OP ACTION: L36 Implement priority strategies contained within Council's Workforce Management Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Human Resources Manager	30-Jun-2017		1. Actions completed	Actions within Council's Workforce Management Plan continue to be implemented as specified below:	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

- Workforce Strategy 1.5 Build greater flexibility within our Award to ensure Council becomes competitive whilst maintaining job security: The Broken Hill City Council Consent Award was adopted in December 2015. Seven day spread and span of hours were reviewed and amended in the new Broken Hill City Council Consent Award 2015. Grandfathered terms for annual leave and redundancy.
- Workforce Strategy 2 Develop effective leadership to focus on improved operational performance and support our workforce to achieve organisational goals: Succession planning framework has been drafted.
- Workforce Strategy 2.1 Critical roles are identified and strategies developed to minimise risks to business continuity: Critical roles have been identified (draft) and key personnel mapped to determine bench strength.
- Workforce Strategy 2.2 Identify leadership pipeline through effective succession planning for senior leader positions: Leadership pipeline has been considered (draft).


- Workforce Strategy 3.5 Invest resources into system analysis and process improvement: Business System Analyst position has been included in organisational structure.
- Workforce Strategy 4.5 Promote the health and wellbeing of all people: Council won a \$10,000 incentive from our Workers Compensation Insurer for our performance in WHS and injury prevention.

DP ACTION: 4.2.1.16 Develop strong relationships with key government departments and personnel

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of representations made	The Mayor and General Manager have met with various Ministers and have exchanged regular correspondence.	


OP ACTION: L41 Develop strong relationships with key government departments and personnel

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Number of representations made	The Mayor and General Manager have met with various Ministers and have exchanged regular correspondence.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 4.2.1.3 Implement strategies to address Council's financial sustainability

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Financial Management	Finance Manager	Yes	Yes	Yes	Yes


DP Performance Indicator(s)	Comment	KPI Status
1. Improvement in Council's long term financial sustainability	Financial strategies continue to be developed. Significant savings realised through operational efficiencies and the disposal of unutilised buildings as well as outstanding rates recovered through the sale of land for rates. Current strategies include plant reviews, service reviews, building utilisation and determining additional sources of revenue.	

OP ACTION: L23 Assess transition of staff structure implemented in 2015/16 to ensures alignment with the goals and objectives of the Delivery Program

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Finance Manager	30-Jun-2017		1. A review of restructured departments is undertaken and productivity improvements are quantifiable	Service reviews are underway to quantify productivity gains through the restructure as well as identify further efficiencies and the levels of service required/expected.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L24 Develop a Financial Strategy to support the Long Term Financial Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Financial Management	Finance Manager	30-Jun-2017	30-Jun-2017	1. Financial Strategy developed	Financial strategies continue to be developed. Significant savings have been realised through operational efficiencies and the disposal of unutilised buildings, as well as the recovery of outstanding rates through the sale of land for rates. Current strategies include plant reviews, building utilisation, service reviews and additional income sources. Community engagement will ensure the budget as per the Long Term Financial Plan is spent delivering the levels of services required and expected by the community.	

DP ACTION: 4.2.1.4 Develop a strategy to reduce Council's reliance on the mining industry for revenue generation


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Financial Management	Finance Manager	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Reduction of reliance on mining industry for revenue	A strategy is in place to cap mining rates at 10% of total rateable income, by progressively transferring 1% of mine rates to residential rates each year. This strategy has been endorsed by Council and implemented by Management. 2016/2017 saw the third fourth consecutive year of the strategy implemented. A total of \$147,041 was transferred from the mining sector to residential properties. This impacted each residential property by an average increase of \$15.00 for the 2016/2017 financial year. This has assisted in aligning	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


the rating structure to levy rates in proportion to land valuations thereby reducing the impact on residential ratepayers and the community if the mines suddenly ceased to operate or significant reductions in land value occur.

OP ACTION: L25 Undertake rate modelling to develop a strategy to reduce Councils reliance on the mining industry for revenue generation

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Financial Management	Finance Manager	30-Jun-2017	30-Jun-2017	1. Reduction of reliance on mining industry for revenue	A strategy is in place to cap mining rates at 10% of total rateable income, by progressively transferring 1% of mine rates to residential rates each year. This strategy has been endorsed by Council and implemented by management. This is the second year this particular strategy has been implemented with the total rates contribution from mines decreasing from 17% to 16% of total rates income. A total of \$147,041 was transferred from the mining sector to residential properties. This impacted each residential property by an average increase of \$15.00 for the 2016/17 financial year. This has assisted in aligning the rating structure to levy rates in proportion to land valuations thereby reducing the impact on residential ratepayers and the community if the mines suddenly ceased to operate or significant reductions in land value occur.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


DP ACTION: 4.2.1.5 Improve Council's asset management capacity and planning

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Asset Management	Infrastructure Projects Engineer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Increased confidence in asset management planning		Ongoing mentoring and training provided to Infrastructure staff. Preliminary Draft Asset Management Plans require review in consideration with the Levels of Service community consultation and new condition data. Actions from previous improvement plans have been re-evaluated and implemented accordingly. The Asset Management Authority system is under development and is expected to be completed for implementation during the 2017/2018 report period.			

OP ACTION: L26 Provide training and mentoring to staff in relation to asset management requirements

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Asset Management	Infrastructure Projects Engineer	30-Jun-2017		1. Increased asset management capacity	Training will be provided to relevant staff once Asset Management Plans have been adopted by Council and the Asset Management Authority System has been finalised and implemented.	

OP ACTION: L27 Actions within the improvement plans for Asset Management Plans are progressed

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Asset Management	Infrastructure Projects Engineer	30-Jun-2017		1. Actions completed in accordance with the asset management plans	Asset Management Plans are currently in draft format and actions will be completed once the plans have been formally adopted by Council.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L28 The Asset Management System is implemented to assist with asset management responsibilities


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Asset Management	Infrastructure Projects Engineer	30-Jun-2017		1. System implemented	The Asset Management Authority System is under development and is planned to be completed for implementation during the 2017/2018 report period.	

DP ACTION: 4.2.1.6 Undertake service level reviews to ensure service delivery meets the community's needs

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Customer Relations	Business Systems Analyst	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. At least one service level review undertaken annually	A Service Review Framework was adopted by Council in March 2017 and a pilot Service Review Program commenced in April 2017 which includes the following services: Customer Service, Visitor Information Centre, Art Gallery, GeoCentre, Library, Archives and Planning.	

OP ACTION: L29 Undertake at least one service level review for a Council provided service

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Business Systems Analyst	30-Jun-2017		1. One service level review undertaken	As at June 30 2017 the following reviews have commenced: Customer Service, Visitor Information Centre, Planning, Archives and Library.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 4.2.1.9 Improve performance management and reporting for the organisation


FUNCTION	POSITION	13/14	14/15	15/16	16/17
Corporate Support	Corporate Responsibility Officer	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Increased productivity measured by community satisfaction in council services	Service Reviews commenced in 2017 to identify service profiles, and to determine community needs and appropriate service commitments. A Customer Satisfaction survey is required to be developed to support this process.	

OP ACTION: L31 Participate in industry benchmarking and comparative activities to inform and guide Council's performance


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Benchmarking and comparative reports provided	Participation in LG Professionals/ PwC benchmarking survey completed.	

OP ACTION: L32 Implement performance management reporting system for employees in line with Corporate performance objectives

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Corporate Responsibility Officer	30-Jun-2017		1. % performance reviews completed using new system	Project commenced to transfer to online system in June 2017.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L33 Implement a staff cultural change program aimed at working together for a better community

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Corporate Support	Human Resources Manager	30-Jun-2017	30-Jun-2017	1. Improved staffing culture demonstrated in climate survey	Cultural Surveys are completed every 3 years to mark progress towards constructive culture. Most recent survey completed was in 2015.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 4.3 We unite to succeed

STRATEGY: 4.3.1 Opportunities to work together are identified and relationships are developed and maintained for the benefit of the community

DP ACTION: 4.3.1.1 Develop committees and/or workgroups for key issues and projects impacting Council and the City

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Committee member satisfaction with value derived from collaboration	Council has adopted the inclusion of the Broken Hill Living Museum + Perfect Light Project Steering Group, and the Disability Inclusion Action Plan Working Group to assist with specific projects within the City.	


OP ACTION: L42 Identify issues and projects which may benefit from the creation of a committee or workgroup

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Committee/Workgroup outcomes	There are no new issues or projects that may benefit from a newly created committee or workgroup, other than those already formed.	


DP ACTION: 4.3.1.2 Support Council's section 355 Committees in undertaking their duties with Council

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Corporate Responsibility Officer	Yes	Yes	Yes	Yes

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Strong Section 355 volunteer base retained	Following the Local Government Election in September 2016, all Section 355 Committee positions were declared vacant and the new Council was required to appoint new committee members. Committee Manuals and Constitutions (forming the Section 355 Framework) were adopted by Council 29 March 2017, minute number 45508. An Induction Session is planned to be presented to Committee Members during the 2017/2018 report period.	

OP ACTION: L43 Ensure representation on Section 355 Committees

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017	30-Jun-2017	1. Attendance at meetings	Committee memberships were declared vacant in September 2016. Following this, a call for nominations was advertised on Council's website and in the Barrier Daily Truth during December 2016 and January 2017. Membership has slowly filled on the majority of committees, with Committees commencing regular meetings and activities. Some committees continue to have vacancies to date. Councillors have been encouraged to increase memberships on committees as part of their delegation.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L44 Ensure induction programs are undertaken with Section 355 Committees

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Corporate Responsibility Officer	30-Jun-2017		1. Inductions undertaken	An Induction Session is being developed for all Section 355 Committees and is planned to be conducted during the 2017/2018 report period.	■

DP ACTION: 4.3.1.3 Maintain a strong relationship and regularly engage with the local State Member.

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Meetings held at least quarterly	The Mayor and General Manager have met with the State member on more than ten occasions during the report period.	■

OP ACTION: L45 Meet with the local State member

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Meetings held quarterly	The Mayor and General Manager have met with the State member on more than ten occasions in the reporting period	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■


DP ACTION: 4.3.1.4 Maintain a strong relationship and regularly engage with the local Federal Member

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Meetings held at least twice annually		Six meetings were held with the Federal Member.			

OP ACTION: L46 Meet with the local Federal member


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Meetings held six monthly	Six meetings were held with the Federal Member.	

DP ACTION: 4.3.1.5 Develop and strengthen relationships with the local aboriginal community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes
DP Performance Indicator(s)		Comment			KPI Status
1. Attendance at meetings and other gatherings with the local Aboriginal community		The Mayor has arranged various meetings and functions, which include representation from the Aboriginal Community. The Mayor and General Manager have attended the Aboriginal Community Working Party meetings.			

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L47 Contribute to the Aboriginal Community Working Party

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Attend meetings at least quarterly	The Mayor has arranged various meetings and functions, which include representation from the Aboriginal Community. The Mayor and General Manager have attended the Aboriginal Community Working Party meetings.	

OP ACTION: L48 Develop, plan and implement a Reconciliation Action Plan

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017		1. RAP developed and implemented	A Reconciliation Action Plan Working Group has been formed by Council with three Councillor Representatives. An updated Reconciliation Action Plan is required to be developed as the current plan is dated 2011/2012.	

DP ACTION: 4.3.1.6 Support local groups and individuals by attending and supporting events and activities providing a positive impact on the community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Attendance at events and activities	Support to local community groups is available through the Community Assistance Grants Policy. The Mayor and General Manager regularly attend events to represent Council and support the community.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L49 Support local groups and individuals by attending and supporting events and activities providing a positive impact on the community

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Events and activities attended/supported	Support to local community groups is available through the Community Assistance Grants Policy. The Mayor and General Manager regularly attend events to represent Council and support the community.	


DP ACTION: 4.3.1.7 Gain a better understanding of possible alignments between Council and community groups, local associations and volunteers to ensure opportunities to work together are identified

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of joint initiatives undertaken in collaboration	The Mayor, Councillors, General Manager and senior staff met with representatives of community groups, such as: Community Strategic Plan Round Table Committee; Public Library Relocation; Living Museum + Perfect Light project; Heritage Advisory Committee; Lead Reference Group; Broken Hill Solar Plant Consultative Committee; Silverton Wind Farm Consultative Committee; Disability Inclusion Action Plan Working Group; Volunteer's Working Group; Association of Mining Related Councils; Murray Darling Association; Australia Day Advisory Group; Asset Naming Committee; Broken Hill Liquor Accord; Broken Hill Traffic Committee; Broken Hill Club Grants Committee; Community Assistance Grants Panel; Integrated; Waste Management Working Group; Far West Initiative Advisory Committee; Reconciliation Action Plan Committee; Tidy Towns Working Group; University Partnership Working Party; Western Division Councils; Western NSW Mining and Resource Development; University Department of Rural Health; PCYC	

Completed In Progress Ongoing Deferred Not Commenced Not Achieved


OP ACTION: L50 Develop a knowledge base of existing and proposed community groups, associations etc. and their purpose

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Knowledge base developed	A list of community groups, volunteer groups and associations is available on Council's website.	

STRATEGY: 4.3.2 A community round table is established to drive the implementation of the Community Strategic Plan and report on progress to the community

DP ACTION: 4.3.1.9 Provide leadership, structure and support to the Community Roundtable in their review and management of the Community Strategic Plan

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Satisfaction of members on the roundtable that value is being achieved	The Section 355 Advisory Committee Manual and the Constitution of the Community Strategic Plan Round Table were both adopted at Council meeting held 29 March 2017, minute number 45508. The revised Broken Hill 2033 Community Strategic Plan (CSP), was adopted at Council meeting held 26 April 2017, minute number 45517. Following the adoption of these documents and a review of the structure of the Community Round Table Committee, Council has recently adopted "Working Groups" aligned to each of the four CSP Direction areas, with Councillors assigned to each Group with the objective of actively engaging and working with specific community interest groups and external interest groups to structure positive strategic outcomes in line with each Key Direction. Each working group will nominate specific strategies written into each Key Direction to focus on each quarter.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

Stakeholders are engaged to assist with this focus and relationship building between Council and stakeholders to ensure Council are working with their stakeholders to achieve the community's vision and aspirations.

OP ACTION: L52 Facilitate and participate in the Community Roundtable

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Community Roundtable conducted and attended	The Mayor, Councillors and General Manager attend Community Strategic Plan Round Table Committee meetings, which are held quarterly.	

STRATEGY: 4.3.3 The leadership capacity within our community is increased

DP ACTION: 4.3.1.8 Develop project management planning practices that identify key stakeholders for projects and activities undertaken by Council

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Business Systems Analyst	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Project management planning practices adopted	Project management practices currently in place. Ongoing monitoring and improvement of practices to ensure best practice is achieved.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OP ACTION: L51 Develop project management planning practices that identify key stakeholders for projects and activities undertaken by Council

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Business Systems Analyst	30-Jun-2017	30-Jun-2017	1. Project management procedures developed and implemented	Project management practices currently in place. Ongoing monitoring and improvement of practices to ensure best practice is achieved.	■

STRATEGY: 4.3.4 Partnerships, role models and joint success is celebrated and promoted

DP ACTION: 4.3.1.10 Provide support through advocacy towards maintaining a level of non-council services based upon the needs of the community

FUNCTION	POSITION	13/14	14/15	15/16	16/17	
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes	
DP Performance Indicator(s)		Comment				KPI Status
1. Advocacy provided where required		Advocacy actively led by the Mayor where required.				■

OP ACTION: L53 Where required, advocate on behalf of the community to improve or maintain non-Council services and facilities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Representations made where required	The Mayor and General Manager correspond with relevant Ministers and Government bodies in relation to advocating on behalf of the community to improve and maintain non-Council services and facilities.	■

Completed ■ In Progress ■ Ongoing ■ Deferred ■ Not Commenced ■ Not Achieved ■

DP ACTION: 4.3.1.11 Consider and further investigate the concept and potential for value through a strengthened whole of government approach for the Far West

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Active participation in Local Government Reform activities	The Mayor and General Manager have taken an active role in Local Government Reform activities and the Far West Initiative.	

OP ACTION: L54 Participate in workshops/discussions in relation to Local Government reform and whole of government approach to local outcomes

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Participation at workshops/discussions	The General Manager attends all Far West Initiative meetings.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

OBJECTIVE: 4.4 Our community is engaged and informed

STRATEGY: 4.4.1 Increase community involvement in decision-making

DP ACTION: 4.4.1.2 Develop and implement individual communications and engagement plans for service level reviews and rating variation considerations

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Customer Relations	Communication & Community Engagement Coordinator	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Communications and engagement plans implemented	Communication and Engagement Plans are developed for individual projects as required, including Service Reviews and the Community Strategic Plan review. Special rate variations appear unlikely and will be developed on a needs basis.	

OP ACTION: L56 Develop and implement individual communications and engagement plans for service level reviews and rating variation considerations

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Customer Relations	Communication & Community Engagement Coordinator	30-Jun-2017	30-Jun-2017	1. Participation by community groups and members	Communication and Engagement Plans are developed for individual projects as required, including Service Reviews and the Community Strategic Plan review. Special rate variations appear unlikely and will be developed on a needs basis.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

STRATEGY: 4.4.2 Engage the community through information and activities aimed at increased participation

DP ACTION: 4.4.1.1 Develop a communications strategy aimed at increasing information provision and engagement of our community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Customer Relations	Communication & Community Engagement Coordinator	No	Yes	No	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Communications strategy developed	A Communications Strategy is currently being developed by Sauce Communications.	

OP ACTION: L55 Develop a communications strategy aimed at increasing information provision and engagement of our community


FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Customer Relations	Communication & Community Engagement Coordinator	30-Jun-2017		1. Communications strategy developed and implemented	A Communications Strategy is currently being developed by Sauce Communications.	
				2. Community satisfaction	A Community Satisfaction Survey is yet to be developed.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 


STRATEGY: 4.4.3 Increase knowledge and awareness of challenges and opportunities facing the City

DP ACTION: 4.4.1.3 Undertake activities in Local Government week aimed at increasing the community’s understanding of the role and responsibility of Local Government

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Grants and Projects Coordinator	No	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Activities undertaken	Activities undertaken during Local Government Week 2016 included Mayor for a Day, shrub giveaway, a community BBQ, and the Volunteer Awards.	


OP ACTION: L57 Undertake activities in Local Government week aimed at increasing the community’s understanding of the role and responsibility of Local Government

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Grants and Projects Coordinator	30-Jun-2017	30-Jun-2017	1. Participation in activities	Activities undertaken during Local Government Week 2016 included Mayor for a Day, shrub giveaway, a community BBQ, and the Volunteer Awards.	


DP ACTION: 4.4.1.4 Educate the community and create discussion in relation to issues and opportunities impacting upon Council and the community

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP Performance Indicator(s)	Comment	KPI Status
1. Discussion points created	The community is continually informed on Council's activities via media releases, social media, and Council's website.	

OP ACTION: L58 Develop and distribute easy to read fact sheets and/or other communication outlining Council's current financial position

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Communication & Community Engagement Coordinator	30-Jun-2017	30-Jun-2017	1. Information developed and distributed	There has been extensive media releases and social media releases around the budget and the Long Term Financial Plan. Slideshows and infographics have been posted online, and two community engagement sessions were held at the library.	


OP ACTION: L59 Develop and distribute easy to read fact sheets and/or other communication outlining Councils asset management responsibilities and associated challenges

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Communication & Community Engagement Coordinator	30-Jun-2017		1. Information developed and distributed	Fact sheets will be drafted once Asset Management Plans have been finalised and adopted by Council.	


Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

DP ACTION: 4.4.1.5 Actively participate in undertaking presentations for community groups and associations in relation to Council activities, projects, challenges and opportunities

FUNCTION	POSITION	13/14	14/15	15/16	16/17
Leadership & Governance	Executive Support Officer	Yes	Yes	Yes	Yes

DP Performance Indicator(s)	Comment	KPI Status
1. Number of presentations made	<p>Senior management continue to attend and provide presentations to community groups where requested. Council has proactively sought community groups and organisations to deliver key messaging around the Library Relocation, Civic Centre Upgrade and Broken Hill Living Museum + Perfect Light Project Steering Group, Disability Inclusion Action Plan, and the Heritage Near Me Roadshow.</p> <p>The Community Round Table remains active in information sharing across the City. The Round Table allows the various stakeholders to take information back for greater dissemination across the various parties they represent.</p>	

OP ACTION: L60 Undertake presentations for community groups and associations in relation to Council activities, projects, challenges and opportunities

FUNCTION	POSITION	TARGET DATE	COMPLETED DATE	MEASURE	COMMENTS	KPI STATUS
Leadership & Governance	Executive Support Officer	30-Jun-2017	30-Jun-2017	1. Four presentations undertaken	Senior management continue to attend and provide presentations to community groups where requested. Council has proactively sought community groups and organisations to deliver key messaging around the Library Relocation, Civic Centre Upgrade and Broken Hill Living Museum + Perfect Light Project Steering Group, Disability Inclusion Action Plan, and the Heritage Near Me Roadshow.	

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

Completed  In Progress  Ongoing  Deferred  Not Commenced  Not Achieved 

The Community Round Table remains active in information sharing across the City. The Round Table allows the various stakeholders to take information back for greater dissemination across the various parties they represent.

ORDINARY MEETING OF THE COUNCIL

September 18, 2017

ITEM 5

BROKEN HILL CITY COUNCIL REPORT NO. 159/17

SUBJECT: AMENDMENT TO BROKEN HILL CITY COUNCIL'S 2017/2018 FEES AND CHARGES 16/157

Recommendation

1. That Broken Hill City Council Report No. 159/17 dated September 18, 2017, be received.
2. That the proposed amendments to the 2017/2018 Schedule of Fees & Charges be endorsed for the purpose of public exhibition for community comment for a 28 day period.
3. That Council endorse to support the YMCA during their renovation period, by setting a Community Service Fee of \$2,000 per annum for the use of the BIU Band Hall.

Executive Summary:

Council at its meeting held 28 June 2017, endorsed the 2017/2018 Schedule of Fees & Charges in accordance with Section 405 of the *Local Government Act 1993*.

Since the adoption of the 2017/2018 Schedule of Fees & Charges, there have been amendments to policies/business practices which have resulted in the necessity for new and amended fees to be set for the remainder of this financial year. These are detailed below in the report. In summary, there are three new fees proposed, one amendment and seven deletions proposed to current fees.

Report:

Council at its meeting held 28 June 2017, endorsed the 2017/2018 Schedule of Fees & Charges in accordance with Section 405 of the *Local Government Act 1993*.

Since the adoption of the 2017/2018 Schedule of Fees & Charges, there have been amendments to policies/business practices which have resulted in the necessity for new and amended fees to be set for the remainder of this financial year. These fees are detailed below:

Item	Fee Number	Fee Description	Proposed Change	Current Fee (Inc GST)	Proposed Fee (Inc GST)
1	179	Civic Centre Auditorium per day – government, community, charity, schools and not for profit (includes one staff member)	Delete	\$924.00	NIL

2	180	Civic Centre Auditorium half hall per day – government, community, charity, schools and not for profit (includes one staff member)	Delete	\$462.00	NIL
3	181	Civic Centre Auditorium per day – government, community, charity, schools and not for profit (includes one staff member)	Delete	\$354.00	NIL
4	182	Civic Centre Auditorium half hall per hour – government, community, charity, schools and not for profit (includes one staff member)	Delete	\$115.50	NIL
5	New	Civic Centre - government, community, charity, schools and not for profit (includes one staff member)	New	N/A	30% discount of total booking fee
6	380	Admin - Search of building/development records (minimum fee ½ hour)	Amendment	P.O.A	\$120.00 (per hour)
7	New	Cemetery – Reopen (digging at foot end or head end) of grave for internment of ashes	New	N/A	\$175.00
8	New	BIU Band Hall – Temporary Hire YMCA	New	N/A	\$2,000 p.a
9	New	Placement of Container/Skip Bins on Public Spaces – Annual Permit	new	N/A	\$1,650 p.a
10	404	Albert Kersten & Mineral Musems Membership – One Year	Delete	\$33.00	NIL
11	405	Albert Kersten & Mineral Musems Membership – Family with Children	Delete	\$55.00	NIL
12	406	Albert Kersten & Mineral Musems Membership – Student & Concession	Delete	\$22.00	NIL

Items 1,2,3,4,5

Council endorsed in the 2017/2018 Schedule of Fees & Charges to offer a 30% discount to all users of the Civic Centre who fall into the categories of: Community, government organisations, charities, schools and not for profit organisations. This discount applied to all items available for hire at the Civic Centre. For ease of readability and interpretation for the community, it has been proposed to include this this discount that is to be applied across all items available for hire at the Civic Centre as one line item, as opposed to having individual lines disclosing the discount for individual items available for hire.

Item 6

Council endorsed in the 2017/2018 Schedule of Fees & Charges an administration fee for the search of building/development records. This was adopted as a P.O.A. To aid

transparency and ease of access to customers it is proposed to list this fee as \$120 per hour. This is consistent with the fee adopted in the 2016/2017 Schedule of Fees & Charges.

Item 7

At the May Ordinary Council Meeting, Council adopted the Cemetery Management Policy. Due to this, the additional service to reopen graves by digging at either the foot end or head end for the internment of ashes was adopted. This fee has been proposed to accommodate this service. The proposed fee is consistent with the other fees and charges listed for grave re-openings.

Item 8

The YMCA contacted the BIU Band Hall S355 Committee about the use of the hall to hold dance classes during the period that the Chloride Street building will be closed due to renovations. The YMCA has also requested to use the hall as a crèche facility. The hall would be utilized for 13 hours per week. It is proposed to assist the YMCA in acquiring other facilities to hold their dance classes, that an interim fee of \$2,000 per annum is adopted for the YMCA use. This fee is based on cost recovery with a small profit margin, which will assist the community group in maintaining service levels to the community. The BIU band hall is currently hired to the BIU Band & Soccer Club for \$650 per annum.

Item 9

It was brought to Council's attention that skip bins are being placed on public spaces without Council's consent as the roads authority, with increased activity due to storm damage repair works. Due to high turnaround of skip bins, two weeks notice required under the current hoarding permit arrangement was deemed unfeasible by suppliers. Investigations as to solutions identified annual placement permits as a suitable solution to ensure compliance requirements for placement of containers and skip bins. Various Councils across NSW have endorsed this solution including, but not limited to Randwick City Council and the Inner West Council. The permit will ensure the accountability of the supplier to comply with safety requirements in placing of objects on a public space as the work area will be enforceable by Council Officers. Failure to abide by permit conditions will result in infringements. The recommended permit fee benchmarked from other permits is \$1,650 Inc GST..

Item 10, 11 & 12

It is proposed to remove the membership fees from the Albert Kersten & Mineral Museums, as these memberships are no longer applicable. The only memberships available are for the Broken Hill Regional Art Gallery. Normal entry fees to the Albert Kersten & Mineral Museums remain the same.

In accordance with Section 610F of the *Local Government Act 1993* Council must give public notice of any amended or proposed fees for a period of 28 days.

Strategic Direction:

Key Direction:	4. Our Leadership
Objective:	4.1.3 Decision-makers provide accountability through planning and reporting frameworks
Function:	Leadership and Governance
DP Action:	4.1.1.14 The Integrated Planning and Reporting Framework is implemented

Relevant Legislation:

Integrated Planning and Reporting Framework
Local Government Act 1993

Financial Implications:

Additional income of \$2,000 per annum from the YMCA hiring the BIU Band Hall, as well as increased utilisation of the Civic Centre by Community Groups will increase revenue through additional use and increased economic activity throughout the community.

Additional revenue through the annual permit for the placement of container/skip bins will be received through the financial year.

Attachments

There are no attachments for this report.

JAY NANKIVELL
FINANCE MANAGER

RAZIJA NU'MAN
ACTING GENERAL MANAGER

ORDINARY MEETING OF THE COUNCIL

September 7, 2017

ITEM 6**BROKEN HILL CITY COUNCIL REPORT NO. 160/17****SUBJECT:** **INVESTMENT REPORT FOR AUGUST 2017** **17/82****Recommendation**

1. That Broken Hill City Council Report No. 160/17 dated September 7, 2017, be received.

Executive Summary:

The *Local Government (General) Regulation 2005* (Part 9, Division 5, Clause 212), effective from 1 September 2005, requires the Responsible Accounting Officer of a Council to provide a written report setting out details of all monies that have been invested under Section 625 (2) of the *Local Government Act 1993*, as per the Minister's Amended Investment Order gazetted 11 March 2011. The Responsible Accounting Officer must also include in the report, a certificate as to whether the investment has been made in accordance with the Act, the Regulations and the Council's Investment Policy.

As at 31st August 2017, Council's Investment Portfolio had a current market valuation of \$22,909,638 or principal value (face value) of \$22,890,029 and was compliant with all legislative and policy requirements.

Report:

Council's investments as at 31st August 2017 are detailed in Attachment 1.

Portfolio Summary		
Portfolio Performance vs. RBA Cash Rate	✓	Council's investment performance did exceed benchmark.
Investment Policy Compliance		
Legislative Requirements	✓	Compliant with policy
Portfolio Credit Rating Limit	✓	Compliant with policy
Institutional Exposure Limits	✓	Compliant with policy
Term to Maturity Limits	✓	Compliant with policy

Market Review**Global issues**

Despite growing international tensions with US, China and Russia over North Korea's missile launches and bomb tests, global share markets continue to perform well and the global growth expectations remain upbeat.

In the US, the latest GDP data was revised upward to 3%pa, from 2.6%, led by improved consumer spending and business investment. Meanwhile US inflation, remains subdued at just 1.4%pa – even lower than Australia's 1.9%.

Europe, largely out of the spotlight given the US hurricane and North Korean hostilities, continues to record promising economic growth led by improving consumer and business confidence levels. However, the continent's economic weakness remains its unemployment rate which is above 9%.

Domestic issues

In Australia, the latest employment data continued its upward trend with a net gain of 28,000 jobs in July, following the +20k (revised) in June. However, unlike June's results, the gains were all in part-time work as full time jobs decreased. The unemployment rate remains at 5.6%.

At its August meeting, the RBA Board noted its expectations of an increase in the country's non-mining sectors over the next several months. Higher business investment intentions, commercial vehicle sales and non-residential building approvals are all pointing to near-term economic improvement.

Interest rates

The RBA's official cash rate remains at 1.50%. The market is pricing in a rate hike to 1.75% in Oct/Nov 2018.

Term deposit rates across most maturities were little changed from July. The best indicative 3 month TD from Australian majors closed August in the mid-2.40% area. The highest 12 month rate from a four major was remained in the 2.55% area. However, there were specials from a handful of individual banks in the 6-11 month area that provided good opportunities for investors with cash available for those terms.

Council's Portfolio by Source of Funds – August 2017

As at 31st August 2017, Council's Investment Portfolio had a current market valuation of \$22,909,638 or principal value (face value) of \$22,890,029 with the source of these funds being detailed in the table below.

	Source of Funds	Principal Amount
GENERAL FUND	Operating Capital & Internal Restrictions	10,920,029
	Accommodation Bonds Reserve	45,000
	Royalties Reserve	470,000
	Domestic Waste Management Reserve	6,260,000
	Grants	4,760,000
	Developer Contributions	435,000
	TOTAL PORTFOLIO	\$22,890,029

Certificate by Responsible Accounting Officer

All investments have been placed in accordance with Council's Investment Policy, Section 625 of the *Local Government Act 1993* (as amended), the Revised Ministerial Investment Order gazetted 11 February 2011, Clause 212 of the *Local Government (General) Regulations 2005* and Third Party Investment requirements of the then Department Local Government Circular 06-70. Council continues to obtain independent financial advice on its investment portfolio in accordance with the then Department of Local Government Circular of 16 September 2008.

Strategic Direction:

- Key Direction 4: Our Leadership
- Objective 4.1: Openness and Transparency in Decision Making
- Action 4.1.1.13: Maintain good governance and best practice methods and ensure compliance with various guidelines and legislation.

Relevant Legislation:

This report is provided for Council's consideration in compliance with the requirements of *Part 9, Division 5, Clause 212 of the Local Government (General) Regulations 2005*.

Financial Implications:

The recommendation has no financial impact.

Attachments

1. [↓](#) Investment Report - August 2017

JAY NANKIVELL
FINANCE MANAGER

RAZIJA NU'MAN
ACTING GENERAL MANAGER



**Investment Summary Report
August 2017**



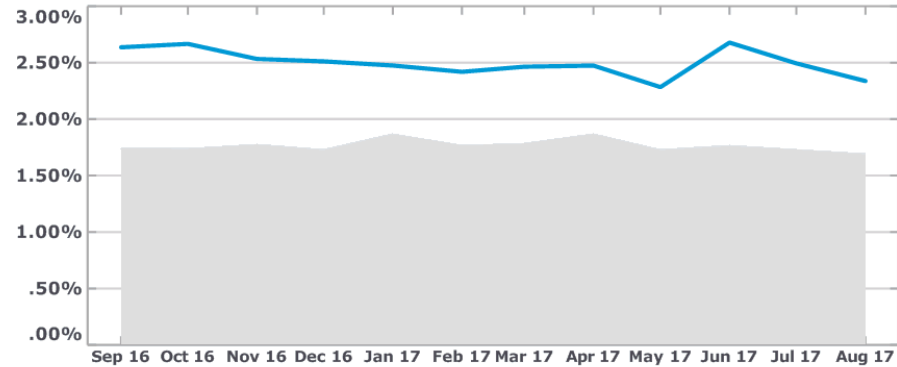
Broken Hill City Council
Executive Summary



Investment Holdings

	Face Value (\$)	Current Value (\$)	Current Yield (%)
Cash	6,211,454.61	6,211,454.61	2.40
Managed Funds	4,678,573.89	4,678,573.89	1.88
Term Deposit	12,000,000.00	12,019,609.30	2.46
	22,890,028.50	22,909,637.80	2.33

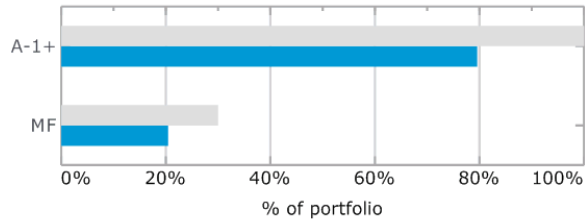
Investment Performance



■ Portfolio Annualised Return ■ Ausbond BB Index Annualised Return

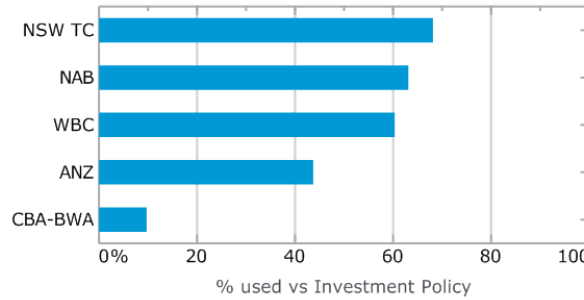
Investment Policy Compliance

Total Credit Exposure



■ Portfolio Exposure ■ Investment Policy Limit

Highest Individual Exposures



Term to Maturities

Maturity Profile	Face Value (\$)	Policy Max
Between 0 and 1 Year	22,890,029	100% 100%
	22,890,029	

Broken Hill City Council
Investment Holdings Report



Cash Accounts							
	Face Value (\$)	Current Yield	Institution	Credit Rating	Current Value (\$)	Deal No.	Reference
	1,181,214.23	1.1200%	Westpac Group	A-1+	1,181,214.23	473409	Cheque
	5,030,240.38	2.7000%	Westpac Group	A-1+	5,030,240.38	535442	90d Notice
	6,211,454.61	2.3995%			6,211,454.61		

Managed Funds								
	Face Value (\$)	Current Yield	Institution	Credit Rating	Fund Name	Current Value (\$)	Deal No.	Reference
	3,672,416.11	1.8547%	New South Wales T-Corp	MF	Cash Facility	3,672,416.11	535329	
	1,006,157.78	1.9886%	New South Wales T-Corp	MF	Strategic Cash Facility	1,006,157.78	535330	
	4,678,573.89	1.8835%				4,678,573.89		

Term Deposits											
Maturity Date	Face Value (\$)	Rate	Institution	Credit Rating	Purchase Price (\$)	Purchase Date	Current Value (\$)	Deal No.	Accrued Interest (\$)	Coupon Frequency	Reference
20-Sep-17	1,000,000.00	2.5000%	National Australia Bank	A-1+	1,000,000.00	22-Jun-17	1,004,863.01	535443	4,863.01	AtMaturity	
4-Oct-17	1,000,000.00	2.4500%	Bankwest	A-1+	1,000,000.00	5-Jul-17	1,003,893.15	535591	3,893.15	AtMaturity	
25-Oct-17	2,000,000.00	2.4600%	National Australia Bank	A-1+	2,000,000.00	21-Jul-17	2,005,661.37	535590	5,661.37	AtMaturity	
1-Nov-17	1,500,000.00	2.4500%	ANZ Banking Group	A-1+	1,500,000.00	3-Aug-17	1,502,919.86	535745	2,919.86	AtMaturity	
15-Nov-17	1,000,000.00	2.4800%	National Australia Bank	A-1+	1,000,000.00	17-Aug-17	1,001,019.18	535742	1,019.18	AtMaturity	
29-Nov-17	1,500,000.00	2.4800%	National Australia Bank	A-1+	1,500,000.00	24-Aug-17	1,500,815.34	535743	815.34	AtMaturity	
29-Nov-17	1,000,000.00	2.4700%	National Australia Bank	A-1+	1,000,000.00	30-Aug-17	1,000,135.34	535744	135.34	AtMaturity	
29-Nov-17	1,000,000.00	2.4500%	ANZ Banking Group	A-1+	1,000,000.00	30-Aug-17	1,000,134.25	535746	134.25	AtMaturity	
29-Nov-17	500,000.00	2.4500%	ANZ Banking Group	A-1+	500,000.00	30-Aug-17	500,067.12	535747	67.12	AtMaturity	
6-Dec-17	1,500,000.00	2.4500%	ANZ Banking Group	A-1+	1,500,000.00	31-Aug-17	1,500,100.68	535748	100.68	AtMaturity	
	12,000,000.00	2.4638%			12,000,000.00		12,019,609.30		19,609.30		



Broken Hill City Council

Accrued Interest Report



Accrued Interest Report

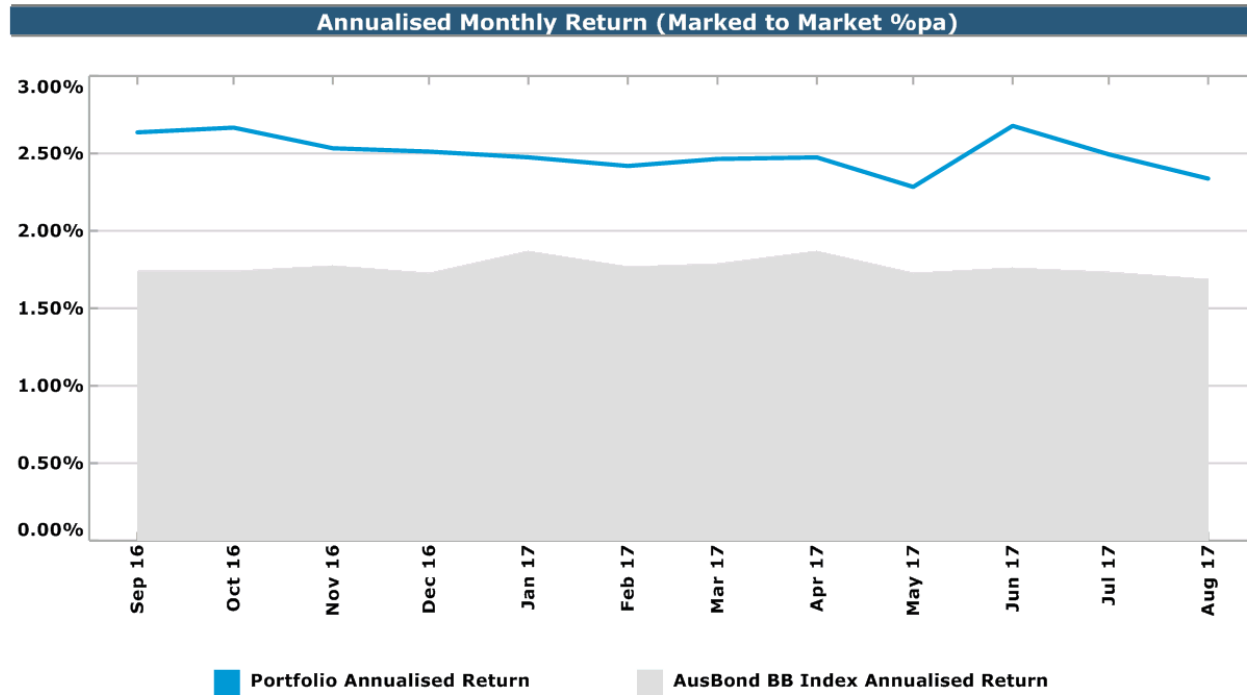
Asset Type	Deal Number	Face Value (\$)	Settlement Date	Maturity Date	Interest Received (\$)	Days Accrued	Interest Accrued (\$)	Percentage Return
Cash								
Westpac Group	473409	1,181,214.23			922.31	31	922.31	1.12%
Westpac Group	535442	5,030,240.38			11,508.70	31	11,508.70	2.70%
					12,431.01		12,431.01	2.44%
Managed Funds								
New South Wales T-Corp	535329	3,672,416.11	29-Apr-17	29-Dec-17	0.00	31	5,621.81	1.85%
New South Wales T-Corp	535330	1,006,157.78	29-Apr-17	29-Dec-17	0.00	31	1,681.30	1.99%
					0.00		7,303.11	1.88%
Term Deposit								
IMB Ltd	535295	1,500,000.00	3-May-17	2-Aug-17	9,349.32	1	102.74	2.50%
National Australia Bank	535296	500,000.00	10-May-17	8-Aug-17	3,082.19	7	239.73	2.50%
Bankwest	535297	1,000,000.00	18-May-17	16-Aug-17	6,164.38	15	1,027.40	2.50%
Bankwest	535298	1,500,000.00	24-May-17	23-Aug-17	9,349.32	22	2,260.27	2.50%
National Australia Bank	535299	1,000,000.00	31-May-17	30-Aug-17	6,158.08	29	1,962.47	2.47%
ANZ Banking Group	535300	500,000.00	31-May-17	30-Aug-17	3,091.51	29	985.21	2.48%
ANZ Banking Group	535301	1,000,000.00	31-May-17	30-Aug-17	6,183.01	29	1,970.41	2.48%
National Australia Bank	535443	1,000,000.00	22-Jun-17	20-Sep-17	0.00	31	2,123.29	2.50%
Bankwest	535591	1,000,000.00	5-Jul-17	4-Oct-17	0.00	31	2,080.82	2.45%
National Australia Bank	535590	2,000,000.00	21-Jul-17	25-Oct-17	0.00	31	4,178.63	2.46%
ANZ Banking Group	535745	1,500,000.00	3-Aug-17	1-Nov-17	0.00	29	2,919.86	2.45%
National Australia Bank	535742	1,000,000.00	17-Aug-17	15-Nov-17	0.00	15	1,019.18	2.48%
National Australia Bank	535743	1,500,000.00	24-Aug-17	29-Nov-17	0.00	8	815.34	2.48%
National Australia Bank	535744	1,000,000.00	30-Aug-17	29-Nov-17	0.00	2	135.34	2.47%
ANZ Banking Group	535746	1,000,000.00	30-Aug-17	29-Nov-17	0.00	2	134.25	2.45%

Broken Hill City Council
Accrued Interest Report



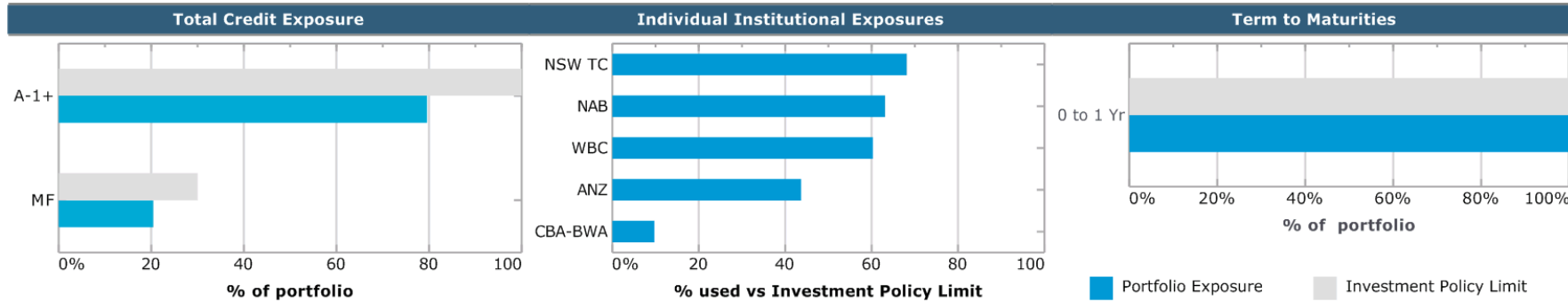
Accrued Interest Report									
Asset Type	Deal Number	Face Value (\$)	Settlement Date	Maturity Date	Interest Received (\$)	Days Accrued	Interest Accrued (\$)	Percentage Return	
ANZ Banking Group	535747	500,000.00	30-Aug-17	29-Nov-17	0.00	2	67.12	2.45%	
ANZ Banking Group	535748	1,500,000.00	31-Aug-17	6-Dec-17	0.00	1	100.68	2.45%	
					43,377.81		22,122.74	2.47%	
Grand Totals					55,808.82		41,856.86	2.34%	

Broken Hill City Council
Investment Performance Report



Historical Performance Summary			
	Portfolio	AusBond BB Index	Outperformance
Aug 2017	2.34%	1.69%	0.65%
Last 3 Months	2.50%	1.72%	0.78%
Last 6 Months	2.45%	1.76%	0.70%
Financial Year to Date	2.42%	1.71%	0.71%
Last 12 months	2.50%	1.76%	0.74%

Broken Hill City Council
Investment Policy Compliance Report



	Credit Rating	Face Value (\$)	Policy Max
Short Term	A-1+	18,211,455	
		18,211,455	80% 100% ✓
Short Term	MF	4,678,574	
		4,678,574	20% 30% ✓
		22,890,029	100%

✓ = compliant
X = non-compliant

	% used vs Investment Policy Limit
New South Wales T-Corp (MF)	68% ✓
National Australia Bank (A-1+, AA-)	63% ✓
Westpac Group (A-1+, AA-)	60% ✓
ANZ Group (A-1+, AA-)	44% ✓
Commonwealth Bank of Australia (A-1+, AA-)	10% ✓

	Face Value (\$)	Policy Max
Between 0 and 1 Year	22,890,029	100% 100% ✓
	22,890,029	

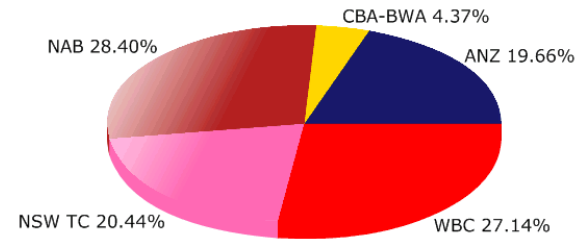
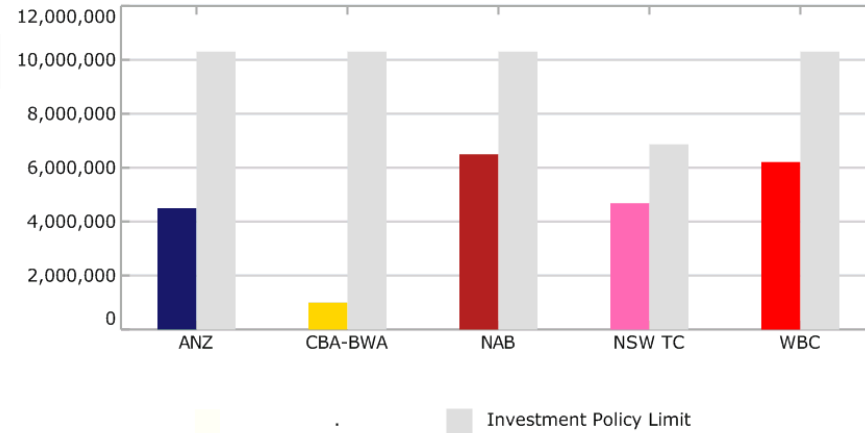
Detailed Maturity Profile	Face Value (\$)
00. Cash + Managed Funds	10,890,029 48%
01. Less Than 30 Days	1,000,000 4%
02. Between 30 Days and 60 Days	3,000,000 13%
03. Between 60 Days and 90 Days	6,500,000 28%
04. Between 90 Days and 180 Days	1,500,000 7%
	22,890,029

Broken Hill City Council
Individual Institutional Exposures Report



Individual Institutional Exposures **Individual Institutional Exposure Charts**

Parent Group	Credit Rating	Portfolio Exposure (\$)	Investment Policy Limit (\$)
ANZ Group	A-1+, AA-	4,500,000	10,300,513
Commonwealth Bank of Australia	A-1+, AA-	1,000,000	10,300,513
National Australia Bank	A-1+, AA-	6,500,000	10,300,513
New South Wales T-Corp	MF	4,678,574	6,867,009
Westpac Group	A-1+, AA-	6,211,455	10,300,513
		22,890,029	



Broken Hill City Council

Cash Flows Report



Current Month Cashflows

<u>Transaction Date</u>	<u>Deal No.</u>	<u>Cashflow Counterparty</u>	<u>Asset Type</u>	<u>Cashflow Description</u>	<u>Cashflow Received</u>
2-Aug-17	535295	IMB Ltd	Term Deposits	Interest - Received	9,349.32
		IMB Ltd	Term Deposits	Maturity Face Value - Received	1,500,000.00
<u>Deal Total</u>					<u>1,509,349.32</u>
Day Total					1,509,349.32
3-Aug-17	535745	ANZ Banking Group	Term Deposits	Settlement Face Value - Paid	-1,500,000.00
<u>Deal Total</u>					<u>-1,500,000.00</u>
Day Total					-1,500,000.00
8-Aug-17	535296	National Australia Bank	Term Deposits	Interest - Received	3,082.19
		National Australia Bank	Term Deposits	Maturity Face Value - Received	500,000.00
<u>Deal Total</u>					<u>503,082.19</u>
Day Total					503,082.19
16-Aug-17	535297	Bankwest	Term Deposits	Interest - Received	6,164.38
		Bankwest	Term Deposits	Maturity Face Value - Received	1,000,000.00
<u>Deal Total</u>					<u>1,006,164.38</u>
Day Total					1,006,164.38
17-Aug-17	535742	National Australia Bank	Term Deposits	Settlement Face Value - Paid	-1,000,000.00
<u>Deal Total</u>					<u>-1,000,000.00</u>
Day Total					-1,000,000.00
23-Aug-17	535298	Bankwest	Term Deposits	Interest - Received	9,349.32
		Bankwest	Term Deposits	Maturity Face Value - Received	1,500,000.00
<u>Deal Total</u>					<u>1,509,349.32</u>
Day Total					1,509,349.32
24-Aug-17	535743	National Australia Bank	Term Deposits	Settlement Face Value - Paid	-1,500,000.00
<u>Deal Total</u>					<u>-1,500,000.00</u>
Day Total					-1,500,000.00
30-Aug-17	535299	National Australia Bank	Term Deposits	Interest - Received	6,158.08
		National Australia Bank	Term Deposits	Maturity Face Value - Received	1,000,000.00
<u>Deal Total</u>					<u>1,006,158.08</u>

Broken Hill City Council

Cash Flows Report



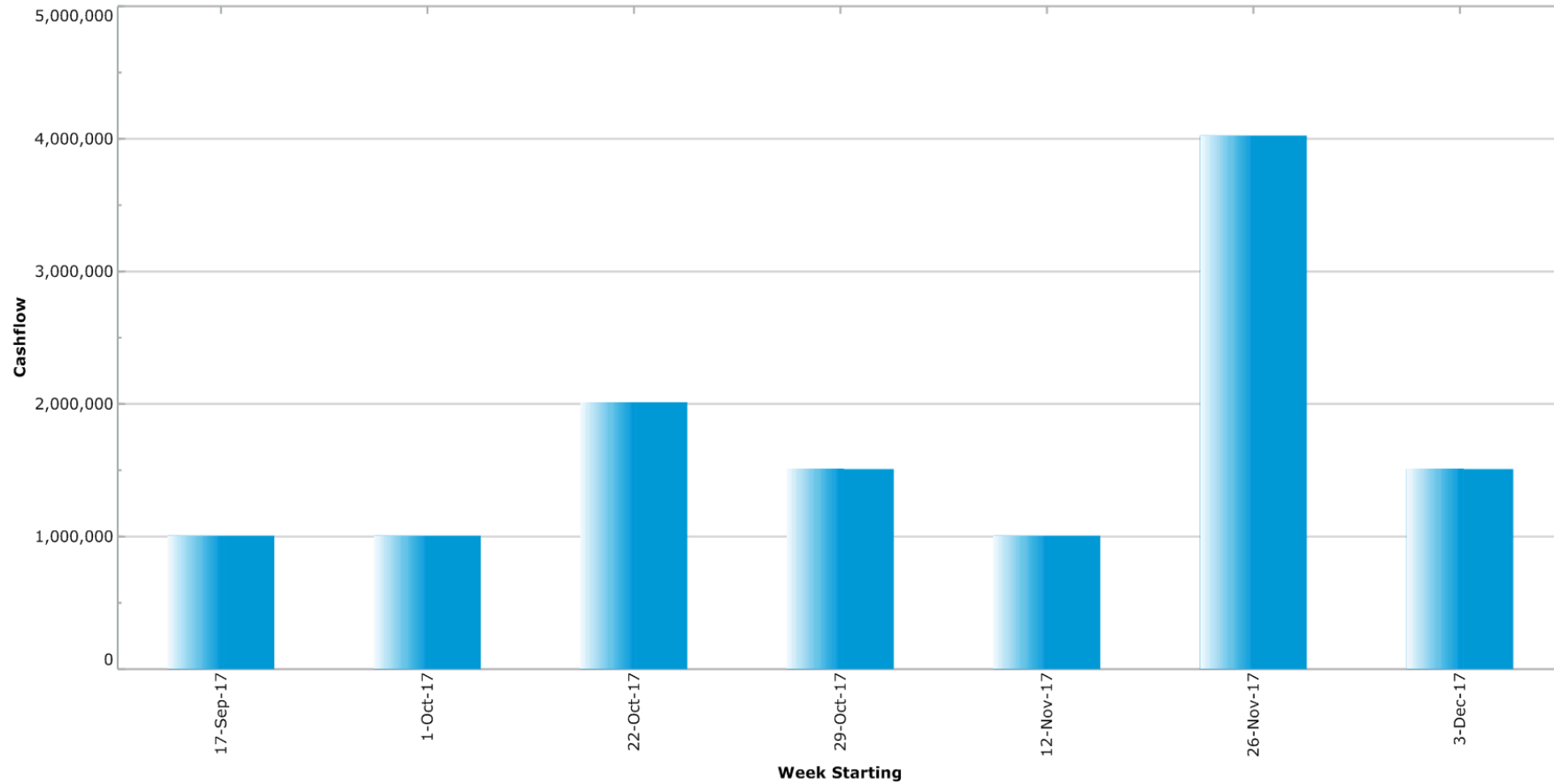
Current Month Cashflows

<u>Transaction Date</u>	<u>Deal No.</u>	<u>Cashflow Counterparty</u>	<u>Asset Type</u>	<u>Cashflow Description</u>	<u>Cashflow Received</u>
	535300	ANZ Banking Group	Term Deposits	Interest - Received	3,091.51
		ANZ Banking Group	Term Deposits	Maturity Face Value - Received	500,000.00
				<u>Deal Total</u>	<u>503,091.51</u>
	535301	ANZ Banking Group	Term Deposits	Interest - Received	6,183.01
		ANZ Banking Group	Term Deposits	Maturity Face Value - Received	1,000,000.00
				<u>Deal Total</u>	<u>1,006,183.01</u>
	535744	National Australia Bank	Term Deposits	Settlement Face Value - Paid	-1,000,000.00
				<u>Deal Total</u>	<u>-1,000,000.00</u>
	535746	ANZ Banking Group	Term Deposits	Settlement Face Value - Paid	-1,000,000.00
				<u>Deal Total</u>	<u>-1,000,000.00</u>
	535747	ANZ Banking Group	Term Deposits	Settlement Face Value - Paid	-500,000.00
				<u>Deal Total</u>	<u>-500,000.00</u>
				Day Total	15,432.60
31-Aug-17	535748	ANZ Banking Group	Term Deposits	Settlement Face Value - Paid	-1,500,000.00
				<u>Deal Total</u>	<u>-1,500,000.00</u>
				Day Total	-1,500,000.00
				Net Cash Movement for Period	-956,622.19

Next Month Cashflows

<u>Transaction Date</u>	<u>Deal No.</u>	<u>Cashflow Counterparty</u>	<u>Asset Type</u>	<u>Cashflow Description</u>	<u>Cashflow Due</u>
20-Sep-17	535443	National Australia Bank	Term Deposit	Interest - Received	6,164.38
		National Australia Bank	Term Deposit	Maturity Face Value - Received	1,000,000.00
				<u>Deal Total</u>	<u>1,006,164.38</u>
				Day Total	1,006,164.38
				Net Cash Movement for Period	1,006,164.38

Broken Hill City Council
Cash Flows Report



According to Section 26, public land must be classified as either “community land” or “operational land”.

Pursuant to Section 31 (2), Council must classify land before acquisition or within 3 months after acquisition. Council was notified on Friday, 30 June 2017, that settlement of above matter had been affected. The land was acquired for future extension to the landfill facility, hence will be used in connection with Council’s Waste Management Activities, therefore a classification as “Operational Land” will be appropriate.

Pursuant to the provisions of Section 34 of the *Local Government Act 1993*, a Council must give public notice of a proposed resolution to classify land by Council resolution. The public notice must include the terms of the proposed resolution and a description of the public land. The public notice must also specify a period of not less than 28 days during which submissions may be made to the Council. Council advertised a conforming notice on Saturday, 19 August 2017 in the Barrier Daily Truth with a closing date of 15 September 2017 for submissions. Nil submissions were received in relation to the proposed classification.

Strategic Direction:

Key Direction:	Our Leadership
Objective:	Openness and Transparency in Decision Making
Function:	Corporate support
DP Action:	Maintain good governance and best practice methods and ensure compliance with various guidelines, legislation and report requirements

Relevant Legislation:

Local Government Act 1993

Financial Implications:

Nil

Attachments

There are no attachments for this report.

FRANCOIS VANDERBERG
MANAGER PLANNING, DEVELOPMENT & COMPLIANCE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

ORDINARY MEETING OF THE COUNCIL

September 15, 2017

ITEM 8

BROKEN HILL CITY COUNCIL REPORT NO. 162/17

SUBJECT: CLASSIFICATION OF LAND AT 16 WOLFRAM STREET, LOT 2 IN
DP 337391 17/113

Recommendation

1. That Broken Hill City Council Report No. 162/17 dated September 15, 2017, be received.
2. That Lot 2 DP 337391 be classified as "Operational Land" pursuant to the provisions of the *Local Government Act 1993*

Executive Summary:

This report seeks Council's approval to classify Lot 2 in DP 337391 as operational land pursuant to the provisions of the *Local Government Act 1993*.

Report:

Council resolved at the April 2017 Ordinary Council meeting to purchase the land at 16 Wolfram Street (Lot 2 DP 337391) in response to the resident's localized flooding issue at 12 Wolfram Street.



Location of 16 Wolfram Street – Broken Hill

Section 25 of the *Local Government Act 1993*, stipulates that all public land must be classified.

According to Section 26, public land must be classified as either “community land” or “operational land”.

Pursuant to Section 31 (2), Council must classify land before acquisition or within 3 months after acquisition. Settlement of Purchase for the subject land occurred on the 28 July 2017. The land was acquired for the discharge of storm water from Wolfram Lane to Wolfram Street in order to mitigate localized flooding in the vicinity, therefore a classification as “Operational Land” will be appropriate.

Pursuant to the provisions of Section 34 of the *Local Government Act 1993*, a Council must give public notice of a proposed resolution to classify land by Council resolution. The public notice must include the terms of the proposed resolution and a description of the public land. The public notice must also specify a period of not less than 28 days during which submissions may be made to the Council. Council advertised a conforming notice on Saturday, 19 August 2017 in the Barrier Daily Truth with a closing date of 15 September 2017 for submissions. Nil submissions were received in relation to the proposed classification.

Strategic Direction:

Key Direction: Our Leadership
Objective: Openness and Transparency in Decision Making
Function: Corporate support
DP Action: Maintain good governance and best practice methods and ensure compliance with various guidelines, legislation and report requirements

Relevant Legislation:

Local Government Act 1993

Financial Implications:

Nil

Attachments

There are no attachments for this report.

FRANCOIS VANDERBERG
MANAGER PLANNING, DEVELOPMENT & COMPLIANCE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

ORDINARY MEETING OF THE COUNCIL

July 31, 2017

ITEM 9BROKEN HILL CITY COUNCIL REPORT NO. 163/17

SUBJECT: ADOPTION OF DRAFT CIVIC AND CEREMONIAL FUNCTIONS
 AND REPRESENTATION POLICY 12/14

Recommendation

1. That Broken Hill City Council Report No. 163/17 dated July 31, 2017, be received.
2. That Council adopts the draft Civic and Ceremonial Functions and Representation Policy as a Policy of Council.

Executive Summary:

The draft Civic and Ceremonial Functions and Representation Policy was presented to the July Council Meeting for endorsement of the draft Policy to be placed on public exhibition. The Policy was placed on public exhibition from 29 July 2017 to 25 August 2017 during which time Council received nil submission from the public.

The purpose of the policy is to ensure that Councillors and the Community are informed of the civic and ceremonial functions and events hosted by Broken Hill City Council and the protocols and procedures that surround them. The policy details the role of the Mayor and elected representatives at these functions and events as well as at external events held within the Broken Hill Local Government Area where representation from Council is required.

Report:

In accordance with the *Local Government Act 1993*, as part of the Mayoral duties, the Mayor is required to carry out the civic and ceremonial functions of the Mayoral Office.

This report has been developed to ensure that due protocol and procedures are adhered to during the conduct of Council hosted civic ceremonies and functions, in particular the role of the Mayor and elected members.

In accordance with Section 160 of the *Local Government Act 1993* the Draft Civic and Ceremonial Functions and Representation Policy will be placed on public exhibition for a period of 28 days, during which time submissions may be made to the Council.

The Policy was placed on public exhibition from 29 July 2017 to 25 August 2017 during which time Council received nil submission from the public. The submissions received are detailed below:

Strategic Direction:

Key Direction: 4 Our Leadership
Objective: 4.3 We Unite to Succeed
Function: Leadership and Governance
DP Action: 4.3.1.6 Support local groups and individuals by attending and supporting events and activities providing a positive impact on the community

Relevant Legislation:

Local Government Act 1993 (Section 160, 225 and 226)

Financial Implications:

Nil.

Attachments

1. [↓](#) Draft Civic and Ceremonial Functions and Representation Policy

RAZIJA NU'MAN
ACTING GENERAL MANAGER

DRAFT CIVIC AND CEREMONIAL FUNCTIONS AND REPRESENTATION POLICY

QUALITY CONTROL		
TRIM REFERENCES	12/14	
RESPONSIBLE POSITION	General Manager	
APPROVED BY		
REVIEW DATE		REVISION NUMBER
EFFECTIVE DATE	ACTION	MINUTE NUMBER

1. INTRODUCTION

This policy outlines the civic and ceremonial functions and events hosted by Broken Hill City Council and the protocols and procedures that surround them. The policy details the role of the Mayor and elected representatives at these functions and events as well as at external events held within the Broken Hill Local Government Area where representation from Council is required.

This policy aims to provide clear direction and guidance for Council's communication and engagement processes.

2. POLICY OBJECTIVE

Civic and ceremonial functions and events foster positive relationships between the community and Council, connect the community in celebration, recognise and celebrate individual and community achievements, and promote community pride and spirit.

This policy identifies considerations in the management of Council functions and receptions or when requesting the presence of the Mayor or a Councillor representative at an external function or event.

3. POLICY SCOPE

This policy applies to all events organised by Broken Hill City Council staff and its representatives.

4. DEFINITIONS

Civic and ceremonial functions - official events/functions that are held for celebratory, ritual, recognition or commemorative purposes.

Mayoral representation - occasions when the Mayor represents, or is requested to represent, Council at events and functions.

5. POLICY STATEMENT

Throughout the year, Council hosts a number of civic and ceremonial functions, as well as other functions and receptions as the need arises. These occasions seek to foster strong relationships between the community and Council, recognise and celebrate individual and community achievements and promote community pride and connection.

Council's General Manager has the delegated authority to determine the format of the functions and all other arrangements for functions, receptions and ceremonies in liaison with the Mayor or the Mayor's delegated representative.

Broken Hill City Council's Civic Reception program includes, but is not limited to, the following:

- **Citizenship** will be conducted on three times per year, January (Australia Day), May and September (Citizenship Day) (or as required) in accordance with the Australian Citizenship Ceremonies Code.
- **Australia Day** celebrations and activities include a Citizenship Ceremony and the Australia Day Civic Awards. The Australia Day Awards recognise individuals and organisations in the Broken Hill Local Government Area that have made outstanding contributions to the community and/or have had significant achievements.
- **Broken Hill City Council Awards** are part of the Community Assistance Grants Policy and is provided to all local schools to put towards presentation night academic awards. The Mayor and/or Deputy Mayor are invited to present these awards.
- **Flag Raising Ceremonies** are held to acknowledge and show respect to either a country's national day or to a nationality on a significant day relevant to them.
- **Ministerial and other Official Government Delegations** Council may host visits to the Broken Hill Local Government Area by State and Federal Government Ministers. The Mayor, in consultation with the General Manager, may decide to host a Ministerial visit. The Mayor in consultation with the General Manager will approve a program that fulfils the objective of the visit.
- **Official Openings and Launches** will be hosted by the Mayor to commemorate openings and launches of Council services, parks, facilities, exhibitions and other activities as determined by the Mayor in consultation with the General Manager. The invitation list shall be at the discretion of the Mayor and General Manager.

6. INVITATIONS

Council functions and events are organised by Council's Events Team and it is standard protocol for them to issue invitations to Federal and State Members of Parliament, the Mayor, General Manager, Councillors and Executive Leadership Team. The nature, purpose and size of the occasion will indicate the categories of persons who should be included on the guest list. The Mayor and General Manager will have final approval.

Invitations should, ideally, be sent at least three weeks before the event. Invitations generally include partners when the function/event is outside normal business hours, or involves guests accompanied by partners.

Council's Event Plan is available from Council's Events Team.

7. CEREMONIAL REQUESTS TO THE MAYORAL OFFICE

From time to time, requests are received for the Mayor to preside, or represent the Council, at public ceremonial functions and events. The Mayor will review all requests in consultation with the General Manager.

To request the Mayor's attendance, the Broken Hill City Council Mayoral Request Form is to be completed and submitted to the Executive Support Officer. The Mayoral Request Form is available from the Executive Support Officer or Council's website. The form should be received at least one month before the event to allow for sufficient preparation.

8. MAYORAL REPRESENTATION

It is the role of the Mayor to carry out the civic and ceremonial functions of the Mayoral Office. The Mayor may choose to wear the Mayoral chain when representing the Office of the Mayor. Acceptance of invitations is at the Mayor's discretion.

The Mayor can request that another Councillor undertake the civic and ceremonial functions of the Mayoral Office as his/her representative.

The Mayoral chain is not to be worn by other elected Councillors, Council staff or citizens, with the exception of the Deputy Mayor, if standing in for the Mayor and the Mayor for the Day nominated student.

The Mayoral chain will be stored in a secure location at the direction of, and as determined by the General Manager.

The General Manager will be responsible for ensuring the maintenance of the Mayoral chain and for arranging the necessary delivery to, and collection from the Mayor promptly after use.

The Mayoral chain must not be left unattended when not stored in a secure Council location.

9. SPEECHES

The Mayor should be given the opportunity to be the first speaker. An indication of the time available and the subject matter should be noted on the Mayoral Request Form, which includes a section dedicated to speech requirements. If the Mayor is not expected to speak, the speaker(s) should acknowledge his/her presence.

All speech requests must be submitted via the Broken Hill City Council Mayoral Request Form at least one month prior to the event to Council's Executive Support Officer. The event/function running order and a list of attending dignitaries will be required one week before the event. Speech writing, distribution and approvals are coordinated through the General Manager's Office.

10. PRECEDENCE OF THE MAYOR

The Office of the Mayor is that of the First Citizen of Broken Hill and representative of the people of the area. In recognition of that role, where applicable, the Mayor should be included in the official party and official seating.

The Mayor of the area in which the function is being held takes precedence over both Federal and State Members of Parliament. At such an event, the Mayor presents both Members to visitors to the area. However, the Mayor may take lower precedence where the function is not a formal event.

11. ABORIGINAL CEREMONIES AND ACKNOWLEDGEMENTS

Local Government acknowledges Aboriginal and Torres Strait Islander people as the traditional owners of their lands by including Aboriginal people in official Council ceremonies using local customary protocols such as 'Welcome to Country' and by encouraging the flying of the Aboriginal and Torres Strait Islander flags.

The traditional custodians of the land of the Broken Hill Local Government Area are the Wilyakali People of the Barkindji Nation.

Where possible, **Welcome to Country** should be included at official events attended by members of the public, representatives of governments and/or the media, including (but not limited to); commemorations and major festivals, major launches of Government policies and programs, conferences held or sponsored by government agencies, international events held in Australia of which a government agency is an organiser or sponsor, Citizenship ceremonies and major and international sporting events.

A Welcome to Country occurs at the beginning of a formal event and can take many forms including singing, dancing, smoking ceremonies or a speech in traditional language or English. A Welcome to Country is delivered by Traditional Owners, or Aboriginal and Torres Strait Islander people who have been given permission from Traditional Owners, to welcome visitors to their Country.

Acknowledgement of Country is where other people acknowledge, and show respect for, the Traditional Custodians of the land on which the event is taking place. This acknowledgement is a sign of respect and should be conducted at the beginning of a meeting, event or ceremony. Acknowledgement of Country may also take place when traditional Elders are not available to provide an official Welcome to Country. For appropriate wording to use, seek advice from the General Manager's Office.

"We acknowledge the traditional owners of the land upon which we meet today and pay our respects to their elders past and present".

The **Smoking Ceremony** is to be conducted by Aboriginal people with specialised cultural knowledge. The ceremony aims to cleanse the space in which the ceremony takes place. Given the significant nature of the ceremony, smoking ceremonies are usually only performed at major events.

12. RELEVANT LEGISLATION :

- *Australian Citizenship Act 2007 (Cth)*
- *Australian Citizenship Regulations 2007 (Cth)*
- *Section 226, Local Government Act 1993*
- *Section 231, Local Government Act 1993*

13. RELATED POLICIES AND PROCEDURES:

- Media Relations Policy
- Community Assistance Grants Policy

SPECIAL REQUEST FOR THE MAYOR'S ATTENDANCE

EVENT DATE: _____

EVENT NAME: _____

ORGANISATION: _____

Many groups invite the Mayor to attend and/or speak at their event. Using this form will aid in your own planning and coordination because we can process and manage your request in a consistent way.

Please note: all requests are subject to the Mayor's availability.

Every request submitted here is typically processed by Mayor's Office staff based on the order in which it arrives. Please do not submit duplicate requests.

Please provide the following information:

CONTACT INFORMATION

Name: _____

Address: _____

Email: _____

Telephone: _____

Organisation's Website: _____

EVENT INFORMATION

Event Name: _____

Event Date: _____

Start Time _____ Finish Time _____

Location and Address of Event: _____

Event Description: _____

Background Information _____

Names and titles of any invited dignitaries _____

Timeframe Mayor is required to be in attendance _____

If the Mayor is unavailable, would you like the Deputy Mayor to attend on the Mayor's Behalf? Yes No

What is expected of the Mayor _____

Please advise seating arrangements _____

If the Mayor is required to give a speech, will you be providing speech notes? Yes No

Are there any associated costs? Eg. Dinner etc Yes No Is payment required in advance? Yes No

Please ensure receipt/tax invoice is provided

Special Requests: _____

Comments _____

ORDINARY MEETING OF THE COUNCIL

July 7, 2017

ITEM 10BROKEN HILL CITY COUNCIL REPORT NO. 164/17SUBJECT: DRAFT SWIMMING POOL BARRIER INSPECTION POLICY 12/14**Recommendation**

1. That Broken Hill City Council Report No. 164/17 dated July 7, 2017, be received.
2. That Council endorse the draft Swimming Pool Barrier Inspection Policy for the purposes of public exhibition.
3. That the draft Swimming Pool Barrier Inspection Policy be exhibited for public comment for a 28 day period.
4. That Council receives a further report at the conclusion of this exhibition, detailing submissions and any recommended changes arising, with a view to adopting the Draft Swimming Pool Barrier Inspection Policy

Executive Summary:

This report proposes a number of amendments to the current Swimming Pool Barrier Inspection Policy. A draft policy is attached to this report for Council's perusal, all amendments are highlighted.

This policy review has two main objectives:

- a) Increasing the accuracy and reliability of the policy document, and
- b) Increasing the effective reach of the inspection program.

The majority of the amendments in the policy from the existing are in order to achieve the first objective.

Report:

In NSW, local councils are required to:

1. develop and implement a swimming pool barrier inspection program in consultation with their communities.
2. report annually on the number of pool inspections undertaken and the level of compliance with the requirements.
3. inspect pools associated with tourist and visitor accommodation and multi-occupancy developments at three-year intervals.
4. at the request of a pool owner, inspect a swimming pool or spa pool prior to sale or lease of the property.
5. issue either a certificate of compliance or non-compliance after an inspection. Certificates of compliance are valid for three years.

With more than 600 swimming pools in Broken Hill, pool safety is a big community issue. Backyard swimming pools can be great fun, however they are a significant responsibility for the landowner and occupier as drowning of young children can happen quickly and silently.

It is the responsibility of the owner/occupier to keep the pool fence in a state of good repair, and ensure all gates providing access to the swimming area are maintained so they are self-closing and self-latching. Pool users and owners should be aware that if there is a death or injury in a pool, legal liability may fall on the person responsible for the pool at the time, even if a safety fence is installed.

Early in 2013 the NSW Government introduced new laws affecting swimming pools which emphasize owners' responsibilities and improved safety. The new laws resulted in a number of changes to the Act including the creation of a state-wide web-based swimming pool register, increasing the roles and responsibilities of Council in relation to swimming pool inspections and the issue of compliance certificates.

Under Section 22B of the *Swimming Pools Act 1992*, Council is required to develop and implement a swimming pool inspection program in consultation with the community. The Act required Council to implement this program by the 29 October 2013. The need to conduct a Swimming Pool Safety Program is identified within the Broken Hill Delivery Program 2017 – 2021.

The changes to clause 4 are targeted at the program itself. The provisions in subclause 4.4 have been added to the policy to allow Council to instigate an inspection under the program, where the swimming pool has been identified by a member of staff attending the premises for a purpose outside the Swimming Pools Act (for example, to investigate a noise complaint, or other matter).

This has the intended effect of both increasing the overall number of swimming pools inspected under the program and allowing Council to issue Certificates of Compliance under the Act in such circumstances. Due to a number of legislative anomalies beyond Council's control, where Council identifies a pool through means outside the inspection program, it is not able to issue a Certificate of Compliance for that pool, even if the pool is found to comply with all the requirements of the Act. Including the provisions outlined in subclause 4.4 of the draft policy will resolve this issue.

The other main change to the policy is at subclause 4.5. Council's current inspection program selects premises on a random basis. The proposed change replaces this practise with a risk-based, targeted approach. Having reviewed inspection results since the commencement of the first iteration of the inspection program, Council staff have found that the time since the last inspection significantly affects the likelihood of the pool being compliant. Older pools that have had more recent inspections are more likely to comply with the legislative requirements than a newer pool that has not been inspected by an Authorised Officer under the Act. As a result, it is proposed that any additional pools inspected be chosen on the basis of the time since their last inspection, not randomly.

Strategic Direction:

Key Direction:	4. Our leadership
Objective:	4.1 Openness and transparency in decision making
Function:	Leadership and governance
DP Action:	4.1.1.13 Maintain good governance and best practice methods and ensure compliance with various guidelines and legislation

Relevant Legislation:

Swimming Pools Act 1992

Swimming Pools Regulation 2008 and associated Australian Standards

Financial Implications:

Currently Council charges \$150 for the first inspection, \$100 for the 2nd and any other subsequent inspection/s are free of charge.

Attachments

1. [↓](#) Draft Swimming Pool Barrier Inspection Policy

FRANCOIS VANDERBERG
MANAGER PLANNING, DEVELOPMENT & COMPLIANCE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

SWIMMING POOL BARRIER INSPECTION POLICY

QUALITY CONTROL		
TRIM REFERENCES	12/14 – D13/18521	
RESPONSIBLE POSITION	Manager Planning Development and Compliance	
APPROVED BY	Council	
REVIEW DATE	July 2017	REVISION NUMBER 2
EFFECTIVE DATE	ACTION	MINUTE NUMBER
18/12/2013	Adopted	44524
26/08/2015	Public Exhibition	45045
28/10/2015	Adopted	45101

1. INTRODUCTION

Drowning and accidental submersion is a leading cause of death and permanent impairment of young children. With over 300,000 backyard swimming pools in NSW, swimming pool safety is a vital issue that affects the whole community.

In an effort to enhance the safety of children under five years old in relation to swimming pools, the *Swimming Pools Act 1992* (the Act) requires councils to adopt locally appropriate inspection programs and for pools to be inspected before the premises on which they are located is sold or leased. This policy establishes such a program in the Broken Hill City Council area.

2. POLICY OBJECTIVE

The purposes of this policy:

- To promote and increase the compliance with legislative requirements of swimming pool barriers in Broken Hill.
- To ensure that Council meets its required legislative requirements in accordance with the *Swimming Pools Act 1992*.

3. POLICY SCOPE

This policy applies to all swimming pools affected by the Act within the Broken Hill Local Government Area (LGA).

Section 4 of the Act states that:

[The] Act applies to swimming pools (both outdoor and indoor) that are situated, or proposed to be constructed or installed, on premises on which a residential building, a moveable dwelling or tourist and visitor accommodation is located, but does not apply to swimming pools that are situated, or proposed to be constructed or installed, on any premises occupied by the Crown or by a public authority.

4. POLICY STATEMENT

- 4.1. Council shall inspect all swimming pools associated with tourist and visitor accommodation and multi-occupancy developments at a maximum of three yearly intervals.
- 4.2. Council shall inspect any swimming pool that is subject of an owner request for inspection under section 22C of the Act to ensure the pool barrier is installed in accordance with the requirements of the Act within a reasonable time.
- 4.3. Council shall inspect any swimming pool subject to the Act which is the subject of a complaint under the Act.
- 4.4. Council shall inspect any swimming pool subject to the Act brought to its attention by way of unrelated contact with the premises.

This includes swimming pools identified by staff (who may or may not necessarily be Authorised Officers under the Act) who attend a premises in relation to other matters, including staff attending premises for purposes relating to animal control, development (whether lawful or otherwise), applications for permits or consents, noise or similar complaints and other matters.

- 4.5. Council shall, as resources permit, inspect other swimming pools prioritised on a risk-based approach. Priority will be given to pools with the longest time since their last inspection or that have not been inspected at all.
- 4.6. Council shall report to the Office of Local Government (OLG) in accordance with departmental guidelines on the number of pool inspections undertaken and the level of compliance with the requirements.
- 4.7. Council shall undertake activities to promote swimming pool safety in the community.
- 4.8. Council shall check the swimming pool register at www.swimmingpoolregister.nsw.gov.au to ensure all swimming pools it is aware of are registered, and take action with regards to all non-registered pools. This may include the issuing of penalty notices.
- 4.9. Council will charge a fee for each inspection undertaken in accordance with Council's adopted Fees and Charges.

5. IMPLEMENTATION

5.1. Roles and Responsibilities

The following Council officers are responsible for the implementation and the adherence to this policy:

- a) Manager Planning Development and Compliance;
- b) Authorised Officers under the *Swimming Pools Act 1992*;
- c) Other staff who may from time to time enter premises with a swimming pool within the scope of the Act.

Authority for implementation of this policy is delegated by Council to the General Manager in accordance with the *Local Government Act 1993*.

Council is responsible for:

- Promoting awareness within the LGA of the requirements applying to swimming pools as provided for under the *Swimming Pool Act 1992* and Regulations; and
- Establishing and implementing a program for the inspection of swimming pools barriers in the area.

5.2. Communication

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

5.3. Associated Documents

The following documentation is to be read in conjunction with this policy.

- Enforcement and Compliance Policy
- **Swimming Pool Inspection Request Form**
- **Contract for Swimming Pool Certification Work**

6. REVIEW

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be every two years from the effective date. The responsible Council officer will be notified of the review requirements three months prior to the expiry of this policy.

The Manager Planning Development and Compliance is responsible for the review of this policy.

7. LEGISLATIVE AND LEGAL FRAMEWORK

This policy is to be read in conjunction with and is affected by the following:

- *Swimming Pools Act 1992*
- *Swimming Pools Regulation 2008*
- **Swimming Pools Regulation 1998 [repealed] (Part 2 only, as referred to by Clause 23 of the 2008 Regulation)**
- **The Building Code of Australia (being Volumes 1 and 2 of the National Construction Code)**
- **Local Government Act 1993 (Part 2 of Chapter 8 - Powers of Entry)**
- **Building Professionals Act 2005 (Particularly Section 73A – Contracts for certification work)**
- **Building Professionals Regulation 2007**

- Australian Standard AS1926 -1986
- Australian Standard AS1926.2 – 2007

8. DEFINITIONS

For the purpose of this Policy the following definitions apply:

Act *Swimming Pool Act 1992*

Swimming Pool A permanent or temporary excavation, structure or vessel that is:

- Capable of being filled to a depth of 300mm or more; and
- Solely or principally used or that is designed, manufactured or adopted to be used for the purpose of swimming, wading, paddling or any other human aquatic activity and includes a spa pool or tub but does not include a spa bath situated within a private bath room.

Terms defined in the Act and its regulation(s) that appear in this policy have the same meaning as given there.

ORDINARY MEETING OF THE COUNCIL

September 14, 2017

ITEM 11BROKEN HILL CITY COUNCIL REPORT NO. 165/17SUBJECT: DRAFT CUSTOMER SERVICE FRAMEWORK 17/2**Recommendation**

1. That Broken Hill City Council Report No. 165/17 dated September 14, 2017, be received.
2. That Council adopt the Customer Service Charter to be placed on public exhibition for a period of 28 days, inviting public submissions.
3. That following the expiration of 28 days public exhibition, the Customer Service Charter and any submissions be reported back to Council for consideration in adopting the Charter for implementation.
4. That Council endorse the draft Customer Service Framework and its associated components: Customer Service Strategy, Frontline Customer Service Standard and Excellence Guide and Customer Feedback Form for implementation.
5. That a Complaints Handling Procedure in accordance with the recently adopted Complaints Management Policy be developed and approved for implementation by the General Manager.

Executive Summary:

A draft Customer Service Framework has been developed to provide an effective guide to delivering quality customer service that is equitable for all customers. The Framework strives to:

- Deliver standards of customer service at the highest level and in accordance with our Community Strategic Plan, organisational vision, mission and values;
- Understand customer expectations; and
- Ensure customers receive the best possible service that can be practically achieved.

The main objectives of the Framework are to:

- Ensure Council delivers a service as outlined in its Charter;
- Provide customers with a choice as to how they can provide feedback;
- Provide a structure and key service standards around responding to, recording, reporting and using feedback to improve service to customers;
- Outline customer rights and responsibilities; and
- Outline Council staff responsibilities under the Framework.

Report:

The draft Framework has been extensively communicated to staff with Council's Corporate Services team undertaking 13 staff consultation sessions; with a duration of three hours each session. This comprehensive consultation had over 100 staff actively participate in the consultation process. Following staff consultation a briefing was held with the General Manager and a presentation was made to the Executive Leadership Team (ELT).

Recent staff "No Bull Focus Groups", facilitated by the General Manager, were another communication and engagement process where staff had the opportunity to openly discuss customer service delivery and experience in accordance with the draft Customer Service Framework. These focus group sessions provided a platform to allow staff to openly discuss and consider the key focus points of "Think like the Customer" and "Playing your Role" in accordance with Council's values.

In summary, the scope of the draft Customer Service Framework covers the following:

- Commitment to Customer Service
- Regulatory Framework
- Statement of Procedures
- Standards
- Customer Requests and Complaints
- Customer Feedback
- Customer Responsibilities
- Staff Responsibilities
- Guidance Notes
- Related Policy.

The draft Framework consists of the following draft Strategy, Guide, Charter, Feedback Form, the recently adopted Complaints Management Policy and a complaints handling procedure (currently under development and will be in accordance with the adopted Policy).

Customer Service Strategy

This strategy is designed as the Customer Service standard and excellence guide for all Broken Hill City Council staff. This Customer Service Strategy sets out service and excellence guidelines that all staff are required to meet when dealing with customers.

Frontline Customer Service Standard and Excellence Guide

Council's frontline staff support all areas of the organisation by acting as the interface with external customers. This draft Guide is designed as a customer service standard and excellence guide for Council's frontline staff.

This guideline is to be followed in conjunction with Council's Customer Service Strategy, which guides all staff in the area of customer service standards and excellence.

The draft Frontline Staff Service Standard and Excellence Guide sets out the quality of service required by Council's frontline staff. It provides clear direction for frontline staff on the values, behaviours, policy context and community expectations that impact on their role. It sets the platform by which frontline staff will be measured and evaluated. A shared vision commits the frontline staff to the delivery of customer service excellence in accordance with Council's vision, mission and values.

Customer Service Charter

Council's Customer Service Charter sets out what our customers can expect from us and what we expect from them. The Charter has been developed to build and enhance partnerships and relationships with our customers.

Complaints Management Policy

This Policy ensures Broken Hill City Council handles complaints fairly, efficiently and effectively. A complaint is an expression of dissatisfaction. A complaint covered by this Policy is to be distinguished from Service Requests and Requests for Information.

The Policy provides guidance for Council staff on the key principles and concepts of our complaint management system and dealing with customers who wish to make a complaint.

Complaints Handling Procedure

This procedure will represent Council's system for responding to, recording, reporting and using complaints to improve a service to the community. It includes procedures for people to resolve complaints and provides information to managers and staff, that will enable a system of continuous improvement in customer service delivery.

Customer Feedback Form

Quality customer service consists of providing an efficient, fair, and responsive service. It is also about delivering the most appropriate and complete service at the first point of contact. However, things can and do go wrong but can generally only be put right and a quality service delivered, where Council becomes aware of the issue.

Customer feedback processes provide an opportunity for service recovery and encompasses complaints, compliments and suggestions.

The documents to be endorsed for implementation across the organisation and adoption for exhibition to the general public, are attached to this report.

Strategic Direction:

Key Direction:	4 Our Leadership
Objective:	4.4 Our community is engaged and informed
Function:	Customer Relations
DP Action:	4.4.1.04 Communication and service standards initiatives are developed to increase community awareness and confidence

Relevant Legislation:

This Framework relates to:

- *Local Government Act 1993*
- *State Records Act 1998*
- *Privacy and Personal Information Protection Act 1998*
- *Government Information (Public Access) Act 2009*
- NSW Ombudsman Better Service and Communication – Guidelines for Local Government

Council Policy does not take precedence over statutory responsibilities assumed by Council in its role as a local government authority.

Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

Financial Implications:

The minimal cost for advertising of the draft Customer Services Charter within the current operational budget.

There are no further additional financial implications or resources required to implement the draft Customer Services Framework.

Attachments

1. [↓](#) Draft Customer Service Framework
2. [↓](#) Draft Customer Service Strategy

3. [↓](#) Draft Frontline Customer Service Standard and Excellence Guide
4. [↓](#) Draft Customer Service Charter
5. [↓](#) Draft Customer Feedback Form

RAZIJA NU'MAN
ACTING GENERAL MANAGER



**DRAFT
CUSTOMER SERVICE
FRAMEWORK**

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

QUALITY CONTROL

KEY DIRECTION	4. Our Leadership		
OBJECTIVE	4.4 Our community is engaged and informed		
FUNCTION	Customer Relations		
STRATEGY	4.4.2 Engage the community through information and activities aimed at increased participation		
FILE REFERENCE No	D17/24292	TRIM No	17/2
RESPONSIBLE OFFICER	Corporate Responsibility Officer		
REVIEW DATE	July 2019		
DATE	ACTION	ENDORSED BY	
8 June 2017	Presentation to Executive Leadership Team	General Manager	
17-21 July 2017	Employee Consultation General Manager Focus Groups	General Manager	
27 September 2017	Presented to Council	Council	

This Framework was compiled by Broken Hill City Council.

Images were sourced from Council's image library.

© Copyright Broken Hill City Council 2017



TABLE OF CONTENTS

1. Introduction.....	4
2. Framework Objective	4
3. Framework Scope.....	5
4. Framework Statement.....	6
4.1 Customer Service Strategy	6
4.2 Frontline Customer Service Standard and Excellence Guide	6
4.3 Customer Service Charter	8
4.4 Complaints Management Policy	8
4.5 Complaints Handling Procedure.....	8
4.6 Customer Feedback Form.....	9
5. Implementation.....	9
5.1 Roles and Responsibilities.....	9
5.2 Communication.....	9
5.3 Associated Documents	9
6. Review.....	10
7. Legislative and Legal Framework	10
8. Definitions	10

1. INTRODUCTION

Broken Hill City Council strives to deliver standards of customer service at the highest level and in accordance with our Community Strategic Plan and organisational vision, mission and values.

Council is committed to better understanding the needs and expectations of our customers. Council will enhance its understanding of the needs and expectations of our customers by:

- Carrying out of surveys to better understand the needs and expectations of our customers and the local community – learn what the local community thinks about the areas where Council is performing well and the areas where Council needs to improve service delivery.
- Maintaining feedback by encouraging the public to complete feedback forms that Council will record and analyse.
- Maintaining a complaint handling system to respond to service failures, unsatisfied expectations and to enable Council to identify and rectify service failures.
- Establishing key service standards in a number of areas and regularly measuring the performance of Council against these standards.
- Continuing to deliver information on the activities of Council through a variety of means including:
 - Publishing regular community updates and community information in local newspapers and on Council's website;
 - Placing plans, policies and other documents on exhibition at Council Administrative Centre and Charles Rasp Memorial Library;
 - Conducting public meetings and other open forms of consultation where appropriate.
- Continuing to encourage input from the community on Council's activities through a variety of means including:
 - Encouraging the local community to attend and speak at Council meetings;
 - Encouraging the local community to contact Councillors to discuss concerns;
 - Publishing results of Council's complaint handling and feedback systems;
 - Encourage submissions on plans and other documents relating to Council activities.

2. FRAMEWORK OBJECTIVE

The main objectives of the Framework are to:

- Ensure Council delivers a service as outlined in our Customer Service Charter;
- Provide customers with a choice as to how they can provide feedback;
- Provide a structure and key service standards around responding to, recording, reporting and using feedback to improve service to customers;
- Outline customer rights and responsibilities; and
- Outline Council staff responsibilities under the Framework.

Council's Customer Service Framework also provides an effective guide to complaint handling, which aims to benefit both our customers and Council.

3. FRAMEWORK SCOPE

Council is committed to delivering a quality customer service that is equitable for all customers. We want to understand our customer's expectations and ensure that they receive the best possible service that can be practically achieved.

Commitment to Customer Service

We strive to delivery service in a friendly, knowledgeable and professional manner by:

- Being respectful, courteous and impartial in all dealings;
- Identifying ourselves when we talk to our customers;
- Listening carefully to customers;
- Ensuring that personal information is kept confidential at all times; and
- Having trained and professional staff who will apply Council's values and Code of Conduct.

Regulatory Framework

Council is committed to providing a fair and equitable service in accordance with legislation, regulations, policies and standards.

Statement of Procedures

In order to meet our customer service commitment, Council will ensure that staff have access to a range of resources, systems, processes and training to support their service delivery.

Standards

The importance of measuring how well we deliver customer service is recognised. Council shall continue to establish feedback handling processes to ensure that customers are able to provide feedback. This feedback is required to analyse improvements in service delivery.

Council will also measure how well it delivers customer service through measurement of a number of standards, described in this Framework as "Key Service Standards".

Customer Requests and Complaints

Council has an obligation to properly record and consider all customer reports and complaints.

The Customer Request Management (CRM) module in Authority is utilised to enable the logging, allocating, tracking and reporting of all customer requests and complaints.

Customer Feedback

Customer feedback provides an opportunity to encompass complaints, compliments and suggestions. In many cases it can provide opportunity for not only service delivery improvement but service recovery.

Customer Responsibilities

Council requires that customers assist Council staff in its service delivery by interacting in a fair and reasonable manner. What our customers can expect from us and what we expect from our customers is outlined in Council's Customer Service Charter.

Staff Responsibilities

Council requires staff to deliver excellent customer service that is responsive, professional, accessible and inclusive. The Framework defines the strategies and key service standards which all staff are required to meet when dealing with customers.

Guidance Notes

Council's Frontline Customer Service Standard and Excellence Guide provides the guidance for the delivery of service at the first point of contact. Council delivers a range of services and has a number of frontline teams across the organisation.

Related Policy

Complaint Management Policy.

4. FRAMEWORK STATEMENT

Council is committed to delivering a quality customer service that is inclusive and accessible for all customers. Council wishes to understand customer's expectations and has adopted the principle "Think like the customer". Our commitment is to ensure we are reflective of our guiding principles and organisational, vision, mission and values.

We aim to deliver service in a friendly, knowledgeable and professional manner by:

- Being respectful, courteous and impartial in all dealings;
- Identifying ourselves when we talk to our customers;
- Listening carefully to our customers;
- Ensuring that personal information is kept confidential; and
- Providing trained staff who will uphold Council's values and abide by the Code of Conduct.

4.1 Customer Service Strategy

This strategy is designed as a Customer Service standard and excellence guide for **all** Council staff.

Council's goal is to deliver excellent customer service that is responsive, accessible and inclusive. This Customer Service Strategy sets out service and excellence guidelines that all staff are required to meet when dealing with customers.

Our customers are individuals or organisations that have dealings with us. These customers can include residents of the City of Broken Hill, potential residents, business owners, other government and authority bodies, visitors, internal staff members and contractors etc.

As Council employees, we reflect Council's image and in doing so are expected to conduct ourselves in accordance with Council values. These organisational values demonstrate how we work and represent the guiding principles on which our behaviours and practices are based.

4.2 Frontline Customer Service Standard and Excellence Guide

Council's frontline staff support all areas of the organisation by acting as the interface with external customers.

This draft guide is designed as a customer service standard and excellence guide for Council's frontline staff.

This guide is to be followed in conjunction with Council's Customer Service Strategy, which guides all staff in the area of customer service standards and excellence.

The draft Frontline Staff Service Standard and Excellence Guide sets out the quality of service required by Council's frontline staff. It provides clear direction for frontline staff on the values, behaviours, policy context and community expectations that impact on their role. It sets the platform by which frontline staff will be measured and evaluated. A shared vision commits the frontline staff to the delivery of customer service excellence in accordance with Council's vision, mission and values.

OUR VISION

Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.

Our Frontline Vision: Excellent customer service to our community.

OUR MISSION

Council provides high quality services and leadership to enhance community living and facilitate a prosperous economy.

Our Frontline Mission: Working together with respect, integrity and proficiency to deliver excellent and consistent services to our internal and external customers.

OUR STATEMENT OF VALUE

Our Frontline Values: As a team, our values of respect, integrity, accountability and collaboration are aligned with the organisational values and behaviours that will guide our daily work.

INSPIRING

We're leading Broken Hill into the Future

This means we:

- Recognise change starts with us
- Share our passion
- Act as positive role models
- Are focused on delivering results

OPEN

We're transparent and honest

This means we:

- Are united
- Are reliable – when we make a decision we stick to it
- Can be trusted
- Are always available to listen

ORIGINAL

We're pioneering new ideas while remembering what makes us unique

This means we:

- Won't forget our past, even when forging our future
- Are open to new ideas and think outside the square
- Champion our uniqueness
- Look for new solutions rather than relying on the old ways

HUMAN**We're involved in the community**

This means we:

- Are inclusive
- Respect diversity and how different people think
- Value doing it together
- Have a genuine sense of humanity

FEARLESS**We're up for the challenge**

This means we:

- Strive to solve our own problems
- Defend what's important to our community
- Are prepared to take the lead
- Take opportunities and make something of them
- Are not afraid to make tough decisions

4.3 Customer Service Charter

Council's Customer Service Charter sets out what our customers can expect from us.

The Charter has been developed to build and enhance partnerships and relationships with our customers. The Charter will enable a system of continuous improvement in customer service.

4.4 Complaints Management Policy

This policy is intended to ensure Broken Hill City Council handles complaints fairly, efficiently and effectively.

A complaint is an expression of dissatisfaction. A complaint covered by this policy can be distinguished from Service Requests and Requests for Information.

Council's complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way;
- boost public confidence in our administrative process; and
- provide information that can be used by us to deliver quality improvements in our services, staff and complaint handling.

This policy provides guidance to Council staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

This policy applies to all staff receiving or managing complaints from the public made to or about Council, regarding our services, staff and complaint handling.

Staff Grievances, Code of Conduct complaints and Public Interest Disclosures are dealt with through separate mechanisms.

4.5 Complaints Handling Procedure

This procedure represents Council's system for responding to, recording, reporting and using complaints to improve a service to the community. It includes procedures for people to

resolve complaints, and provides information to managers and staff that will enable a system of continuous improvement in customer service delivery.

4.6 Customer Feedback Form

Quality customer service consists of providing an efficient, fair, impartial and responsive service. It is also about delivering the most appropriate and complete service at the first point of contact. However, things can and do go wrong but can mostly only be put right and a quality service delivered where Council becomes aware of the issue.

Customer feedback processes provide an opportunity for service recovery and encompasses complaints, compliments and suggestions.

Customer feedback can be provided:

- Via Council's website
- On the Customer Feedback Form "Tell us what you think" - available at Council's frontline facilities
- By telephone
- In person, at Council's Customer Relations Counter, Administrative Centre
- By email
- By letter

5. IMPLEMENTATION

5.1 Roles and Responsibilities

The following Council Officers are responsible for the implementation of and the adherence to this Framework:

- General Manager
- Corporate Responsibility Officer
- Corporate Services Coordinator
- All Council staff

5.2 Communication

This Framework will be communicated to all staff and made available electronically.

All Council employees will have access to all elements of the Customer Services Framework via Council's website, intranet and electronic information management system (TRIM).

The community will have access to Council policies via Council's website. Access to the Customer Service Charter will be available via Council's website and available in hard copy, where required.

5.3 Associated Documents

- D17/867 Customer Service Strategy
- D17/928 Frontline Customer Service Standard and Excellence Guide
- D17/978 Customer Service Charter
- D12/11853 Complaints Management Policy
- D17/25094 Complaints Handling Procedure (currently under development in accordance with adopted Complaints Management Policy)
- D17/2331 Customer Feedback Form

6. REVIEW

The review of this Framework shall be undertaken within two years and will incorporate consideration of relevant legislation and best practice guidelines. The responsible Council officer will be notified of the review requirements three months prior to the expiry of the Framework.

Council's Corporate Services Coordinator is responsible for the review of this Framework.

7. LEGISLATIVE AND LEGAL FRAMEWORK

This Framework relates to:

- *Local Government Act 1993*
- *State Records Act 1998*
- *Privacy and Personal Information Protection Act 1998*
- *Government Information (Public Access) Act 2009*
- NSW Ombudsman Better Service and Communication – Guidelines for Local Government

Council Policy does not take precedence over statutory responsibilities assumed by Council in its role as a local government authority.

Ethics & Conflicts of Interest - Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's Customer Service Framework. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

8. DEFINITIONS

In this Framework the following definitions will apply:

"Council" shall mean Broken Hill City Council.

"ELT" shall mean Council's executive leadership team.

"Framework" shall mean this Customer Service Framework.

"Policy" shall mean a high level statement that establishes the basis and framework for conduct and practice by and at Broken Hill City Council. It is the 'what' and 'why' of Council decision-making. Policies will typically be brief and rely on other means (i.e procedures) to give effect to their direction.

"Procedure" shall mean a document written to support a policy for organisation strategy and designed to describe who, what, when and why in order to establish accountability

"Process" shall mean the documentation of the "how" to steps for the completion of a task or function.





**DRAFT CUSTOMER
SERVICE STRATEGY**

'Think Like
The Customer'



**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

QUALITY CONTROL		
KEY DIRECTION	4 Our Leadership	
OBJECTIVE	4.4 Our community is engaged and informed	
FUNCTION	Customer Relations	
STRATEGY	4.4.2 Engage the community through information and activities aimed at increased participation	
FILE REFERENCE No	D17/867	TRIM No 17/2
RESPONSIBLE OFFICER	Corporate Responsibility Officer	
REVIEW DATE	2019	
DOUMENT HISTORY	ACTION	DATE
Draft Customer Service Strategy	Employee Consultation, 13 sessions	February – March 2017
Draft Customer Service Strategy	General Manager Briefing	3 March 2017
Draft Customer Service Strategy	Human Resources Cultural alignment with vision and mission	17 May 2017
Draft Customer Service Strategy	Document revised	May - June 2017
Draft Customer Service Strategy	Presentation to Executive Leadership Team	8 June 2017
Draft Customer Service Strategy	Employee Consultation General Manager Focus Groups	17-21 July 2017
Draft Customer Service Strategy	Presented to Council for endorsement	27 September 2017
Draft Customer Service Strategy	Endorsed by Council	

TABLE OF CONTENTS

Executive Summary	4
1. Introduction.....	5
2. Service Standards	7
2.1 Expectations of our Customers	8
3. Inclusion and Accessibility.....	8
4. Protocols	9
4.1 Phone System/Voicemail	9
4.2 Telephone Protocols	10
4.3 Transferring Calls	11
4.4 Transferring Calls to the General Manager or Chief Operating Officer	12
4.5 Providing Contact Details of Council Officers	12
4.6 Abusive Callers	13
4.7 Face to Face Interactions.....	13
4.8 Face to Face Abusive Interactions	13
4.9 Visitors to Council.....	14
4.10 Email Protocols	14
4.11 Written Correspondence	14
4.12 Social Media.....	15
5. Service Requests and Complaints.....	15
5.1 Service Requests	15
5.2 Feedback and Complaints	15
5.3 Complaint Process	16
5.4 Recording and Tracking Feedback/Complaints/Requests	16
5.5 Anonymous Complaints.....	17
5.6 Corrupt Conduct	17
5.7 Councillor Complaints	17
6. Understanding the Role of Your Customer Relations Team	17
7. Our Service Standard Guide	18

EXECUTIVE SUMMARY

MESSAGE FROM THE GENERAL MANAGER

Here at Council, we are on a constant journey to improve how we deliver services to the residents of Broken Hill.

In order to achieve better frontline services to the community, it's important to think more broadly than just customer service.

When 'frontline staff' is mentioned, people's thoughts often turn to our staff behind the reception desk in Council's foyer.

However frontline services is much more than reception, and extends across almost every service that Council offers.

Whether we're filling a pothole, taking a call about a stray animal, or maintaining our parks and gardens – we are on the frontline delivering a service to residents.

We understand that frontline services can only be improved when the needs of the customer are the primary focus, and to realise this improvement, 13 employee consultation internal sessions have been held across all Council departments with one goal in mind – 'Think like the Customer'.

This process is also being used as an opportunity to embed across our workforce the adopted Council values and behaviours you can expect from customers, and what we in turn will expect from our customers.

The organisational culture we want to be known and recognised for closely aligns with the Broken Hill 'For Real' community values, and it is time for us to start living those ideals.

Staff have spent hours considering how to best serve stakeholders, refining everything from how quickly we respond to phone calls and emails, right down to how staff present themselves to the public each day.

We want to ensure that everyone who interacts with Council receives a level of service that is responsive, professional, accessible and inclusive.

I assure you that we have been thorough in our pursuit of these goals, and commend this guide to you in the knowledge that the customer has been the focus throughout its development.

James Roncon
GENERAL MANAGER



1. INTRODUCTION

This strategy is designed as a customer service standard and excellence guide for all Council staff.

What are our goals?

Council's goal is to deliver excellent customer service that is responsive, professional, accessible and inclusive. This Customer Service Strategy sets out service and excellence guidelines that all staff are required to meet when dealing with customers.

Who are our customers?

Our customers are individuals or organisations that have dealings with us. These customers can include residents of the City of Broken Hill, potential residents, business owners, other government and authority bodies, visitors, internal staff members and contractors etc.

What are our responsibilities?

As Council employees, we reflect Council's image and in doing so are expected to conduct ourselves in accordance with our organisational mission, vision and values. The organisational values demonstrate how we work and represent the guiding principles on which our behaviours and practices are based.



OUR VISION

Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.

OUR MISSION

Council provides high quality services and leadership to enhance community living and facilitate a prosperous economy.

OUR STATEMENT OF VALUE**INSPIRING**

We're leading Broken Hill into the Future

This means we:

- Recognise change starts with us
- Share our passion
- Act as positive role models
- Are focused on delivering results

OPEN

We're transparent and honest

This means we:

- Are united
- Are reliable – when we make a decision we stick to it
- Can be trusted
- Are always available to listen

ORIGINAL

We're pioneering new ideas while remembering what makes us unique

This means we:

- Won't forget our past, even when forging our future
- Are open to new ideas and think outside the square
- Champion our uniqueness
- Look for new solutions rather than relying on the old ways

HUMAN

We're involved in the community

This means we:

- Are inclusive
- Respect diversity and how different people think
- Value doing it together
- Have a genuine sense of humanity

FEARLESS

We're up for the challenge

This means we:

- Strive to solve our own problems
- Defend what's important to our community
- Are prepared to take the lead
- Take opportunities and make something of them
- Are not afraid to make tough decisions

2. SERVICE STANDARDS

At Council we honour our commitment to our community and strive for excellence to provide the highest standard of service.

KEY SERVICE STANDARDS

TELEPHONE
 Respond to telephone calls within **four rings/12 seconds**, 80% of the time
 Respond to telephone messages within **one business day**.
Strive to achieve - Respond to telephone calls within **four rings/12 seconds**.

CORRESPONDENCE
 Acknowledge receipt of written correspondence within **two business days**.
 Respond to written correspondence within **10 business days**.
Strive to achieve - Acknowledge receipt of written correspondence within **one business day**.

E-MAIL
 Acknowledge receipt of e-mails within **two business days**.
 Respond to e-mail enquiries within **five business days**.
Strive to achieve - Acknowledge receipt of e-mails within **one business day**.
 Respond to e-mail enquiries within **two business days**.

SOCIAL MEDIA
 Acknowledge social media enquiries within **two business days**.
 Respond to social media enquiries within **five business days**.
Strive to achieve - Acknowledge social media enquiries within **one business day**.
 Respond to social media enquiries within **two business days**.

VISITORS
 Acknowledge visiting customers on arrival and assist within **10 minutes**, 80% of the time.
Strive to achieve - Acknowledge visiting customers on arrival and assist within **10 minutes**.

We will:

- Value and serve our community in an inclusive and accessible manner;
- Treat customers with respect and courtesy;
- Ensure customers receive a quality customer experience each and every time;
- Value customer privacy and treat personal information confidentially;
- Be attentive to customer needs and expectations;
- Work together with shared responsibility to achieve quality customer experience outcomes;
- Welcome customer input and suggestions to assist us to continuously improve our performance; and
- Address customer concerns through a fair and open process.

In conducting our business, we will:

- Make reasonable efforts to supply all our services in a timely manner with priority given to customers affected by a public safety issue;
- Provide and explain the method of follow-up for customer requests;
- Provide a dedicated customer service line Monday to Friday 8.30am – 5pm (Telephone 08 8080 3300), exclusive of public holidays;
- Provide information that is accurate, current and timely;
- Offer a variety of payment methods;
- Be available for contact by telephone, online, email, mail and in person; and
- Be punctual for meetings and appointments.

2.1 Expectations of our Customers

We expect our customers:

- To treat us in a courteous and respectful manner;
- To respect the privacy, safety and needs of other members of the community and Council staff;
- To work with us to resolve problems; and
- To provide us with the information we need to serve them well.

3. INCLUSION AND ACCESSIBILITY

Council is committed to improving opportunities for people of all ages, cultures and of differing abilities to access the full range of services provided by Council.

Inclusion happens when every person who wishes to can fully participate in all aspects of an activity or service in a similar way to any other community member. Some barriers hinder effective communication for the aged, persons with a disability or cultural background.

Different customers will require different communication strategies. It is the responsibility of Council as the service provider to adjust our communication to the needs of the individual customer. Although every person is different, assumptions must not be made or based on how someone looks or behaves. Not everyone can read or write well and some people are embarrassed and do not wish this disclosed.

Council staff should be aware of:

- Using loud machinery can hinder a vision impaired person and their assistance animal;
- Cultural beliefs e.g. some cultures do not make eye contact;
- Some persons cannot stand or queue for long periods; and
- Some persons cannot read or write.

Things to consider when communicating:

- Don't cover your mouth as this will stop the customer being able to lip read if they would like to;
- If a person is deaf, ensure there is not too much background noise. Try to make sure that light is on your face to assist lip reading. If you are having difficulty communicating with a deaf person, write things down;
- Look at the person you are talking to;
- If a person is in a wheelchair, where possible, try to talk to them at their level;
- Talk directly to the person, not to an aide, friend or interpreter. It is important to make eye contact except where not culturally acceptable. If you don't understand someone, ask the person to repeat what they have said;
- When meeting people with a visual impairment, identify yourself clearly and introduce anyone else who is present. Say when you wish to end a conversation or to move away;
- Do not touch a person with a disability unless there is a good reason, such as shaking hands in the greeting or if the person has asked for assistance. However, you may gently touch a person who is deaf to get their attention. Never push a person's wheelchair without their permission;
- Do not touch someone's cane, wheelchair, or other device. It is a part of that person's mobility aid;
- Don't complete sentences for the person unless they look to you for assistance. Don't pretend you understand what a person with a speech disability says just to be polite.
- Ask the person to repeat if you don't understand. Ask the person to write down a word if you're not sure what they are saying; and
- Do not make assumptions about the existence or absence of disabilities. Some people have hidden disabilities such as diabetes or mental health difficulties.

4. PROTOCOLS

All departments are responsible for ensuring staff coverage of phones and customer enquiries at all times during business hours.

All staff must utilise voicemail, diversion to a Council issued mobile and/or diversion to an available team member to ensure all telephone calls are responded to within key service standard requirements.

4.1 Phone System/Voicemail

It is not considered acceptable for a phone extension to ring out and for the call to be unanswered. We should strive for all calls to be answered within **four rings/12 seconds**. All efforts must be made by all Council staff to answer a call in a timely manner and to take measures to manage an unattended extension within your team.

Should staff be unable to answer an incoming call, then they must ensure that they have systems in place to have calls answered in their absence.

These systems can be:

1. Setting up calls to go to voicemail;
2. Diverting to a Council issued mobile with a professional voicemail;
3. Diverting your phone to an available team member within your department; or
4. Setting up a department group, where unanswered calls will divert to an available team member (not applicable where voicemail is activated).

Clear messages daily and return calls within **one business day**.

Your voicemail greeting is important as it can be the first contact customers have with you and the organisation. Standard voicemail scripts ensure the caller knows who they have reached and when the caller can expect to receive a call back:

- **Standard Script 1:** You have reached the voicemail of [your full name]. Please leave your name, phone number and a brief message and you will be contacted as soon as possible.
- **Standard Script 2:** You have reached the voicemail of [your full name]. I am out of the office, returning [Day, Month, Date]. Please leave your name, phone number and a brief message and I will contact you on my return.

4.2 Telephone Protocols

Greeting and Identification – Strive to respond to all telephone calls within **four rings/12 seconds**. Use a positive tone of voice and identify the organisation or department and yourself providing a welcoming salutation. For example:

- **External customer incoming call** – 'Welcome to Broken Hill City Council, this is (first name)'
- **External customer transferred call** – 'Finance Operations, this is (first name), I understand that you are calling in regard to?'
- **Internal customer calling** – 'This is (first name)'

Determine Customer Needs

- Actively listen, giving the customer your full attention;
- Do not interrupt or assume you know the response before listening to the entire customer enquiry;
- Take notes if necessary.

Understand the Issue

- Clarify what you have heard and understood from the customer by asking probing questions;
- Paraphrase to confirm your understanding of the enquiry;
- Speak in a clear and concise manner and avoid jargon.

Answer Query or Recommend Solution

- Assume personal responsibility for the customer's enquiry and aim to achieve resolution at the time of interaction;
- Provide clear, accurate, appropriate, current, relevant and consistent advice;
- Use bridging statements (for example: 'what you have told me...') and refer back to customer needs/motives;
- If transferring a call, explain the benefits to the caller and transfer using warm transfer techniques (for example: 'announce the call and caller').

Check for Satisfaction

- Agree on a course of action and advise of the normal timeframes with the customer;
- Where appropriate, always endeavour to provide the customer with a system reference number or provide the contact details of the relevant Council Officer;
- If the customer is not satisfied with the solution, ask further clarifying questions to seek a solution, escalate to a team leader if necessary.

Close on a Positive Note

- Summarise any actions or timeframes discussed and end on a positive note;
- Close with an offer of further assistance, and express appreciation for the call e.g. 'Is there anything else I can help you with today?'

Follow-Up

- Complete any notes or records of the call using appropriate systems;
- Follow-up is not available to customers who wish to remain anonymous. Should you receive a request for service from a caller who wishes to remain anonymous, explain to the customer the limitations in actioning requests from anonymous callers;
- All customer call backs are to be completed with one business day;
- When taking messages on behalf of Council staff, strive to record all relevant details such as the date, time, name, address, telephone number, email address and subject matter. These messages are required to be forwarded promptly.

4.3 Transferring Calls**Accepting Transferred Calls**

All Council staff regardless of which department they work in, are expected to handle calls from the public. While Customer Relations Officers will make all attempts to resolve calls at first point of contact and avoid unnecessary transfers, there will be instances where some calls will require handling by relevant departments and subject matter experts. Furthermore, some callers may also insist on dealing with certain departments or officers directly.

Dealing with Calls to Other Departments

From time to time, you may receive a call that does not relate to you. The caller could have called your extension directly or the call was transferred in error. Regardless, it is your responsibility to deal with the call professionally and according to the standards and expectations outlined in this strategy. It is important to remember, external customers form a view about Council's customer service quality regardless of with whom they speak.

In these instances it is important to seek the permission of the customer as to how they would like their call handled. For example do they wish to be transferred to the relevant department and/or Council Officer or do they wish to receive a call back from the aforementioned.

When you Receive a Call not Intended for You

- Try to identify the nature of the call and where it belongs;
- Explain to the caller that you are not the relevant Officer to address the issue, however you will attempt to identify who the best person is to speak to.

When it is Necessary to Transfer/Receive a Call

- Once you know where to transfer the call, do so by introducing yourself to your colleague and provide the customer's details and explanation for transfer and information gathered;
- When receiving a transferred call, acknowledge the customer and the information received to avoid the customer having to repeat the details provided;
- If in transferring the call you find that it is going to voicemail, notify the customer and ask if he/she is happy to leave a message before putting the call through;
- If the caller asks to be transferred to a particular Council Officer, department/function area and after using the appropriate probing question techniques, still refuses to give his/her name, proceed by transferring the call and explaining the situation to your colleague.

Anonymous Callers

There are instances where Council Officers receive calls from persons who wish to remain anonymous. The caller may ask to speak to a specific Council Officer and refuses to give his/her name. In such situations, the Council Officer will transfer the call and explain the situation to the relevant Officer.

Anonymous callers also contact Council to report incidents. In such circumstances, depending on the nature of the reported incident the Council Officer will explain the limitations faced by Council in actioning anonymous requests.

Anonymous customer requests are required to be recorded for reported incidents, complaints and service requests; and assessed by the delegated Council Officer.

4.4 Transferring Calls to the General Manager or Chief Operating Officer

- All calls for the General Manager or Chief Operating Officer must be transferred to the Executive Support Officer; provide the customer's details, explanation for transfer and information gathered;
- In the absence of the Executive Support Officer then the responsible Officer shall be the Governance Officer;
- Should the Executive Support Officer/Governance Officer be unavailable, let the caller know and offer the option to the caller to leave a message. In this situation, should the caller advise that the General Manager or Chief Operating Officer is expecting their call, it would be appropriate to transfer direct following the transfer process;
- Should the caller become agitated insisting on getting immediate action, then refer the call to Council's Communications & Community Engagement Coordinator.

4.5 Providing Contact Details of Council Officers

All Council Officers will strive to resolve the call. If this proves to be insufficient then:

- The Council Officer will attempt to put the call through to another Officer within the team who may be able to resolve the issue. If this is not possible;
- The Council Officer will offer to take a message and pass on to the relevant Officer;

But upon request from the customer:

- The Council Officer will provide the contact details (email, direct phone extension and/or Council issued mobile number) of the Council Officer.

4.6 Abusive Callers

Council Officers may receive calls from abusive customers. The Council Officer is to remain calm and respectful and assertively caution the caller that the call will be terminated if the verbal abuse continues.

Should the customer continue with aggression and/or abuse, the Council Officer should stop trying to assist the customer and start taking charge of the call. The Council Officer must advise the customer they are not comfortable with the behaviour and that if it continues the call will be terminated. If the abuse continues after the Council Officer has provided this warning then the Council Officer will simply hang up.

In the event of any terminated calls with a customer the Council Officer must report the action to their supervisor immediately.

Do not confuse abusive callers with angry callers, because you can in fact assist angry people to a satisfactory resolution and turn them into happy customers.

4.7 Face to Face Interactions

- Greet the customer, introduce yourself and your role in Council;
- Wear identification (e.g. name badge) particularly when interacting with external customers;
- Use a positive tone of voice and body language;
- Pay attention to the customer's body language. If the customer is distressed consider dealing with the matter in a separate meeting room, ensuring the room has an easy exit for employees in case of emergency.

4.8 Face to Face Abusive Interactions

From time to time Council Officers may experience abusive customer interactions face to face.

The principles for dealing with abusive customers face to face are primarily the same as that for dealing with these customers by telephone. Therefore staff must ensure to remain calm and respectful and assert caution to the customer that the interaction will require to be terminated should the abuse continue.

In some circumstances the Council Officer may require the assistance of a team member/leader to assist in communicating with the abusive customer. In extreme cases where these actions have not improved the communication and the interaction continues to escalate then the Council Officer must advise the customer that they are required to leave the premises and should they refuse then the appropriate authorities will be notified.

In the event of any terminated face to face interactions with a customer the Council Officer must report the action to their supervisor immediately.

Again and as above, do not confuse abusive customers with angry customers.

4.9 Visitors to Council

- All visitors are to be greeted and welcomed in a professional and courteous manner;
- Where available, visitors are to be signed in and provided with 'visitor identification'. Note: Councillors are not required to be signed in or provided with 'visitor identification';
- All visitors are to be announced to the responsible Officer and it is that Officer's responsibility to arrange for the visitor to be escorted in and out of Council offices/property;
- Councillors are to be announced to the Executive Support Officer and it is the Executive Support Officer's responsibility to arrange for the Councillor to be escorted in and out of Council offices. In the absence of the Executive Support Officer then the responsible Officer shall be the Governance Officer;
- If the responsible Officer cannot be located, announcement may be made to another staff member of the department/function area for action;
- Keep the visitor informed of progress until they are attended to by the responsible Officer.

4.10 Email Protocols

- Acknowledge receipt of emails within **two business days**;
- Respond to emails within **five business days** to advise the customer of outcome, follow-up and/or timeframes;
- Use the corporate email signature on all outgoing emails;
- All correspondence to be professionally written and an accurate account of Council's intent;
- Relevant correspondence is to be saved in Council's electronic records management system (TRIM).

Activate an automatic '**Out of Office**' reply in Outlook for business days/hours where you are away and unable to respond to emails.

Standard '**Out of Office**' replies ensures the sender is aware you are out of the office; when the sender can expect to receive a reply, and instructions on what to do if the email is urgent.

- **Standard Script 1 (External):** Thank you for your email. I am currently out of the office, returning [Day, Date, Month]. If this matter is urgent please email [email address] or telephone [telephone number]. This email has not been forwarded. Thank you.
- **Standard Script 2 (Internal):** I am currently out of the office, returning [Day, Date, Month]. If this matter is urgent please email [email address]. This email has not been forwarded. Thank you.

4.11 Written Correspondence

- Acknowledge receipt of written correspondence within **two business days** and respond to written correspondence within **10 business days** to advise the customer of outcome, follow-up and/or timeframes;
- All correspondence to be professionally written and produced and be an accurate account of Council's intent;
- Relevant correspondence is to be saved in Council's electronic records management system (TRIM).

Outgoing correspondence must include relevant contact details of the responsible Officer at Council. For example should the Customer Relations team not have the knowledge, skill or delegation to resolve a query relating to the correspondence at first point of contact, then the correspondence must include the responsible Officer's direct contact details.

The Customer Relations team must be notified of any outgoing correspondence for which they may receive queries. Such material must be notified to Customer Relations/Corporate Administration team corporateservices@brokenhill.nsw.gov.au for prompt reference.

4.12 Social Media

- Authorised administrators to acknowledge receipt of enquiries with **two business days**;
- Authorised administrators to respond to enquiries within **five business days** to advise customer of outcome or follow-up timeframes;
- Potential media issues must be referred to the Communications & Community Engagement Coordinator.

5. SERVICE REQUESTS AND COMPLAINTS

Customers are encouraged to request services in a manner that is convenient and appropriate for the customer. This could be by telephone, online, email, mail or in person.

5.1 Service Requests

The Authority Customer Request Management (CRM) Module provides a single point for Council to manage service requests.

All Council staff are responsible for entering customer requests in the Authority CRM Module and ensuring data is factual and not assumptive. All requests for Council services are to be recorded in the Authority CRM Module and customers provided with a CRM reference number.

5.2 Feedback and Complaints

Council respects the rights of customers to raise a complaint and welcomes feedback as an opportunity to improve our services and performance.

Customers are encouraged to provide feedback, compliments, suggestions or complaints in a manner that is convenient and appropriate for the customer. This could be by telephone, online, email, mail or in person.

A complaint is normally an expression of dissatisfaction with Council's procedures, fees, staff, contractors or the quality of services provided.

The following are not classified as complaints:

- A request for service;
- A request for information;
- The lodgement of an appeal in accordance with legislation.

5.3 Complaint Process

When dealing with complaints, Council staff will:

- Take all complaints seriously;
- Treat customers with sensitivity, respect and courtesy;
- Value individual privacy and treat personal information confidentially;
- Record the complaint;
- Acknowledge receipt of the complaint within **two business days**;
- Assess all complaints on their merits and facts;
- Ensure that any action is compatible with Council's Complaint Management Policy;
- Ensure an appropriate remedy is provided if the complaint is substantiated (which may include an apology, explanation, refund of fees, referral to another agency, a change in policy, procedure or practice);
- Provide all parties with clear reasons as to why any actions have been taken; and
- Provide avenues of appeal and review.

Council Officers will endeavour to resolve complaints at the first point of contact. All complaints will be recorded in the Authority CRM Module and referred to the relevant department/function area for investigation. The customer should be informed of the process and the timelines for response, at the time of complaint. Once a complaint is resolved, record the actions and close the record.

In non-urgent circumstances, Council Officers will strive to respond to all complaints within **10 business days**. If the complaint cannot be satisfactorily resolved within this timeframe, then the customer is to be advised of the progress and any revised timelines.

Department/function area leaders/managers are responsible for the assessment, investigation and resolution of complaints including appropriate remedies with customers. Note: Refer to Section 7 - Our Service Standard Guide.

If customers are not satisfied with the response and outcome/remedy to their issue, the matter may be escalated to the manager for review. If still unsatisfied, an appeal may be made to the General Manager's office. Customers can request these escalations by telephone, online, email, mail or in person.

For customers that are not satisfied with the way complaints are resolved through Council's internal processes they may pursue matters with the NSW Ombudsman.

5.4 Recording and Tracking Feedback/Complaints/Requests

All feedback including compliments, complaints and service requests are to be recorded in Council's centralised Authority CRM Module.

Details to be captured include:

- Customer details;
- Nature and description of feedback/complaint/request;
- Requested action/remedy;
- Method of customer response feedback (telephone, email or written);
- Responsible Officer;
- Action taken, response time and outcome; and
- If no action is required then outcome must state 'no action required'.

Regular CRM reports will be provided to department/function area leaders/managers on compliance and outcomes of these records. This can assist with identifying and addressing any collective issues.

5.5 Anonymous Complaints

Council will accept anonymous complaints; however will be unable to provide feedback or outcome responses. Customers are strongly encouraged to provide details and are assured confidentiality and privacy.

5.6 Corrupt Conduct

For issues/complaints relating to corrupt conduct, please refer to Council's adopted Model Code of Conduct.

5.7 Councillor Complaints

Grievances or issues with Councillor conduct and behaviour are to be referred to the General Manager in accordance with Council's adopted Model Code of Conduct.

6. UNDERSTANDING THE ROLE OF YOUR CUSTOMER RELATIONS TEAM

Customer Service Excellence is the responsibility of all Council staff for external and internal interactions.

The Customer Relations team provides residents, ratepayers and visitors to Broken Hill with access to Council services and information. The Customer Relations team supports all areas of the organisation by acting as the main interface with external customers.

The team strives to provide a one-stop-shop for customers by providing information on behalf of other departments/function areas and/or requests for services and directing those to the appropriate actioning Officer. All attempts are made so that only requests for information or services that require specialist expertise are referred (transferred) to the relevant departments/function areas.

The Customer Relations team strives to resolve or handle enquiries, requests for service and business transactions at the first point of contact, where possible.

It is the responsibility of all Council staff to consider all relevant information that may be required to be provided to the Customer Relations and Corporate Administration teams to assist in resolving customer enquiries at the first point of contact. This information and internal communication is particularly necessary for large projects; matters that may arise and have a large impact in the community and/or any current activities for the best possible opportunity for a positive customer experience.

The team has a lead role in the implementation of systems, processes and standards to guide all Council services and staff in customer service excellence and customer experience and satisfaction.

7. OUR SERVICE STANDARD GUIDE

Building and Planning	Standard
Process a Planning Application	Within 40 days of receiving fee and completed application
Process a Subdivision Application	Within 40 days of receiving fee and completed application
Process a Construction Certificate	Within 10 business days of receiving fee and completed application
Process Planning Certificates	Within five business days of receiving fee and completed application
Waste Services	Standard
Domestic waste collection	Weekly
Green waste collection	Fortnightly
Delivery of new waste service	Within 10 business days of receiving fee if applicable and completed request
Community Engagement	Standard
Hold public forums to address community issues	In accordance with Quality Assurance Standard IAP2 Australasia
Frontline Customer Service	Standard
First call resolution	70 percent of the time
Strive to answer telephone calls	Within four rings/12 seconds
Infrastructure	Standard
Inspect, assess and respond to requests about assets and infrastructure owned by Council	Within 10 business days
Environmental Health	Standard
Respond to food complaints	Within two business days
Inspect registered food premises	Minimum once per year
Process Septic Tank Application	Within five business days of receiving fee and completed application
Finance	Standard
Payment of accounts	Within 30 days of receiving invoice/statement
Respond to rates enquiries	Within two business days
Respond to debtor/creditors enquiries	Within two business days
Process Land Information Certificates	Within five business days of receiving fee and completed application

General Service	Standard
Provide after-hours service for emergencies	Availability 24 hours, seven days a week
Respond to correspondence	Within 10 business days
Respond to emails	Within five business days
Respond to customer requests	Within 10 business days
Respond to telephone messages	Within one business day
Respond to social media enquires	Within five business days
Note: An emergency is regarded as being an incident that threatens life or property, or an incident which may cause environmental harm.	
Governance	Standard
Respond to formal GIPA requests	Within 20 days of receiving fee and completed application
Review Council Strategic plans	Annually
Report to Council on Delivery Program	Six monthly
Submit Annual Report to Minister	30 November, annually
Display documents for public submission	Exhibit for 28 days
Report on Public Interest Disclosures	Annually
Conduct Council meetings to which residents and ratepayers are invited to attend with an opportunity to ask questions	Monthly
Make Council meeting agendas available to the public	Two days prior to meeting
Human Resources	Standard
Acknowledge receipt of all position applications received	Within seven business days
Compliance Laws	Standard
Respond to urgent companion animal complaints	Availability 24 hours, seven days a week
Respond to non-urgent companion animal complaints	Within 10 business days
Respond to all parking complaints	Within 10 business days
Respond to all other non-urgent local law compliance complaints	Within 10 business days



CITY COUNCIL

www.brokenhill.nsw.gov.au



**DRAFT
FRONTLINE STAFF
CUSTOMER SERVICE
STANDARD AND
EXCELLENCE GUIDE**

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

QUALITY CONTROL		
KEY DIRECTION	4 Our Leadership	
OBJECTIVE	4.4 Our community is engaged and informed	
FUNCTION	Customer Relations	
STRATEGY	4.4.2 Engage the community through information and activities aimed at increased participation	
FILE REFERENCE No	D17/928	TRIM No 17/2
RESPONSIBLE OFFICER	Corporate Responsibility Officer	
REVIEW DATE	2019	
DOUMENT HISTORY	ACTION	DATE
Draft Frontline Staff Customer Service Standard and Excellence Guide	Employee Consultation, 13 sessions	February – March 2017
Draft Frontline Staff Customer Service Standard and Excellence Guide	General Manager Briefing	3 March 2017
Draft Frontline Staff Customer Service Standard and Excellence Guide	Human Resources Cultural alignment with vision and mission	17 May 2017
Draft Frontline Staff Customer Service Standard and Excellence Guide	Presentation to Executive Leadership Team	8 June 2017
Draft Frontline Staff Customer Service Standard and Excellence Guide	Employee Consultation General Manager Focus Groups	17-21 July 2017
Draft Frontline Staff Customer Service Standard and Excellence Guide	Presented to Council for endorsement	27 September 2017
Draft Frontline Staff Customer Service Standard and Excellence Guide	Endorsed by Council	

TABLE OF CONTENTS

Executive Summary	4
1. Introduction.....	5
2. Service Standards	7
2.1 Expectations of our Customers	8
2.2 Personal Presentation Standards.....	8
2.2.1 Uniforms	8
2.2.2 Identification	8
2.2.3 Personal Effects.....	9
2.2.4 Food and Drink	9
3. Inclusion and Accessibility.....	9
4. Protocols	10
4.1 Phone System/Voicemail.....	10
4.2 Telephone Protocols	10
4.3 Transferring Calls	12
4.4 Transferring Calls to the General Manager or Chief Operating Officer	13
4.5 Providing Contact Details of Council Officers	13
4.6 Abusive Callers.....	13
4.7 Face to Face Interactions.....	13
4.8 Face to Face Abusive Interactions	13
4.9 Visitors to Council.....	14
4.10 Email Protocols	14
4.11 Written Correspondence	15
4.12 Social Media.....	15
5. Service Requests and Complaints.....	15
5.1 Service Requests	15
5.2 Feedback and Complaints	15
5.3 Complaint Process	16
5.4 Recording and Tracking Feedback/Complaints/Requests	17
5.5 Anonymous Complaints.....	17
5.6 Corrupt Conduct	17
5.7 Councillor Complaints.....	17

EXECUTIVE SUMMARY

MESSAGE FROM THE GENERAL MANAGER

Here at Council, we are on a constant journey to improve how we deliver services to the residents of Broken Hill.

In order to achieve better frontline services to the community, it's important to think more broadly than just customer service.

When 'frontline staff' is mentioned, people's thoughts often turn to our staff behind the reception desk in Council's foyer.

However frontline services is much more than reception, and extends across almost every service that Council offers.

Whether we're filling a pothole, taking a call about a stray animal, or maintaining our parks and gardens – we are on the frontline delivering a service to residents.

We understand that frontline services can only be improved when the needs of the customer are the primary focus, and to realise this improvement, 13 employee consultation internal sessions have been held across all Council departments with one goal in mind – 'Think like the Customer'.

This process is also being used as an opportunity to embed across our workforce the adopted Council values and behaviours you can expect from customers, and what we in turn will expect from our customers.

The organisational culture we want to be known and recognised for closely aligns with the Broken Hill 'For Real' community values, and it is time for us to start living those ideals.

Staff have spent hours considering how to best serve stakeholders, refining everything from how quickly we respond to phone calls and emails, right down to how staff present themselves to the public each day.

We want to ensure that everyone who interacts with Council receives a level of service that is responsive, professional, accessible, and inclusive.

I assure you that we have been thorough in our pursuit of these goals, and commend this guide to you in the knowledge that the customer has been the focus throughout its development.

James Roncon
GENERAL MANAGER



1. INTRODUCTION

This guide is designed as a Customer Service standard and excellence guide for Council's frontline staff.

This guide is to be followed in conjunction with Council's Customer Service Strategy, which guides all staff in the area of customer service standards and excellence.

The Frontline Customer Staff Service Standard and Excellence Guide sets out the quality of service required by frontline Council staff. It provides clear direction for frontline staff on the values, behaviours, policy context and community expectations that impact on their role.

What are our goals?

Council's goal is to deliver excellent customer service that is responsive, professional, accessible and inclusive. This guide sets out service and excellence guidelines that frontline staff are required to meet when dealing with customers.

Our frontline teams strive to resolve or handle enquiries, requests for service and business transactions at the first point of contact.

Who are our customers?

Our customers are individuals or organisations that have dealings with us. These customers can include residents of the City of Broken Hill, potential residents, business owners, other government and authority bodies, visitors, internal staff members and contractors etc.

What are our responsibilities?

As Council employees, we reflect Council's image and in doing so are expected to conduct ourselves in accordance with our organisational mission, vision and values. The organisational values demonstrate how we work and represent the guiding principles on which our behaviours and practices are based.



OUR VISION

Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.

OUR MISSION

Council provides high quality services and leadership to enhance community living and facilitate a prosperous economy.

OUR STATEMENT OF VALUE**INSPIRING**

We're leading Broken Hill into the Future

This means we:

- Recognise change starts with us
- Share our passion
- Act as positive role models
- Are focused on delivering results

OPEN

We're transparent and honest

This means we:

- Are united
- Are reliable – when we make a decision we stick to it
- Can be trusted
- Are always available to listen

ORIGINAL

We're pioneering new ideas while remembering what makes us unique

This means we:

- Won't forget our past, even when forging our future
- Are open to new ideas and think outside the square
- Champion our uniqueness
- Look for new solutions rather than relying on the old ways

HUMAN

We're involved in the community

This means we:

- Are inclusive
- Respect diversity and how different people think
- Value doing it together
- Have a genuine sense of humanity

FEARLESS

We're up for the challenge

This means we:

- Strive to solve our own problems
- Defend what's important to our community
- Are prepared to take the lead
- Take opportunities and make something of them
- Are not afraid to make tough decisions

2. SERVICE STANDARDS

At Council we honour our commitment to our community and strive for excellence to provide the highest standard of service.

KEY SERVICE STANDARDS

TELEPHONE
Respond to telephone calls within **four rings/12 seconds**, 80% of the time
Respond to telephone messages within **one business day**.
Strive to achieve - Respond to telephone calls within **four rings/12 seconds**.

CORRESPONDENCE
Acknowledge receipt of written correspondence within **two business days**.
Respond to written correspondence within **10 business days**.
Strive to achieve - Acknowledge receipt of written correspondence within **one business day**.

E-MAIL
Acknowledge receipt of e-mails within **two business days**.
Respond to e-mail enquiries within **five business days**.
Strive to achieve - Acknowledge receipt of e-mails within **one business day**.
Respond to e-mail enquiries within **two business days**.

SOCIAL MEDIA
Acknowledge social media enquiries within **two business days**.
Respond to social media enquiries within **five business days**.
Strive to achieve - Acknowledge social media enquiries within **one business day**.
Respond to social media enquiries within **two business days**.

VISITORS
Acknowledge visiting customers on arrival and assist within **10 minutes**, 80% of the time.
Strive to achieve - Acknowledge visiting customers on arrival and assist within **10 minutes**.

We will:

- Value and serve our community in an inclusive and accessible manner;
- Treat customers with respect and courtesy;
- Ensure customers receive a quality customer experience each and every time;
- Value customer privacy and treat personal information confidentially;
- Be attentive to customer needs and expectations;
- Work together with shared responsibility to achieve quality customer experience outcomes;
- Welcome customer input and suggestions to assist us to continuously improve our performance; and
- Address customer concerns through a fair and open process.

In conducting our business, we will:

- Make reasonable efforts to supply all our services in a timely manner with priority given to customers affected by a public safety issue;
- Provide and explain the method of follow-up for customer requests;
- Provide a dedicated customer service line Monday to Friday 8.30am – 5pm (Telephone 08 8080 3300), exclusive of public holidays;
- Provide information that is accurate, current and timely;
- Offer a variety of payment methods;
- Be available for contact by telephone, online, email, mail and in person; and
- Be punctual for meetings and appointments.

2.1 Expectations of our Customers

We expect our customers:

- To treat us in a courteous and respectful manner;
- To respect the privacy, safety and needs of other members of the community and Council staff;
- To work with us to resolve problems; and
- To provide us with the information we need to serve them well.

2.2 Personal Presentation Standards

All frontline staff are required to maintain a high standard of personal and professional presentation at all times. Our frontline staff reflect Council's image and as such we will ensure that our presentation standards are met at all times.

2.2.1 Uniforms

Uniform will be worn, in its entirety, at all times. As a frontline team we will ensure that our uniforms are maintained to a professional standard.

This clause may be exempt in instances such as community events and in-house programs approved by the General Manager.

2.2.2 Identification

All frontline staff are identifiable to customers and will wear the appropriate identification (e.g. name badge or name embroidered uniform) at all times.

2.2.3 Personal Effects

All frontline areas must be maintained to a professional standard and free of personal effects.

2.2.4 Food and Drink

Food and drink are not to be consumed in frontline areas or areas visible to external customers, with the exception of water.

This clause may be exempt in instances such as community events and in-house programs approved by the General Manager.

3. INCLUSION AND ACCESSIBILITY

Council is committed to improving opportunities for people of all ages, cultures and of differing abilities to access the full range of services provided by Council.

Inclusion happens when every person who wishes to can fully participate in all aspects of an activity or service in a similar way to any other community member. Some barriers hinder effective communication for the aged, persons with a disability or cultural background.

Different customers will require different communication strategies. It is the responsibility of Council as the service provider to adjust our communication to the needs of the individual customer. Although every person is different, assumptions must not be made or based on how someone looks or behaves. Not everyone can read or write well and some people are embarrassed and do not wish this disclosed.

Council staff should be aware of:

- Using loud machinery can hinder a vision impaired person and their assistance animal;
- Cultural beliefs e.g. some cultures do not make eye contact;
- Some persons cannot stand or queue for long periods; and
- Some persons cannot read or write.

Things to consider when communicating:

- Don't cover your mouth as this will stop the customer being able to lip read if they would like to;
- If a person is deaf, ensure there is not too much background noise. Try to make sure that light is on your face to assist lip reading. If you are having difficulty communicating with a deaf person, write things down;
- Look at the person you are talking to;
- If a person is in a wheelchair, where possible, try to talk to them at their level;
- Talk directly to the person, not to an aide, friend or interpreter. It is important to make eye contact except where not culturally acceptable. If you don't understand someone, ask the person to repeat what they have said;
- When meeting people with a visual impairment, identify yourself clearly and introduce anyone else who is present. Say when you wish to end a conversation or to move away;
- Do not touch a person with a disability unless there is a good reason, such as shaking hands in the greeting or if the person has asked for assistance. However, you may gently touch a person who is deaf to get their attention. Never push a person's wheelchair without their permission;

- Do not touch someone's cane, wheelchair, or other device. It is a part of that person's mobility aid;
- Don't complete sentences for the person unless they look to you for assistance. Don't pretend you understand what a person with a speech disability says just to be polite.
- Ask the person to repeat if you don't understand. Ask the person to write down a word if you're not sure what they are saying; and
- Do not make assumptions about the existence or absence of disabilities. Some people have hidden disabilities such as diabetes or mental health difficulties.

4. PROTOCOLS

All departments are responsible for ensuring staff coverage of phones and customer enquiries at all times during business hours.

All staff must utilise voicemail, diversion to a Council issued mobile and/or diversion to an available team member to ensure all telephone calls are responded to within key service standard requirements.

4.1 Phone System/Voicemail

It is not considered acceptable for a phone extension to ring out and for the call to be unanswered. We should strive for all calls to be answered within **four rings/12 seconds**. All efforts must be made by all Council staff to answer a call in a timely manner and to take measures to manage an unattended extension within your team.

Should frontline staff be unable to answer an incoming call, then they must ensure that they have systems in place to have calls answered.

These systems can be:

1. Diverting your phone to an available team member within your department; or
2. Setting up a department group, where unanswered calls will divert to an available team member (not applicable where voicemail is activated).
3. Setting up calls to go to voicemail; or
4. Diverting to a Council issued mobile with a professional voicemail;

Clear messages daily and return calls within **one business day**.

Your voicemail greeting is important as it can be the first contact customers have with you and the organisation. Standard voicemail scripts ensure the caller knows who they have reached and when the caller can expect to receive a call back:

- **Standard Script 1:** You have reached the voicemail of [your full name]. Please leave your name, phone number and a brief message and you will be contacted as soon as possible.
- **Standard Script 2:** You have reached the voicemail of [your full name]. I am out of the office, returning [Day, Month, Date]. Please leave your name, phone number and a brief message and I will contact you on my return.

4.2 Telephone Protocols

Greeting and Identification – Strive to respond to all telephone calls within **four rings/12 seconds**. Use a positive tone of voice and identify the organisation or department and yourself providing a welcoming salutation.

For example:

- **External customer incoming call** – 'Welcome to Broken Hill City Council, this is (first name)'
- **External customer transferred call** – 'Finance Operations, this is (first name), I understand that you are calling in regard to?'
- **Internal customer calling** – 'This is (first name)'

Determine Customer Needs

- Actively listen, giving the customer your full attention;
- Do not interrupt or assume you know the response before listening to the entire customer enquiry;
- Take notes if necessary.

Understand the Issue

- Clarify what you have heard and understood from the customer by asking probing questions;
- Paraphrase to confirm your understanding of the enquiry;
- Speak in a clear and concise manner and avoid jargon.

Answer Query or Recommend Solution

- Assume personal responsibility for the customer's enquiry and aim to achieve resolution at the time of interaction;
- Provide clear, accurate, appropriate, current, relevant and consistent advice;
- Use bridging statements (for example: 'what you have told me...') and refer back to customer needs/motives;
- If transferring a call, explain the benefits to the caller and transfer using warm transfer techniques (for example: 'announce the call and caller').

Check for Satisfaction

- Agree on a course of action and advise of the normal timeframes with the customer;
- Where appropriate, always endeavour to provide the customer with a system reference number or provide the contact details of the relevant Council Officer;
- If the customer is not satisfied with the solution, ask further clarifying questions to seek a solution, escalate to a team leader if necessary.

Close on a Positive Note

- Summarise any actions or timeframes discussed and end on a positive note;
- Close with an offer of further assistance, and express appreciation for the call e.g. 'Is there anything else I can help you with today?'

Follow-Up

- Complete any notes or records of the call using appropriate systems;
- Follow-up is not available to customers who wish to remain anonymous. Should you receive a request for service from a caller who wishes to remain anonymous, explain to the customer the limitations in actioning requests from anonymous callers;
- All customer call backs are to be completed with one business day;
- When taking messages on behalf of Council staff, strive to record all relevant details such as the date, time, name, address, telephone number, email address and subject matter. These messages are required to be forwarded promptly.

4.3 Transferring Calls

Accepting Transferred Calls

All Council staff regardless of which department they work in, are expected to handle calls from the public. While Customer Relations Officers will make all attempts to resolve calls at first point of contact and avoid unnecessary transfers, there will be instances where some calls will require handling by relevant departments and subject matter experts. Furthermore, some callers may also insist on dealing with certain departments or officers directly.

Dealing with Calls to Other Departments

From time to time, you may receive a call that does not relate to you. The caller could have called your extension directly or the call was transferred in error. Regardless, it is your responsibility to deal with the call professionally and according to the standards and expectations outlined in this strategy. It is important to remember, external customers form a view about Council's customer service quality regardless of with whom they speak.

In these instances it is important to seek the permission of the customer as to how they would like their call handled. For example do they wish to be transferred to the relevant department and/or Council Officer or do they wish to receive a call back from the aforementioned.

When you Receive a Call not Intended for You

- Try to identify the nature of the call and where it belongs;
- Explain to the caller that you are not the relevant Officer to address the issue, however you will attempt to identify who the best person is to speak to.

When it is Necessary to Transfer/Receive a Call

- Once you know where to transfer the call, do so by introducing yourself to your colleague and provide the customer's details and explanation for transfer and information gathered;
- When receiving a transferred call, acknowledge the customer and the information received to avoid the customer having to repeat the details provided;
- If in transferring the call you find that it is going to voicemail, notify the customer and ask if he/she is happy to leave a message before putting the call through;
- If the caller asks to be transferred to a particular Council Officer, department/function area and after using the appropriate probing question techniques, still refuses to give his/her name, proceed by transferring the call and explaining the situation to your colleague.

Anonymous Callers

There are instances where Council Officers receive calls from persons who wish to remain anonymous. The caller may ask to speak to a specific Council Officer and refuses to give his/her name. In such situations, the Council Officer will transfer the call and explain the situation to the relevant Officer.

Anonymous callers also contact Council to report incidents. In such circumstances, depending on the nature of the reported incident the Council Officer will explain the limitations faced by Council in actioning anonymous requests.

Anonymous customer requests are required to be recorded for reported incidents, complaints and service requests; and assessed by the delegated Council Officer.

4.4 Transferring Calls to the General Manager or Chief Operating Officer

- All calls for the General Manager or Chief Operating Officer must be transferred to the Executive Support Officer; provide the customer's details, explanation for transfer and information gathered;
- In the absence of the Executive Support Officer then the responsible Officer shall be the Governance Officer;
- Should the Executive Support Officer/Governance Officer be unavailable, let the caller know and offer the option to the caller to leave a message. In this situation, should the caller advise that the General Manager or Chief Operating Officer is expecting their call, it would be appropriate to transfer direct following the transfer process;
- Should the caller become agitated insisting on getting immediate action, then refer the call to Council's Communications & Community Engagement Coordinator.

4.5 Providing Contact Details of Council Officers

All Council Officers will strive to resolve the call. If this proves to be insufficient then:

- The Council Officer will attempt to put the call through to another Officer within the team who may be able to resolve the issue. If this is not possible;
- The Council Officer will offer to take a message and pass on to the relevant Officer;

But upon request from the customer:

- The Council Officer will provide the contact details (email, direct phone extension and/or Council issued mobile number) of the Council Officer.

4.6 Abusive Callers

Council Officers may receive calls from abusive customers. The Council Officer is to remain calm and respectful and assertively caution the caller that the call will be terminated if the verbal abuse continues.

Should the customer continue with aggression and/or abuse, the Council Officer should stop trying to assist the customer and start taking charge of the call. The Council Officer must advise the customer they are not comfortable with the behaviour and that if it continues the call will be terminated. If the abuse continues after the Council Officer has provided this warning then the Council Officer will simply hang up.

In the event of any terminated calls with a customer the Council Officer must report the action to their supervisor immediately.

Do not confuse abusive callers with angry callers, because you can in fact assist angry people to a satisfactory resolution and turn them into happy customers.

4.7 Face to Face Interactions

- Greet the customer;
- Wear identification (e.g. name badge or name embroidered uniform);
- Use a positive tone of voice and body language;
- Pay attention to the customer's body language. If the customer is distressed consider dealing with the matter in a separate meeting room, ensuring the room has an easy exit for employees in case of emergency.

4.8 Face to Face Abusive Interactions

From time to time Council Officers may experience abusive customer interactions face to face.

The principles for dealing with abusive customers face to face are primarily the same as that for dealing these customers by telephone. Therefore staff must ensure to remain calm and

respectful and assert caution to the customer that the interaction will require to be terminated should the abuse continue.

In some circumstances the Council Officer may require the assistance of a team member/leader to assist in communicating with the abusive customer. In extreme cases where these actions have not improved the communication and the interaction continues to escalate then the Council Officer must advise the customer that they are required to leave the premises and should they refuse then the appropriate authorities will be notified.

In the event of any terminated face to face interactions with a customer the Council Officer must report the action to their supervisor immediately.

Again and as above, do not confuse abusive customers with angry customers.

4.9 Visitors to Council

- All visitors are to be greeted and welcomed in a professional and courteous manner;
- Where available, visitors are to be signed in and provided with 'visitor identification'. Note: Councillors are not required to be signed in or provided with 'visitor identification';
- All visitors are to be announced to the responsible Officer and it is that Officer's responsibility to arrange for the visitor to be escorted in and out of Council offices/property;
- Councillors are to be announced to the Executive Support Officer and it is the Executive Support Officer's responsibility to arrange for the Councillor to be escorted in and out of Council offices. In the absence of the Executive Support Officer then the responsible Officer shall be the Governance Officer;
- If the responsible Officer cannot be located, announcement may be made to another staff member of the department/function area for action;
- Keep the visitor informed of progress until they are attended to by the responsible Officer.

4.10 Email Protocols

- Acknowledge receipt of emails within **two business days**;
- Respond to emails within **five business days** to advise the customer of outcome, follow-up and/or timeframes;
- Use the corporate email signature on all outgoing emails;
- All correspondence to be professionally written and an accurate account of Council's intent;
- Relevant correspondence is to be saved in Council's electronic records management system (TRIM).

Activate an automatic '**Out of Office**' reply in Outlook for business days/hours where you are away and unable to respond to emails.

Standard '**Out of Office**' replies ensures the sender is aware you are out of the office; when the sender can expect to receive a reply, and instructions on what to do if the email is urgent.

- **Standard Script 1 (External):** Thank you for your email. I am currently out of the office, returning [Day, Date, Month]. If this matter is urgent please email [email address] or telephone [telephone number]. This email has not been forwarded. Thank you.
- **Standard Script 2 (Internal):** I am currently out of the office, returning [Day, Date, Month]. If this matter is urgent please email [email address]. This email has not been forwarded. Thank you.

4.11 Written Correspondence

- Acknowledge receipt of written correspondence within **two business days** and respond to written correspondence within **10 business days** to advise the customer of outcome, follow-up and/or timeframes;
- All correspondence to be professionally written and produced and be an accurate account of Council's intent;
- Relevant correspondence is to be saved in Council's electronic records management system (TRIM).

Outgoing correspondence must include relevant contact details of the responsible Officer at Council. For example should the Customer Relations team not have the knowledge, skill or delegation to resolve a query relating to the correspondence at first point of contact, then the correspondence must include the responsible Officer's direct contact details.

The Customer Relations team must be notified of any outgoing correspondence for which they may receive queries. Such material must be notified to Customer Relations/Corporate Administration team corporateservices@brokenhill.nsw.gov.au for prompt reference.

4.12 Social Media

- Authorised administrators to acknowledge receipt of enquiries with **two business days**;
- Authorised administrators to respond to enquiries within **five business days** to advise customer of outcome or follow-up timeframes;
- Potential media issues must be referred to the Communications & Community Engagement Coordinator.

5. SERVICE REQUESTS AND COMPLAINTS

Customers are encouraged to request services in a manner that is convenient and appropriate for the customer. This could be by telephone, online, email, mail or in person.

5.1 Service Requests

The Authority Customer Request Management (CRM) Module provides a single point for Council to manage service requests.

All Council staff are responsible for entering customer requests in the Authority CRM Module and ensuring data is factual and not assumptive. All requests for Council services are to be recorded in the Authority CRM Module and customers provided with a CRM reference number.

5.2 Feedback and Complaints

Council respects the rights of customers to raise a complaint and welcomes feedback as an opportunity to improve our services and performance.

Customers are encouraged to provide feedback, compliments, suggestions or complaints in a manner that is convenient and appropriate for the customer. This could be by telephone, online, email, mail or in person.

A complaint is normally an expression of dissatisfaction with Council's procedures, fees, staff, contractors or the quality of services provided.

The following are not classified as complaints:

- A request for service;
- A request for information;
- The lodgement of an appeal in accordance with legislation.

5.3 Complaint Process

When dealing with complaints, Council staff will:

- Take all complaints seriously;
- Treat customers with sensitivity, respect and courtesy;
- Value individual privacy and treat personal information confidentially;
- Record the complaint;
- Acknowledge receipt of the complaint within **two business days**;
- Assess all complaints on their merits and facts;
- Ensure that any action is compatible with Council's Complaint Management Policy;
- Ensure an appropriate remedy is provided if the complaint is substantiated (which may include an apology, explanation, refund of fees, referral to another agency, a change in policy, procedure or practice);
- Provide all parties with clear reasons as to why any actions have been taken; and
- Provide avenues of appeal and review.

Council Officers will endeavour to resolve complaints at the first point of contact. All complaints will be recorded in the Authority CRM Module and referred to the relevant department/function area for investigation. The customer should be informed of the process and the timelines for response, at the time of complaint. Once a complaint is resolved, record the actions and close the record.

In non-urgent circumstances, Council Officers will strive to respond to all complaints within **10 business days**. If the complaint cannot be satisfactorily resolved within this timeframe, then the customer is to be advised of the progress and any revised timelines.

Department/function area leaders/managers are responsible for the assessment, investigation and resolution of complaints including appropriate remedies with customers. Note: Refer to Section 7 - Our Service Standard Guide in the Customer Service Strategy.

If customers are not satisfied with the response and outcome/remedy to their issue, the matter may be escalated to the manager for review. If still unsatisfied, an appeal may be made to the General Manager's office. Customers can request these escalations by telephone, online, email, mail or in person.

For customers that are not satisfied with the way complaints are resolved through Council's internal processes they may pursue matters with the NSW Ombudsman.

5.4 Recording and Tracking Feedback/Complaints/Requests

All feedback including compliments, complaints and service requests are to be recorded in Council's centralised Authority CRM Module.

Details to be captured include:

- Customer details;
- Nature and description of feedback/complaint/request;
- Requested action/remedy;
- Method of customer response feedback (telephone, email or written);
- Responsible Officer;
- Action taken, response time and outcome; and
- If no action is required then outcome must state 'no action required'.

Regular CRM reports will be provided to department/function area leaders/managers on compliance and outcomes of these records. This can assist with identifying and addressing any collective issues.

5.5 Anonymous Complaints

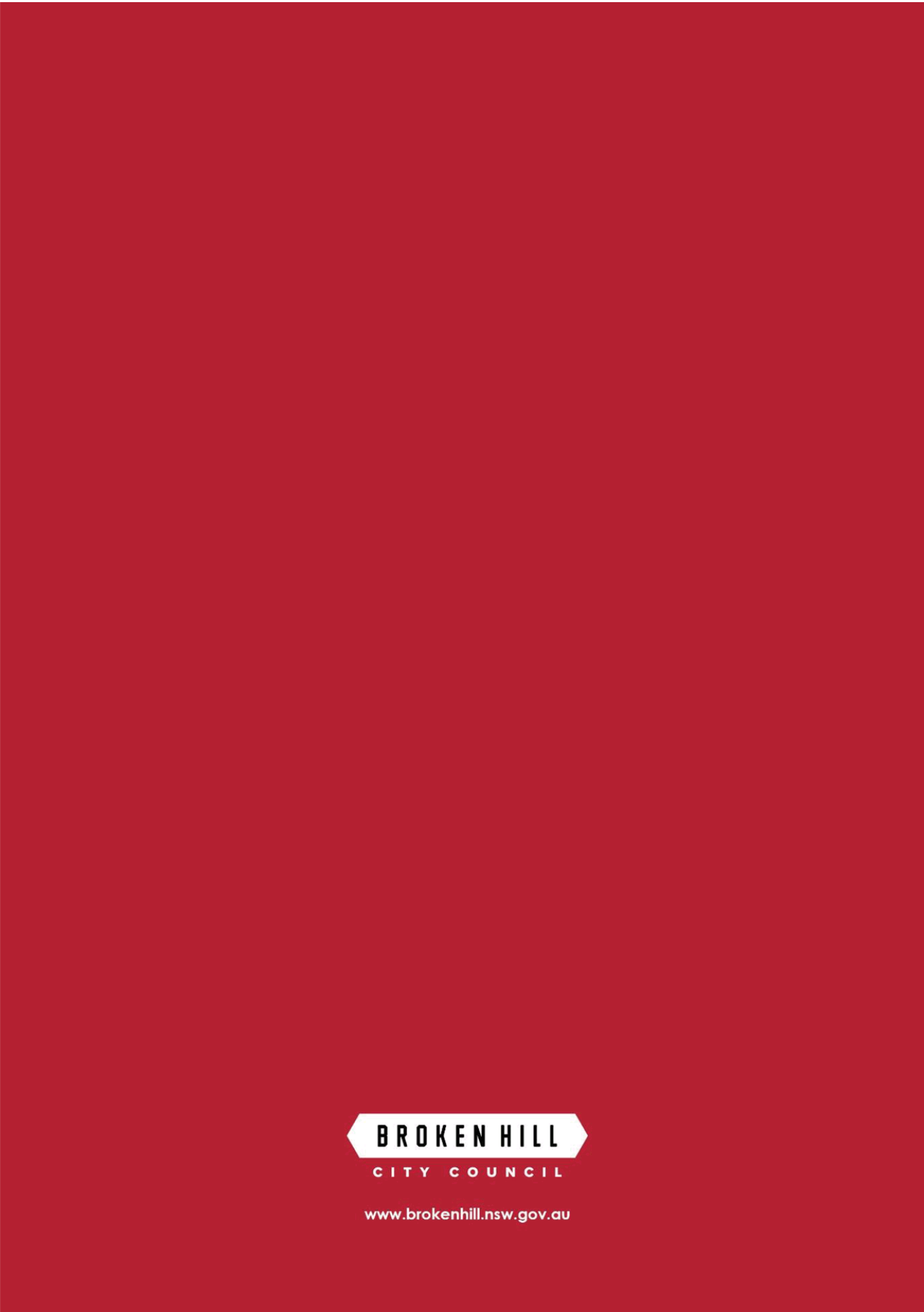
Council will accept anonymous complaints; however will be unable to provide feedback or outcome responses. Customers are strongly encouraged to provide details and are assured confidentiality and privacy.

5.6 Corrupt Conduct

For issues/complaints relating to corrupt conduct, please refer to Council's adopted Model Code of Conduct.

5.7 Councillor Complaints

Grievances or issues with Councillor conduct and behaviour are to be referred to the General Manager in accordance with Council's adopted Model Code of Conduct.



www.brokenhill.nsw.gov.au



**DRAFT
CUSTOMER SERVICE
CHARTER**

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

BROKEN HILL

CITY COUNCIL

WHY A CUSTOMER SERVICE CHARTER?

Council's Customer Service Charter sets out what you, as our customer, can expect from us.

The Charter has been developed to build and enhance partnerships and relationships with our customers. The Charter will enable a system of continuous improvement in customer service.

WHO ARE OUR CUSTOMERS?

Our customers are any person or organisation that has dealings with Council. This includes residents, ratepayers, business owners and operators, visitors, contractors, staff and elected members.

HOW WE MEASURE OUR SERVICE?

- We will set service level benchmarks.
- We will invite feedback.
- We will survey our community.

You can help us achieve our commitment to our customers through your feedback and participation in Council's consultation initiatives.



Draft Customer Service Charter

WHAT YOU CAN EXPECT FROM US?

Our responsibility to you, Council will:

- Be accessible and inclusive
- Be available for contact by telephone, online, in writing and in person
- Treat customers courteously and with respect
- Deal with customers in a polite and helpful manner
- Provide customers with necessary and relevant information
- Act on our commitment(s) in a timely manner
- Value customer's privacy by treating all personal information confidentially
- Be punctual for meetings and appointments
- Provide a dedicated Customer Relations telephone line 08 8080 3300 Monday – Friday 8.30am – 5pm, excluding public holidays
- Attend to the counter or answer the telephone promptly, courteously and deal with any enquiry directly without unnecessary transfers. If we cannot deal with the enquiry at first point of contact we will request the relevant person to contact you
- When a customer contacts us in writing and a response is required we will endeavour to respond within 10 business days, if a full reply is not possible then you will receive an acknowledgement which will include when a reply can be expected
- When a customer contacts us by email via council@brokenhill.nsw.gov.au and a response is required we will endeavour to respond within five business days, if a full reply is not possible then you will receive an acknowledgement which will include when a reply can be expected

WHAT WE ASK OF YOU?

- Treat us with mutual respect
- Respect the rights and privacy of other customers
- Provide accurate and complete information to us
- Respect the community in which we live
- Work with us to resolve problems

COMPLAINTS

What is a complaint?

A complaint is an expression of dissatisfaction made to or about Council, our services or our staff.

What is not a complaint?

The following are not classified as complaints:

- A request for service
- A request for information or an explanation of a policy or procedure
- A disagreement with a policy of the Council
- The lodgement of an appeal in accordance with legislation

Please contact us so that we can resolve an issue and improve our service in the future. Our Complaints Management Policy guides how we deal with your complaint.

A complaint can be made by phone, in person, by email or in writing. We will try to resolve the complaint as quickly as possible and get back to you by your preferred method. If it will take time, we will keep you informed of the progress.

PERSONAL INFORMATION PROTECTION

Council has a commitment to the protection of Personal Information provided by a customer to Council in accordance with the requirements of the *Personal Information Protection Act 1998*, *Freedom of Information Act 1989* and *Government Information (Public Access) Act 2009*.

CONTACT DETAILS

Website: www.brokenhill.nsw.gov.au

Email: council@brokenhill.nsw.gov.au

Telephone: 08 8080 3300

In Person: 240 Blende Street, Broken Hill

In Writing: The General Manager
PO Box 448
Broken Hill NSW 2880

External Authorities

NSW Ombudsman

Telephone: 02 9286 1000

Toll Free: 1800 451 524

Website: www.ombo.nsw.gov.au

ICAC - Independent Commission Against Corruption

Telephone: 02 8281 5999

Toll Free: 1800 463 909

Website: www.icac.nsw.gov



www.brokenhill.nsw.gov.au



CUSTOMER FEEDBACK FORM

**Thank you for your feedback.
We will use this information to assist us to improve our service.**

Office Hours: 8.30am – 5pm

240 Blende Street
PO Box 448
Broken Hill NSW 2880
council@brokenhill.nsw.gov.au
www.brokenhill.nsw.gov.au

General Enquiries
Phone 08 8080 3300

1. Details of the service requested: _____

2. When did you make the request? _____

3. How did you make the request?

Email In Person Phone Mail Social Media Other

4. Have you spoken to a Council officer regarding this feedback? Yes No

If yes, what was the officer's name? _____

5. Please rate the service you received

The Service	Very Poor	Poor	Satisfactory	Good	Very Good
Speed of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met Your Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy To Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Staff					
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy and politeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Details of compliment/complaint: _____

7. How can we improve our services? _____

8. Would you like a Council Offer to contact you regarding this feedback? Yes No

If yes, what is your preferred method of contact? Email Telephone Mail

9. Any additional comments? _____

Optional

Name: _____

Address: _____

Email: _____ Phone: _____

Privacy: Your feedback will be treated with strict confidence. We only collect personal information from you with your consent. We will only use personal information provided by you for the purposes for which it was collected. We will not disclose your personal information without your consent to a third party.

Please submit this form online, by email, in person or by mail to:

Broken Hill City Council
240 Blende Street
Broken Hill NSW 2880
Website: www.brokenhill.nsw.gov.au
Email: council@brokenhill.nsw.gov.au
Telephone: 08 8080 3300

ORDINARY MEETING OF THE COUNCIL

September 8, 2017

ITEM 12BROKEN HILL CITY COUNCIL REPORT NO. 166/17

SUBJECT: MINUTES OF THE BROKEN HILL LEAD REFERENCE GROUP
MEETING HELD 24 MAY 2017 12/177

Recommendation

1. That Broken Hill City Council Report No. 166/17 dated September 8, 2017, be received.
2. That the agenda and minutes of the Broken Hill Lead Reference Group Meeting held 24 May 2017 be received and noted.

Executive Summary:

Council received minutes of the Broken Hill Lead Reference Group Meeting held 24 May 2017 for endorsement by Council.

Report:

The Broken Hill Lead Reference Group (BHLRG), chaired by Broken Hill City Council, is a collaboration of the many companies, organisations and community representatives that work with, have an interest in and contribute to the lead management in the local community.

The BHLRG developed the Broken Hill Lead Reference Group Integrated Strategy to provide a forum for information exchange and to guide activity relating to lead issues in Broken Hill.

Strategic Direction:

Key Direction:	Our Environment
Objective:	Our Environmental Footprint is minimised
Function:	Participation at stakeholder group meetings
DP Action:	Participate in stakeholder reference groups in relation to Annual Environmental Management Reviews (AEMR's) of mining operations in the city – Lead Reference Group

Relevant Legislation:

Nil.

Financial Implications:

Nil.

Attachments

1. [↓](#) Minutes of the Broken Hill Lead Reference Group Meeting held 24 May 2017

ANDREW BRUGGY
MANAGER INFRASTRUCTURE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

BROKEN HILL LEAD REFERENCE GROUP MINUTES

Meeting held Wednesday 24 May 2017, Council Chamber,
Council Administrative Building

Meeting commenced at 9.30am

Attendees: Libby Guest (BHCC), Lacey Butcher (BHCC), Leanne Hastwell (FWLHD, Child and Family Health), Vilmue Appleton (FWLHD Child and Family Health), Patricia Holtz (FWLHD BHBH), Peter Lean (Perilya), Bruce Byrne (Perilya), Geoff Hender (Perilya), Rick Muller (CBH), Jan Corey (CBH), Peter Oldsen (BHELP), Craig Bretherton (NSW EPA), John Coffey (Essential Water), Pamela Tucker (Com Rep), David Zhao (BHCC), Cathy Dyer (Maari Ma).

Apologies: Marion Browne (Councillor Representative), Michelle Pitt (Medicare Local).

Libby Guest chaired the meeting

1. Adoption of Previous Minutes

Minutes from the previous meeting held Wednesday 22 February 2017 were adopted

2. Matters Arising from the Previous Minutes.

Action listed needs updating to reflect the following outcomes: Letter to BHELP on behalf of the BHLRG to request funding support for Chenyin's dust project work

3. Correspondence In

Nil

4. Correspondence Out

Nil

5. Presentations – Perilya North Mine Operations

In March 2016 the Southern Operations of Perilya Broken Hill restructured, to extend the completion date of mining production at the Southern Operations, from 2023 to 2030. The extension date is a result of the reduction in annual production numbers, and to extract all viable ore.

Production at the Potosi mine site is scheduled to finish in 2021. The success of Potosi has demonstrated the benefits of operating multiple mines.

The North Mine has an expected mine life up until 2030. The North Mine will have a similar impact on the Southern Operations of Perilya to that of Potosi. Commencement of the North Mine is scheduled for the third quarter, 2017.

There will be a lead management policy in place for the North Mine site, including the watering of unsealed roads, enclosed crusher, maintenance of sealed roads, pastefill stockpiles will be covered, installation of a VSD on vent fans, dust suppression on bare areas, wheel wash and covered load, and also increased monitoring on project boundaries

Perilya currently have an interim MOP that allows the upgrading of infrastructure, rehabilitation of some areas, a developed decline, drill exploration platforms and purchasing equipment

Questions

Number of truck movements

Truck movements will be reduced by using new vehicle configurations, another issue that is being taken into consideration is the proposed establishment of a Health Hub in Crystal Street, which is expected to see an increase in the number of pedestrians accessing the area.

Libby will raise with Council's Planning Development and Compliance Department to review and look at controls – eg reduced speed limits, flashing lights etc

Is there an alternate route for when road works are happening?

Short term route changes are allowed. Council have previously approved an alternate route and at times there will be adaptive management to deal with issues as they come up.

Presentation – University Dams Queen St Project Project funded by BHELP

This site contained high lead levels and old tailings dams. The removal of soil was not feasible. The site was capped with limestone, and topsoil to promote plant growth, then covered with mulch. Fencing and gates were installed to prevent free access to the site.

Fence stealing and vandalism still remain an issue for this site. Large boulders have been placed at the base of site to prevent vehicle access. Railway ballast have also been placed to cover exposed tailings and the roads have been graded for maintenance access.

6. Quarterly Report

Quarterly reports for Feb – May 2017 quarter were discussed.

6.1. **BROKEN HILL ENVIRONMENTAL LEAD PROGRAM (BHELP)**

Home remediation program

The 15 homes scheduled for abatement work will be going out to Tender soon. The program is progressing slower than expected.

Block 10 Public Land Abatement Project

The Tender has been issued. Works include rock armouring of the drain line, covering areas with road base and mulching. Work is predicted to be completed by June 30.

Research projects

Most research work will be completed by June 30.

- i) Relative bioavailability study by Uni SA.
Currently conducting a mice trial by using 'in vitro' assessment. Results pending, and help form a remediation and risk
- ii) Rail corridor assessment – This research project seeks to carry out a detailed assessment to determine current risk and whether remedial action is warranted. It was chosen as a potential source site for lead material being spread given the history of the site.

Communications

Lead Smart trailer for the transport of marquees, banners, tables and promotion material has been delivered and will be used at community events.

Public space study

A number of parks and public spaces have been studied. Looking at top soil lead levels, to determine potential lead abatement requirements.

Survey

A survey is being conducted to determine the success of the TV and Facebook programs, full report will be ready by end of June 30. Facebook has reached 211,000 users with 150,000 in the demographic of 18-35 years.

There will be presentations of further campaigns for advertising at Steering committee meeting today. Education programs for schools and trades is also going to steering committee meeting.

6.2. MAARI MA

Home assessments are continuing. An additional XRF machine has been purchased for staff to use. A booking system has been put in place for the XRF and Maari Ma are working to improve the process to speed up results.

6.3. BROKEN HILL OPERATIONS

Blood Lead Monitoring

The next round of blood monitoring is forecast for June/July. There are currently no ongoing management cases.

Modification 4

The Environmental Assessment for Modification 4 has been submitted and the public display period is over. Submissions were received from RMS, DRG (Planning) EPA and NSW Health. Broken Hill Operations are currently working through these submissions.

Occupational Hygiene Monitoring

Two employees have completed hygiene training.

Lead Information Sessions.

A lead information sessions will be held for staff and families in the next few months.

6.4. BROKEN HILL CITY COUNCIL

Queen Street Project

Solid Constructions Pty Ltd have been contracted to complete the works for Queen Street.

The damage to the fence has been repaired and the additional fencing to prevent access has also been completed.

Duke of Cornwall

There was \$17,000 in funding remaining from the NSW Environmental Trust has been used to purchase mulch which has been spread over bare soil areas and areas with poor grass at the Duke of Cornwall Park to reduce contact with high lead level readings.

Patton Street Park

Council has applied for funding under the Sports and Recreation Grants for this project. If Council's application is unsuccessful the works will still go ahead but in stages.

Street Sweeper

Lead Smart signage has been added to Council's Street Sweeper.

Fencing at AJ Keast Park

High lead levels have been confirmed in the area behind AJ Keast Park. The area has been fenced off but the fencing has been vandalised. The fence is currently being repaired.

Lamb Oval Treatment

Works have been scheduled for October 2017 to bitumise the bare areas around the edge of the Lamb Oval.

6.5. ESSENTIAL WATER

Lead levels in treated water

90% of cases tested were below LOR and two cases tested had readings that were 100 times lower than accepted levels.

6.6. FAR WEST LOCAL HEALTH DISTRICT

Lead Screening

Lead Screening has increased.

FWLHD

Cerner data for CHOC is still being developed.

Child and Family

Preventative focused kits and 100 sandpits have been distributed to families. There has also been an increase of 62 home visits this year.

General Business

Craig suggested that for the next Steering Committee and BHLRG meeting that a bus be organised to tour sites. – Libby and Peter will sort out details

Matters for Next Meeting

Presentations

Nil

Action List

Action	Who
1. Libby and Peter Oldsen to arrange bus tour for next meeting	Libby and Peter
2. Queen Elizabeth Park – Update	Libby Guest

Meeting Closed – 11:15am

Next Meeting – 10am Wednesday 30 August – Bus Tour

ORDINARY MEETING OF THE COUNCIL

August 16, 2017

ITEM 13BROKEN HILL CITY COUNCIL REPORT NO. 167/17

SUBJECT: MINUTES OF THE LOCAL TRAFFIC COMMITTEE MEETING NO 373 HELD TUESDAY AUGUST 1, 2017 AND MEETING NO 374 HELD TUESDAY SEPTEMBER 5, 2017. 11/397

Recommendation

1. That Broken Hill City Council Report No. 167/17 dated August 16, 2017, be received.
2. That the minutes for the Local Traffic Committee Meeting No. 373, held August 1, 2017, be received.
3. That the minutes for the Local Traffic Committee Meeting No. 374, held September 5, 2017, be received.
4. Item number 374.7.1 - That the request for temporary road closure, as per the Broken Hill Festival Street Parade TCP No. 0033638263, be endorsed by Council. Any costs associated with the road closure be covered by The Palace Hotel.

Executive Summary:

Under Guidelines published in March 2009 by the Roads and Traffic Authority (now known as the Roads and Maritime Services), entitled 'A guide to the delegation to councils for the regulation of traffic states:

"The Local Traffic Committee (LTC) has no decision-making powers and is primarily a technical review committee. It only advises the Council on matters for which the Council has delegated authority, being certain prescribed traffic control devices and traffic control facilities.

The Council must refer all traffic related matters to the LTC prior to exercising its delegated functions. Matters related to State Roads or functions that have not been delegated to the elected Council must be referred directly to Roads and Maritime Services or relevant organisation. Such matters must not be referred to the LTC.

Council is not bound by the advice given by its LTC. However if Council does wish to act contrary to the unanimous advice of the LTC or when the advice is not unanimous, it must notify Roads and Maritime Services and the NSW Police and wait 14 days before proceeding."

Report:

This report is to provide Council with the minutes and action list of the Local Traffic Committee meeting held August 1, 2017 and September 5, 2017 which details recommendations to Council for consideration and adoption.

Strategic Direction:

Key Direction: 4. Our Leadership
Objective: 4.3 United We Stand
Function: Leadership & Governance
DP Action: 4.3.1.1 Develop committees and/or workgroups for key issues and projects impacting Council and the City

Relevant Legislation:

- *Road Transport (Safety and Traffic Management) Regulation 1999*, and
- Road Rules 2008
- A guide to the delegation to councils for the regulation of traffic (guidelines)

Financial Implications:

Financial implications for any of the recommendations to Council will be detailed in the LTC minutes, if relevant.

Attachments

1. [↓](#) Minutes of the Local Traffic Committee - Meeting No 373, August 1, 2017
2. [↓](#) Minutes of the Local Traffic Committee - Meeting No 374, September 5, 2017

ANDREW BRUGGY
MANAGER INFRASTRUCTURE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

LOCAL TRAFFIC COMMITTEE MINUTES OF MEETING NO 373

Held 9.30am Tuesday 1 August 2017
 Ground Floor Meeting Room - Council Administration Building

The Chairperson Manager Infrastructure, Andrew Bruggy opened the meeting at 9.32am and welcomed all representatives present.

373.1 Present

Andrew Bruggy	Chairperson
Joe Sulicich	Manager Infrastructure, Broken Hill City Council
Sergeant Kerri Lane	Roads and Maritime Services (RMS) Representative
Constable Matt Whitelum	Broken Hill Police NSW Representative
Peter Beven	Broken Hill Police NSW Representative
Marion Browne	Local Member's Representative
James Druitt	Councillor
Penny Robinson	Observer, Asset Planner Transport, Broken Hill City Council
	Minute Secretary
	Administration Officer, Broken Hill City Council

373.2 Apologies - Nil

373.3 Disclosure of interest - Nil

373.4 Adoption of previous minutes

Previous minutes of meeting No 373 held 4 July 2017 were confirmed via online voting as follows:

All in favour:	Council, Police NSW, RMS Local Member's Representative
Yet to vote:	N/A
Against:	N/A

373.5 Council Resolutions

The following Committee recommendations were adopted by Council at its meeting held 28 July 2017.

ITEM 13 - BROKEN HILL CITY COUNCIL REPORT NO. 128/17 - DATED JULY 13, 2017 - MINUTES OF THE LOCAL TRAFFIC COMMITTEE MEETING NO 372 HELD TUESDAY JULY 4, 2017. 11/397	
Recommendation	
<ol style="list-style-type: none"> That Broken Hill City Council Report No. 128/17 dated July 13, 2017, be received. That the minutes for the Local Traffic Committee Meeting No. 372, held July 4, 2017, be received. Item number 372.7.5 - That concrete speed humps be installed on east side of the entry to the Wamook Street Depot and to investigate the option of making the S-bend a T-intersection with a stop sign to be located adjacent to the entry of the Wamook Depot. Item number 372.7.3 - That the request for the temporary road closure effecting Argent Street traffic be endorsed by Council and that any costs associated with the road closure be covered by the proponent. 	
RESOLUTION	
Minute No. 3599) That the recommendation of item 13 be adopted.
Councillor M. Browne moved	
Councillor B. Licul seconded	
GARRIED	

373.6 Matters Arising from the Previous Meeting

As per the previous discussion from July 2017:

In relation to the minutes for the committee needing to be reviewed and possibly amended, Council's Manager Infrastructure, Andrew Bruggy asked Councillor Browne if there was any more feedback provide at the July Council meeting. Councillor Browne advised that a comment was made that the July minutes were much easier to read and to understand than the previous minutes.

Council's Manager Infrastructure, Andrew Bruggy advised the committee that no changes had been made and that there was meeting scheduled for after today's committee meeting to review the minute template. This new comment will be taken into consideration.

373.7 Correspondence In

Item No.	TRIM No.	Details
373.7.1	D17/33949	Request to alter taxi bay parking in front of 29, 31 and 33 Oxide Street. Council to write to the proponents and advise that Council's Draft Parking Strategy will be presented to the August Council meeting and this will be open for public comment for a 28 day period. Council to advise that if they wish to have their comments included that they can be submitted from their correspondence already received. Police NSW commented that they patrol this area and issue fines when required for vehicles parking in the taxi bay. Police NSW commented that the taxi bay area could possibly be reduced to three taxi parking bays instead of the existing five due to their observation of the use the area. N/A
Item No.	TRIM No.	Details
373.7.2		Proposed disabled parking for 32 Sulphide Street. Council's Manager Infrastructure, Andrew Bruggy will contact the proponent and discuss the options for on street and undercover disabled parking that may be available. N/A

373.8 Correspondence Out

Item No.	TRIM No.	Details	
372.7.4	D17/35398	Outcome letter - 401-403 Mica Street Line Marking	Issued
371.7.5	D17/35391	Outcome letter - Request for No stopping signs in the vicinity of 130 - 136 Eyre Street	Issued
371.7.4	D17/35389	Outcome letter - Request for No Parking signs, Argent Lane	Issued
371.7.3	D17/35384	Outcome letter - School of the Air Motorcade Event	Issued
371.7.2	D17/35368	Outcome letter - Various requests, Old Royal Tavern 146-148 Oxide Street	Issued

371.7.1	D17/35312	Outcome letter - Temporary Road Closure, Broken Heel Festival	Issued
---------	-----------	---	--------

373.9 Action Item List



Item No.	367.7.2
TRIM No.	D17/3942
CRM No.	Nil
Responsible Officer	Council's Infrastructure Projects Engineer, David Zhao (Alternate Chairperson)
Current Status	Pending - August 2017
Date	Item Details
February 2017	Request to remove refuge island adjacent to the Galena Street car wash.
Date	Committee Recommendation/s
February 2017	Council Officer to draft a parking plan for the area in-front of the houses in question by the refuge in Galena Street, opposite McDonalds. The plan is to be provided to the committee for further review. Chairperson, David Zhao to arrange a joint media release with RMS and Police NSW relating to jay-walking and possible fines that can be incurred.
Action Date	Running Actions
February 2017	Video supplied with correspondence, video was viewed by the committee. RMS, Joe Sulicich advised committee that; this refuge was installed early 2015 and was funded by RMS; that on-site consultation took place prior to installation and; letters of support from the community were provided at the time. Joe Sulicich provided to the committee a copy of a Council media release that provided information to the community on the installation of the refuge. Joe Sulicich advised committee that the intention of the refuge was to provide a crossing area and slow traffic.

Discussion of placement of refuge and if it is in the most appropriate place for crossing. RMS advised that the refuge was placed in that location as was required to meet standards for the installation.

Discussion of parking availability in front of the property as the committee identify that this is the primary concern from the correspondence.

The committee concluded that the refuge will not be removed however parking in the area may need to be reviewed.

Councillor Browne queried can there be some media around using this refuge. Chairperson David Zhao advised that he will discuss with Council's Communications Specialist the possibility of a combined media release between Council, RMS and Police NSW about jay-walking and fines that can be incurred.

March 2017

Discussion of the matter. Council Officer, James Druitt has held discussion with the Car Wash manager relating to the footpath on the car wash side being uneven/rough for pedestrians. Discussion to be ongoing re condition of the footpath area.

April 2017

Pending – previous recommendation to go to March Ordinary Council meeting.

May 2017

Proposed recommendation adopted by Council at its March 2017 meeting. Asset Planner Transport, James Druitt is to arrange the actions as per recommendation

June 2017

Pending

July 2017

Council's Manager Infrastructure, Andrew Bruggy advised that this item and actions are now completed.

August 2017

Council's Manager Infrastructure, Andrew Bruggy advised that this item is not complete and is to remain pending on the action item list at this time.

Target Date

April 2017

Item No.

371.7.2

TRIM No.

D17/13433

CRM No.

N/A


Responsible Officer

Council's Asset Planner Transport James Druitt

Current Status

Pending - August 2017

Date	Item Details
	Old Royal Tavern - Street maintenance requests.
Date	Committee Recommendation/s
June 2017	<p>The Loading Zone located in Oxide Street in front of the Old Royal Tavern, 146-148 Oxide Street, be removed and replaced with parallel parking.</p> <p>A taxi zone to be placed in Mica Street near the vicinity of the Old Royal Tavern, 146-148 Oxide Street for the purpose of allowing a drop-off area with the aim to reduce the occurrence of double parking in the Oxide Street area.</p>
Action Date	Running Actions
June 2017	<p>The correspondence received was reviewed and discussed by the committee. It was identified that a majority of the matters raised are not committee issues. Council's Manager Infrastructure, Andrew Bruggy advised that Council will address; the removal of the footbridge; the tree and pavers.</p> <p>The Loading Zone located in Oxide Street in front of the Tavern, is a committee related issue. Recommendation below.</p> <p>Should the below recommendation be adopted by Council, correspondence will be issued to local taxi companies to advise of the change to taxi parking in the vicinity.</p>
July 2017	Pending - July 2017
August 2017	Pending August 2017
Target Date	July 2017
Item No.	371.7.4
TRIM No.	D17/23162
CRM No.	N/A
Responsible Officer	Council's Asset Planner Transport James Druitt
Current Status	Pending - August 2017

Date	Item Details
June 2017	Request for 'No Parking' Signs – Argent Lane.
Date	Committee Recommendation/s
June 2017	Council to contact the businesses within Argent Lane from Bromide to Kaolin Streets in relation to the proposed installation of 'No Parking Signs'. If there are no objections from this consultation, signage will be installed.
Action Date	Running Actions
June 2017	Matter discussed relating to vehicles parking in the Argent Lane area near Gloria Jeans and the Visitor Information Centre. Parking in the lane is reported to block access of larger vehicles to the Argent Lane. This area was not reviewed in Council's Parking Strategy. The Lane area has frequent flow of traffic. Recommendation above.
July 2017	Pending - July 2017
August 2017	Pending - August 2017
Target Date	September 2017
	
Item No.	371.7.5
TRIM No.	D17/24484
CRM No.	N/A
Responsible Officer	Council's Asset Planner Transport James Druitt
Current Status	Completed - August 2017
Date	Item Details
June 2017	'No Stopping' Signs requested for the vicinity of 130 – 136 Eyre Street.

Date	Committee Recommendation/s
June 2017	Existing signage located in the vicinity of 130 – 136 Eyre Street is to be removed and replaced with two 'No Stopping' signs.
Action Date	Running Actions
June 2017	Sight distance/vision of pedestrians said to be a concern when vehicles are parked in the area. Council to investigate required distance required for line of sight. Discussion of trucks and vehicle use in the area and the number of vehicles using the area. The committee discussed who will be effected by the installation of the signage. It was identified that it would only primarily effect the correspondents business and their employees who use this parking area. Recommendation above.
July 2017	Pending - July 2017
August 2017	Completed - August 2017
Target Date	Completed - August 2017

373.10 General Business –

Item No.	TRIM No.	Details
373.10.1	N/A	Councillor Browne queried if the Harvey/Harvy Street name blades have the correct spelling. Council to verify the correct spelling. N/A
373.10.2	N/A	Local Member's Representative, Peter Beven advised that there are two trees in Oxide Street by Alfrescoes Café that require trimming as touch vehicles parking in the vicinity. Council will include on its work schedule for trimming. N/A
373.10.3	N/A	Police NSW, Sergeant Kerri Lane requested that the committee consider that a 40km speed zone be implemented for the duration of the 2017 Silver City Show. Council will provide a Traffic Management Plan (TMP) to RMS and request RMS approval for the implementation of a temporary 40km speed zone in the vicinity of Williams Street, also known as NSW State Highway 08, between O'Farrell and Kaolin Streets. The affected area is also to encompass the side streets to the vicinity being Warnock, Gossan and Garnet Streets. Council will carry out the works related to the TMP. The Broken Hill Silver City Show will be held from 14 to 16 September 2017 at the Memorial Oval. This event attracts attendance in the hundreds. The Memorial Oval has limited off street parking, causing attendees to park along Williams Street and side streets.

		The purpose of the TMP will be to improve road safety for vehicles and pedestrians in the vicinity for the duration of the event. N/A
Item No.	TRIM No.	Details
373.10.4	N/A	RMS, Joe Sulicich advised the committee that new State Roads funding is available for up to \$20,000.00. This includes works relating to upgrading road safety signs, roadside barriers and minor traffic islands. Noted by the committee. N/A
Item No.	TRIM No.	Details
373.10.5	N/A	RMS, Joe Sulicich queried when the Broken Hill 'Welcome' signs are going to be upgraded. Council's Manager Infrastructure, Andrew Bruggy advised that the two existing signs require RMS approval if they are to be replaced and signs are required to be in a 'clear zone' which is determined by the traffic speed in the area as to the distance required of sign placement from the road. RMS, Joe Sulicich advised that Council's Infrastructure Projects Engineer is aware of the 'clear zone' requirements and a meeting will be arranged in the near future to discuss further. Councillor Browne queried if Council branding is a factor in the process of printing new signs. Council's Manager Infrastructure, Andrew Bruggy advised that he will arrange for quotes for signage to be obtained and follow up on Council's branding requirements. N/A
373.11 Next Meeting Date		5 September 2017
373.12 Meeting Closed		10:15am

LOCAL TRAFFIC COMMITTEE MINUTES OF MEETING NO 374

Held 9.30am Tuesday 5 September 2017

Ground Floor Meeting Room - Council Administration Building

The Chairperson Manager Infrastructure, Andrew Bruggy opened the meeting at 9:35am and welcomed all representatives present.

374.1 Present

Andrew Bruggy	Chairperson Manager Infrastructure, Broken Hill City Council
Joe Sulicich	Roads and Maritime Services Representative
Sergeant Kerri Lane	Broken Hill Police Representative
Peter Beven	Local Member Representative
Marion Browne	Councillor
James Druitt	Observer, Asset Planner Transport, Broken Hill City Council
Penny Robinson	Minute Secretary Administration Officer, Broken Hill City Council

374.2 Apologies

374.3 Disclosure of interest

Nil

374.4 Adoption of previous minutes

Previous minutes of meeting No 373 held 1 August 2017 were confirmed via voting as follows:

All in favour: Police, RMS, LMR

Yet to vote: Nil

Against: N/A

374.5 Council Resolutions

Local Traffic Committee Meeting Minutes, 1 August 2017, No 373 will be presented to the September 2017 Ordinary Council meeting.

374.6 Matters Arising from the Previous Meeting

Nil

374.7 Correspondence In

Item No.	TRIM No.	Details
374.7.1	D17/43176	Temporary Road Closure - Broken Heel Festival Parade. Traffic Control Plan (TCP) provided to committee for review and comment. The Committee have no objections in relation to the TCP provided for the Broken Heel Street Parade to be held on 9 September 2017. That the request for temporary road closure, as per the Broken Heel Festival Street Parade TCP No. 0033638263, be endorsed by Council. Any costs associated with the road closure be covered by The Palace Hotel. Police Council Yes
Item No.	TRIM No.	Details

374.7.2 D17/41846 Legendary Shearers Reunion Event, 1 – 2 October 2017

The Committee reviewed the information and TCP provided. The Committee ask how the sheep holding area will be managed in relation to cleaning of the street area at the conclusion of the event. Council's Manager Infrastructure, Andrew Bruggy advised that the street sweeper will be arranged to clean the area at the conclusion of the event.

The Committee queried if consideration needs to been taken into leaving lane access available due to being 'one way' traffic in the lane. Council's Manager Infrastructure, Andrew Bruggy has already spoken to the proponent in relation to this and the lane is to remain open.

TCP details will be finalised by Council and the applicant prior to the event date.

		N/A
Item No.	TRIM No.	Details
374.7.3	D17/35058	Legendary Shearers Reunion – Musicians Club
		Noted as above discussion in item 374.7.2.
		N/A

374.8 Correspondence Out

Item No.	TRIM No.	Details	Page No.
372.7.3	D17/41686	Confidential Item - Temporary Road Closure	Pending Issue
373.7.1	D17/41699	Request to alter Taxi Bay parking in front of 29, 31 and 33 Oxide Street - The Tiny Cactus	Issued
373.7.1	D17/41870	Request to alter Taxi Bay parking in front of 29, 31 and 33 Oxide Street – Pennie Hall Photography	Issued

374.9 Action Item List

Item No.		367.7.2
TRIM No.		D17/3942
CRM No.		Nil
Responsible Officer		Council's Infrastructure Projects Engineer, David Zhao (Alternate Chairperson)
Current Status		Pending - September 2017
Date		Item Details
February 2017		Request to remove refuge island adjacent to the Galena Street car wash.

Date	Committee Recommendation/s
February 2017	<p>Council Officer to draft a parking plan for the area in-front of the houses in question by the refuge in Galena Street, opposite McDonalds. The plan is to be provided to the committee for further review.</p> <p>Chairperson, David Zhao to arrange a joint media release with RMS and Police NSW relating to jay-walking and possible fines that can be incurred.</p>
Action Date	Running Actions
February 2017	<p>Video supplied with correspondence, video was viewed by the committee.</p> <p>RMS, Joe Sulicich advised committee that; this refuge was installed early 2015 and was funded by RMS; that on-site consultation took place prior to installation and; letters of support from the community were provided at the time. Joe Sulicich provided to the committee a copy of a Council media release that provided information to the community on the installation of the refuge.</p> <p>Joe Sulicich advised committee that the intention of the refuge was to provide a crossing area and slow traffic.</p> <p>Discussion of placement of refuge and if it is in the most appropriate place for crossing. RMS advised that the refuge was placed in that location as was required to meet standards for the installation.</p> <p>Discussion of parking availability in front of the property as the committee identify that this is the primary concern from the correspondence.</p> <p>The committee concluded that the refuge will not be removed however parking in the area may need to be reviewed.</p> <p>Councillor Browne queried can there be some media around using this refuge. Chairperson David Zhao advised that he will discuss with Council's Communications Specialist the possibility of a combined media release between Council, RMS and Police NSW about jay-walking and fines that can be incurred.</p>
March 2017	<p>Discussion of the matter. Council Officer, James Druitt has held discussion with the Car Wash manager relating to the footpath on the car wash side being uneven/rough for pedestrians. Discussion to be ongoing re condition of the footpath area.</p>
April 2017	<p>Pending – previous recommendation to go to March Ordinary Council meeting.</p>
May 2017	<p>Proposed recommendation adopted by Council at its March 2017 meeting. Asset Planner Transport, James Druitt is to arrange the actions as per recommendation</p>

	Pending
June 2017	Council's Manager Infrastructure, Andrew Bruggy advised that this item and actions are now completed.
July 2017	Council's Manager Infrastructure, Andrew Bruggy advised that this item is not complete and is to remain pending on the action item list at this time.
August 2017	Pending - September 2017
September 2017	
Target Date	April 2017



Item No.	371.7.2
TRIM No.	D17/13433
CRM No.	N/A
Responsible Officer	Council's Asset Planner Transport James Druitt
Current Status	Pending - September 2017

Date	Item Details
	Old Royal Tavern - Street maintenance requests.

Date	Committee Recommendation/s
June 2017	The Loading Zone located in Oxide Street in front of the Old Royal Tavern, 146-148 Oxide Street, be removed and replaced with parallel parking. A taxi zone to be placed in Mica Street near the vicinity of the Old Royal Tavern, 146-148 Oxide Street for the purpose of allowing a drop-off area with the aim to reduce the occurrence of double parking in the Oxide Street area.

Action Date	Running Actions
June 2017	The correspondence received was reviewed and discussed by the committee. It was identified that a majority of the matters raised are not committee issues. Council's Manager Infrastructure, Andrew Bruggy advised that Council will address; the removal of the footbridge; the tree and pavers.

The Loading Zone located in Oxide Street in front of the Tavern, is a committee related issue. Recommendation below.

Should the below recommendation be adopted by Council, correspondence will be issued to local taxi companies to advise of the change to taxi parking in the vicinity.

July 2017	Pending - July 2017
August 2017	Pending - August 2017
September 2017	Pending - September 2017
Target Date	July 2017



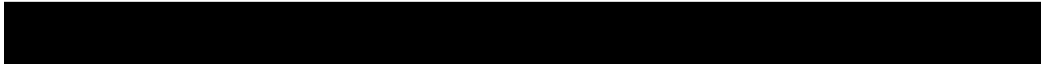
Item No.	371.7.4
TRIM No.	D17/23162
CRM No.	N/A
Responsible Officer	Council's Asset Planner Transport James Druitt
Current Status	Pending - September 2017

Date	Item Details
June 2017	Request for 'No Parking' Signs – Argent Lane.

Date	Committee Recommendation/s
June 2017	Council to contact the businesses within Argent Lane from Bromide to Kaolin Streets in relation to the proposed installation of 'No Parking Signs'. If there are no objections from this consultation, signage will be installed.

Action Date	Running Actions
June 2017	Matter discussed relating to vehicles parking in the Argent Lane area near Gloria Jeans and the Visitor Information Centre. Parking in the lane is reported to block access of larger vehicles to the Argent Lane. This area was not reviewed in Council's Parking Strategy. The Lane area has frequent flow of traffic.

	Recommendation above.
July 2017	Pending - July 2017
August 2017	Pending - August 2017
September 2017	Pending - September 2017
Target Date	September 2017



Item No.	373.10.1
TRIM No.	N/A
CRM No.	N/A
Responsible Officer	Council's Asset Planner Transport James Druitt
Current Status	Completed – September 2017

Date	Item Details
August 2017	Councillor Browne queried if the Harvey/Harvy Street name blades have the correct spelling.

Date	Committee Recommendation/s
	N/A

Action Date	Running Actions
August 2017	Council to verify the correct spelling.
September 2017	Council have changed name blades.
Target Date	September 2017

Item No.		373.10.2
TRIM No.		N/A
CRM No.		N/A
Responsible Officer		Council's Manager Infrastructure, Andrew Bruggy
Current Status		Pending - September 2017
Date		Item Details
August 2017		Local Member's Representative, Peter Beven advised that there are two trees in Oxide Street by Alfrescoes Café that require trimming as touch vehicles parking in the vicinity.
Date		Committee Recommendation/s
		N/A
Action Date		Running Actions
August 2017		Council will include on its work schedule for trimming.
September 2017		Trimming completed on one tree - one tree near Argent Lane still requires trimming.

Item No.		373.10.3
TRIM No.		N/A
CRM No.		N/A
Responsible Officer		Council's Asset Planner Transport James Druitt
Current Status		Pending - September 2017
Date		Item Details
August 2017		Police NSW, Sergeant Kerri Lane requested that the committee consider that a 40km speed zone be implemented for the duration of the 2017 Silver City Show.

Date	Committee Recommendation/s
	N/A
	Running Actions
August 2017	<p>Council will provide a Traffic Management Plan (TMP) to RMS and request RMS approval for the implementation of a temporary 40km speed zone in the vicinity of Williams Street, also known as NSW State Highway 08, between O'Farrell and Kaolin Streets.</p> <p>The affected area is also to encompass the side streets to the vicinity being Warnock, Gossan and Garnet Streets. Council will carry out the works related to the TMP.</p> <p>The Broken Hill Silver City Show will be held from 14 to 16 September 2017 at the Memorial Oval. This event attracts attendance in the hundreds. The Memorial Oval has limited off street parking, causing attendees to park along Williams Street and side streets.</p> <p>The purpose of the TMP will be to improve road safety for vehicles and pedestrians in the vicinity for the duration of the event.</p>
September 2017	<p>RMS, Joe Sulicich advised that he has received the TMP and it has been forwarded to the RMS Event Specialist Team for their information.</p> <p>The Committee was also advised that the TMP will be approved for use in time for the event with the additional condition:</p> <ul style="list-style-type: none"> • Leading up to the 40km speed zone area, warning signs are required to indicate that a reduction in speed is ahead. This can be done by use of the two Variable Message Signs (VMS) to be placed in Williams Street. Council will need to arrange the VMS.



Item No.	373.10.5
TRIM No.	N/A
CRM No.	N/A
Responsible Officer	Council's Manager Infrastructure, Andrew Bruggy
Current Status	Pending - September 2017

Date	Item Details
August 2017	RMS, Joe Sulicich queried when the Broken Hill 'Welcome' signs are going to be upgraded.
Date	Committee Recommendation/s
	N/A
Action Date	Running Actions
August 2017	<p>Council's Manager Infrastructure, Andrew Bruggy advised that the two existing signs require RMS approval if they are to be replaced and signs are required to be in a 'clear zone' which is determined by the traffic speed in the area as to the distance required of sign placement from the road.</p> <p>RMS, Joe Sulicich advised that Council's Infrastructure Projects Engineer is aware of the 'clear zone' requirements and a meeting will be arranged in the near future to discuss further.</p> <p>Councillor Browne queried if Council branding is a factor in the process of printing new signs. Council's Manager Infrastructure, Andrew Bruggy advised that he will arrange for quotes for signage to be obtained and follow up on Council's branding requirements.</p>
September 2017	<p>Council's Manager Infrastructure, Andrew Bruggy advised Council has no intent to upgrade signage at this time.</p> <p>Manager Infrastructure, Andrew Bruggy had investigated the sign costing and design options as per the Committee's request. Options presented to Committee and will be presented to Councillors through the Key Directions Working Groups.</p> <p>Four signs will cost half of the allocated signage budget. This cost is inclusive of the final installation.</p> <p>Manager Infrastructure, Andrew Bruggy will provide feedback to the Committee on the progress of this proposal.</p> <p>RMS, Joe Sulicich advised that for a road with 110km speed zone, signs need to be placed 8 – 10m from the road edge line.</p> <p>The Committee will arrange a meeting to look at site locations for the proposed signs. RMS suggest to look at placing the signs in information bays. Other options suggested are near highway truck stops.</p>

374.10 General Business

Item No.	TRIM No.	Details:
374.10.1	N/A	NSW Police - Morgan Street school have disabled parking zone in Morgan Street area and this is utilised. Issue of bus parking. Police suggest that the parking area be expand by two meters to ensure that the bus can park properly.
		N/A
		Council's Asset Planner Transport James Druitt
		N/A
		October 2017
		Council to put on works schedule.

Item No.	TRIM No.	Details:
374.10.2	N/A	Councillor Browne advised that there were several matters raised for the Committee at the August 2017 Ordinary Council Meeting.
		N/A
		Council's Manager Infrastructure, Andrew Bruggy
		N/A
		October 2017
		Council's Manager Infrastructure, Andrew Bruggy will follow up on what matters were raised and include any relevant matters in the October 2017 agenda.

374.11 Next Meeting Date 3 October 2017

374.12 Meeting Closed 10:10am

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Confidential Matters of the Council 29 February 2012	False	Confidential Matters
<p>ITEM 1 (Item 45 in open minutes) - SUSTAINABILITY REPORT NO. 8/12 - DATED JANUARY 13, 2012 – RENEWAL OF LEASE TO THE AERO CLUB OF BROKEN HILL INC. AT AIRPORT - CONFIDENTIAL</p> <p style="text-align: right;">11/232</p>		
<p><u>Recommendation</u></p> <p>That Sustainability Report No. 8/12 dated January 13, 2012 be received.</p> <p>That Council renew its lease with The Aero Club of Broken Hill Inc. for a period of five (5) years being the first option to renew the lease.</p> <p>That the lease be amended as outlined in the body of this report to address water charges.</p> <p>That documents relating to this matter be executed under Council's Common Seal as required.</p> <p>RESOLUTION <u>Minute No. 43222</u> Councillor B. Algate moved) Councillor N. Gasmier seconded)</p> <p style="text-align: right;">That the recommendation of item 1 be adopted.</p> <p style="text-align: right;">CARRIED</p>		
<p><i>08 Sep 2017 - 2:07 PM - Leisa Bartlett</i></p> <p>Action reassigned to Andrew Bruggy by: Leisa Bartlett</p> <p><i>23 May 2017 - 11:44 AM - Leisa Bartlett</i></p> <p>no change, LPI rejected original plans due to their condition. Plans have been resubmitted for approval.</p> <p><i>13 Apr 2017 - 1:59 PM - Leisa Bartlett</i></p> <p>Still pending finalisation of RFDS subdivision with LPI</p> <p><i>16 Sep 2016 - 1:25 PM - Leisa Bartlett</i></p> <p>Awaiting documentation from Surveyor. Due to recent subdivision for sale of land to RFDS, the DP planning numbers will change and therefore will affect this subdivision for lease purposes, therefore it is necessary to wait until the DPI have processed the RFDS subdivision before this plan is lodged.</p> <p><i>17 Aug 2016 - 1:51 PM - Tracy Stephens</i></p> <p>Awaiting new Administration Sheet for signing by GM and Mayor. Subdivision plans can then be registered with LPI.</p> <p><i>06 Jun 2016 - 3:46 PM - Andrew Bruggy</i></p> <p>Action reassigned to Andrew Bruggy by: Leisa Bartlett</p> <p><i>19 Jan 2016 - 2:59 PM - Leisa Bartlett</i></p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>Sub-division plans being lodged with Dept. Lands Information. Once the plan is registered, the lease can be finalised. <i>06 May 2015 - 4:56 PM - Frederick Docking</i> Pending Sub Division for lease purposes <i>11 Dec 2014 - 4:42 PM - Frederick Docking</i> Amendment for water charges to lease draft signed and returned. GM to sign off DA and return to Tracey Stephens for consent for lease purposes. <i>11 Jun 2014 - 3:29 PM - Louine Hille</i> Plan requires minor amendment to stop it being requisitioned. Development Consent to subdivision for lease purposes required. Development Application being compiled. <i>13 Feb 2014 - 12:10 PM - Michelle Rolton</i> Lot numbering determined, awaiting final plan. <i>17 Jan 2014 - 12:14 PM - Louine Hille</i> Draft Plan received for examination and approval. <i>15 Nov 2013 - 11:06 AM - Michelle Rolton</i> Plan now due November 2013, as additional survey works were required. <i>22 Oct 2013 - 2:18 PM - Louine Hille</i> New plan of subdivision for Lease purposes being prepared. Due 30 October 2013. <i>06 Jun 2013 - 3:28 PM - Leisa Bartlett</i> LPI have rejected registration due to change in Airport Title descriptions. Further survey work required prior to re-lodgement of Lease. <i>07 Feb 2013 - 3:26 PM - Leisa Bartlett</i> Lease with Council's Solicitor for registration. Lease has been requisitioned twice due to plan reference - LPI have changed rules. Further advice to be sought from Council's Solicitor. <i>02 Aug 2012 - 3:25 PM - Leisa Bartlett</i> Reminder to return documents sent. <i>03 May 2012 - 3:23 PM - Leisa Bartlett</i> Documents with Lessee for execution.</p>		
Extraordinary Meeting of the Council 30 October 2013	False	Further Business
<p>ITEM 1- BROKEN HILL CITY COUNCIL REPORT NO. 269/13 - DATED OCTOBER 17, 2013 - WILLYAMA COMMON - COMPULSORY ACQUISITION OF CROWN LAND AT BROKEN HILL AIRPORT 11/89, 11/214</p>		
<p><u>Recommendation</u></p>		
<p>That Broken Hill City Council Report No. 269/13 dated October 17, 2013, be received.</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>Council sending letter to Minister and Crown. <i>20 Apr 2015 - 4:18 PM - Leisa Bartlett</i> With impending EOI outcome - no further action at this stage with report to future Council Meeting. <i>12 Jun 2014 - 11:37 AM - Louine Hille</i> History of site being compiled for submission to Barrister. <i>14 May 2014 - 11:41 AM - Leisa Bartlett</i> Native Title status of one remaining lot to be determined.</p>		
<p>Ordinary Meeting of the Council 24 September 2014</p>	<p>False</p>	<p>Reports</p>
<p>ITEM 14 - BROKEN HILL CITY COUNCIL REPORT NO. 231/14 - DATED SEPTEMBER 04, 2014 - LICENCE PART LIVING DESERT STATE PARK ADJACENT 376 NINE MILE ROAD TO FORMALISE ADVERSE POSSESSION</p>		
<p><u>11/411</u></p>		
<p><u>Recommendation</u></p> <p>That Broken Hill City Council Report No. 231/14 dated September 4, 2014, be received.</p> <p>That Council, in its appointed capacity of Trust Manager of the Living Desert State Park Trust grant a Licence, with Ministerial consent, to Cristal-Lee White and Mathew Joseph Dempster for the purpose of "Environmental Protection and Access".</p> <p>That documents relating to this matter be executed under Council's Common Seal in the absence of a Trust Seal.</p>		
<p>RESOLUTION</p> <p><u>Minute No. 44768</u></p> <p>Councillor P. Black moved) Councillor C. Adams seconded)</p>		
		<p>That the recommendation of item 14 be adopted.</p>
<p style="text-align: right;">CARRIED</p>		
<p><i>08 Sep 2017 - 2:08 PM - Leisa Bartlett</i> Action reassigned to Andrew Bruggy by: Leisa Bartlett <i>28 Jun 2017 - 3:57 PM - Elizabeth Guest</i> Draft licence received for review. Property boundaries are being confirmed before finalising licence. Six maps is out and lat and longs have been obtained from Crown Lands for GIS officer to map to confirm boundaries. <i>15 Jun 2017 - 10:04 AM - Leisa Bartlett</i> Instructions have been sent to Solicitor to draw up licence document. <i>16 Mar 2017 - 11:26 AM - Leisa Bartlett</i></p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>Council has received written advice from the NSW Aboriginal Land Council on Wednesday 15th March that there is no objection to the issue of the Crown Licence, on the condition that:</p> <p>a. The tenure is no higher than a licence b. The licence only formalises the existing informal arrangement (area affected by the dam and the existing access to the property) c. The licence terminates if the claim of the subject land (Living Desert) is granted in the future d. Any proposed future works on the claimed land in relation to this licence – with the exception of basic fence maintenance – is referred to the NSW ALC for consent prior to the works commencing. Council's Solicitor will now be advised to continue to draw up licence agreement.</p> <p><i>16 Sep 2016 - 1:34 PM - Leisa Bartlett</i></p> <p>Due to Aboriginal Land Claim and native title implications, this matter needs to be referred to Crown Lands for review prior to proceeding. This may take several months before advice is received.</p> <p><i>06 Jun 2016 - 3:47 PM - Andrew Bruggy</i></p> <p>Action reassigned to Andrew Bruggy by: Leisa Bartlett</p> <p><i>10 Dec 2015 - 9:39 AM - Andrew Bruggy</i></p> <p>Action reassigned to Leisa Bartlett by: Leisa Bartlett</p> <p><i>06 May 2015 - 4:59 PM - Frederick Docking</i></p> <p>Further investigation required into obtaining Ministerial Consent for Licence. Have made contact with Crown Lands.</p>		
Confidential Matters of the Council 25 November 2015	False	Confidential Matters
<p>ITEM 27 - BROKEN HILL CITY COUNCIL REPORT NO. 268/15 - DATED OCTOBER 28, 2015 - - CONFIDENTIAL 11/63</p> <p><u>Recommendation</u></p> <p>That Broken Hill City Council Report No. 268/15 dated October 28, 2015, be received.</p> <p>That Council, in its capacity as Trustees of the Willyama Common, grant three licenses to Anthony Schembri; John and Leanne Ray; and Mark Doyle for recreational purposes (a permissible use as described in the Management Plan of the Willyama Common) for the keeping of horses, horse riding and training).</p> <p>That the licenses be drawn subject to the three applicants agreeing to pay market rent for the land and associated legal/license set-up fees and that the granting of the licenses is also subject to the applicants abiding by the Management Plan for the Willyama Common and the Local Environmental Plan with regards to any development of the subject land.</p> <p>That the license terms be for four years, with the option to renew being first offered to the current licensees.</p> <p>That the common seal be affixed to the licences as required.</p> <p>That Karl Hahn be advised that a license is not available for the land indicated in his submission which encompasses the old south depot, south of Broken Hill in the Willyama Common due to it being a restricted area which is subject to asbestos rehabilitation works.</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
RESOLUTION		
Minute No. 45147		
Councillor P. Black moved)	That the recommendation of item 27 be adopted.
Councillor B. Algate seconded)	
CARRIED		
<i>19 Sep 2017 - 1:17 PM - Leisa Bartlett</i>		
Licence signed by applicant and now with the Acting General Manager and Mayor for signing. COMPLETE		
<i>11 Sep 2017 - 2:21 PM - Elizabeth Guest</i>		
Draft Licence has been reviewed by Crown Lands in preparation for Ministerial sign off. Currently being checked by Council staff and then to be forwarded to leasee for signing		
<i>08 Sep 2017 - 2:08 PM - Leisa Bartlett</i>		
Action reassigned to Andrew Bruggy by: Leisa Bartlett		
<i>28 Jun 2017 - 3:56 PM - Elizabeth Guest</i>		
Draft licences received for review. Draft licence will now be sent to licensee for review		
<i>15 Jun 2017 - 10:05 AM - Leisa Bartlett</i>		
Information sent to solicitor to draw up licence document.		
<i>16 Mar 2017 - 11:24 AM - Leisa Bartlett</i>		
Council has received written advice from the NSW Aboriginal Land Council on Thursday 16th March, advising that the licence for the area occupied by Schembri can be granted with the following conditions:		
a. Any improvements being of a temporary nature to be removed if required if the licence is terminated;		
b. The licence agreement containing a provision that is may be terminated in the event Aboriginal Land Claim 40503 is determined as a grant by the Crown Lands Minister		
c. The Aboriginal Culture and Heritage protection provisions of National Parks and Wildlife Act 1974 being complied with.		
Council's Solicitor will now be instructed to continue to draw up licence agreement.		
<i>12 Sep 2016 - 3:55 PM - Leisa Bartlett</i>		
Submission to be sent to Land Claims Unit to assess the proposed licence and determine whether licence can be issued.		
<i>06 Jun 2016 - 12:26 PM - Leisa Bartlett</i>		
Two applicants have withdrawn due to valuation and recent Aboriginal Land Claim. seeking legal advice regarding issuing a licence to third applicant due to Land Claim.		
<i>13 Apr 2016 - 5:06 PM - Leisa Bartlett</i>		
Valuations received for market rent and 3 applicant advised of annual rent amount and terms of licence and requested to advsie Council by May 13, 2016 if they wish Council to proceed to draw up licence agreements.		
<i>07 Dec 2015 - 1:58 PM - Leisa Bartlett</i>		
Process commenced for issuing of licences.		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Ordinary Meeting of the Council 31 August 2016	False	Reports
<p>ITEM 15 - BROKEN HILL CITY COUNCIL REPORT NO. 182/16 - DATED AUGUST 15, 2016 - LEASE OF LAND AT GLADSTONE PARK TO ALMA SWIMMING CLUB INC.</p> <p style="text-align: right;">11/197</p>		
<p><u>Recommendation</u></p> <ol style="list-style-type: none"> 1. That Broken Hill City Council Report No. 182/16 dated August 15, 2016, be received. 2. That Council's previous resolution of September 2, 2009 (minute number 42106) be rescinded in favour of a new motion: <ol style="list-style-type: none"> a. That Council, in its appointed capacity to manage the affairs of the Gladstone Park Reserve Trust, lease as much land as is necessary fronting Morish Street to formalise the existing occupation by the Alma Swimming Club Inc. together with an additional four metres along the eastern side of the site, for swimming club purposes. b. That the term of the lease be five years and that during this term, Council investigates another Trust model for management of the Gladstone Park Reserve that is better suited to the usage of the Reserve and also acceptable to the Department of Crown Lands. c. That rental at commencement be \$250 per annum and that this rental be reviewed annually for CPI increases. d. That public liability insurance in the sum of \$20 million be provided noting the rights and interests of Council as Trustee and the Minister administering the Crown Lands Act 1989, and that this amount be increased from time to time as required by Council's insurers. e. That the Alma Swimming Club insure its assets and contents for replacement value as determined in conjunction with its insurer. f. That all other standard leasing requirements be complied with. g. That the Alma Swimming Club be liable for Council's legal fees incurred in this matter. h. That, in the absence of a Trust Seal, lease documents be signed by the Mayor and General Manger under Council's Common Seal. 		
<p>RESOLUTION</p> <p><u>Minute No. 45323</u></p> <p>Councillor J. Nolan moved) Councillor J. Richards seconded)</p> <p style="text-align: right;">That the recommendation of item 15 be adopted.</p> <p style="text-align: right;">CARRIED</p>		
<p>08 Sep 2017 - 2:08 PM - Leisa Bartlett</p> <p>Action reassigned to Andrew Bruggy by: Leisa Bartlett</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p><i>18 Aug 2017 - 4:19 PM - Leisa Bartlett</i> Solicitor sent draft lease to Minister for Crown Lands for ratification. Lease has been approved and has been sent to Alma Swimming Club for signature.</p> <p><i>15 Jun 2017 - 10:06 AM - Leisa Bartlett</i> Alma Swimming Club have approved the draft lease. Council's Solicitor is finalising lease and sending to Alma Swimming Club to sign. COMPLETE</p> <p><i>23 May 2017 - 10:03 AM - Leisa Bartlett</i> Reply received from Alma Swimming Club with queries on lease clauses. Liaising with Club at present.</p> <p><i>13 Apr 2017 - 10:35 AM - Leisa Bartlett</i> Further email enquiry sent to Swimming Club whether they have received and reviewed the lease documents.</p> <p><i>17 Mar 2017 - 2:48 PM - Leisa Bartlett</i> Solicitor sent lease documents to Alma swimming club on 19 Feb 2017. No response to date</p> <p><i>09 Feb 2017 - 11:41 AM - Leisa Bartlett</i> Draft lease received and checked. Solicitor to send lease to Alma Swimming Club for signature prior to sending to Council.</p> <p><i>17 Nov 2016 - 5:03 PM - Louise Schipanski</i> Meeting held, instructions to be sent to Solicitor to draft lease.</p> <p><i>16 Sep 2016 - 2:38 PM - Leisa Bartlett</i> Meeting to be arranged with Alma Swimming Club to discuss Council resolution and terms of lease.</p>		
Confidential Matters of the Council 28 September 2016	False	Confidential Matters
<p>ITEM 27 - BROKEN HILL CITY COUNCIL REPORT NO. 212/16 - DATED SEPTEMBER 15, 2016 - EXPRESSION OF INTEREST 16/4 - SALE OF LAND AT THE BROKEN HILL REGIONAL AIRPORT - CONFIDENTIAL EO16/4</p> <p>(General Manager's Note: This report considers sale of land and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).</p>		
<p><u>Recommendation</u></p> <ol style="list-style-type: none"> 1. That Broken Hill City Council Report No. 212/16 dated September 15, 2016, be received. 2. That Council accepts the offer of \$8,500.00 from Mr Phillip Cvirm for purchase of land at the Broken Hill Regional Airport being part Lot 1 in DP1162606 (Lot 52 in DP876533 on Council's internal mapping system). 3. That each party be liable for their own legal costs incurred. 4. That the Mayor and General Manager be delegated to sign the sale of land contract under the Common Seal of Council. 		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>18 Aug 2017 - 4:20 PM - Leisa Bartlett</p> <p>Contract has been drawn up and is in the process of being signed.</p> <p>14 Jul 2017 - 4:44 PM - Leisa Bartlett</p> <p>Action reassigned to Francois VanDerBerg by: Leisa Bartlett</p> <p>23 May 2017 - 10:40 AM - Leisa Bartlett</p> <p>Plans rejected by LPI due to condition of papers. Plans to be re-submitted. Surveyor has been engaged pending plans being approved. Estimate this to be completed by end of June.</p> <p>13 Apr 2017 - 2:02 PM - Leisa Bartlett</p> <p>March/April contact made with RFDS to sign Section 88 form and forward to Department of Land and Property Information to finalise sale.</p> <p>17 Mar 2017 - 2:49 PM - Andrew Bruggy</p> <p>Mr Cvim was advise 16th March, that still with Land and Property Information</p> <p>22 Dec 2016 - 2:23 PM - Leisa Bartlett</p> <p>Surveyor delayed due to waiting for Department of Property Land Information to register subdivision plans for sale of land at Airport to RFDS. Once these plans have been registered, plans to subdivide land for Mr Cvim can be drawn.</p> <p>13 Oct 2016 - 4:57 PM - Leisa Bartlett</p> <p>Letters sent to both applicants.</p> <p>Surveyor to be arranged to survey land for subdivision for sale purposes.</p>	<p>False</p>	<p>Confidential Matters</p>
<p>Ordinary Meeting of the Council 30 November 2016</p>		
<p>ITEM 17 - BROKEN HILL CITY COUNCIL REPORT NO. 246/16 - DATED NOVEMBER 23, 2016 - SUBDIVISION AND SALE OF LAND LOT 1 DP 1140550 - CONFIDENTIAL 11/338</p> <p>(General Manager's Note: This report considers Subdivision and Sale of Land and is deemed confidential under Section 10A(2) (a) of the Local Government Act, 1993 which contains matters that will involve the discussion of personnel matters concerning a particular individual).</p>		
<p><u>Recommendation</u></p>		
<ol style="list-style-type: none"> That Broken Hill City Council Report No. 246/16 dated November 23, 2016, be received. That Broken Hill City Council subdivide the land at 173 Murton Street (Lot 1 DP 1140550) and prepare sale of land contracts to the affected parties. That the Mayor and General Manager be authorised to sign the sale of land contracts and transfers under the Common Seal of Council. 		
<p>19 Sep 2017 - 1:37 PM - Jay Nankivell</p>		<p>The third owner is uncontactable. A new survey is being completed, to undertake this subdivision without the third owner being involved.</p>

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>16 Jun 2017 - 2:23 PM - Leisa Bartlett Council's solicitor is waiting for advice from purchasers solicitor.</p> <p>17 Mar 2017 - 3:48 PM - Leisa Bartlett solicitors are finalising contracts.</p> <p>06 Dec 2016 - 4:59 PM - Jay Nankivell Solicitor and surveyor engaged to prepare subdivision and contracts for sale of land.</p>		
Ordinary Meeting of the Council 26 April 2017	False	Confidential Matters
<p>ITEM 17 BROKEN HILL CITY COUNCIL REPORT NO. 78/17 - DATED APRIL 06, 2017 - UNITS 1-12/14 BLENDE STREET - PROPOSED TRANSFER TO LEGACY - CONFIDENTIAL 11/333</p> <p>(General Manager's Note: This report considers Legal advice and is deemed confidential under Section 10A(2) (g) of the Local Government Act, 1993 which contains advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege).</p> <p><u>Recommendation</u></p> <ol style="list-style-type: none"> That Broken Hill City Council Report No. 78/17 dated April 6, 2017, be received. That Council authorize the General Manager to sign the Deed of Agreement with Legacy and forward to Adelaide Legacy That the seal of the Council be applied to the document That upon Legacy signing of the Deed that Council authorize the General Manager to undertake all necessary negotiations and steps to finalise transfer of title to Adelaide Legacy Inc. the governing body for Legacy in South Australia and Broken Hill. <p>RESOLUTION Minute No. 45532 Councillor B. Algate moved) Councillor C. Adams seconded)</p> <p style="text-align: right;">That the recommendation of item 17 be adopted.</p> <p style="text-align: right;">CARRIED</p>		
<p>14 Jul 2017 - 4:52 PM - Leisa Bartlett CEO of Legacy advised 14/7 that the transfer deeds have been signed and would be hand delivered to Legacy solicitors for sending to Council Solicitors.</p> <p>07 Jun 2017 - 9:04 AM - Razija Nu'man Minor changes occurred to Deed of Agreement with new Deed needing to be signed. New Deed signed and sealed 6 June 2017 for forwarding to Council solicitor.</p> <p>18 May 2017 - 5:10 PM - Leisa Bartlett</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Ordinary Meeting of the Council 28 June 2017	False	Reports
<p>ITEM 10 - BROKEN HILL CITY COUNCIL REPORT NO. 112/17 - DATED JUNE 13, 2017 - MINUTES OF THE LOCAL TRAFFIC COMMITTEE MEETING NO 371 HELD TUESDAY JUNE 6, 2017.</p> <p style="text-align: right;">11/397</p>		
<p>Recommendation</p> <ol style="list-style-type: none"> That Broken Hill City Council Report No. 112/17 dated June 13, 2017, be received. That the minutes for the Local Traffic Committee Meeting No. 371, held June 6, 2017, be received. Item number 371.7.1 - That the request for road closure as per The Palace Hotel's Traffic Control Plan for: <ul style="list-style-type: none"> Date: 5/24/2017 Author: D Morris Project: Road Closure – Broken Heel Festival Card Number 0033028816. <p>be endorsed by Council and that any costs associated with the road closure be covered by The Palace Hotel.</p> Item number 371.7.2 – That the loading zone located in Oxide Street in front of the Old Royal Tavern, 146-148 Oxide Street, be removed and replaced with parallel parking. A taxi zone to be placed in Mica Street near the vicinity of the Old Royal Tavern, 146-148 Oxide Street for the purpose of allowing a drop-off area with the aim to reduce the occurrence of double parking in the Oxide Street area Item number 371.7.3 – That Council notes that the committee have no objections to the School of the Air, Motorcade Event that will be held on Tuesday, 1 August 2017 Item number 371.7.4 – That Council contact the businesses within Argent Lane from Bromide to Kaolin Streets in relation to the proposed installation of 'No Parking Signs'; and if there are no objections from this consultation, signage will be installed. Item number 371.7.5 – That existing signage located in the vicinity of 130 – 136 Eyre Street be removed and replaced with two 'No Stopping' signs. 		
<p>RESOLUTION</p> <p>Minute No. 45569</p> <p>Councillor M. Browne moved)</p> <p>Councillor C. Adams seconded)</p> <p style="text-align: right;">That the recommendation of item 10 be adopted.</p> <p style="text-align: right;">CARRIED</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Ordinary Meeting of the Council 28 June 2017	False	Confidential Matters
<p>ITEM 18 - BROKEN HILL CITY COUNCIL REPORT NO. 117/17 - DATED JUNE 14, 2017 - LEASE OF NORTH MINE HALL TO FAR WEST HACC SERVICES INC - CONFIDENTIAL 13/17</p> <p>(General Manager's Note: This report considers a lease and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).</p> <p><u>Recommendation</u></p> <ol style="list-style-type: none"> That Broken Hill City Council Report No. 117/17 dated June 14, 2017, be received. That Council enters a new lease agreement with Far West HACC Services Inc for exclusive use of the North Mine Hall for an initial twelve (12) month period commencing 1 July 2017 and concluding 30 June 2018; with three options to renew of twelve (12) months duration. That the rental fee be set at \$5,000.00 per year for the initial lease (which will be covered by a Community Assistance Grant) and the three (3) x twelve (12) month renewal options at a peppercorn rental fee of \$1.00 per annum. That the lease include a clause to allow the Far West HACC Services Inc to terminate the lease with one month's notice should government funding not be approved for the operation of the Senior's Lounge. That Far West HACC Services Inc makes the hall available as a polling place when required for Local, State and Federal Elections. That each party is responsible for their respective legal fees. That the Mayor and General Manager be authorised to sign the lease documents under the Common Seal of Council. <p>RESOLUTION Minute No. 45575 Councillor B. Algate moved) Councillor D. Gallagher seconded)</p> <p>That the recommendation of item 18 be adopted.</p> <p style="text-align: right;">CARRIED</p> <p><i>19 Sep 2017 - 1:19 PM - Leisa Bartlett</i> Lease signed by applicant and now with the Acting General Manager and Mayor for signature. COMPLETE</p> <p><i>18 Aug 2017 - 4:21 PM - Leisa Bartlett</i> Far West HACC request an amendment. Lease documents being re-issued for signature.</p> <p><i>31 Jul 2017 - 2:56 PM - Leisa Bartlett</i> Draft lease received and checked. Lease finalised and solicitor forwarding to Far West HACC for signing.</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
14 Jul 2017 - 3:34 PM - Leisa Bartlett		
Instructions sent to Solicitor to draw up new lease.		
Ordinary Meeting of the Council 28 June 2017	False	Confidential Matters
<p>ITEM 19 - BROKEN HILL CITY COUNCIL REPORT NO. 118/17 - DATED JUNE 13, 2017 - ACCESS ARRANGEMENT FOR EXPLORATION LICENCE EL8457 WILLYAMA COMMON - CONFIDENTIAL 11/63</p> <p>(General Manager's Note: This report considers a licence agreement and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).</p> <p><u>Recommendation</u></p> <ol style="list-style-type: none"> That Broken Hill City Council Report No. 118/17 dated June 13, 2017, be received. That Council as Trustees of the Willyama Common, advise CBH Resources that EL 8457 is affected by Aboriginal Land Claim 40471, and that permission from the Claim Unit (in Crown Lands) will be required. That the Code of Environmental Practice for Mineral Exploration on Willyama Common be attached to the Agreement as a special condition. That Council as Trustees of the Willyama Common, sign the Land Access and Compensation Agreement for Mineral Exploration after receiving written advice that CBH Resources has dealt with the Aboriginal Land Claim that affects the area. <p>RESOLUTION Minute No. 45576 Councillor B. Algate moved) Councillor J. Nolan seconded)</p> <p>That the recommendation of item 19 be adopted.</p> <p style="text-align: right;">CARRIED</p>		
11 Sep 2017 - 2:19 PM - Elizabeth Guest		
Latest advice from CBH is that the enquiry is with the BH Aboriginal Land Council and will be presented at a meeting on 13th Sept 2017. Further information will follow		
08 Sep 2017 - 2:09 PM - Leisa Bartlett		
Action reassigned to Andrew Bruggy by: Leisa Bartlett		
03 Jul 2017 - 3:20 PM - Elizabeth Guest		
CBH notified of land claim details for the site		
Ordinary Meeting of the Council 26 July 2017	False	Reports
<p>ITEM 13 - BROKEN HILL CITY COUNCIL REPORT NO. 129/17 - DATED JULY 13, 2017 - MINUTES OF THE LOCAL TRAFFIC COMMITTEE MEETING NO 372 HELD TUESDAY JULY 4, 2017. 11/397</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
		<p>c) That the lessee (Optus) be responsible for a compiled plan of the premises for lease purposes drafted by a surveyor;</p> <p>d) That the lease be 4 x 5 year leases. Term 1 to commence on the date of execution of lease agreement and expires on 31/1/2020, term 2 to commence on 1/2/2020 to 31/1/2025, term 3 to commence on 1/2/2025 to 31/1/2030 and term 4 to commence on 1/2/2030 until 31/1/2035;</p> <p>e) That, in addition to Council's legal costs for the negotiation and execution of the lease and reasonable disbursements, Optus be liable for all survey, plan drawing and other fees associated with the preparation of this lease agreement.</p> <p>f) That the annual rent be set at \$6000 per annum and to be adjusted annually in accordance with the NSW Consumer Price Index.</p> <p>g) That documents required to be sealed be executed by the General Manager and Mayor under Council's Seal.</p>
		<p>RESOLUTION <u>Minute No. 45599</u> Councillor M. Browne moved) Councillor T. Kennedy seconded)</p> <p style="text-align: right;">That the recommendation of item 21 be adopted.</p> <p style="text-align: right;">CARRIED</p>
		<p>19 Sep 2017 - 9:16 AM - Francois VanDerBerg In progress, currently liaising with applicant's legal team</p>
Ordinary Meeting of the Council 26 July 2017	False	Reports
<p>ITEM 9 - BROKEN HILL CITY COUNCIL REPORT NO. 125/17 - DATED JUNE 27, 2017 - PROPOSED COMPULSORY ACQUISITION OF CROWN LAND AND PART OF WILLYAMA COMMON FOR EXTENSION TO BROKEN HILL LANDFILL FACILITY 11/63</p>		
<p><u>Recommendation</u></p>		
<p>1. That Broken Hill City Council Report No. 125/17 dated June 27, 2017, be received.</p> <p>2. That Council resolution minute no. 42491 dated 29 September 2010 be rescinded.</p> <p>3. That the Willyama Common Trust raise no objection to the proposed acquisition of part of Willyama Common Reserve No. 2421, Lot 7300 in DP 1179131, under the terms of the <i>Local Government Act 1993</i> for the purpose of extension of Landfill.</p> <p>4. That Council make an application to the Minister and Governor for approval to acquire part of the Willyama Common Reserve No. 2421 described as Lot 7300 in DP 1179131 and Crown Land described as Lot 1974 in DP 757298 by compulsory process under section 186(1) of the <i>Local Government Act 1993</i> for the purpose of extension of Landfill in accordance with the requirements of the <i>Land Acquisitions (Just Terms Compensation) Act 1991</i>.</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>5. That the land concerned once acquired be classified as operational land.</p> <p>6. That documents required to be sealed by the Willyama Common Trust be executed by the General Manager and Mayor under Council's Seal in the absence of a Trust Seal.</p> <p>RESOLUTION Minute No. 45588 Councillor R. Page moved) Councillor B. Licul seconded)</p> <p>That the recommendation of item 9 be adopted.</p> <p style="text-align: right;">CARRIED</p> <p><i>19 Sep 2017 - 9:15 AM - Francois VanDerBerg</i> In progress, currently acquiring statements relating to Native Title</p>		
<p>Ordinary Meeting of the Council 30 August 2017</p>	<p>False</p>	<p>Reports</p>
<p>ITEM 1 - BROKEN HILL CITY COUNCIL REPORT NO. 136/17 - DATED AUGUST 21, 2017 - CORRESPONDENCE REPORT - ALLEGED ILLEGAL WATER EXTRACTION PRACTICES IN THE BARWON-DARLING RIVER SYSTEM UNDERMINING THE FUTURE OF THE MURRAY DARLING BASIN SCHEME 11/426</p>		
<p>RESOLUTION Minute No. 45603 Councillor T. Kennedy moved) Councillor B. Algate seconded)</p> <p>1. That Broken Hill City Council Report No. 136/17 dated August 21, 2017, be received.</p> <p>2. That correspondence from the Premier of NSW dated 10 August 2017 and NSW Labor Leader dated 16 August 2017 regarding the alleged illegal water extraction practices in the Barwon-Darling River System undermining the future of the Murray Darling Basin Scheme be received.</p> <p>3. That correspondence from Luke Foley MP, NSW Labor Leader and Leader of the Opposition be forwarded to the Premier for information.</p> <p style="text-align: right;">CARRIED</p> <p><i>19 Sep 2017 - 1:20 PM - Leisa Bartlett</i> Correspondence from Leader of the Opposition sent to the Premier for information. COMPLETE</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Ordinary Meeting of the Council 30 August 2017	False	Reports
<p>ITEM 2 - BROKEN HILL CITY COUNCIL REPORT NO. 137/17 - DATED AUGUST 23, 2017 - CORRESPONDENCE REPORT - INQUIRY INTO THE INTEGRITY OF THE WATER MARKET IN THE MURRAY-DARLING BASIN 11/426</p> <p><u>Recommendation</u></p> <ol style="list-style-type: none"> That Broken Hill City Council Report No. 137/17 dated August 23, 2017, be received. That Council makes a submission to the Senate Rural and Regional Affairs and Transport Reference Committee regarding the terms of reference for an inquiry into the integrity of the water market in the Murray-Darling Basin, by the due date of 28 September 2017. <p>RESOLUTION Minute No. 45604</p> <p>Councillor T. Kennedy moved) Councillor C. Adams seconded)</p> <p>The recommendation of item 2 be adopted.</p> <p style="text-align: right;">CARRIED</p> <p><i>19 Sep 2017 - 1:21 PM - Leisa Bartlett</i> Submission drafted. Will be submitted before the closing date. COMPLETE</p> <p><i>08 Sep 2017 - 2:26 PM - Leisa Bartlett</i> Reminder sent to Councillors 5/9/2017 to submit information for submission to the Senate Inquiry.</p>		
Ordinary Meeting of the Council 30 August 2017	False	Reports
<p>ITEM 3 - BROKEN HILL CITY COUNCIL REPORT NO. 138/17 - DATED AUGUST 17, 2017 - CORRESPONDENCE REPORT - MEMBERSHIP OF THE AUSTRALIAN FLOODPLAINS ASSOCIATION 11/161</p> <p><u>Recommendation</u></p> <ol style="list-style-type: none"> That Broken Hill City Council Report No. 138/17 dated August 17, 2017, be received. That correspondence dated 27 July 2017 from the Australian Floodplains Association be received. That Council accepts the invitation from the Australian Floodplains Association and joins the Association as a Group Member. That the Mayor and the Our Environment Key Direction Portfolio Councillor be Council's delegates on the Australian Floodplains Association. 		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
RESOLUTION		
Minute No. 45605		
Councillor B. Algate moved)	The recommendation of item 3 be adopted.
Councillor M. Clark seconded)	
CARRIED		
19 Sep 2017 - 1:21 PM - Leisa Bartlett		
Membership arranged. COMPLETE		
Ordinary Meeting of the Council 30 August 2017	False	Reports
ITEM 4 - BROKEN HILL CITY COUNCIL REPORT NO. 139/17 - DATED AUGUST 22, 2017 - CORRESPONDENCE REPORT - AUSTRALIAN CITIZENSHIP CEREMONIES		
		11/75
<u>Recommendation</u>		
<ol style="list-style-type: none"> That Broken Hill City Council Report No. 139/17 dated August 22, 2017, be received. That correspondence dated August 14, 2017 from the Hon Alex Hawke MP, Assistant Minister for Immigration and Border Protection regarding the protocol for the conduct of Australian Citizenship Ceremonies be received. That Council advises the Assistant Minister for Immigration and Border Protection that Council holds three Australian Citizenship Ceremonies each year (Australia Day, a day in May and on Citizenship Day (17 September)). That the Australian Citizenship Ceremonies conducted by Broken Hill City Council are held in accordance with the Australian Citizenship Ceremonies Code. 		
RESOLUTION		
Minute No. 45606		
Councillor D. Gallagher moved)	That the recommendation of item 4 be adopted.
Councillor C. Adams seconded)	
CARRIED		
19 Sep 2017 - 1:26 PM - Leisa Bartlett		
Letter sent. COMPLETE		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Ordinary Meeting of the Council 30 August 2017	False	Reports
ITEM 5 - BROKEN HILL CITY COUNCIL REPORT NO. 140/17 - DATED JULY 28, 2017 - PUBLIC INTEREST DISCLOSURES ANNUAL REPORT 2016/17 12/67		
<u>Recommendation</u>		
<ol style="list-style-type: none"> That Broken Hill City Council Report No. 140/17 dated July 28, 2017, be received. That the Broken Hill City Council Public Interest Disclosures Annual Report 2016/17 be forwarded to the Minister for Local Government and the NSW Ombudsman by 30 October 2017. 		
RESOLUTION		
<u>Minute No. 45607</u>		
Councillor J. Nolan moved)	That the recommendation of item 5 be adopted.
Councillor B. Algate seconded)	
CARRIED		
<i>19 Sep 2017 - 1:26 PM - Leisa Bartlett</i>		
Report sent to Minister for Local Government and NSW Ombudsman. COMPLETE		
Ordinary Meeting of the Council 30 August 2017	False	Reports
ITEM 7 - BROKEN HILL CITY COUNCIL REPORT NO. 142/17 - DATED AUGUST 23, 2017 - RELOCATION OF THE LIBRARY 16/24		
RESOLUTION		
<u>Minute No. 45609</u>		
Councillor J. Nolan moved)	<ol style="list-style-type: none"> That Broken Hill City Council Report No. 142/17 dated August 23, 2017, be received. That the Council resolution from the Extraordinary Council Meeting held April 7, 2016 Minute Number 45235 to relocate the library to leased premises in the old Pellew and Moore building in Argent Street be formally rescinded. That Council engage with the Broken Hill community and seek its views on <ol style="list-style-type: none"> The construction of a new modern library facility and preferred site; Retaining the current site in its existing condition; Refurbishing the current library building.
Councillor B. Algate seconded)	

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
		<p>4. That Council receive a report at its December 2017 Ordinary Meeting of Council advising the outcomes of the community engagement process with recommendations on next steps in the process.</p> <p>5. That Broken Hill City Councillors commit to the community engagement strategy and process, and actively engage with the community in support of this resolution.</p> <p style="text-align: right;">CARRIED</p>
<p>19 Sep 2017 - 1:26 PM - Leisa Bartlett</p> <p>Library Public Focus Groups being scheduled for 26/9/17, 18/10/17, 24/10/17, 13/11/17 & 27/11/17. These are open to Councillors, staff and the general public to attend.</p>		
Ordinary Meeting of the Council 30 August 2017	False	Reports
<p>ITEM 8 - BROKEN HILL CITY COUNCIL REPORT NO. 144/17 - DATED AUGUST 02, 2017 - ADOPTION OF DRAFT COMPLAINTS MANAGEMENT POLICY D12/11853</p>		
<p><u>Recommendation</u></p> <p>1. That Broken Hill City Council Report No. 144/17 dated August 2, 2017, be received.</p> <p>2. That Council adopts the draft revised Complaints Management Policy as a Policy of Council.</p>		
<p>RESOLUTION</p> <p>Minute No. 45610</p> <p>Councillor B. Algate moved)</p> <p>Councillor D. Gallagher seconded)</p> <p style="text-align: right;">That the recommendation of item 8 be adopted.</p> <p style="text-align: right;">CARRIED</p>		
<p>15 Sep 2017 - 3:20 PM - Leisa Bartlett</p> <p>All action taken to adopt policy.</p> <p>COMPLETE</p>		
Ordinary Meeting of the Council 30 August 2017	False	Reports
<p>ITEM 9 - BROKEN HILL CITY COUNCIL REPORT NO. 143/17 - DATED AUGUST 22, 2017 - 2016/2017 DRAFT ANNUAL FINANCIAL STATEMENTS 17/77</p>		
<p><u>Recommendation</u></p> <p>1. That Broken Hill City Council Report No. 143/17 dated August 22, 2017, be received.</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>2. That the 2016/2017 Draft Primary Financial Statements as attached be received.</p> <p>3. That the 2016/2017 Draft Primary Financial Statements as attached be referred to audit.</p> <p>4. That Council adopt the attached Statements of Opinion on the 2016/17 General Purpose and Special Purpose Financial Statements and the Mayor, the Deputy Mayor, the General Manager and the Responsible Accounting Officer sign the Statements in accordance with Section 413(2)(c) of the Local Government Act (1993).</p> <p>5. That Council delegate to the General Manager the authority to finalise the date at which the auditor's report and financial statements are to be presented to the public.</p> <p>6. That Council delegate the General Manager the authority to authorise the 2016/17 General Purpose and Special Purpose Financial Statements and associated Special Schedules for issue immediately upon receipt of the auditors reports subject to there being no material audit changes or audit issues, in accordance with AASB 110.</p>		
<p>RESOLUTION Minute No. 45611</p> <p>Councillor C. Adams moved) Councillor T. Kennedy seconded)</p> <p style="text-align: right;">That the recommendation of item 9 be adopted.</p> <p style="text-align: right;">CARRIED</p>		
<p><i>19 Sep 2017 - 1:35 PM - Jay Nankivell</i></p> <p>Financial Statements have been referred to Audit and are currently being reviewed by Council's external auditors. It is expected that these will be reviewed by Council's Audit, Risk & Improvement Committee, before being submitted to the OLG by 30 September 2017.</p>		
<p>Ordinary Meeting of the Council 30 August 2017</p>	<p>False</p>	<p>Reports</p>
<p>ITEM 10 - BROKEN HILL CITY COUNCIL REPORT NO. 145/17 - DATED AUGUST 22, 2017 - ADDITIONAL BUDGET FOR CAPITAL PROJECT - MEMORIAL OVAL JUDGES BOX</p> <p style="text-align: right;">17/66</p>		
<p><u>Recommendation</u></p> <p>1. That Broken Hill City Council Report No. 145/17 dated August 22, 2017, be received.</p> <p>2. That Council approves the addition of \$76,000 towards the budget for the replacement of the Memorial Oval Judges Box.</p>		
<p>RESOLUTION Minute No. 45612</p> <p>Councillor M. Browne moved) Councillor M. Clark seconded)</p> <p style="text-align: right;">That the recommendation of item 10 be adopted.</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
CARRIED		
19 Sep 2017 - 1:36 PM - Jay Nankivell		
Complete. Additional budget added and has been incorporated into Council's 2017/18 Operational Plan & LTFP.		
Ordinary Meeting of the Council 30 August 2017	False	Reports
ITEM 11 - BROKEN HILL CITY COUNCIL REPORT NO. 146/17 - DATED AUGUST 22, 2017 - BUDGET CARRYOVER'S 2017/18 14/175		
<p>RESOLUTION Minute No. 45613 Councillor J. Nolan moved) Councillor M. Clark seconded)</p>		
<ol style="list-style-type: none"> 1. That Broken Hill City Council Report No. 146/17 dated August 22, 2017, be received. 2. That Council revoke the budget items as listed below in <i>Table 1</i> for the amount of \$1,745,500 3. That Council note the carryover budget items as listed below in <i>Table 2</i> for the amount of \$6,735,895 4. That the new Gateway Signs to be installed on the highway entrances to the City includes the Wentworth Road. 		
CARRIED		
19 Sep 2017 - 1:37 PM - Jay Nankivell		
Complete.		
Ordinary Meeting of the Council 30 August 2017	False	Reports
ITEM 13 - BROKEN HILL CITY COUNCIL REPORT NO. 148/17 - DATED AUGUST 18, 2017 - TRANSFER OF BROKEN HILL STUDIOS TRADEMARK TO CPS BROKEN HILL PTY LTD 16/150		
<p>RESOLUTION Minute No. 45615 Councillor T. Kennedy moved) Councillor C. Adams seconded)</p>		
That the matter be deferred and a report be re-presented to Council detailing the value of the trademark and the cost to Council at the time of acquiring the trademark.		
CARRIED		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
<p>18 Sep 2017 - 9:39 AM - Mel Scott</p> <p>Undertaking further investigation regarding transfer of Trademark. Further report to Council, October 2017.</p>		
Ordinary Meeting of the Council 30 August 2017	False	Reports
<p>ITEM 15 - BROKEN HILL CITY COUNCIL REPORT NO. 150/17 - DATED AUGUST 22, 2017 - LOCAL GOVERNMENT NSW ANNUAL CONFERENCE 2017 11/364</p>		
<p>RESOLUTION Minute No. 45617 Councillor C. Adams moved) Councillor J. Nolan seconded)</p>		
<ol style="list-style-type: none"> 1. That Broken Hill City Council Report No. 150/17 dated August 22, 2017, be received. 2. That registration and travel arrangements be made for interested Councillors, the Mayor and Deputy Mayor to attend the Local Government NSW Conference to be held in Sydney, December 4-6, 2017. 3. That Council's Mayor and Deputy Mayor be Council's voting delegates to the Conference. 4. That Councillors advise the General Manager's Office of their interest in attending the Conference. 5. That Council considers motions to the conference and advises the General Manager prior to September 15, 2017 in order for them to be presented to the September Council meeting for endorsement as motions to the Conference close October 9, 2017 and must include the extract from the September Council Meeting minutes of Council's support for the motion/s. 		
<p>CARRIED</p>		
<p>19 Sep 2017 - 1:28 PM - Leisa Bartlett</p> <p>Further reminder sent to Councillors 19/09/17</p> <p>08 Sep 2017 - 2:27 PM - Leisa Bartlett</p> <p>Reminder sent to Councillors 5/9/17 to advise of their interest in attending and also to submit conference motions to the GM Office.</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Ordinary Meeting of the Council 30 August 2017	False	Confidential Matters
<p>ITEM 19 - MAYORAL MINUTE NO. 6/17 - DATED JUNE 19, 2017 - GENERAL MANAGER'S PERFORMANCE REVIEW - CONFIDENTIAL 16/156 (General Manager's Note: This report considers a staffing matter and is deemed confidential under Section 10A(2) (a) of the Local Government Act, 1993 which contains matters that will involve the discussion of personnel matters concerning a particular individual).</p>		
<p>RESOLUTION <u>Minute No. 45622</u> Councillor D. Turley moved) Councillor D. Gallagher seconded)</p> <ol style="list-style-type: none"> 1. That Mayoral Minute No. 6/17 dated June 19, 2017, be received. 2. That Council note that the General Manager's Performance Appraisal Committee met on Thursday, 27 April 2017 to review the performance of the General Manager. 3. That Council note that the results of the annual Performance Review found that Council's General Manager Mr. James Roncon's performance was in the range of exceeding the expectations of Council, to outstanding. 4. That as per clause 8.3 of the General Manager Employment Contract, Council endorse an increase in the General Manager's salary package of 2.5% from the anniversary date (4 April 2017). 5. That Council provides a 50% annual contribution towards the General Manager's lease-back vehicle. 6. That General Manager Mr. James Roncon be formally advised of the outcome of his annual review. <p style="text-align: right;">CARRIED</p>		
<p>19 Sep 2017 - 2:53 PM - Leisa Bartlett Forwarded to HR Department for implementation 5/9/17 COMPLETE</p>		

ACTION LIST REPORT

Printed: Tuesday, 19 September 2017 2:58:21 PM

MEETING	FURTHER REPORT REQUIRED	SUBJECT
Ordinary Meeting of the Council 30 August 2017	False	Confidential Matters
<p>ITEM 21 - BROKEN HILL CITY COUNCIL REPORT NO. 154/17 - DATED AUGUST 23, 2017 - CIVIC CENTRE REDEVELOPMENT - LEGAL REVIEW BRIEFING - CONFIDENTIAL 13/6</p> <p>(General Manager's Note: This report considers legal advice and is deemed confidential under Section 10A(2) (g) of the Local Government Act, 1993 which contains advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege).</p> <p>Minute Number 45624 records Council's decision regarding Item 21.</p> <p>Minute Number 45627 records Council's decision to restrict public access to the resolution of item 21.</p> <p><i>19 Sep 2017 - 2:53 PM - Leisa Bartlett</i></p> <p>All action undertaken. COMPLETE</p>		
Ordinary Meeting of the Council 30 August 2017	False	Confidential Matters
<p>ITEM 22 - MAYORAL MINUTE NO. 7/17 - DATED AUGUST 22, 2017 - PROBITY AUDIT REPORT - CIVIC CENTRE REFURBISHMENT PROJECT AV CONTRACT PROBITY AUDIT REVIEW - CONFIDENTIAL 17/114</p> <p>(General Manager's Note: This report considers probity audit of Telstra contractual arrangements with Broken Hill City Council and is deemed confidential under Section 10A(2) (g) of the Local Government Act, 1993 which contains advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege).</p> <p>RESOLUTION</p> <p>Minute No. 45625 Councillor C. Adams moved) Councillor D. Gallagher seconded)</p> <ol style="list-style-type: none"> 1. That Mayoral Minute No. 7/17 dated August 22, 2017, be received. 2. That Council note the findings in the attached report. 3. That the General Manager reports back to Council by the December Ordinary Council Meeting on the progress. <p style="text-align: right;">CARRIED</p>		

COMMITTEE REPORTS

1.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 169/17 - DATED JULY 25, 2017 - MINUTES OF THE BROKEN HILL HERITAGE COMMITTEE MEETING HELD JULY 10, 2017 (15/87)</u>	352
2.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 170/17 - DATED AUGUST 14, 2017 - MINUTES OF THE MEMORIAL OVAL COMMUNITY COMMITTEE MEETING HELD 1 AUGUST 2017 (12/52)</u>	357
3.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 171/17 - DATED AUGUST 14, 2017 - MINUTES OF THE BIU BAND HALL COMMUNITY COMMITTEE MEETING HELD JUNE 20, 2017 (16/8)</u>	360
4.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 172/17 - DATED AUGUST 16, 2017 - MINUTES OF THE FLORA AND FAUNA OF THE BARRIER RANGES COMMUNITY COMMITTEE MEETINGS HELD JUNE 20, 2017 AND JULY 18, 2017. (12/51)</u>	363
5.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 173/17 - DATED AUGUST 29, 2017 - MINUTES OF THE BROKEN HILL HERITAGE COMMITTEE MEETING HELD AUGUST 14, 2017 (15/87)</u>	369
6.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 174/17 - DATED SEPTEMBER 12, 2017 - MINUTES OF THE BROKEN HILL LIVING MUSEUM + PERFECT LIGHT PROJECT STEERING GROUP 15 AUGUST 2017 (14/181)</u>	375
7.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 175/17 - DATED SEPTEMBER 13, 2017 - MINUTES OF THE PICTON OVAL COMMUNITY COMMITTEE MEETING HELD SEPTEMBER 11, 2017 (12/54)</u>	380
8.	<u>BROKEN HILL CITY COUNCIL REPORT NO. 176/17 - DATED SEPTEMBER 14, 2017 - MINUTES OF THE ALMA OVAL COMMUNITY COMMITTEE MEETING HELD 5 SEPTEMBER 2017 (12/45)</u>	383

ORDINARY MEETING OF THE COUNCIL

July 25, 2017

ITEM 1

BROKEN HILL CITY COUNCIL REPORT NO. 169/17

SUBJECT: MINUTES OF THE BROKEN HILL HERITAGE COMMITTEE MEETING HELD JULY 10, 2017 15/87

Recommendation

1. That Broken Hill City Council Report No. 169/17 dated July 25, 2017, be received.
2. That the minutes of the Broken Hill Heritage Committee Meeting held July 10, 2017 be received and noted.

Executive Summary:

Council has received minutes from the Broken Hill Heritage Committee for its meeting held July 10, 2017 for endorsement by Council.

Report:

As per Council’s Section 355 Advisory Committee Framework Manual and the Constitution of the Broken Hill Heritage Committee (both adopted March 2017), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the Broken Hill Heritage Committee has submitted minutes from its meeting held July 10, 2017 for Council’s endorsement.

Strategic Direction:

- | | |
|----------------|---|
| Key Direction: | 2. Our Economy |
| Objective: | 2.2 We are a destination of choice and provide a real experience that encourages increased visitation |
| Function: | Tourism Development |
| DP Action: | 2.2.1.12 Investigate opportunities arising from Broken Hill’s listing as a heritage city |
|
 | |
| Key Direction: | 3. Our Environment |
| Objective: | 3.3 Proactive and responsible planning supports the community and the environment |
| Function: | Built Environment |
| DP Action: | 3.3.1.2 Implement the recommendations of the Heritage Strategy in relation to all objectives to preserve and enhance the heritage of the city |

Relevant Legislation:

The Broken Hill Heritage Committee operates under Council's S355 Advisory Committee Framework Manual, the Broken Hill Heritage Committee Constitution and the *Local Government Act, 1993* (Section 355).

Financial Implications:

Nil.

Attachments

1. [↓](#) Minutes of the Broken Hill Heritage Committee Meeting 10/07/2017

ANDREA ROBERTS
EXECUTIVE MANAGER STRATEGIC CITY DEVELOPMENT

RAZIJA NU'MAN
ACTING GENERAL MANAGER

Broken Hill Heritage Committee

Monday 10 July 2017
5pm Council Chambers.

MINUTES

Welcome: Councillor Marion Browne (Deputy Chairperson)

Present: Councillor Christine Adams (Secretary), Councillor Maureen Clark, Gareth Thomas, Susanne Olsen, Anne Andrews (BHCC Grants and Project Co-Ordinator)

Phone Link: Simon Molesworth

Apologies: Mayor Darriea Turley, Paula Williams, Liz Vine, Andrew Gosling, Tracy Fraser, Rachel Merton.

Minutes of Previous Meeting:

Moved: Gareth Thomas, Seconded: Maureen Clark

Business arising from the Minutes: Moved to Action List

Presentation by Anne Andrews: BHCC Grants and Project Co-Ordinator

Anne explained how a heritage festival would complement the Community Strategic Plan and the Living Museum Perfect Light Plan and could attract grant funding.

She advised event grants will be available prior to the proposed heritage festival in April 2018. She will keep the committee informed of opportunities and will prepare grant submission on behalf of group as we are a 355 committee of Council.

Anne will also liaise with the Comms team of Council re media exposure and the events team re sponsorship prospectus forms.

Anne remained for Further Business to clarify any other queries the committee may raise.

Further Business:

- The main discussion centred around the proposed Broken Hill Festival in April 2018:
 1. Committee previously agreed the festival would centre around our magnificent buildings in Argent Street most of which celebrate 130th Birthday between 1888-1896 eg:
 - 1888 (May) Grand Hotel
 - 1890 Court House
 - 1890 Technical College
 - 1890 Pirie Building
 - 1891 Town Hall
 - 1892 Palace Hotel
 - 1892 Post Office
 - 1896 Wendts
 2. Investigate possibility of mock trial at courthouse during festival with school students attending; possible tour of court house. Simon suggested we liaise with Court House.
 3. Children's activities possible in town square similar to those held last year for the family day picnic in Sturt Park. Contact to be made with participating groups.
 4. Art Festival to run parallel with festival. Contact to be made to art groups.
 5. Important we set dates and book Town Square; arrange closing of roads if required. The latter must be approved by the Traffic Committee.
 6. Anne will talk to Comms team re media for events
 7. 7 Argent traders to be contacted re participation. Eg presenting history of building or art work in windows.
 8. Sponsorship: Anne will liaise with events team re sponsorship forms for festival.
 9. Invite museums to participate in museum trail; ask tourist bus groups to provide transport.

Next meeting: 5pm Monday 14 August Council Chambers.

ACTIONS

New & In-Progress Actions:

	Action	Who	When	Status
1	Miners' Memorial Day	Maureen/Chris	8 October 2017	ongoing
2	Notify NSW Crown Lands re MM Day for insurance purposes and liaise with new lessees of Line of Lode Café.	Chris	September	Ongoing Secretary has spoken to lessees who are willing to store council chairs, etc on the Friday prior to the event.
4	Check theme for NSW Trust 2017 Theme	Marion		Ongoing
5	Decide on festival dates	Committee	August meeting	ongoing
6	Check on coin minting	Mayor /Rachel		Ongoing
7	Check on BHP offices possible restoration	Chris		ongoing
8	Letter to BHHS offering support re 'Jamieson House'.	Chris	Immediate	ongoing
9	Investigate development of electronic register of events	Mayor/Rachel		ongoing

ORDINARY MEETING OF THE COUNCIL

August 14, 2017

ITEM 2BROKEN HILL CITY COUNCIL REPORT NO. 170/17

SUBJECT: MINUTES OF THE MEMORIAL OVAL COMMUNITY COMMITTEE
MEETING HELD 1 AUGUST 2017 12/52

Recommendation

1. That Broken Hill City Council Report No. 170/17 dated August 14, 2017, be received.
2. That minutes of the Memorial Oval Community Committee Meeting held 1 August 2017 be received.

Executive Summary:

Council has received minutes from the Memorial Oval Community Committee Meeting held 1 August 2017 for endorsement by Council.

Report:

As per Council's Section 355 Asset Committee Framework Manual and the Constitution of the Memorial Oval Community Committee (both adopted March 2017), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the Memorial Oval Community Committee has submitted minutes from its meeting held 1 August 2017 for Council's endorsement.

Strategic Direction:

Key Direction: 4. Our Leadership
Objective: 4.3 We Unite to Succeed
Function: Leadership and Governance
DP Action: 4.3.1.2 Support Councils Section 355 Committees in undertaking their duties with Council

Key Direction: 1. Our Community
Objective: 1.4 Our built environment supports our quality of life
Function: Open Spaces
DP Action: 1.4.1.7 Provide parks and open spaces for passive recreational activity

Relevant Legislation:

The Memorial Oval Community Committee operates under Council's S355 Asset Committee Framework Manual and Standard Constitution and the *Local Government Act, 1993* (Section 355).

Financial Implications:

Nil.

Attachments

1. [↓](#) Minutes of the Memorial Oval Community Committee Meeting held 1 August 2017

ANDREW BRUGGY
MANAGER INFRASTRUCTURE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

Memorial Oval Community Committee.

Minutes: 1st August 2017.

Blue = Apology. Red = Absent

OPENED: 7.00pm.

ATTENDANCE: Ray Steer (President), Dennis Cetinich (Treasurer), Bruce McIntosh (Show), Tanya Martyn (Dogs), Jan Corey (AFL), Jodie Whitehair (BHHRC), Tristen Savage (CBHFC). David Hamilton (Dogs), Tony Camilleri (BHHRC), Dave Gallagher (BHCC), John Ralph (Secretary).

MINUTES: 4th July 2017. Be accepted: Jodie Whitehair/Tristen Savage Carried.

BUSINESS ARISING:

OUTWARD CORRESPONDENCE: Nil.

INWARD CORRESPONDENCE:

Stardust Circus: Requesting to book the MO For their Circus to be held on 13/11/2017 to 20/11/2017.

OB Rugby League: Agrees to information provided re the hire of the MO on the 13/8/2017 for their Grand Final. Correspondence be received: Tristen Savage/Ray Steer Carried.

FINANCIAL REPORT:

July 2017:Bank Balance: \$19,183.23.

Bruce McIntosh/Jodie Whitehair Carried.

GENERAL BUSINESS:

CBHFC: Future Payments \$1,000.00 per Month, Secretary to contact Council re the percentage to be paid to MOCC re Advertising Signs this must be put in the Minutes.

Scoreboard: Laptop must be turned on first, then turn on the Scoreboard.

Jodie Whitehair: Accepted as Citizen Rep.

Market Day: 27th August 2017, same starting time, put out 50 Flyers.

Grandstand: Roof has lifted this has been reported to Council.

Work Request: Replace 11 globes in the Towers, MO to be cleaned, Lawns cut for the SC Show.

OB Rugby League: Contact Lyndon Pace re the Canteen for their Grand Final.

Meeting Closed: 7.30pm:

Next Meeting: Tuesday 5th September 2017 at 7pm.

ORDINARY MEETING OF THE COUNCIL

August 14, 2017

ITEM 3BROKEN HILL CITY COUNCIL REPORT NO. 171/17

SUBJECT: MINUTES OF THE BIU BAND HALL COMMUNITY COMMITTEE
MEETING HELD JUNE 20, 2017 16/8

Recommendation

1. That Broken Hill City Council Report No. 171/17 dated August 14, 2017, be received.
2. That minutes of the BIU Band Hall Community Committee Meeting held June 20, 2017 be received.

Executive Summary:

Council has received minutes from the BIU Band Hall Community Committee Meeting held June 20, 2017 for endorsement by Council.

Report:

As per Council's Section 355 Asset Committee Framework Manual and the Constitution of the BIU Band Hall Community Committee (both adopted March 2017), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the BIU Band Hall Community Committee has submitted minutes from its meeting held June 20, 2017 for Council's endorsement.

Strategic Direction:

Key Direction: 4. Our Leadership
Objective: 4.3 We Unite to Succeed
Function: Leadership and Governance
DP Action: 4.3.1.2 Support Councils Section 355 Committees in undertaking their duties with Council

Key Direction: 1. Our Community
Objective: 1.2 Our Community Works Together
Function: Community Facilities
DP Action 1.2.1.8 Provide public amenities, halls and community centres to facilitate social capital and activity

Relevant Legislation:

The BIU Band Hall Community Committee operates under Council's S355 Asset Committee Framework Manual and Standard Constitution and the *Local Government Act, 1993* (Section 355).

Financial Implications:

Nil.

Attachments

1. [↓](#) Minutes of the BIU Band Hall Community Committee Meeting 20/6/2017

ANDREW BRUGGY
MANAGER INFRASTRUCTURE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

**BIU Band Hall Community Committee Meeting
Minutes for Tuesday 20th June**

Commenced 6:41pm.

Apologies: Loene Crowley.

Present: Annette Northey, Robynne Sanderson, Branko Licul, Mark Curtis, Kyla Vine.

Minutes of previous meeting: Accepted **M:**Kyla **S:**Branko.

Correspondence in:

Email from council in response to inquiries.

Correspondence out:

Email to council with questions arising from last meeting.

Treasurers Report: Not yet.

General Business:

1. We need a post office box but probably already have one. **Kyla** to check previous committee's correspondence for an address. It was agreed we should use the band's PO Box in order to save the fee, **Kyla** to check with Loene for second key.
2. We need an email address. **Steve** Vine to set up hall@biuband and advise on the band's website.
3. Annette's nomination as a member of this committee is still to be accepted by Council, but in anticipation of this we elect her treasurer. **M:** Robynne **S:** Kyla.
4. **Kyla** to give all financial records to Annette. **Annette** will make an appointment with Jay Nankiville at council in order to get clarification on several issues such as:
 - * What is our current bank account and with which bank?
 - * Which bills should be dealt with by committee as opposed to council directly?
 - * Can we vary the set hall hire fee?**Annette** to also let Mark and Robynne know when appointment is made as both have offered to accompany her.
5. Hall hire is still a problem as we need to provide the opportunity for the community to hire the hall but have nobody willing to do the work involved. Also Council are about to adopt a charter of hire fees so we need to find out if we can vary that to reflect the cost of professional security and cleaning services.
6. Our address is wrongly recorded as Wolfram St and our area of jurisdiction is printed to include part of the soccer complex. These issues to be addressed after the meeting with Jay.
7. Also after the meeting with Jay the band and orchestra will need to be advised which payments need to be made to the committee and which correspondence needs to be redirected to the committee, instead of to the band committee as in the past.

Meeting ended: 7:35pm

Next meeting to be scheduled after the meeting with Jay.

As approved by the
BIU Band Hall S355 Community Committee
1st August, 2017


Mark Curtis
President

ORDINARY MEETING OF THE COUNCIL

August 16, 2017

ITEM 4**BROKEN HILL CITY COUNCIL REPORT NO. 172/17**

SUBJECT: MINUTES OF THE FLORA AND FAUNA OF THE BARRIER RANGES COMMUNITY COMMITTEE MEETINGS HELD JUNE 20, 2017 AND JULY 18, 2017. 12/51

Recommendation

1. That Broken Hill City Council Report No. 172/17 dated August 16, 2017, be received.
2. That the minutes of the Friends of the Flora and Fauna of the Barrier Ranges Community Committee Meeting held June 20, 2017 and July 18, 2017 be received.

Executive Summary:

Council has received minutes of the Friends of the Flora and Fauna of the Barrier Ranges Community Committee Meeting held June 20, 2017 and July 18, 2017 for endorsement by Council.

Report:

As per Council's Section 355 Asset Committee Framework Manual and the Constitution of the Friends of the Flora and Fauna of the Barrier Ranges Community Committee (both adopted March 2017), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the Friends of the Flora and Fauna of the Barrier Ranges Community Committee has submitted minutes from its meeting held June 20, 2017 and July 18, 2017 for Council's endorsement.

Strategic Direction:

Key Direction:	1.	Our Community
Objective:	1.4	Our built environment supports our quality of life
Function:		Open Spaces
DP Action:	1.4.1.7	Provide parks and open spaces for passive recreational activity

Relevant Legislation:

The Friends of the Flora and Fauna of the Barrier Ranges Community Committee operates under Council's Section 355 Asset Committee Standard Constitution and the *Local Government Act 1993* (Section 355).

Attachments

1. Minutes of the Friends of the Flora and Fauna of the Barrier Ranges S355 Community Committee Meeting - 20 June 2017

2. Minutes of the Friends of the Flora and Fauna of the Barrier Ranges S355
[↓](#) Community Committee Meeting - 18 July 2017

ANDREW BRUGGY
MANAGER INFRASTRUCTURE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

**MINUTES OF THE FRIENDS OF THE FLORA AND FAUNA OF THE
BARRIER RANGES S355 COMMITTEE MEETING HELD
28 JUNE 2017 AT 4PM – COUNCIL CHAMBER,
240 BLENDE STREET, BROKEN HILL** **12/51**

1. **Present:** John Rogers (Chairperson), Kellie Scott (Vice Chairperson), Councillor Marion Browne, David Spielvogel, Ronald Tumes, Dean Fletcher, Jeff Crase, Sue Spangler, Geoffrey Hoare, Sandra Havran, Paul Reed, Ann Evers, and Darrell Ford (BHCC).
2. **Apologies:** Gaylene Ford, Jill Spielvogel, Ray Allen, Lyn Campigli, Jamie Scott, Michael Ford, Nevada Ford, Alison Gander and Rosalind Molesworth,.

Non-Attendance: Eve-Lyn Kennedy

3. Confirmation of Minutes of Previous Meeting:

Previous minutes: 16 May 2017

Moved: Jeff Crase

Seconded: Ronald Tumes

4. Business arising from Previous Minutes: Nil

5. Correspondence: Nil

6. Update on Action List Items:

- 6.1 Ongoing Working Bee – Ongoing
- 6.2 Identification Cards – As required
- 6.3 Paving Walk Way – Concrete Flora Site path entrance – Pending
- 6.4 Cold Set – Bitumen pouring over crushed paths - Pending
- 6.5 Paths at Veranda – Completed

7. Reports:

7.1 Working Bee

- Working Bee held 10 June 2017 at Living Desert was well attended. Thank you to all who participated.

7.2 Fencing

Fencing is still being cut at Picton Street. Police are to be notified of any suspicious activity. Volunteers will be conducting drive-by of area between 3pm and dark.

8. Roster:

August and September rosters to be set at July meeting.

9. **General Business:** Nil

10. **Next Meeting:** Tuesday, 18 July 2017 – Council Chamber – 4pm

11. **Meeting Closed:** 4.11pm

Action List:

6.1 Working Bee - Progressive and Ongoing	D Ford - Ranger
6.2 Identification Cards - As required	Corp Administration
6.3 Concrete Flora Path and Entrance – Pending	D Ford - Ranger
6.4 Cold Set – bitumen pouring over crushed paths - Pending	D Ford - Ranger
6.5 Paths at Veranda - Pending	D Ford - Ranger

**MINUTES OF THE FRIENDS OF THE FLORA AND FAUNA OF THE
BARRIER RANGES S355 COMMITTEE MEETING HELD
18 JULY 2017 AT 4PM – COUNCIL CHAMBER,
240 BLEND STREET, BROKEN HILL**

12/51

1. **Present:** John Rogers (Chairperson), Kellie Scott (Vice Chairperson), Councillor Marion Browne, David Spielvogel, Jill Spielvogel, Ronald Tumes, Dean Fletcher, Jeff Crase, Ray Allen, Sue Spangler, Geoffrey Hoare, Sandra Havran, Paul Reed, Ann Evers, Rosalind Molesworth, Eve-Lyn Kennedy, Emily Scott, Evan Scott and Darrell Ford (BHCC).
2. **Apologies:** Gaylene Ford, Lyn Campigli, Jamie Scott, Michael Ford, Nevada Ford and Alison Gander.
Non-Attendance: Nil
3. **Confirmation of Minutes of Previous Meeting:**
Previous minutes: 20 June 2017
Moved: Kellie Scott
Seconded: David Spielvogel
4. **Business arising from Previous Minutes:** Nil
5. **Correspondence:** Received
 - 5.1 Australian Association of Bush Regeneration (www.aabr.org.au)
Albert Morris Regeneration Tour on 22/08/2017
- 9:30am-2pm meet at Albert Morris Park, Twin Lakes, Wentworth Rd.
6. **Update on Action List Items:**
 - 6.1 Working Bee – Ongoing
Date: **Saturday, 19 August 2017**
Time: **9am**
 - Woodchip Flora Site and Cement new step at Ranger Hut
 - 6.2 Identification Cards – As required
 - 6.3 Paving Walk Way – Concrete Flora Site path entrance – Pending
 - 6.4 Cold Set – Bitumen pouring over crushed paths - Pending
7. **Reports:**
 - 7.1 Working Bees
 - Working Bee held 21 June 2017 at Living Desert campsite was successful. Area around campsite trees has been levelled off. Thank you to all who participated.
 - Working Bee held 24 June 2017 at South Regeneration Area was successful. Thank you to all who participated.
 - 7.2 Tourist Numbers
Tourist numbers are still very high.

7.3 Fencing

Fencing is still being cut at Picton Street. Police are to be notified of any suspicious activity. Volunteers to continue drive-by of area between 3pm and dark.

8. Roster:

August

- 05 - 06/08 BHCC
- 12 - 13/08 BHCC
- 19 - 20 /08 Jeff Crase
- 26 - 27/08 BHCC

September

- 02 - 03/09 BHCC
- 09 -10/09 Dean Fletcher
- 16 - 17/09 BHCC
- 23 - 24/09 BHCC
- 30/09 - 01/10 Councillor Browne

October

- 07 - 08/10 BHCC
- 14 - 15/10 BHCC
- 21 - 22/10 John – open / Kellie - close
- 28 - 29/10 BHCC

9. General Business:

9.1 Email List Additions

Eve-Lyn Kennedy and Paul Reed (email addresses provided).

10. Next Meeting: Tuesday, 15 August 2017 – Council Chamber – 4pm

11. Meeting Closed: 4:25pm

Action List:

ACTION	WHO
6.1 Working Bee – Wood Chip Flora Site and Cement new step at Ranger Hut <u>Date:</u> Saturday, 19 August <u>Time:</u> 9am	Those available
6.2 Identification Cards - <i>As required</i>	Corp Administration
6.3 Concrete Flora Path and Entrance – <i>Pending</i>	D Ford - Ranger
6.4 Cold Set – bitumen pouring over crushed paths - <i>Pending</i>	D Ford - Ranger

ORDINARY MEETING OF THE COUNCIL

August 29, 2017

ITEM 5

BROKEN HILL CITY COUNCIL REPORT NO. 173/17

SUBJECT: MINUTES OF THE BROKEN HILL HERITAGE COMMITTEE MEETING HELD AUGUST 14, 2017 15/87

Recommendation

1. That Broken Hill City Council Report No. 173/17 dated August 29, 2017, be received.
2. That the minutes of the Broken Hill Heritage Committee Meeting held August 14, 2017 be received and noted.

Executive Summary:

Council has received minutes from the Broken Hill Heritage Committee for its meeting held August 14, 2017 for endorsement by Council.

Report:

As per Council's Section 355 Advisory Committee Framework Manual and the Constitution of the Broken Hill Heritage Committee (both adopted March 2017), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the Broken Hill Heritage Committee has submitted minutes from its meeting held August 14, 2017 for Council's endorsement.

Strategic Direction:

- | | |
|----------------|---|
| Key Direction: | 2. Our Economy |
| Objective: | 2.2 We are a destination of choice and provide a real experience that encourages increased visitation |
| Function: | Tourism Development |
| DP Action: | 2.2.1.12 Investigate opportunities arising from Broken Hill's listing as a heritage city |
| | |
| Key Direction: | 3. Our Environment |
| Objective: | 3.3 Proactive and responsible planning supports the community and the environment |
| Function: | Built Environment |
| DP Action: | 3.3.1.2 Implement the recommendations of the Heritage Strategy in relation to all objectives to preserve and enhance the heritage of the city |

Relevant Legislation:

The Broken Hill Heritage Committee operates under Council's S355 Advisory Committee Framework Manual, the Broken Hill Heritage Committee Constitution and the *Local Government Act, 1993* (Section 355).

Financial Implications:

Nil.

Attachments

1. [↓](#) Minutes of the Broken Hill Heritage Committee Meeting held August 14, 2017

ANDREA ROBERTS
EXECUTIVE MANAGER STRATEGIC CITY DEVELOPMENT

RAZIJA NU'MAN
ACTING GENERAL MANAGER

Broken Hill Heritage Committee

Monday 14 August 2017
5pm Council Chambers.

MINUTES

Welcome: Councillor Marion Browne (Deputy Chairperson)

Present: Councillor Christine Adams (Secretary), Susanne Olsen, Andrew Gosling, Tracy Fraser Anne Andrews (BHCC Grants and Project Co-Ordinator), Rachel Merton (BHCC Events Co-ordinator)

Phone Link: Simon Molesworth, Paula Williams

Apologies: Mayor Darriea Turley, Councillor Maureen Clark, Gareth Thomas

Minutes of Previous Meeting:

Moved: Simon Molesworth Seconded: Andrew Gosling

Business arising from the Minutes: Moved to Action List

Further Business:

1. Invite Heritage Advisor to address committee at his earliest convenience including ideas around the April Festival.
2. Committee members to consider names for festival by next meeting. Paula suggests we aim for a 'punchy' line.
3. Argent Street to be focus of Festival. Secretary to consult with Andrew Bruggy re road closure for the Sunday family event.
4. Rachel Merton advised the committee of a possible Vivid Light project (possible locations: Town Hall Façade, Sully's Building, Civic Centre, Trades hall) she is working on and the possibility this could be incorporated with the festival. Rachel will send a copy of proposal to committee members and will keep the committee informed through monthly meetings.
5. Rachel Merton will liaise with Courthouse staff re tours and a mock trial during the festival. Simon will provide his expertise in this activity.
6. Children's activities similar to those held last year for the family day picnic in Sturt Park will be held in the Town Square on Family Day. Secretary to contact Ys Men's Club, YMCA and Hash Harriers (Miners' Memorial Wheel Barrow Race).

7. Secretary to contact last year's participating groups re stalls and explain difference in event and date.
8. Art Festival to run parallel with festival. Susanne to assist with promoting this with art groups.
9. Tracey to investigate Library activities for festival.
10. Secretary to liaise with Art Gallery Staff for children's activities.
11. Rachel provided sponsorship forms which will be used to encourage community assistance for festival. Secretary to liaise with Rachel.
12. Chris/Marion to encourage Broken Hill museums to participate in museum trail; ask tourist bus groups to provide transport.

13. Minute of Appreciation: Moved Simon Molesworth The Honourable Acting Justice Simon R Molesworth AO, QC; seconded: Susanne Olsen.
Carried:

That the Committee, noting that Liz Vines OAM has not been reappointed as heritage advisor to the City of Broken Hill, **resolved to express their appreciation** in recognition of her outstanding service to the City since 1986. For a period extending over thirty-one years, Liz has contributed to the well-being of the City by ensuring that its cultural heritage is better recognised, understood, safeguarded and conserved. Providing service over and above the call-of-duty, Liz proactively initiated and contributed to heritage conservation measures which were in the vanguard in the nation, including the Council heritage grants scheme, the heritage veranda restoration scheme, the heritage paint colours scheme and the City's annual heritage awards. In the course of her contribution over three decades, Liz formulated and/or contributed to the heritage provisions in the Broken Hill's Local Environment Plan, heritage policies and heritage strategies as they evolved over the period of her service. Liz wrote two editions of "Broken Hill A Guide to the Silver City", an illustrated book which was both a history and guidebook, which became a sold-out success promoting the heritage of the City. Liz was a key instigator, advocate and partner in the successful initiative to have Broken Hill listed on the Commonwealth Government's National Heritage List and she has laid the foundations for any future bid for the City to be nominated for World Heritage listing. With an outstanding international reputation in heritage conservation, an acknowledged leader in heritage conservation in Australia being both a former National President of Australia ICOMOS and a recipient of the Medal of the Order of Australia for her services to her profession, Liz Vines brought a kudos to the City

of Broken Hill which a small, remote and regional municipality might not otherwise gain. Above all, Liz's legacy is bound into the bricks, mortar, tin and wood of hundreds of heritage buildings in Broken Hill, the saving and restoration of which would not have occurred had her strategic professional advice not been heeded in the course of her thirty-one years of service.

-

Next meeting: 5pm Wednesday 6 September Council Chambers.

ACTIONS

New & In-Progress Actions:

	Action	Who	When	Status
1	Miners' Memorial Day	Maureen/Chris	8 October 2017	ongoing
2	Notify NSW Crown Lands re MM Day for insurance purposes and liaise with new lessees of Line of Lode Café.	Chris	September	Complete Ongoing
4	Discuss name for NSW Trust 2017 Theme	Marion	Committee	September meeting
5	Decide on festival dates	Committee	April	Secretary to check school holidays/council events calendar
6	Invite Heritage Advisor to next meeting	Secretary	Advisor's earliest convenience	Ongoing
7	Check on coin minting	Mayor /Rachel		Ongoing
8	Check on BHP offices possible restoration	Chris		ongoing
9	Letter to BHHS offering support re 'Jamieson House'.	Chris	Immediate	Complete
10	Investigate development of electronic register of events	Mayor/Rachel		ongoing

ORDINARY MEETING OF THE COUNCIL

September 12, 2017

ITEM 6**BROKEN HILL CITY COUNCIL REPORT NO. 174/17**

SUBJECT: **MINUTES OF THE BROKEN HILL LIVING MUSEUM + PERFECT LIGHT PROJECT STEERING GROUP 15 AUGUST 2017** **14/181**

Recommendation

1. That Broken Hill City Council Report No. 174/17 dated September 12, 2017, be received.
2. That minutes of the Broken Hill Living Museum + Perfect Light Project Steering Group Meeting held August 15, 2017 be received.

Executive Summary:

The Broken Hill Living Museum + Perfect Light (BH LM+PL) Project Steering Group (PSG) have submitted minutes to Council for endorsement for its meeting held August 15, 2017.

Report:

As per the Terms of Reference for the Broken Hill Living Museum + Perfect Light Project Steering Group (adopted July 2017), the Steering Group is required to provide Council with a copy of their meeting minutes following each meeting.

Accordingly, the Broken Hill Living Museum + Perfect Light Project Steering Group has submitted minutes from its meeting held August 15, 2017 for Council's endorsement.

Strategic Direction:

Key Direction:	Our Economy
Objective:	2.1 Our Economy is strong and diversified and attracts people to work, live and invest
Function:	Economic Development
DP Action:	2.1.1.17 Develop a Main Street strategy for Argent Street with an aim to revitalise the precinct as an iconic heritage destination for locals and visitors

Relevant Legislation:

Nil

Financial Implications:

Nil

Attachments

1. Broken Hill Living Museum + Perfect Light Project Steering Group - Minutes of meeting held 15 August 2017
[↓](#)

ANDREA ROBERTS
EXECUTIVE MANAGER STRATEGIC CITY DEVELOPMENT

RAZIJA NU'MAN
ACTING GENERAL MANAGER

**MINUTES OF THE BROKEN HILL LIVING MUSEUM + PERFECT LIGHT
PROJECT STEERING GROUP MEETING HELD 15 AUGUST 2017 AT
5:00PM – 1ST FLOOR MEETING ROOM, 240 BLENDE STREET,
BROKEN HILL**

14/181

1. ATTENDANCE

1.1 Present

Roles	Section	Name
Chair	Mayor	Darriea Turley
Project Vision	BHCC General Manager	James Roncon
Project Administration	BHCC Strategic City Development	Mel Scott
Project Management	Living Museum Specialist	Rachael Vincent
Project Management	Archives Specialist	Jennifer Hodgeman
Communications	BHCC Communications and Community Engagement Coordinator	Darrin Manuel
Council	Councillor	Christine Adams
Council	Councillor	Jim Nolan
Project Steering	Community Representatives	The Hon. Justice Simon Molesworth
Project Steering	Community Representative	Zeta Bennett
Project Steering	Foundation Broken Hill Representative	Chris Dougherty
Project Steering	Chamber of Commerce Representative	Paul Thomas
Project Steering	Community Representative	Karen Nash
Project Steering	Community Representative	Paula Williams
Project Steering	Aboriginal Community Working Party	Donna Cruickshank

1.2 Apologies

Roles	Section	Resource Name
Economy and Culture	BHCC Strategic City Development	Andrea Roberts
Council	Councillor	Maureen Clark
Project Steering	Community Representative	Rick Ball
Project Steering	Aboriginal Community Working Party	Maureen O'Donnell
Project Steering	Aboriginal Community Working Party	Denise Hampton
Project Steering	Community Representative	Helene Power
Project Steering	Regional Development Australia Far West Representative	Michael Williams

2. CONFIRMATION OF MINUTES OF PVIOUS MEETING

Previous Minutes: 23 May 2017

Moved: Councillor Christine Adams
Second: Chris Dougherty

3. DISCLOSURES OF INTEREST

Nil Disclosures of Interest were identified.

4. CORRESPONDENCE

The Chair, Mayor Darriea Turley informed the Project Steering Group (PSG) that correspondence has been received relating to the resignation of Community Member, Sarah Martin. The Chair expressed her thanks to Ms Martin for her commitment and input to the PSG and noted that a formal letter of response echoing the above has been forwarded.

5. MATTERS ARISING/CONTINUING FROM PREVIOUS MEETINGS

5.1 Steering Group Aims and Terms of Reference

The General Manager led a discussion following the presentation of the revised Terms of Reference for the PSG and noted the fast-paced manner in which the projects have been progressing and the requirement to hold multiple PSG meetings over the past eight (8) months.

An extensive discussion was undertaken reiterating the importance of the contribution of all PSG members. Members outlined their skills and experience, and considered how their expertise might be applied to the various projects in progress. Ongoing a consultative approach with all PSG members will be undertaken to ensure that members of the PSG maintain active participation.

Furthermore, monthly updates are to be provide to the PSG detailing ongoing operational activities and funding sought/received.

5.2 Broken Hill and Outback Archives & Council Customer Service Project

Archives Specialist

Ms Jennifer Hodgeman was introduced to the Project Steering Group and provided a summary of her background and experience relating to the position of Archives Specialist.

Outback Archives Projection and Preservation

The Archives Specialist informed the PSG that she is currently in the process of researching best practice models for a Collections Management Policy for the Archives.

Additional work in this area by the Archives Specialist includes reviewing the Significance and Preservation Needs Assessments previously undertaken to identify gaps and to confirm and progress recommendations. Options for the digitisation of the collections based on significance, use and condition are also being explored.

Collection Management

The Archives Specialist identified the importance of adequately managing a growing digital collection and informed the PSG of acquiring the correct software in order to manage the collection. A Request for Quotation is in the process of being finalised for a Content Management System and Bespoke Web Interface for likely release in September 2017.

5.3 Wayfinding and Whole-of-Destination Interpretive Framework

The Living Museum Specialist informed the PSG that information provided through the Wayfinding and Whole-of-Destination Interpretive Framework by HeineJones is currently in the process of review with a further update to be provided in the coming months as to the next steps of the project.

5.4 Argent Street Mineral and Art Intersections and Sculpture Symposium

The Living Museum Specialist informed the PSG that information provided through the Wayfinding and Whole-of-Destination Interpretive Framework by HeineJones as it relates to the Argent Street Mineral and Art Intersections is currently in the process of review with a further update to be provided in the coming months as to the next steps of the project.

5.5 BHP Chimney

The Living Museum Specialist informed the PSG that information provided through the Wayfinding and Whole-of-Destination Interpretive Framework by HeineJones as it relates to the improvement in the structural amenity and improved interpretation of the BHP Chimney is currently in the process of review with a further update to be provided in the coming months as to the next steps of the project.

6. GENERAL BUSINESS

Nil General Business was discussed.

7. NEXT MEETING

Next scheduled committee meeting to be held on Tuesday, 17 October 2017.

8. MEETING CLOSE

There being no further business the Chair closed the meeting at 6:13pm.

ACTION ITEMS ARISING FROM PREVIOUS MEETING(s):

ITEM	RESPONSIBLE	DUE	UPDATE
Wayfinding and Whole-of-Destination Interpretive Framework	Dr Rachael Vincent	October 2017	Conduct a review of information provided by HeineJones as part of the Wayfinding and Whole-of-Destination Interpretive Framework to determine the relevance of the information to the ongoing projects.
ITEM	RESPONSIBLE	DUE	UPDATE
Content Management System and Bespoke Web Interface	Jennifer Hodgeman	September 2017	Development of Request for Quotation for a Content Management System and Bespoke Web Interface for the Broken Hill and Outback Archives & Council Customer Service Foyer Project.

ORDINARY MEETING OF THE COUNCIL

September 13, 2017

ITEM 7BROKEN HILL CITY COUNCIL REPORT NO. 175/17

SUBJECT: MINUTES OF THE PICTON OVAL COMMUNITY COMMITTEE
MEETING HELD SEPTEMBER 11, 2017 12/54

Recommendation

1. That Broken Hill City Council Report No. 175/17 dated September 13, 2017, be received.
2. That minutes of the Picton Oval Community Committee Meeting held April 3, 2017 be received.

Executive Summary:

Council has received minutes from the Picton Oval Community Committee Meeting held September 11, 2017 for endorsement by Council.

Report:

As per the adopted Constitution of the Picton Oval Community Committee and the Section 355 Asset Committee Framework Manual (adopted March 2017), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the Picton Oval Community Committee has submitted minutes from its meeting held September 11, 2017 for Council's endorsement.

Strategic Direction:

Key Direction:	1.	Our Community
Objective:	1.4	Our built environment supports our quality of life
Function:		Open Spaces
DP Action:	1.4.1.7	Provide parks and open spaces for passive recreational activity

Relevant Legislation:

The Picton Oval Community Committee operates under Council's Section 355 Asset Committee Framework Manual, the Picton Oval Community Committee Constitution and the *Local Government Act, 1993* (Section 355).

Financial Implications:

Nil.

Attachments

1. [↓](#) Minutes of the Picton Oval Community Committee Meeting 11/09/2017

ANDREW BRUGGY
MANAGER INFRASTRUCTURE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

PICTON OVAL MANAGEMENT COMMITTEE MEETING
MINUTES

MONDAY, 11th SEPTEMBER 2017

Present: N. Hannigan, T. Rynne, J. O'Neill, P. Adams, B. Licul (Councillor)

Apologies: C. Adams (Councillor), N. Davey, P. Rawlins

Meeting Commenced: 7:30p.m.

Matters Arising:

Nil

Correspondence In:

1. BHCC – 2016/2017 Subsidy 2nd Instalment
2. BHCC – Section 355 Asset Committee Annual and Financial Reports
3. Broken Hill Little Athletics re Use of oval.

Correspondence Out:

Financial Report:

Nil

General Business:

1. Noel Hannigan reported that updated seats, toilet lighting will need to be attended to in the future. Discussion also took place regarding exercise equipment being placed on the outside of oval along Morgan Street.
2. Permission for Little A's to use oval. Fee \$150 + GST.
3. Discussion took place if toilets should be open for public who use Apex Park for parties. Committee happy to open up if public make arrangements through committee.
4. Noel to complete Annual and Financial reports to council when completed.
5. Discussion took place to approach Council to install a doggy bag facility for public to pick up their dog's poo.
6. Request for 8 new wheelie bins from council to replace current bins that are split.

Meeting closed: 8:00p.m.

Next Meeting: Monday, 23rd October 2017

ORDINARY MEETING OF THE COUNCIL

September 14, 2017

ITEM 8BROKEN HILL CITY COUNCIL REPORT NO. 176/17

SUBJECT: MINUTES OF THE ALMA OVAL COMMUNITY COMMITTEE MEETING HELD 5 SEPTEMBER 2017 12/45

Recommendation

1. That Broken Hill City Council Report No. 176/17 dated September 14, 2017, be received.
2. That minutes of the Alma Oval Community Committee Meeting held 5 September 2017 be received.

Executive Summary:

Council has received minutes from the Alma Oval Community Committee Meeting held 5 September 2017 for endorsement by Council.

Report:

As per Council's Section 355 Asset Committee Framework Manual and the Constitution of the Memorial Oval Community Committee (both adopted March 2017), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the Alma Oval Community Committee has submitted minutes from its meeting held 5 September 2017 for Council's endorsement.

Strategic Direction:

Key Direction: 4. Our Leadership
Objective: 4.3 We Unite to Succeed
Function: Leadership and Governance
DP Action: 4.3.1.2 Support Councils Section 355 Committees in undertaking their duties with Council

Key Direction: 1. Our Community
Objective: 1.4 Our built environment supports our quality of life
Function: Open Spaces
DP Action: 1.4.1.7 Provide parks and open spaces for passive recreational activity

Relevant Legislation:

The Alma Oval Community Committee operates under Council's S355 Asset Committee Framework Manual and Standard Constitution and the *Local Government Act, 1993* (Section 355).

Financial Implications:

Nil.

Attachments

1. [↓](#) Minutes of the Alma Oval Community Committee meeting 05/09/2017

ANDREW BRUGGY
MANAGER INFRASTRUCTURE

RAZIJA NU'MAN
ACTING GENERAL MANAGER

ABN: 84 873 116 132



Secretary
P. O'Dwyer
PO Box 5065
Broken Hill NSW 2880
Phone: (08) 8087 5125

Administering the Alma Oval, Wilson Street, Broken Hill South.
For the People.

ALMA OVAL MANAGEMENT COMMITTEE MEETING MINUTES
Meeting held at the Alma Oval on 5th. September 2017. Start time 10.00a.m.

Present: Allan Elliott, Peter O'Dwyer, Barry Squire.

Apologies: Pam O'Dwyer, Stephen Pascoe.

Confirmation of Minutes: Read by P. O'Dwyer.
Moved – B. Squire. Seconded – A. Elliott.

Business Arising:

- (1) – Item 1 – Re; Grand Stand gutter still needs replacing (Stored at the Warnock Depot for the last 5 years.)
- (2) – Item 2 – Re; Power Switch Board still needs to be finished and outside panel box and pole need to be installed enabling the new cables to be installed into the channeling. Some work has started but has since stopped (and is a trip hazard it has been like this for 4 years or more.)
- (3) – Item 3 – All outside toilets have hand basins installed.
- (4) – Item 5 - Advertising for the Grand Stand is in hand.

Treasurer Report: Balance as of 5th. September 2017 is \$5560.35.
Seconded – A. Elliott.

Correspondence In:

- (1) – B.H.C.C. – Re; Quarterly G.S.T. return.
- (2) - Auditor Report.

Correspondence Out:

- (1) – Councillor – Algate Re; Meeting.
- (2) – Councillor – Gallagher Re; Meeting.
- (3) – B. Squire - Re; Meeting.
- (4) – S. Pascoe - Re; Meeting.
- (5) - A. Elliott – Re; Meeting.

General Business:

- (1) – Auditors Report be Accepted
Moved – A. Elliott, Seconded – B. Squire
- (2) – The Count Down Clock has been purchased, sponsored by the Demo Club at a cost of \$44221.00.
- (3) - All the wooden seating around the Oval has been replaced with steel seating, and more seats are required to fill the gaps of previously removed wooden seats.
- (4) - A new Fridge has been purchased for the Canteen.

- (5) - A letter of Appreciation to be sent to Phil Neal for representing the South Football Club on the Alma Oval Management Committee.

Meeting closed at 10.25am.

The next Committee meeting will be advised.



.....
B. Squires
Chairman.

QUESTIONS TAKEN ON NOTICE FROM PREVIOUS COUNCIL MEETINGS

1. QUESTIONS ON NOTICE NO. 10/17 - DATED SEPTEMBER 07, 2017 - QUESTIONS ON NOTICE FROM PUBLIC FORUM SESSION OF AUGUST 2017 COUNCIL MEETING (11/397) 388

2. QUESTIONS ON NOTICE NO. 11/17 - DATED SEPTEMBER 07, 2017 - COUNCILLORS QUESTIONS TAKEN ON NOTICE AT AUGUST 2017 COUNCIL MEETING (11/21, Q17/13, 11/397) 389

ORDINARY MEETING OF THE COUNCIL

September 7, 2017

ITEM 1QUESTIONS ON NOTICE NO. 10/17

SUBJECT: QUESTIONS ON NOTICE FROM PUBLIC FORUM SESSION OF
AUGUST 2017 COUNCIL MEETING 11/397

Summary

The following report provides responses to questions taken on notice during the Public Forum Session at the August 2017 Council Meeting.

Recommendation

1. That Questions On Notice No. 10/17 dated September 7, 2017, be received.

Background

Council's Code of Meeting Practice allows for members of the public to address Council on issues that are relevant to the responsibilities of the Council and the Broken Hill local Government area.

The following report provides responses to questions that were taken on notice during the Public Forum Session at the August 2017 Council Meeting.

Question:

Wildlife Warning Signs 11/397

Ms Eve-Lyn Kennedy asked if Council could install wildlife warning signs around the Nine Mile Road / Kaolin Street / Brown Street / Silverton Road area to alert tourists and residents of the presence of kangaroos and other wildlife in the area.

The Mayor advised Ms Kennedy that the matter will be referred to the Broken Hill Traffic Committee.

Response:

The matter has been referred to Local Traffic Committee.

Attachments

There are no attachments for this report.

RAZIJA NU'MAN
ACTING GENERAL MANAGER

ORDINARY MEETING OF THE COUNCIL

September 7, 2017

ITEM 2QUESTIONS ON NOTICE NO. 11/17

SUBJECT: COUNCILLORS QUESTIONS TAKEN ON NOTICE AT AUGUST
2017 COUNCIL MEETING 11/21, Q17/13, 11/397

Summary

This report provides response to questions raised by Councillors which the Mayor and/or General Manager took on notice at the August 2017 Council Meeting.

Recommendation

1. That Questions On Notice No. 11/17 dated September 7, 2017, be received.

Background

This report provides response to questions raised by Councillors which the Mayor and/or General Manager took on notice at the August 2017 Council Meeting.

Question:Design of Entrance Signs

The General Manager took a question on notice from Councillor Clark regarding the timeframe for the designs of the new signs to be presented to Council.

Response:

The Local Traffic Committee have reviewed conceptual designs on the premise to finalise proposed locations prior to the October Traffic Committee meeting. These conceptual designs and costings are being presented to the September "Our Economy" portfolio meeting. Staff are awaiting costings for solar power lighting to illuminate the signs, from behind at night. The physical location (offset from the road) and the degree of illumination will be as per Roads and Maritime Standards. Based on timing, these minutes may be presented to the September Council meeting for consideration. Please note: The wording "*Wilyakali People of Barkindji Nation*", will be added to the base of the proposed artwork.

Question:Attendance Figures for Previous Standing Committees

The Mayor took on notice a question from Councillor Kennedy regarding statistics on the attendance of members of the public and media at the previously held Standing Committees, and advised that the statistics would be provided to the September Council Meeting.

Response:

The following tables indicate the attendance of public and media; the number of agenda items considered and the duration of each meeting for Council's Standing Committee Meetings held for the 12 month period prior to the introduction of Key Direction Portfolio Working Groups.

The spike in public and media attendance at the June 2013 meetings was due to a report being considered regarding the proposed closure of the Shorty O'Neil Village.

OUR COMMUNITY STANDING COMMITTEE				
DATE	NUMBER OF AGENDA ITEMS	MEETING DURATION	PUBLIC ATTENDANCE	MEDIA ATTENDANCE
17/10/2012	6	17 minutes	2	2
21/11/2012	4	8 minutes	1	1
16/01/2013	5	20 minutes	0	0
20/02/2013	11	31 minutes	4	1
20/03/2013	2	5 minutes	1	2
17/04/2013	1	3 minutes	2	3
15/05/2013	3	9 minutes	4	1
19/06/2013	2	28 minutes	34	6
17/07/2013	1	11 minutes	0	0
21/08/2013	3	19 minutes	0	3
18/09/2013	1	4 minutes	1	3

OUR ECONOMY STANDING COMMITTEE				
DATE	NUMBER OF AGENDA ITEMS	MEETING DURATION	PUBLIC ATTENDANCE	MEDIA ATTENDANCE
17/10/2012	4	15 minutes	2	2
21/11/2012	7	8 minutes	1	1
16/01/2013	3	5 minutes	0	0
20/02/2013	7	39 minutes	4	1
20/03/2013	3	8 minutes	1	2
17/04/2013	1	2 minutes	2	3
15/05/2013	4	9 minutes	4	1
19/06/2013	1	4 minutes	34	6
17/07/2013	Meeting not held due to zero items on the agenda			
21/08/2013	1	3 minutes	0	3
18/09/2013	6	45 minutes	1	3

OUR ENVIRONMENT STANDING COMMITTEE				
DATE	NUMBER OF AGENDA ITEMS	MEETING DURATION	PUBLIC ATTENDANCE	MEDIA ATTENDANCE
17/10/2012	11	14 minutes	2	2
21/11/2012	6	2 minutes	1	1
16/01/2013	Meeting not held due to zero items on the agenda			
20/02/2013	3	25 minutes	4	1
20/03/2013	6	4 minutes	1	2
17/04/2013	4	2 minutes	2	3
15/05/2013	4	1 minute	4	1
19/06/2013	4	4 minutes	34	6
17/07/2013	5	8 minutes	0	1
21/08/2013	4	6 minutes	0	3
18/09/2013	2	6 minutes	1	3

OUR SERVICES STANDING COMMITTEE				
DATE	NUMBER OF AGENDA ITEMS	MEETING DURATION	PUBLIC ATTENDANCE	MEDIA ATTENDANCE
17/10/2012	9	11 minutes	2	2
21/11/2012	13	24 minutes	1	1
16/01/2013	7	14 minutes	0	0
20/02/2013	16	12 minutes	4	1
20/03/2013	7	14 minutes	1	2
17/04/2013	5	5 minutes	2	3
15/05/2013	5	25 minutes	4	1
19/06/2013	13	18 minutes	34	6
17/07/2013	12	31 minutes	0	1
21/08/2013	12	19 minutes	0	3
18/09/2013	12	10 minutes	0	3

Question:Burke Ward School

Councillor Algate advised that he had received a request from a resident regarding whether a pedestrian crossing could be installed in Gypsum Street near the Burke Ward Primary School to allow children to safely cross the road.

The Mayor advised that the matter would be referred to the Broken Hill Traffic Committee.

Response:

The matter has been referred to the Local Traffic Committee.

Attachments

There are no attachments for this report.

RAZIJA NU'MAN
ACTING GENERAL MANAGER

CLOSED

Council Meeting to be held **Wednesday, September 27, 2017**

1. **BROKEN HILL CITY COUNCIL REPORT NO. 177/17 - DATED JULY 21, 2017 - LEASE FOR THE BROKEN HILL MODEL FLYING CLUB - CONFIDENTIAL**

(General Manager's Note: This report considers a lease arrangement and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).

2. **BROKEN HILL CITY COUNCIL REPORT NO. 178/17 - DATED SEPTEMBER 11, 2017 - APPLICATION FROM BROKEN HILL SCHOOL OF THE AIR - USE OF PART OF QUEEN ELIZABETH II PARK AS A PLAYGROUND AND OUTDOOR AREA - CONFIDENTIAL**

(General Manager's Note: This report considers a licence agreement and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).

3. **BROKEN HILL CITY COUNCIL REPORT NO. 179/17 - DATED SEPTEMBER 11, 2017 - T16/10 - REQUEST FOR TENDER FOR SUPPLY AND SALE OR TRADE OF WHEEL LOADER - CONFIDENTIAL**

(General Manager's Note: This report considers a tender and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).

4. **BROKEN HILL CITY COUNCIL REPORT NO. 180/17 - DATED SEPTEMBER 15, 2017 - T17/8 REQUEST FOR TENDER FOR DESIGN AND CONSTRUCT C240 BITUMEN SPRAY SEAL - CONFIDENTIAL**

(General Manager's Note: This report considers a tender and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).