

Richmond
Valley
Council



AGENDA

Ordinary Council Meeting

I hereby give notice that an Ordinary Meeting of Council will be held on:

Date: Tuesday, 16 July 2019

Time: 5.00 pm

**Location: Council Chambers
10 Graham Place, Casino**

**Vaughan Macdonald
General Manager**

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Nil

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1 ACKNOWLEDGEMENT OF COUNTRY

The Mayor will provide an Acknowledgement of Country by reading the following statement on behalf of Council:

"Richmond Valley Council recognises the people of the Bundjalung Nations as Custodians and Traditional Owners of this land and we value and appreciate the continuing cultural connection to lands, their living culture and their unique role in the life of this region in the past, present and future."

2 PRAYER**3 PUBLIC ACCESS AND QUESTION TIME****4 APOLOGIES****5 MAYORAL MINUTES**

Nil

6 CONFIRMATION OF MINUTES

6.1 MINUTES ORDINARY MEETING HELD ON 25 JUNE 2019

Author: Vaughan Macdonald, General Manager

RECOMMENDATION

That Council confirms the Minutes of the Ordinary meeting held on 25 June 2019.

ATTACHMENT(S)

- 1. Ordinary Minutes 25 June 2019 (under separate cover)**

**6.2 MINUTES OF LOCAL TRAFFIC COMMITTEE MEETING (HELD ELECTRONICALLY)
ON 28 JUNE 2019**

Author: Graeme Robertson, Coordinator Asset Management

RECOMMENDATION

That Council receive and endorse the recommendation contained within the minutes of the Local Traffic Committee meeting held electronically on 28 June 2019.

ATTACHMENT(S)

- 1. Minutes of the Local Traffic Committee Meeting held electronically on 28 June 2019
(under separate cover)**

7 MATTERS ARISING OUT OF THE MINUTES

8 DECLARATION OF INTERESTS

(Councillors to specify details of item and nature of interest)

9 PETITIONS

Nil

10 NOTICE OF MOTION

Nil

11 MAYOR'S REPORT**11.1 MAYOR'S ATTENDANCES 15 JUNE 2019 - 11 JULY 2019**

Author: Robert Mustow, Mayor

RECOMMENDATION

That Council receive and note the Mayor's attendance report 15 June – 11 July 2019.

REPORT**June**

- 15th Evans Head Half-tide Board riders competition
- 15th COWFM 25 years celebration
- 15th Evans Head Half-tide Broad riders anniversary dinner
- 19th Rous County Council meeting
- 20th Beef Week thank you event
- 21st Casino Bull & Heifer Sale NRLX
- 22nd Rotary Club Casino Annual Changeover Dinner
- 23rd Drama in Rural Towns (DIRT) Treasure Island Production
- 24th Coraki residents' meeting
- 24th Community Transport Meeting
- 25th TAFE luncheon
- 25th Richmond Valley Council Ordinary meeting
- 26th Lions Annual Changeover dinner
- 27th North Coast Community Housing discussion
- 27th Biggest Morning Tea – Library
- 27th 100th birthday celebration at Richmond Lodge
- 29th Leukemia fundraiser morning tea
- 30th Casino Poultry Club Annual All Breeds Show

July

- 1st Plastic Free July information session
- 2nd Casino Gateway Lifestyle meeting
- 2nd Casino Mini-Rail onsite meeting
- 2nd Richmond Valley Council - Councillor Information Session
- 3rd Bentley Art Prize morning tea and photo
- 3rd Joint Child Protection Response Program
- 4th NAIDOC celebrations at St Mary's Catholic College
- 5th Woodburn Riverside project - soft opening
- 7th New Italy Community Meeting regarding a service centre
- 8th NAIDOC day celebrations - Casino
- 8th NAIDOC day celebrations - Coraki
- 10th Casino Red Cross AGM
- 10th Meeting with Federal Member

12 DELEGATE'S REPORTS**12.1 DELEGATES' REPORT SUBMITTED TO JULY 2019 ORDINARY MEETING.**

Author: Robert Mustow, Mayor

RECOMMENDATION

That Council receive and note the Delegates' report for the month of June 2019.

REPORT

Council delegates are required to report on meetings/forums attended on Council's behalf. The following information has been provided in regard to meetings/functions attended by Councillors.

Rous County Council

Cr Robert Mustow and Cr Sandra Humphrys have provided the following summary of the main items of business for the Rous County Council meeting held on 19 June 2019.

ATTACHMENT(S)

- 1. Rous County Council Meeting Summary 19 June 2019**



Summary of main items of business for Rous County Council meeting

19 June 2019

1. Notice of Motion (NoM) - Review of cost / benefit of current and recent insurance arrangements

The NoM was submitted by Cr Robert Mustow, with Council resolving that management provide a report on current and recent insurance arrangements and report back to Council.

2. Development of a Coastal Management Program (CMP) for the Richmond River

Council received and noted the report which provides an overview of the five stages associated with the development of a CMP for the Richmond River. A CMP is prepared as follows:

Stage 1: Identify the scope of a CMP

Stage 2: Determine risks, vulnerabilities and opportunities

Stage 3: Identify and evaluate options

Stage 4: Prepare, exhibit, finalise, certify and adopt the CMP

Stage 5: Implement, monitor, evaluate and report.

The report also outlined the various stages of CMP development, estimated costs and potential timeframes associated with the process.

3. Final draft Delivery program / Operational plan and 2019/20 Budget

Council approved the draft Delivery program / Operational plan and 'Revenue' policy, including changes arising from staff-initiated amendments.

There was one public submission received from the Richmond River Cane Growers' Association proposing a solution to water quality and flow associated with the fixed weir across the Tuckombil Canal. Representatives of the Cane Growers' Association presented during public access.

4. Retail water customer account assistance

In accordance with section 356 (1) of the *Local Government Act 1993* and its 'Retail Water Customer Account Assistance' policy, Council approved financial assistance in the amount of \$2,545.38.

5. Innovate 2020 Reconciliation Action Plan (RAP)

Council adopted its 'Innovate 2020 Reconciliation Action Plan' as presented. The Plan provides a practical, respectful and achievable platform of goals and actions for progressing reconciliation outcomes, recognising Rous County Council's existing, strong relationships with Traditional Custodians.

6. Draft Code of Meeting Practice

Following public exhibition, Council adopted its draft Code of Meeting Practice. There were no public submissions received.

7. Fluoride plant dosing performance report: Quarter 1 – 2019

Council noted the Fluoride Dosing Plant Performance Report for Quarter 1 – 2019 (1 January 2019 – 31 March 2019), which shows that the four fluoride plants operated by Council have met the dosing targets prescribed in the Australian Drinking Water Guidelines and the target range within the NSW Health Code of Practice for Fluoridation of Public Water Supplies.

The next report will be presented at the August 2019 Council meeting for the April to June 2019 quarter.

8. Contract for the provision of electricity for Council operations

Council agreed to the proposed engagement of Regional Procurement and EnergyAction to undertake, on Council's behalf, a reverse auction for electricity (contestable sites only).

It was noted that a contract for purchase or sale at public auction is exempt from the tendering requirements under the *Local Government Act 1993* and that the General Manager has the delegated authority to execute the contract.

9. Financial Reserves

Council adopted its proposed 'Financial Reserves' policy as presented.

The policy, which was developed by Council's financial staff, puts in place a set of guidelines for the management of financial reserves. Information was sourced from policies and guidelines of other councils and corporate entities.

It is considered that the introduction of the policy, including a procedure and scorecard, will enhance the strategic management and procedural control of Council's cash reserves.

INFORMATION REPORTS**10. Investments – May 2019**

Total funds invested for May 2019 was \$38,809,592. This is an increase of \$2,108,652 compared to the March 2019 figure, primarily due to Section 64 development contributions received from constituent councils and 15 settlements received for Perradenya Release 5 Stage 2.

The weighted average return on funds invested for May 2019 was 2.70%. This represents a decrease of two basis points compared to the March result (2.72%) and is 116 basis points above Council's benchmark (the average 90-day BBSW rate of 1.54%).

Interest earned for May 2019 was \$88,784, year to date interest earned \$880,768. Interest earned compared to the adjusted budget it \$113,918 in excess of pro-rata budget.

Cheque account balance as at 31 May 2019 was \$99,540.

Ethical holdings represent 76.01% of the total portfolio: Current holdings in Ethical Financial Institutions equals \$28,500,000. The assessment of Ethical Financial Institutions is undertaken using www.marketforces.org.au which is an affiliate project of the Friends of the Earth Australia.

11. Water production and usage – April and May 2019**April 2019**

Daily source usage for February averaged 29.342ML. This is a decrease from the March 2019 daily average of 30.463ML. As at 30 April 2019, Rocky Creek Dam was at 88.64% of full capacity.

May 2019

Daily source usage for May averaged 28.796ML. This is a decrease from the April 2019 daily average of 29.342ML. As at 31 May 2019, Rocky Creek Dam was at 87.66% of full capacity.

12. Audit, Risk and Improvement Committee (ARIC) - meeting update

Council noted the minutes from the 29 May 2019 ARIC meeting, together with a summary of key messages from the meeting.

For a copy of the draft minutes for this meeting and the business paper please go to Council's website www.rous.nsw.gov.au

13 MATTERS DETERMINED WITHOUT DEBATE

Each Councillor is given the opportunity to indicate which items they wish to debate or question. Item numbers identified for debate or questioning will be read to the Meeting.

Following identification of the above items a motion will be moved in regard to the balance of items being determined without debate.

13.1 MATTERS TO BE DETERMINED WITHOUT DEBATE**RECOMMENDATION**

That items identified be determined without debate.

14 GENERAL MANAGER'S REPORTS**14.1 JOINT REGIONAL PLANNING PANEL - NOMINATION OF REPRESENTATIVES**

Author: Tony McAteer, Coordinator Planning Services

EXECUTIVE SUMMARY

Council has been contacted by the secretariat of the Northern Joint Regional Planning Panel (JRPP) advising of the need to review and confirm its nominated panel members to the Regional Planning Panel. Regional Planning Panels consist of five members, being: one chair (appointed by the Minister with concurrence of Local Government NSW); two members appointed by the Minister; and two Council appointed members.

Richmond Valley Council's first nominated representative is Cr Robert Hayes, with Cr Daniel Simpson nominated as his alternate. This nomination expires on 25 October 2019.

Council's second nominated Panel member is currently vacant. Richmond Valley Council had a reciprocal arrangement with Kyogle Shire Council whereby the Planning Director from each Council was nominated on the other's Panel. Unfortunately, the new Planning Director at Kyogle Council has declined to be a member of Richmond Valley Council's Panel.

Council needs to reappoint its Panel member(s) for a maximum of three years and advise the secretariat who its representatives will be.

RECOMMENDATION

Recommended that:

1. A Councillor (along with an alternate) be nominated to the Northern Joint Regional Planning Panel as Richmond Valley Council's first appointed member.
2. Council's second Regional Planning Panel member position remain vacant while enquiries continue with adjoining councils.
3. The following remuneration be offered to Council Panel members:-
 - a. Councillor – to an amount of \$220 per meeting, plus allowances for travel and meals as per Council's Policy - Payment of Expenses and Provision of Facilities to Councillors,
 - b. Community member – to an amount of \$220 per meeting,
 - c. Full-time Richmond Valley Council staff member – as per salary conditions,
 - d. Specialist appointment (non-Council employee) – as per agreed fee schedule, or
 - e. Reciprocal arrangement with another council – as per agreement (historically payment was negated as the representative received their normal salary).

DELIVERY PROGRAM LINKS

Growing our Economy

EC1: Driving Economic Growth

EC1.4: Provide support to prospective developers regarding Council processes and requirements

BUDGET IMPLICATIONS

Usually the Northern Joint Regional Planning Panel (JRPP) would meet in Richmond Valley Council no more than twice a year. Therefore, the budget implications to Council should be less

than \$1,000 per annum, with larger savings to be made where a Council staff member or reciprocal council member are appointed.

REPORT

There are five Panel Members which form the Northern Joint Regional Planning Panel, they consist of three State members appointed by the Minister, and two nominees of the local council who are councillors, members of council staff or other persons nominated by the council. At least one of the council nominees is required to have expertise in one or more of the following areas:

- Planning,
- Architecture,
- Heritage,
- the environment,
- urban design,
- land economics,
- traffic and transport,
- law,
- engineering, or
- tourism.

Appointments to the Northern Joint Regional Planning Panel are not to exceed three years, although a member is not restricted from being re-appointed. If Council fails to nominate one or more Council members, a Regional Planning Panel may still exercise its functions in relation to the area of the Council concerned, as the quorum for the Panel to meet is three members.

On 25 October 2016, Council resolved (minute no 251016/14) to confirm the appointment of Cr Robert Hayes as a panel member and Cr Daniel Simpson as the alternate panel member on the Northern Joint Regional Planning Panel. The term of this appointment is due to expire on 25 October 2019; therefore, it is timely for the Councillor appointment to be reaffirmed. The Council membership can be reviewed if required following the September 2020 local government elections.

The second of Council's panel members has previously been filled on a reciprocal arrangement between Richmond Valley Council and Kyogle Shire Council, whereby the Planning Director of each Council was nominated on the other's Panel. This arrangement worked well, however, the Planning Director's role at Kyogle Shire Council has changed and the new Executive Manager Planning and Environment has declined to be a member of Council's Panel.

Enquiries with other councils are continuing. It is therefore recommended that the second Council Panel appointment be deferred for the time being.

CONCLUSION

It is timely for Council to nominate/reaffirm the appointment of a Councillor, including an alternate, as a member of the Northern Joint Regional Planning Panel for a three-year term.

Council has not been successful in renewing a reciprocal arrangement between Richmond Valley Council and Kyogle Shire Council, which had been beneficial and represented a cost saving. It is therefore proposed to leave the second Council Panel position vacant while alternative arrangements are investigated.

ATTACHMENT(S)

Nil

15 FINANCIAL REPORTS

15.1 FINANCIAL ANALYSIS REPORT - JUNE 2019

Author: Ryan Gaiter, Chief Financial Officer / Manager Mid-Richmond

EXECUTIVE SUMMARY

The purpose of this report is to inform Council on the status and performance of its investment portfolio in accordance with the *Local Government Act 1993* (Section 625), *Local Government (General) Regulation 2005* (Clause 212), Australian Accounting Standard (AASB 139) and Council's Investment Policy.

The value of Council's Investment Portfolio as at 30 June 2019 including General Bank Accounts and Trust Funds is shown below.

Investment Portfolio	General Bank Accounts	Trust Funds	Total
\$46,086,113	\$536,073	\$87,050	\$46,709,236

The average rate of return on Council's investments for June 2019 was 3.42% which is above the 90 Day Bank Bill Index for June of 1.20%.

RECOMMENDATION

Recommended that Council adopt the Financial Analysis Report detailing investment performance for the month of June 2019 and note the positive returns and outcome for the 2018/19 financial year.

DELIVERY PROGRAM LINKS

Making Council Great

CS1: Leading and Advocating for our Community

CS1.4: Provide high level financial and business analysis advice to monitor performance

BUDGET IMPLICATIONS

As at 30 June 2019, Council had earned \$603,721 in interest and \$789,758 in fair value gains for total investment revenue of \$1,393,479 against a revised budget of \$919,669 (which equates to 151.52%). This is a fantastic achievement resulting from Council's revised investment policy and strategy. Based on the performance of Council's investments, the budget was increased to \$919,699 in the March 2019 Quarterly Budget Review Statement. Future fair value gains or losses will continue to be monitored and reported to Council.

REPORT

Reserve Bank of Australia (RBA) Cash Rate Update

As at 30 June 2019 the RBA lowered the cash rate by 25 basis points to 1.25% per annum.

Rate of Return

The average rate of return on investments increased in June 2019 to 3.42%, an increase of 81 basis points from the previous month. This rate of return is 222 basis points above the 90 Day Bank Bill Index of 1.20% which is Council's benchmark.

Council's Investment Portfolio

The value of Council's Investment Portfolio as at 30 June 2019 including General Bank Accounts and Trust Funds are shown below.

Investment Portfolio	Face Value	General Bank Accounts	Trust Funds
\$46,086,113	\$45,061,635	\$536,073	\$87,050

The Investment Portfolio balance at 30 June 2019 of \$46,086,113 is made up of Council's Business Online Saver Account (\$6,558,324), Term Deposits (\$21,000,000) and NSW Treasury Corporation Investments (\$18,527,789).

Council's investment portfolio has maturity dates ranging from same day up to 732 days. Term deposits of \$21,000,000 represented 45.57% of the total portfolio as at 30 June 2019. Council made four new term deposits during the month of June 2019; two with each of AMP Ltd and Judo Bank of which AMP Ltd support the fossil fuel industry. These term deposits were chosen as they offered the highest available return after diversification principles were applied. Four term deposits matured during the period.

Council had \$18,527,789 in longer term investments being the Cash Facility Trust and Medium Term Growth Fund with NSW Treasury Corporation as at 30 June 2019. The investment values are shown below.

Investment Holding	Fair Value 30-Jun-19	Fair Value Gain/(Loss) June 2019	Fair Value Gain/(Loss) YTD
Cash Facility Trust	\$9,108,928	\$15,186	\$125,647
Medium Term Growth Fund	\$9,418,861	\$148,616	\$413,831
Total	\$18,527,789	\$163,802	\$539,478

During the 2018/2019 financial year, Council withdrew from the Strategic Cash Facility Trust, which returned a fair value gain of \$56,691 as it was underperforming compared to other funds the NSW Treasury Corporation held. These funds were transferred into the better performing Cash Facility Trust and the Medium-Term Growth Fund.

Council also received one-off payments relating to historical CDO investments no longer held. These payments total \$193,589 year to date, resulting in total fair value gains of \$789,758 to 30 June 2019. The total overall loss on Council's historic CDO investments is (\$423,076) as at 30 June 2019, which includes the gains of \$193,589 year to date.

Environmentally Sustainable Investments (ESI's)

The current holdings in ESI's is \$12,000,000 or 26.04% of the total portfolio. The information for the assessment has been sourced from the website www.marketforces.org.au which is an affiliate project of the Friends of the Earth Australia.

CONCLUSION

During the month of June 2019, Council's investments have been made in accordance with the Act, the Regulations and Council's Investment Policy. As at 30 June 2019 Council's investments totalled \$46,086,113 with a further \$623,123 held in bank accounts. The average rate of return was 3.42% for the month of June and total investment revenue equals 151.52% of revised budgeted revenue for the year to 30 June 2019. Excluding the CDO one-off payment total investment revenue would be 130.47% of revised budgeted revenue with the financial year now complete.

ATTACHMENT(S)

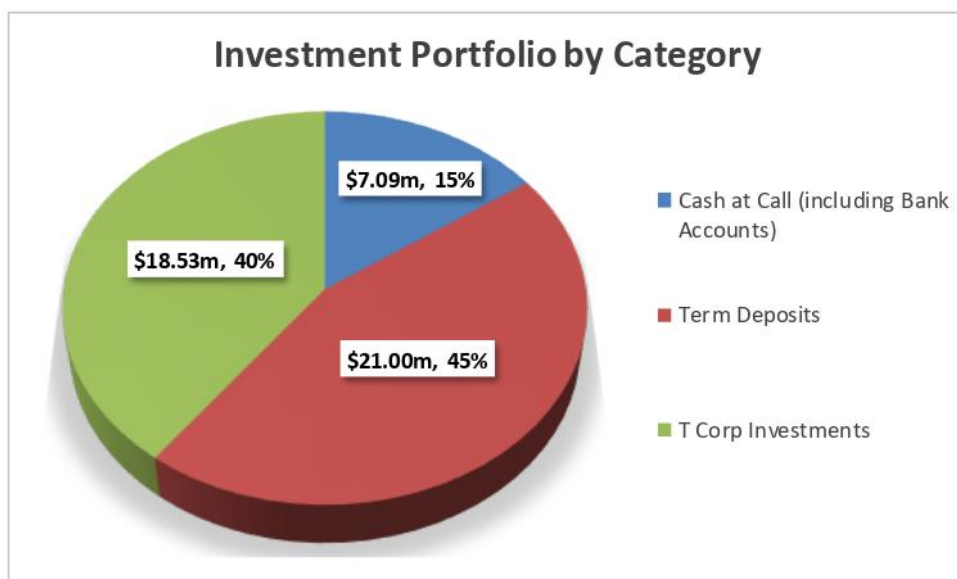
1. Financial Analysis Report Attachment

Attachment(s)

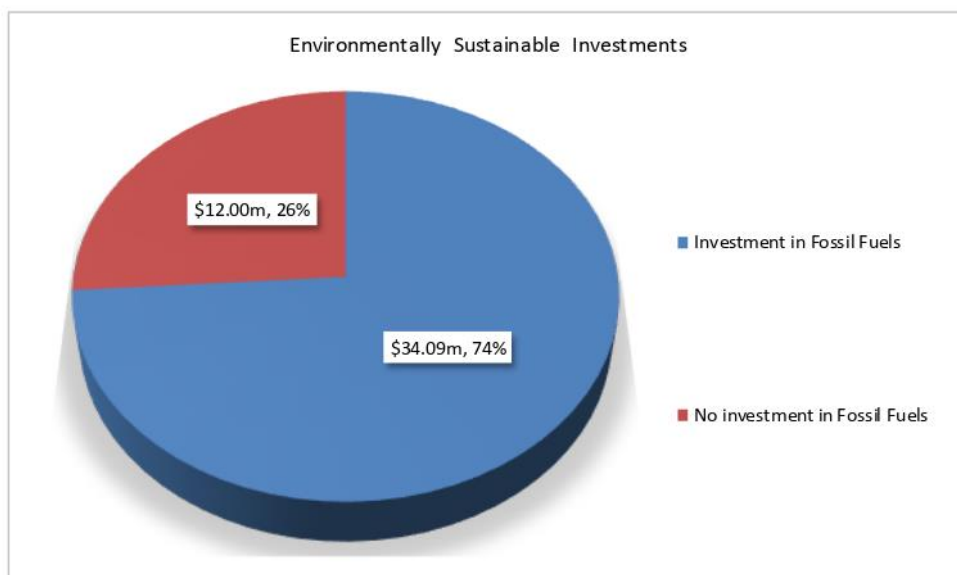
Included below:

1. Supporting Graphs; and
2. Investment Portfolio as at 30 June 2019

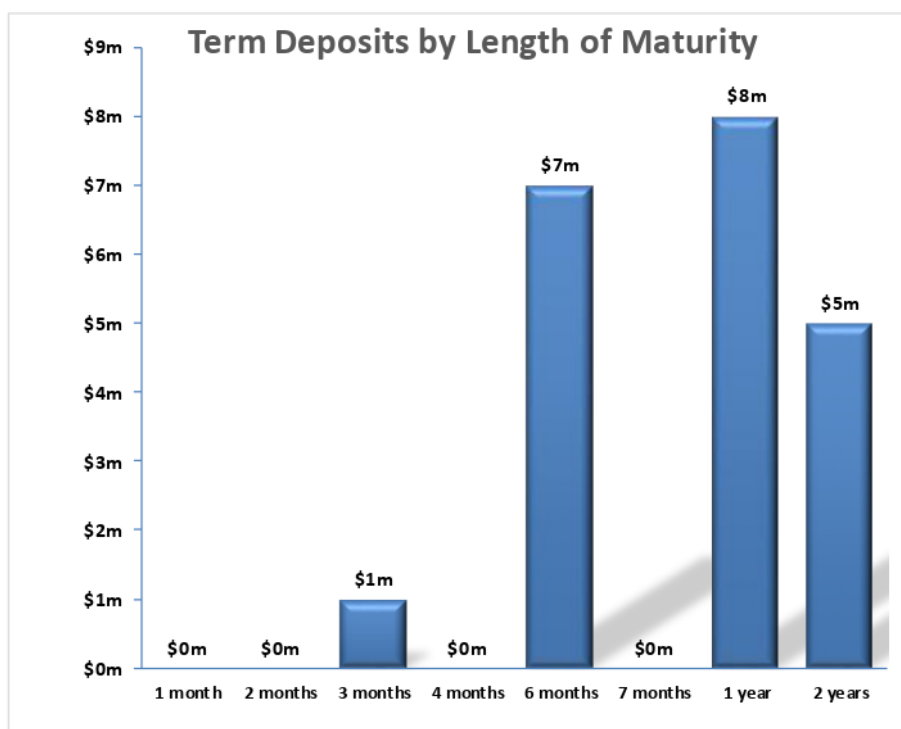
The following graph shows Council's investment portfolio by investment category as at 30 June 2019.



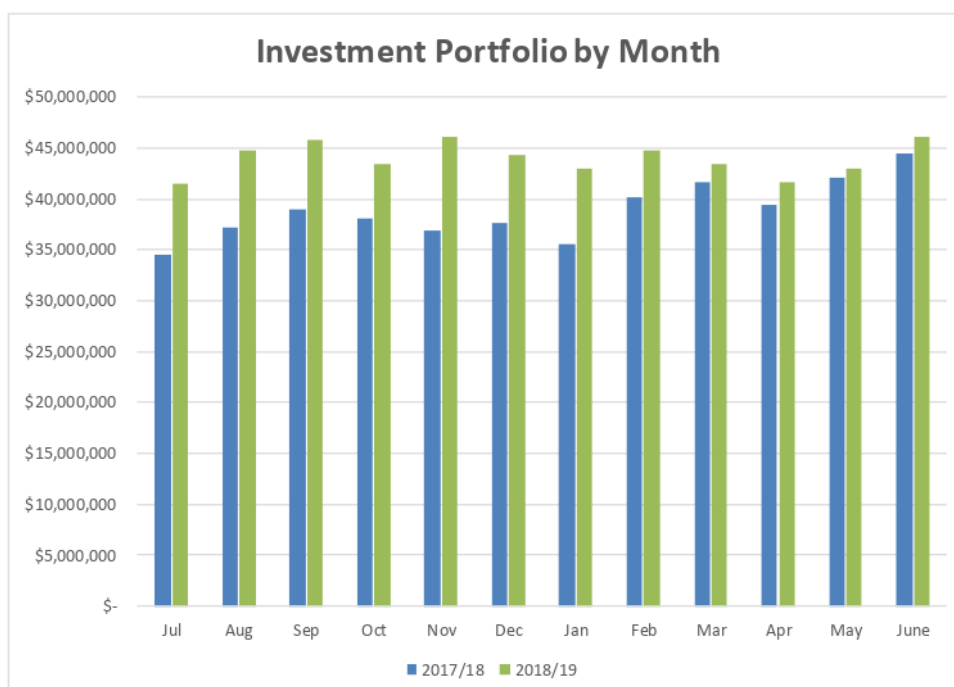
The following graph details Council's Environmentally Sustainable Investments as a percentage of Council's investment portfolio as at 30 June 2019.



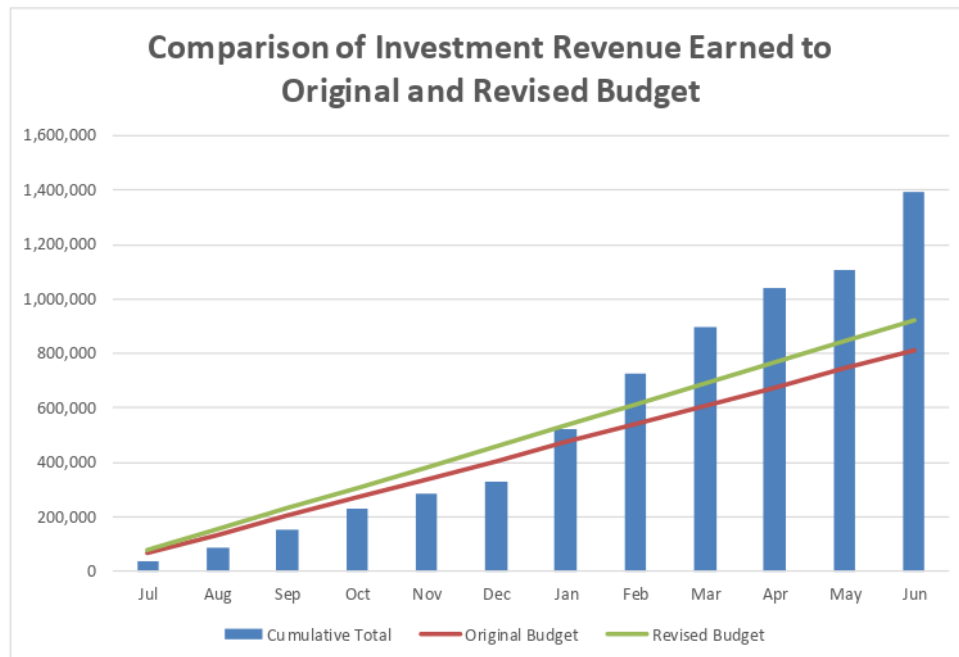
The following graph shows the length of time of Council's term deposit maturities as at 30 June 2019.



The following graph shows Council's total investment portfolio by month over the past two financial years to date.



The following graph compares Council's total investment revenue by month to both the original and revised budgeted revenue.



RICHMOND VALLEY COUNCIL FINANCIAL ANALYSIS REPORT AS AT 30 JUNE 2019										
Investment Source	Investment Type	Rating	Environmentally Sustainable Investments	Investment Date	Maturity Date	Rate of Return	Original Investment Value	Current Investment Fair Value	Interest/ Fair Value Gain Received	% of Total Portfolio
Cash at Call										
CBA Business Online Saver	At Call	A1+/AA	N	At Call		1.40%	N/A	6,558,324	3,452	14.23%
Interest on Other Bank Accounts									553	
							Total	6,558,324	4,005	14.23%
Term Deposits										
ING Direct	Term Deposit	A2/A-	N	21/02/2018	21/02/2020	2.90%	N/A	1,000,000	0	2.17%
ING Direct	Term Deposit	A2/A-	N	1/03/2018	2/03/2020	2.88%	N/A	1,000,000	0	2.17%
ING Direct	Term Deposit	A2/A-	N	5/03/2018	5/03/2020	2.88%	N/A	1,000,000	0	2.17%
Greater Bank	Term Deposit	A2/BBB	Y	13/06/2018	12/06/2020	3.00%	N/A	1,000,000	0	2.17%
Defence Bank	Term Deposit	A2/BBB	Y	3/09/2018	2/09/2020	3.00%	N/A	1,000,000	0	2.17%
Westpac	Term Deposit	A1+/AA-	N	3/09/2018	3/09/2019	2.76%	N/A	1,000,000	0	2.17%
Bank of Us	Term Deposit	Unrated	Y	29/11/2018	29/11/2019	2.95%	N/A	1,000,000	0	2.17%
Bank of Us	Term Deposit	Unrated	Y	29/11/2018	29/11/2019	2.95%	N/A	1,000,000	0	2.17%
MyState Bank Limited	Term Deposit	A2/BBB	Y	3/12/2018	3/12/2019	2.85%	N/A	1,000,000	0	2.17%
Australian Military Bank	Term Deposit	Unrated	Y	4/12/2018	4/12/2019	2.99%	N/A	1,000,000	0	2.17%
Auswide Bank	Term Deposit	A3/BBB-	Y	12/12/2018	12/12/2019	2.90%	N/A	1,000,000	0	2.17%
Australian Military Bank	Term Deposit	Unrated	Y	20/02/2019	20/02/2020	2.90%	N/A	1,000,000	0	2.17%
AMP Ltd	Term Deposit	A1-A	N	25/02/2019	26/08/2019	3.00%	N/A	1,000,000	0	2.17%
Westpac	Term Deposit	A1+/AA-	N	1/03/2019	2/03/2020	2.83%	N/A	1,000,000	0	2.17%
MyState Bank Limited	Term Deposit	A2/BBB	Y	6/03/2019	3/09/2019	2.74%	N/A	1,000,000	0	2.17%
AMP Ltd	Term Deposit	A1-A	N	11/03/2019	9/09/2019	3.00%	N/A	1,000,000	0	2.17%
Auswide Bank	Term Deposit	A3/BBB-	Y	13/03/2019	11/09/2019	2.90%	N/A	1,000,000	0	2.17%
AMP Ltd	Term Deposit	A1-A	N	4/06/2019	2/12/2019	2.65%	N/A	1,000,000	0	2.17%
AMP Ltd	Term Deposit	A1-A	N	12/06/2019	11/12/2019	2.80%	N/A	1,000,000	0	2.17%
Judo Bank	Term Deposit	Unrated	Y	13/06/2019	12/12/2019	2.52%	N/A	1,000,000	0	2.17%
Judo Bank	Term Deposit	Unrated	Y	28/06/2019	27/09/2019	2.50%	N/A	1,000,000	0	2.17%
AMP Rebate									510	
Matured Term Deposits										
AMP Ltd	Term Deposit	A1-A	N	1/06/2018	3/06/2019				27,851	
Peoples Choice Credit Union	Term Deposit	A2/BBB	Y	12/06/2018	12/06/2019				29,000	
Greater Bank	Term Deposit	A2/BBB	Y	13/06/2018	13/06/2019				28,983	
Heritage Bank	Term Deposit	A3/P2	Y	28/06/2018	28/06/2019				31,000	
							Total	21,000,000	117,143	45.57%
NSW Treasury Corporation Hourglass Investments										
Cash Facility Trust	Trust		N	Various	N/A	2.04%	8,498,282	9,108,928	15,186	19.77%
Medium Term Growth Fund	Trust		N	Various	N/A	19.20%	9,005,029	9,418,861	148,616	20.44%
							Total	17,503,311	18,527,789	40.20%
Bank Accounts							Total Investment Portfolio at Face Value			
							45,061,635			
							Total Investment Portfolio at Fair Value			
							46,086,113			
							Interest Revenue Received			
							284,950			
							Overall Average Interest Rate			
							3.42%			
							Total Bank Account Portfolio			
							623,123			
							Total Portfolio			
							46,709,236			

15.2 REVIEW OF COUNCIL'S INVESTMENT POLICY

Author: Ryan Gaiter, Chief Financial Officer / Manager Mid-Richmond

EXECUTIVE SUMMARY

Council reviews its Investment Policy on an annual basis and as part of the previous review a number of changes were made. These changes included utilising the Imperium Markets platform with the aim of achieving better returns as well as changes to the targeted allocation of funds held with the Commonwealth Bank (CBA), term deposits and NSW Treasury Corporation (TCorp).

An annual review of Council's Investment Policy has been undertaken, resulting in further refinements being recommended of which changes are detailed within this report.

RECOMMENDATION

That Council note the recommended changes and adopt the revised Investments Policy.

DELIVERY PROGRAM LINKS

Making Council Great

CS1: Leading and Advocating for our Community

CS1.4: Provide high level financial and business analysis advice to monitor performance

BUDGET IMPLICATIONS

Interest rate yields have remained low for term deposits, although the use of investment advisers Imperium Markets has enabled Council to maximise the rates received. Council's revised strategy regarding Treasury Corporation investments provided much improved rates of return for the 2018/2019 financial year, despite more exposure to market volatility.

REPORT

Council has taken a conservative approach with its investments since the Global Financial Crisis (GFC) of 2007/2008, which is consistent with the industry wide response to the impact of the GFC and the tightening of the Ministerial Investment Order. Due to the weakened economy and low cash rate set by the Reserve Bank over the last few years, interest rates on term deposits have remained low. Other investment options have become important for Council in the medium to long term and this resulted in significant changes being made to Council's Investment Policy last year.

Investment Options

Council's approved Long-Term Financial Plan forecasts that funds available for investment will be in the range of \$41-\$64 million. This provides the ability to invest funds for longer periods of time.

Local Councils are required under the *Local Government Act 1993* to limit investments to those outlined in the Ministerial Order on investments. The types of investments allowed are:

- any public funds or securities issued by or guaranteed by, the Commonwealth, any State of the Commonwealth or a Territory
- any debentures or securities issued by a council
- interest bearing deposits with, or any debentures or bonds issued by, an authorised deposit-taking institution (excluding subordinated debt obligations)
- any bill of exchange with a maturity date of less than 200 days; and if purchased for value confers on the holder in due course a right of recourse against a bank which has been designated as an authorised deposit-taking institution by the Australian Prudential Regulation Authority (APRA)

- a deposit with the New South Wales Treasury Corporation or investments in an Hour-Glass Investment facility of the New South Wales Treasury Corporation.

Council has diversified its investment portfolio in order to achieve better rates of return while maintaining capital. This does however expose Council to volatility in the market which has resulted in some capital losses on specific investments during the 2018/2019 financial year. (It should be noted that an overall capital gain has been achieved for the 2018/2019 financial year). Council's investment performance as a whole has been positive resulting in significant increases in its interest and fair value gains on investments from the previous financial year.

Investment Performance

Council's investment performance for the last four years is set out in the table below.

Year	Average Portfolio	Interest Revenue	Variance from Previous Year
2016	\$30,723,471.26	\$793,330.93 (includes TCorp fair value gains)	\$28,807.32
2017	\$33,115,506.73	\$788,033.46 (includes TCorp fair value gains)	(\$5,297.47)
2018	\$38,920,181.24	\$764,175.63 (includes TCorp fair value gains)	(\$23,857.83)
2019	\$44,013,376.28	\$1,393,479.10 (includes TCorp fair value gains)	\$629,303.47

TCorp Hour-Glass Investments

Council has increased and modified its investments with TCorp over the past financial year with the objective of attaining higher yields than those offered by term deposits in the long term.

The performance of these investments over the financial year has increased from the previous year with the funds achieving the following returns: -

- TCorpIM Cash Fund – 2.17% (up from 2.00%)
- TCorpIM Short Term Income Fund – 2.60% (up from 2.12%) – no longer held
- TCorpIM Medium Term Growth Fund – 4.70% (up from 4.00%)

These funds are subject to fluctuations in value and have still performed well over a longer term (as indicated below). These investments should continue to produce attractive returns in future years:-

- TCorpIM Cash Fund - 3 year return of 2.23% p.a. / 5 year return of 2.40% p.a.
- TCorpIM Medium Term Growth Fund - 3 year return of 5.02% p.a. / 5 year return of 5.07% p.a.

These returns make continuing to invest in these funds a good option for Council.

Financial Advisors

Council has been utilising Imperium Markets for its online term deposit platform and as its financial advisors in an official capacity since September 2018. The platform continues to benefit Council as many of the term deposit investment rates offered do not charge fees by way of a commission resulting in increased returns of up to 0.20%. The annual cost to Council would remain at

approximately \$10,000 p.a. to continue this arrangement. The increased investment rates along with regular market advice, commentary, economic data and market insight have proven valuable.

As of March 2019, the 68 Local Government organisations taking advice from Imperium Markets regarding their investment portfolios are returning on average returns of 2.81% p.a. Richmond Valley Council is currently ranked 23 out of 68 with an annual return of 2.80% p.a. over the 12 months to 31 March 2019 with the best performing Council achieving a return of 3.41% p.a. while the worst performing Council achieving a return of 2.58% p.a.

Investment Holdings

Council's Investment Policy has been amended slightly with the lowering of the minimum cash holding from 10% to 5% as per the table below: -

Investment Class	Minimum Holding	Maximum Holding
Cash	5%	30%
Term Deposits – AAA Rated	0%	100%
Term Deposits – AA Rated	0%	100%
Term Deposits – A Rated	0%	70%
Term Deposits – BBB Rated	0%	40%
Term Deposits – Unrated	0%	20%
TCorplM Cash Facility	0%	40%
TCorplM Short Term Income Fund	0%	40%
TCorplM Medium Term Growth Facility	0%	40%

It is recommended that the minor changes to the investment class holdings be approved.

Recommended Changes

The following are the recommended changes which have been made to the policy:

- Adding a definition for the 90 Day Bank Bill Index under Section 2 Definitions.
- Modifying the amount to be held in a separate bank account to cover short term payment run demands from \$5,000,000 to a range from \$3,000,000 to \$5,000,000 under Section 8 Liquidity and Maturity.
- Lowering the Minimum Holding for Cash investments from 10% to 5% under Section 9 Credit Rating, Portfolio and Counterparty Limits.
- Increasing the Counterparty Limit for Cash investments from 20% to 25% under Section 9 Credit Rating, Portfolio and Counterparty Limits.
- Council to continue to utilise the Imperium Markets platform and Imperium Markets as its financial advisory service provider for another 12 months.

CONCLUSION

A review of Council's Investment Policy has been undertaken as required annually. Some minor refinements have been made to the policy, but the overall objective has remained the same. A copy of the revised Investment Policy is included as an attachment to this report.

ATTACHMENT(S)

- 1. Draft Policy - Finance - Investment (Revised June 2019)**



Council Policy

Policy Title:	Investments
Policy Number:	6.14
Focus Area:	Governance and Advocacy
Responsibility:	Finance
Meeting Adopted:	(to be completed)

OBJECTIVE

To provide a framework for investing Council's funds in order to maximise revenue from authorised investments, while having due consideration of risk and security of the investment; using the care, diligence and skill that a prudent person would exercise in investing Council funds.

POLICY

1. Legislative Requirements

All investments are to comply with the following:

- Section 625 of the *Local Government Act 1993*;
- Clause 212 of the *Local Government (General) Regulation 2005*;
- Ministerial Investment Order;
- Local Government Code of Accounting Practice and Financial Reporting;
- Australian Accounting Standards;
- Office of Local Government Circulars; and
- Section 14A(2), 14C(1) and (2) of the *Trustee Amendment (Discretionary Investments) Act 1997*.

2. Definitions

1. Authorised Deposit-taking Institutions (ADIs) - are corporations authorised under the Bank Act 1959 (Cwth) to take deposits from customers. ADI's include banks, building societies and credit unions all of which are regulated by the Australian Prudential Regulation Authority (APRA).
2. Bank Bill Swap Rate - is the compilation and average rate of market rates supplied by domestic banks relating to multiple maturities of bank bills.
3. Bills of Exchange - is an unconditional order in writing, addressed by one person to another, signed by the person giving it, requiring the person to whom it is addressed to pay on demand, or at a fixed or determinable future time, a sum certain in money to or to the order of a specified person, or to bearer.
4. Debentures – are a debt security usually secured by a fixed or floating charge over an underlying asset or pool of assets. Debentures are normally issued by companies in return for medium and long-term investment funds.

Richmond Valley Council - 6.14 Investments Policy

Adopted: TBA

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5. Floating Rate Note - are securities that (in Australia) pay a coupon normally priced at a fixed margin above the Bank Bill Swap Rate
6. TCorp - means NSW Treasury Corporation
7. Term Deposits - are non-tradeable investments offered by ADIs with varying maturity dates (normally from one month to 60 months) and a rate set at the outset. Interest is normally payable upon maturity or if the term is longer than 12 months, annually from the investment date. Penalties apply if the funds are withdrawn before maturity and a notice period of 31 days is usually required.
8. 90 Day Bank Bill Reference Rate (BBSW) – is the wholesale interbank rate within Australia and is published by the Australian Financial Markets Association (AFMA). It is the borrowing rate among the country's top market makers and is widely used as the benchmark interest rate for financial instruments.

3. Delegation of Authority

Authority for implementation of the Investment Policy is delegated by Council to the General Manager in accordance with the Local Government Act 1993. The General Manager delegates the day-to-day management of Council's Investments to the Chief Financial Officer/Manager Mid-Richmond, Financial Accountant, Principal Accountant and Business Development Accountant with assistance in collating data from other finance staff. Officers' delegated authority to manage Council's investments shall be recorded and required to acknowledge they have received a copy of this policy and understand their obligations in this role.

All new investments require at least two of the above staff to approve, and evidence of such is to be kept in the Investment Folders, maintained by the Financial Accountant. These documents should specify the amount of money invested, the security or form of investment made, the term of the investment and if appropriate the rate of interest to be paid and the amount of money that Council has earned.

4. Prudent Person Standard

Council officers should act with the duty of care, skill, prudence and diligence that a prudent person would exercise when investing and managing their own funds. As trustees of public monies, officers are to manage Council's investment portfolios to safeguard the portfolio in accordance with the spirit of this Investment Policy, and not for speculative purposes.

5. Ethics and Conflicts of Interest

Officers shall refrain from personal activities that would conflict with the proper execution and management of Council's investment portfolio. This policy requires officers to disclose any conflict of interest to the General Manager. Independent advisors are also required to declare that they have no actual or perceived conflicts of interest.

6. Approved Investments

Investments are limited to those allowed by the most current Ministerial Investment Order that has been issued by the NSW Minister for Local Government:

- (a) any public funds or securities issued by or guaranteed by, the Commonwealth, any State of the Commonwealth or a Territory;
- (b) any debentures or securities issued by a council (within the meaning of the Local Government Act 1993 (NSW));
- (c) interest bearing deposits with, or any debentures or bonds issued by, an authorised deposit-taking institution (as defined in the Banking Act 1959 (Cwth)), but excluding subordinated debt obligations;
- (d) any bill of exchange which has a maturity date of not more than 200 days; and if purchased for value confers on the holder in due course a right of recourse against a bank which has been designated as an authorised deposit-taking institution by the Australian Prudential Regulation Authority;
- (e) a deposit with the New South Wales Treasury Corporation or investments in an Hour-Glass investment facility (now known as TCorpIM Fund) of the New South Wales Treasury Corporation.

7. Prohibited Investments

In accordance with the Ministerial Investment Order, this investment policy prohibits but is not limited to any investment carried out for speculative purposes including:

- Derivative based instruments;
- Principal only investments or securities that provide potentially nil or negative cashflow;
- Stand-alone securities issued that have underlying futures, options, forwards contracts and swaps of any kind;

This policy also prohibits the specific use of leveraging (borrowing to invest) of an investment. However, where loan funding is obtained for a specific project and there is a time lag between receiving the funds and final expenditure, funds may be invested in the short term.

8. Liquidity and Maturity

Surplus funds are determined by review of Council's "Daily Cashflow" spreadsheet, which forecasts known revenues and expected expenditures. It is revised each day by Council's Financial Accountant (a detailed procedure is included in the Financial Accountants Procedure Manual). As a rule of thumb, a cash balance of approximately \$500,000 is to be maintained to cover emergency situations. Funds over and above this are considered surplus however a level of cash is to be held in a separate account to cover short term payment run demands. This account is chosen in order to attract interest at a higher rate than the general fund account and should be approximately \$3,000,000.00-\$5,000,000.

In the short term, the duration of investments will be determined by analysis of the "Daily Cashflow". For the longer term, cash requirements will be determined by Council's Long Term Financial Plan. In addition, the current market for interest rates must be taken into consideration and input from Council's financial advisors should be sought as to the longer-term outlook.

9. Credit Rating, Portfolio and Counterparty Limits

The minimum and maximum holding percentage for each investment class and the counterparty limits for each institution are as follows:

Investment Class	Minimum Holding	Maximum Holding	Counterparty Limit
Cash	5%	30%	25%
Term Deposits – AAA Rated	0%	100%	40%
Term Deposits – AA Rated	0%	100%	30%
Term Deposits – A Rated	0%	70%	20%
Term Deposits – BBB Rated	0%	50%	15%
Term Deposits – Unrated	0%	20%	10%
TCorpIM Cash Facility	0%	40%	100%
TCorpIM Strategic Cash Facility	0%	40%	100%
TCorpIM Medium Term Growth Facility	0%	40%	100%

10. Risk Management Guidelines

Investments obtained are to be considered using the following criteria:

- Preservation of Capital – the requirement of preventing losses in an investment portfolio's total value (considering the time value of money);
- Diversification – setting limits to the amounts invested with a financial institution or government authority to reduce credit risk. An investment must not exceed 40% of the total investment portfolio;
- Credit risk – the risk that an institution that Council has invested in fails to pay the interest and or repay the principal of an investment;
- Market risk – the risk that the fair value or future cash flows of an investment will fluctuate due to changes in market prices;
- Liquidity risk – the risk an investor is unable to redeem the investment at a fair price within a timely period; and
- Maturity risk – the risk relating to the length of 'term to maturity' of the investment. The larger the term, the greater the length of exposure and risk to market volatilities both gains and losses.

11. Investment Advisor

Council utilises Imperium Markets for its financial advisory services and for the use of its online investment platform for a monthly fee. TCorp also offers this service free to Council although this is being used on a needs basis rather than a contracted monthly arrangement.

12. Measurement

As Council no longer holds grandfathered investments such as Collateralised Debt Obligations (CDOs), the investment returns for the portfolio are easily identifiable. This

measurement of the market value is to be assessed at least once a month to coincide with monthly reporting.

13. Benchmarking

Benchmarks are established to evaluate investment outcomes against objectives, and they must be easily measurable. The 90 Day Bank Bill Reference Rate (BBSW) is used as Council's benchmark and is included in the Monthly Financial Analysis Report to Council.

All investments aim to at least match or outperform the BBSW.

14. Reporting and Reviewing of Investments

Documentary evidence must be held for each investment and details thereof maintained in an investment register, and it must provide Council legal title to the investment, i.e. a financial instrument that clearly defines the contractual arrangement needs to be provided to Council. It is imperative that this financial instrument states that the investment is held in the name of Council. The Investment Register must be reconciled to Council's financial records monthly.

Certificates must be obtained from the financial institutions confirming the amounts of investments held on the Council's behalf as at 30 June each year and reconciled to the Investment Register.

A monthly Financial Analysis Report will be provided to Council, detailing the investment portfolio in terms of performance, percentage exposure of total portfolio, maturity date and changes in market value.

REVIEW

This policy will be reviewed at least once a year or as required in the event of legislative changes. Any amendment to the policy must be by way of Council resolution.

16 TENDER REPORTS

Nil

17 GENERAL BUSINESS**17.1 REGIONAL DROUGHT MANAGEMENT PLAN AND REGIONAL RESTRICTION REGIME**

Author: Andrew Leach, Manager Asset Planning

EXECUTIVE SUMMARY

The primary objective of the Drought Management Plan (DMP) is to provide successful maintenance of a restricted water supply during drought without compromising public health and firefighting needs.

The current Richmond Valley Council (RVC) DMP, drafted in 2006, is outdated and based on the outdated seven level restriction regime. Therefore, it does not align with the current Rous County Council (RCC) Regional Water Supply Drought Management Plan (RDMP), which is based on the NSW Department of Primary Industries (DPI) five level restriction regime.

RCC has formally requested the Constituent Councils to consider applying the RDMP Restriction Regime to local water supply schemes to ensure a standard and consistent approach across the region when water restrictions are implemented.

RVC has two main water supply areas, the Casino water supply area (supplied from Jabour Weir) and the Mid-Richmond (MR) area supplied through the RCC bulk water supply scheme. Amending the RVC DMP in accordance with the RDMP will ensure that the same water restriction levels and rules apply across the LGA.

Water restrictions will be applied within the two water supply areas, as the respective raw water storage levels drop below what is considered normal supply levels, in an effort to reduce both residential and business demand to prolong supply.

RECOMMENDATION

That Council adopt the Rous County Council (RCC) Regional Drought Management Plan and Water Restriction Regime for the Casino water supply system to standardise water restriction levels ensuring a consistent approach across the region.

DELIVERY PROGRAM LINKS

Looking after our Environment

EH1: Managing our Waste and Water

EH1.8 Provide compliant, continuous and cost-effective water supplies and sewerage services

BUDGET IMPLICATIONS

Nil.

REPORT

The current Richmond Valley Council Drought Management Plan (DMP) drafted in 2006, is based on the outdated seven level restriction regime and does not align with the Rous County Council (RCC) Regional Water Supply Drought Management Plan (RCC RDMP), which is based on the NSW Department of Primary Industries (DPI) five level restriction regime.

North Coast Local Government Areas (LGAs) adopted the five level regime in 2014 as part of the NSW DPI – North Coast Consistent Water Restriction Review Meeting (5 September 2014) to ensure a simplified and consistent approach across the LGA. However, the RVC DMP was never formally amended and this recently led to confusion as to what restriction levels formally apply during the implementation of water restrictions for the Casino water supply scheme.

Officers recommend the current RVC DMP be updated to align with the NSW DPI 5-level restriction regime in accordance with the RCC RDMP to ensure consistency across the RVC water supply service areas.

RCC has also formally requested that Constituent Councils consider applying the RDMP Restriction Regime to local water supply schemes to ensure a standard and consistent approach across the region when water restrictions are implemented.

Service Areas

There are two main water supply areas within RVC being the Casino water supply area, supplied from Jabour Weir in the Richmond River, and the Mid-Richmond (MR) supplied through the RCC bulk water supply scheme. Table 1 below lists the service areas, towns and number of residential and non-residential properties subject to the restriction protocols.

The primary objective of the DMP is to provide successful maintenance of a restricted water supply during drought without compromising public health and firefighting needs.

Water restrictions will be applied within the separate water supply areas as storage levels in the raw water supply drop below normal supply levels to reduce both residential and business demand in an effort to prolong the supply.

The RCC drought restriction regime consists of five levels, four restriction levels and an “Emergency” situation implemented beyond Level four as outlined in Table 2 below. Each restriction level has an associated target demand and required restrictions will be monitored and enforced to reduce the rate at which water storage levels drop.

The target reduction in demand for the Casino water supply scheme was amended, given that approximately 55% of usage is non-residential and that lower water restriction levels generally impact residential usage.

When storage levels drop further, or target demands are not met, higher level restrictions requiring greater reductions in water usage will be implemented.

Table 1: Water supply areas

Service Area	Water Source	Residential Customers (Properties)	Non-Residential Customers (Properties)
Casino	Surface Water (Jabour Weir, Richmond River)	4,257	579
Mid Richmond Region (MR): Evans Head, Broadwater, Rileys Hill, Woodburn and Coraki	Rous County Council bulk water supply scheme	2,377	407
Total		6,634	986

Table 2: Water restriction levels and target reduction in demand

Restrictions	Everyday water saving measures	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Emergency
Target reduction in demand	Casino-0% MR-0%	Casino-5% MR-5%	Casino-10% MR-15%	Casino-15% MR-25%	Casino-25% MR-35%	Casino-45% MR-45%

Drought Management Issues

The main drought management issues faced by RVC are:

- A relatively high residential potable water consumption per connected property compared with other North Coast Local Water Utilities (LWUs);
- High non-residential water consumption in the Casino water supply area which could impact the effectiveness of low-level water restriction;
- The expected population growth across the LGA (1.0% pa) particularly along the coastal strip at Evans Head, and in rural residential developments on the northern boundary of Casino will increase long-term total water demands;
- The need to supply minimum water requirements to Casino and the MR to meet health and sanitary water requirements in the event of a total loss of the water supply;
- The single raw water supply which offers water to the Casino water supply system, Richmond River (Jabour Weir); and
- Other Richmond River water users such as Kyogle Council and irrigators located immediately upstream of the Jabour Weir.

Drought Management Strategies

In order to manage drought within the RVC LGA catchment rainfall, water extraction and water production is monitored on a daily basis at Jabour Weir and at Rocky Creek Dam by RCC.

Restrictions will be imposed to the Casino water supply area based on the following factors:

- The Richmond River flows at Jabour Weir;
- The restrictions imposed by the Richmond River Water Users Association (RRWUA);
- The restrictions imposed by NSW Department of Industry (DoI) over the RRWUA; and
- The water restrictions imposed by Kyogle Council for the Kyogle Township which also extract its town water from the Richmond River upstream of the Jabour Weir.

Water is supplied to the Mid-Richmond area being Coraki, Woodburn, Broadwater, Rileys Hill and Evans Head through the RCC bulk water regional supply scheme, and therefore water restriction triggers are based on the Rocky Creek Dam storage capacity.

Attached to this report is the:

- *Water restriction trigger levels table* - which lists the water restriction trigger levels and reduction targets for the Casino water supply system and also the MR water supply system.
- *Water restriction levels and water saving measures table* - applicable to the Casino water supply system and Mid-Richmond RCC bulk water supply system. These restrictions are the RCC RDMP restrictions that previously applied to the Mid-Richmond area being Coraki, Woodburn, Broadwater, Rileys Hill and Evans Head which are supplied by the RCC bulk water supply scheme but will now also apply to the Casino water supply scheme.

Review

The plan will be reviewed following implementation of drought restrictions and revised to address any identified issues or when RCC review the regional drought management plan.

CONSULTATION

Not required. This recommendation aligns the water restriction regime for the Casino water supply system with the Rous County Council Regional Water Supply Drought Management Plan which went through an extensive consultation process before its adoption and follows the NSW Department of Primary Industries (DPI) 5-level restriction regime.

CONCLUSION

Updating the RVC DMP in accordance with the regional plan will ensure a standard and consistent approach across the region when water restrictions are implemented in any of the two RVC water supply service areas.

Water restriction trigger levels

Restriction Level	Casino System Restriction Trigger ^{1,2,3}			Rous County Water Restriction trigger (including MRR System)		
	Jabour Weir flows	Target reduction in residential demand	Average daily target demand ⁵ (ML/day)	Rocky Creek Dam (% of full capacity)	Target reduction in demand	Average daily target demand ⁴ (ML/day)
Everyday water saving measures	Voluntary sensible everyday water saving e.g. Watering Times 6-10am & 3-10pm and hand-held hoses fitted with on/off nozzle	0%	6.8	>60%	0%	33.5
1	Richmond River flow under 25 ML/day or 25 mm over the main portion of Jabour Weir for approximately two weeks; or When RRWUA imposes restrictions on itself; or When Kyogle Council imposes Level 1 Restrictions.	5%	6.6	RCD=60%	5%	31.8
2	Water stopped flowing over the main portion of Jabour Weir but still flows over the lower portion of the Weir ≤12 ML/day; or DPI imposes tight restrictions on RRWUA; or Kyogle Council imposes Level 2 restrictions.	10%	6.4	RCD=45%	15%	28.5
3	Minor flow of water over the lower portion of the Jabour Weir, effectively only flowing through the fishway at ≤ 6ML/day; or DPI suspends all irrigation on the Richmond River upstream of Casino; or Kyogle Council imposes Level 3 restrictions.	15%	6.2	RCD=30%	25%	25.1
4	Water has dropped to 200mm below the weir and stopped flowing over any portion of the Jabour Weir	25%	5.9	RCD=20%	35%	21.8
5	Richmond River level falls down to 1m below the Jabour Weir or 1m above the top of the 800mm inlet pipe into the raw water pumping station.	45%	5.2	RCD=10%	45%	18.4

During restriction Levels 1 to 3 in the Casino system, water will be still flowing over Jabour Weir and therefore the weir will be at full supply capacity.

For simplicity and consistency with Kyogle's DMP and other North Coast Councils RVC adopted the 5- Level restriction system for the Casino system in 2014 as outlined in the DPI – North Coast Consitant Water Restriction Review Meeting (5 September 2014).

MRR system is supplied by Rous County Council (RCC) water supply scheme and restrictions are dictated by the Rocky Creek Dam level.

Average daily target demand set by RCC for the entire RCC water supply scheme

Average daily target demand based in targeted reduction in residential demand and excluded the non-residential sector (primarily food producers).

Sources: RCC RDMP RCC(Aug 2016) & RVC (2004a).

Water restriction levels and water saving measures applicable to the Casino water supply system and Mid-Richmond Region RCC bulk water supply system

ID	Customer	Sensible water use order	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Level 5: Emergency
Residential and Non-Residential Premises – Indoor Use							
I1	Internal Use Showers, toilets, taps, washing machines	Installation of water efficient fittings and minimizing shower times. Used water efficient appliances and full load dishwashers and clothes washing machines.	All users are requested to conserve water wherever possible	All users are requested to conserve water wherever possible	All users are requested to conserve water wherever possible	Essential uses only	Essential uses only
Residential Urban and Rural Premises – Outdoor Use							
R1	Outdoor Usage Watering of established gardens	Sensible, essential garden watering only to limit evaporation and runoff. Sprinklers, Irrigation systems and fixed hoses to be used between 4.00pm and 9.00am. All Hand held hoses to be fitted with an on/off nozzle.	Watering cans or buckets permitted at any time. Irrigation systems can be used for a maximum of 15 minutes and hand held hoses can be used for 1 hour every second day, between 4.00pm and 9.00am on odd or even days matching house numbering system. All hand held hoses must be fitted with an on/off nozzle. Other irrigation and unattended hoses banned.	Watering cans or buckets permitted at any time. Irrigation systems can be used for a maximum of 15 minutes and hand held hoses can be used for 30 minutes every second day, between 4.00pm and 9.00am on odd or even days matching house numbering system. All hand held hoses must be fitted with an on/off nozzle. Other irrigation and unattended hoses banned.	Watering cans or buckets permitted at any time. Use of hand held hoses can be used for 10 minutes every second day, between 4.00pm and 9.00am on odd or even days matching house numbering system. All hand held hoses must be fitted with an on/off nozzle. Other irrigation and unattended hoses banned.	Not permitted.	Not permitted.
R2	Watering of established lawns	Sensible, essential lawn watering only to limit evaporation and runoff. Sprinklers, Irrigation systems and fixed hoses to be used between 4.00pm and 9.00am.	Not permitted.	Not permitted.	Not permitted.	Not permitted.	Not permitted.
R3	Watering of new turf, lawns and gardens	Sensible, essential watering only to limit evaporation and runoff. Sprinklers, Irrigation systems and fixed hoses to be used between 4.00pm and 9.00am. Hand held hoses to be fitted with an on/off nozzle.	Watering-in permitted for 1 hour only on the day of establishment. Then 1 hour daily between 4.00pm and 9.00am for 14 days after the date of establishment. All hand held hoses must be fitted with an on/off nozzle.	Watering-in permitted for 30 minutes only on the day of establishment. Then 30 minutes daily between 4.00pm and 9.00am for 7 days after the date of establishment. All hand held hoses must be fitted with an on/off nozzle.	Watering-in permitted for 30 minutes only on the day of establishment. Then 15 minutes every second day, between 4.00pm and 9.00am on odd or even days matching house numbering system for 7 days after the date of establishment. All hand held hoses must be fitted with an on/off nozzle.	Not permitted.	Not permitted.
R4	Topping up and refilling of existing swimming pools and spas	Encourage to use evaporation prevention covers.	Topping up permitted between 4.00pm and 9.00am on alternate days, matching house numbering using hand held hose fitted with an on/off nozzle. Emptying and refilling of pools/spas not permitted.	Topping up permitted between 4.00pm and 9.00am on alternate days, matching house numbering using hand held hose fitted with an on/off nozzle. Emptying and refilling of pools/spas not permitted.	Topping up permitted only if required to avoid structural damage, between 4.00pm and 9.00am on alternate days, matching house numbering using hand held hose fitted with an on/off nozzle. Emptying and refilling of pools/spas not permitted.	Topping up permitted only if required to avoid structural damage, between 4.00pm and 9.00am on alternate days, matching house numbering using hand held hose fitted with an on/off nozzle. Emptying and refilling of pools/spas not permitted.	Not permitted.
R5	Filling of new swimming pools and spas	Encourage to use evaporation prevention covers. Consider installing rainwater tank to collect water for future	Permitted.	Permitted.	Permitted only if required to avoid structural damage. Prior approval of Council is required.	Prior approval of Council is required.	Not permitted.

ID	Customer	Sensible water use order	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Level 5: Emergency
		pool/spa top-up.					
R6	Water play tools, toys and slides	No unnecessary water waste through leaks etc.	Not permitted.	Not permitted.	Not permitted.	Not permitted.	Not permitted.
R8	Pet care/washing	No unnecessary water waste through leaks etc.	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hoses fitted with an on/off nozzle permitted between 4.00pm and 9.00am.	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hoses fitted with an on/off nozzle permitted between 4.00pm and 9.00am.	Provision of drinking water permitted. Washing pets and pet pens with bucket permitted between 4.00pm and 9.00am. Use of hoses not permitted.	Provision of drinking water permitted. Washing pets and pet pens with bucket permitted between 4.00pm and 9.00am. Use of hoses not permitted.	Provision of drinking water permitted.
R9	Fountains, ponds, water features, outdoors aquaria	No unnecessary water waste through leaks etc.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Not permitted.
R10	Washing of driveways, paved areas, rooves, walls, windows and paths	Permitted – encourage essential cleaning only e.g. health and safety. Use of efficient high pressure, low flow rate cleaners with trigger control is encouraged to limit run-off.	Permitted prior to sale or lease of property only with Council approval. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Permitted prior to sale or lease of property only with Council approval. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Not permitted except for health and safety reasons by registered cleaning businesses only.	Not permitted.	Not permitted.
R11	Car/vehicle washing	Washing of vehicles should be done on grassed rather than paved surfaces. All Hand held hoses to be fitted with an on/off nozzle. Encourage use of efficient high pressure, low flow rate cleaners with trigger control.	Watering cans or buckets permitted at any time. Hand held hoses permitted between 4.00pm and 9am on odd or even days matching house numbering system. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Watering cans or buckets permitted, hand held hoses permitted for 10 minutes only between 4.00pm and 9am on odd or even days matching house numbering system. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Watering cans or buckets permitted, Efficient high pressure, low flow rate cleaners with trigger control permitted for 5 minutes only between 4.00pm and 9am on odd or even days matching house numbering system.	Not permitted.	Not permitted.
R12	Washing of boats, boat motors and trailers used in salt water	Washing should be done on grassed rather than paved surfaces.	Permitted for 10 minutes at any time.	Permitted for 10 minutes at any time.	Permitted for 5 minutes at any time.	Not permitted.	Not permitted.
Public Facilities (including Sports Clubs) – Outdoor Use							
P1	Public swimming pools	Log water use	Topping up permitted. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted between 4.00pm and 9am using hand held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted only to prevent structural damage or ensure filter efficiency, between 4.00pm and 9am using hand held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted only to prevent structural damage or ensure filter efficiency, between 4.00pm and 9am using hand held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Not permitted.
P2	Public water play facilities	Smart water use through water recirculation where possible.	Operation or top up not permitted unless water is recirculated.	Operation or top up not permitted unless water is recirculated.	Operation or top up not permitted unless water is recirculated.	Not permitted.	Not permitted.

ID	Customer	Sensible water use order	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Level 5: Emergency
		pool/spa top-up.					
R6	Water play tools, toys and slides	No unnecessary water waste through leaks etc.	Not permitted.	Not permitted.	Not permitted.	Not permitted.	Not permitted.
R8	Pet care/washing	No unnecessary water waste through leaks etc.	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hoses fitted with an on/off nozzle permitted between 4.00pm and 9.00am.	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hoses fitted with an on/off nozzle permitted between 4.00pm and 9.00am.	Provision of drinking water permitted. Washing pets and pet pens with bucket permitted between 4.00pm and 9.00am. Use of hoses not permitted.	Provision of drinking water permitted. Washing pets and pet pens with bucket permitted between 4.00pm and 9.00am. Use of hoses not permitted.	Provision of drinking water permitted.
R9	Fountains, ponds, water features, outdoors aquaria	No unnecessary water waste through leaks etc.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Not permitted.
R10	Washing of driveways, paved areas, rooves, walls, windows and paths	Permitted – encourage essential cleaning only e.g. health and safety. Use of efficient high pressure, low flow rate cleaners with trigger control is encouraged to limit run-off.	Permitted prior to sale or lease of property only with Council approval. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Permitted prior to sale or lease of property only with Council approval. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Not permitted except for health and safety reasons by registered cleaning businesses only.	Not permitted.	Not permitted.
R11	Car/vehicle washing	Washing of vehicles should be done on grassed rather than paved surfaces. All Hand held hoses to be fitted with an on/off nozzle. Encourage use of efficient high pressure, low flow rate cleaners with trigger control.	Watering cans or buckets permitted at any time. Hand held hoses permitted between 4.00pm and 9am on odd or even days matching house numbering system. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Watering cans or buckets permitted, hand held hoses permitted for 10 minutes only between 4.00pm and 9am on odd or even days matching house numbering system. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Watering cans or buckets permitted, Efficient high pressure, low flow rate cleaners with trigger control permitted for 5 minutes only between 4.00pm and 9am on odd or even days matching house numbering system.	Not permitted.	Not permitted.
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P2	Public water play facilities	Smart water use through water recirculation where possible.	Operation or top up not permitted unless water is recirculated.	Operation or top up not permitted unless water is recirculated.	Operation or top up not permitted unless water is recirculated.	Not permitted.	Not permitted.

ID	Customer	Sensible water use order	Level 1: Moderate	Level 2: High	Level 3: Very High	Level 4: Severe	Level 5: Emergency
		pool/spa top-up.					
R6	Water play tools, toys and slides	No unnecessary water waste through leaks etc.	Not permitted.	Not permitted.	Not permitted.	Not permitted.	Not permitted.
R8	Pet care/washing	No unnecessary water waste through leaks etc.	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hoses fitted with an on/off nozzle permitted between 4.00pm and 9.00am.	Provision of drinking water permitted. Washing pets and pet pens with bucket or hand held hoses fitted with an on/off nozzle permitted between 4.00pm and 9.00am.	Provision of drinking water permitted. Washing pets and pet pens with bucket permitted between 4.00pm and 9.00am. Use of hoses not permitted.	Provision of drinking water permitted. Washing pets and pet pens with bucket permitted between 4.00pm and 9.00am. Use of hoses not permitted.	Provision of drinking water permitted.
R9	Fountains, ponds, water features, outdoors aquaria	No unnecessary water waste through leaks etc.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Operation or top-up not permitted except to maintain fish life. Installation and filling of new facilities not permitted.	Not permitted.
R10	Washing of driveways, paved areas, rooves, walls, windows and paths	Permitted – encourage essential cleaning only e.g. health and safety. Use of efficient high pressure, low flow rate cleaners with trigger control is encouraged to limit run-off.	Permitted prior to sale or lease of property only with Council approval. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Permitted prior to sale or lease of property only with Council approval. Not permitted for any other reason except for health and safety. Efficient high pressure, low flow rate cleaners with trigger control are to be used.	Not permitted except for health and safety reasons by registered cleaning businesses only.	Not permitted.	Not permitted.
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Public Facilities (including Sports Clubs) – Outdoor Use							
P1	Public swimming pools	Log water use	Topping up permitted. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted between 4.00pm and 9am using hand held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted only to prevent structural damage or ensure filter efficiency, between 4.00pm and 9am using hand held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Topping up permitted only to prevent structural damage or ensure filter efficiency, between 4.00pm and 9am using hand held hose fitted with an on/off nozzle. Log of water use required. Emptying and refilling of pools not permitted.	Not permitted.
P2	Public water play facilities	Smart water use through water recirculation where possible.	Operation or top up not permitted unless water is recirculated.	Operation or top up not permitted unless water is recirculated.	Operation or top up not permitted unless water is recirculated.	Not permitted.	Not permitted.

18 MATTERS FOR INFORMATION

RECOMMENDATION

Recommended that the following reports submitted for information be received and noted.

18.1 DEVELOPMENT APPLICATIONS DETERMINED UNDER THE ENVIRONMENTAL PLANNING AND ASSESSMENT ACT FOR THE PERIOD 1 JUNE 2019 TO 30 JUNE 2019

Author: Andy Edwards, Acting Manager Development and Environment

RECOMMENDATION

That Council receive and note the development application report for the period 1 June 2019 to 30 June 2019.

REPORT

This report provides a summary of development activity on a monthly basis. All Development Applications determined in the month are outlined in this report, including Section 96 approvals, applications that are refused and withdrawn, and applications with no development value such as subdivisions.

Council receives a weekly summary of the status of applications (including all received). Council notifies all determinations of Development Applications in its community newsletter pursuant to Clause 101 of the *Environmental Planning and Assessment Act 1979* (as amended) on a monthly basis.

The total number of Development Applications and Complying Development Applications determined and withdrawn within the Local Government area for the period 1 June 2019 to 30 June 2019 was 20, with a total value of \$2,191,398.00.

In order to provide a better understanding of the value of Development Consents issued by Council over a 12-month period, a graph is set out in Figure 1 following.

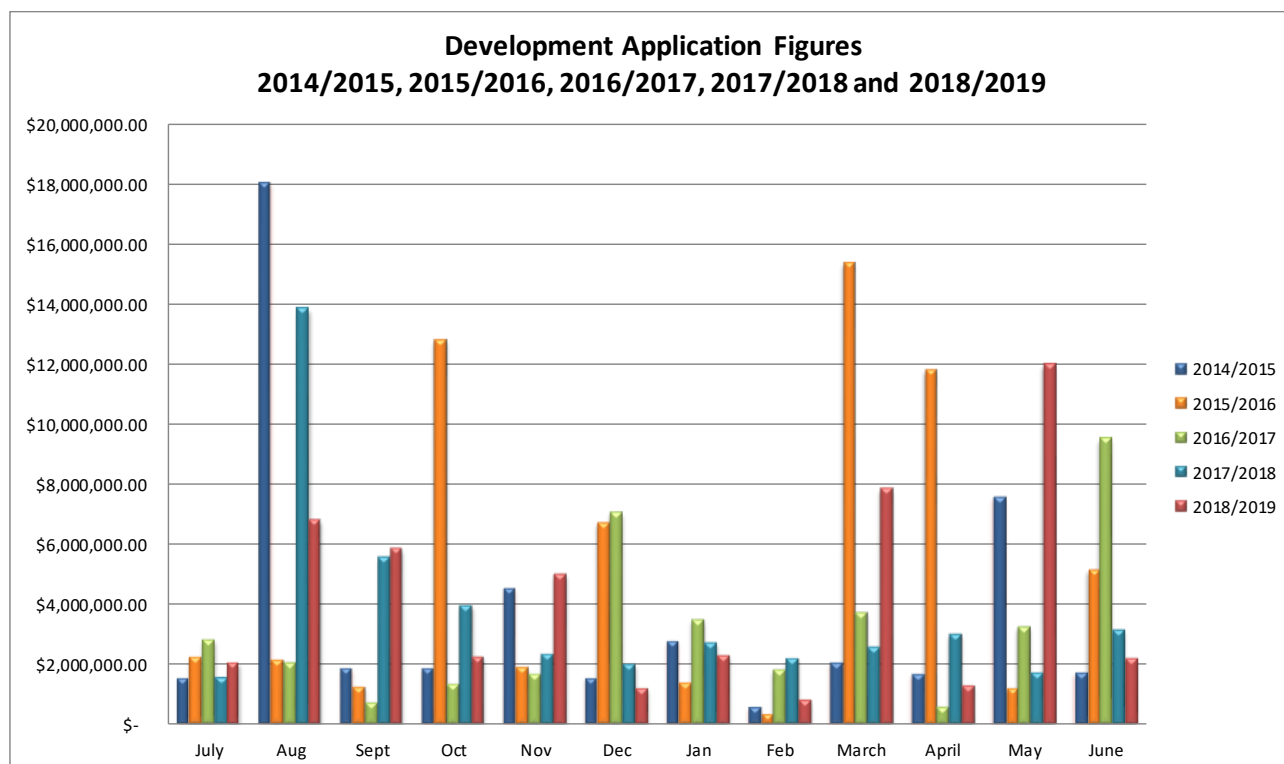


Figure 1: Monthly dollar value of development processed by Council over five financial years.

Figure 2 graph provides the annual value of Development Consents issued by Council over five financial years and Figure 3 graph provides a detailed review of the value for the reporting month of June 2019.

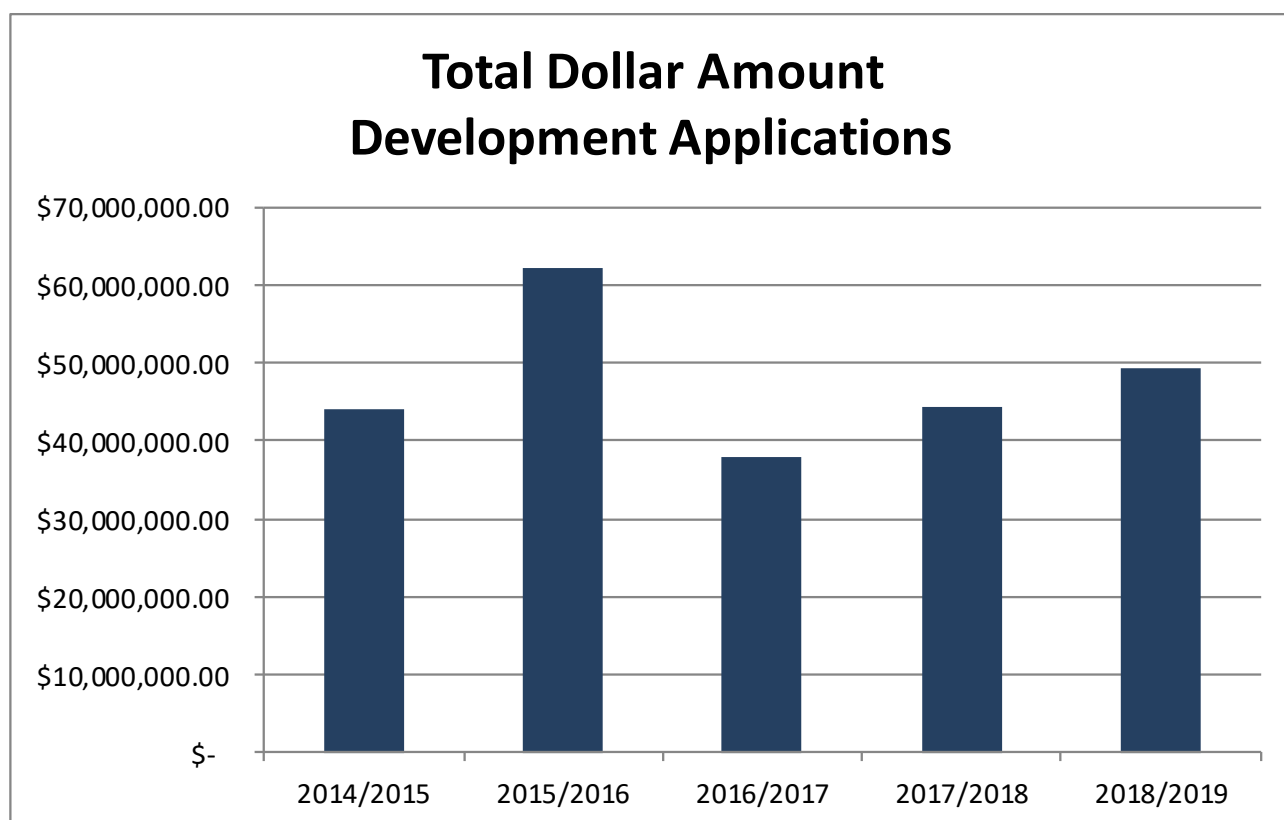


Figure 2: Annual value of development.

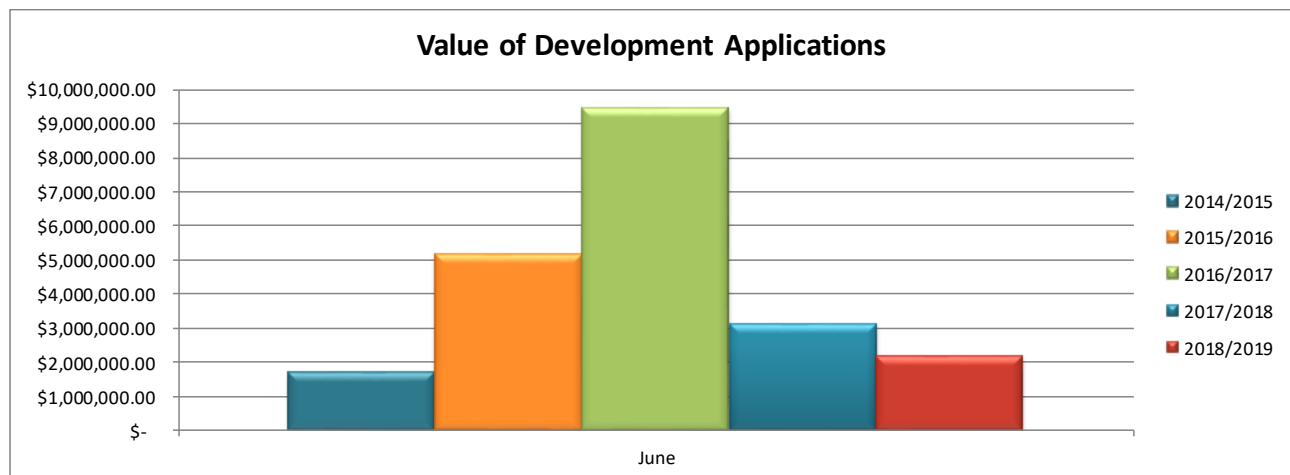


Figure 3: Value of development for the month of June.

Number of Development Applications

The number of applications received by Council does not necessarily reflect the value of developments as single large developments can be equivalent in value to a large number of more standard type developments such as sheds, dwellings and small commercial developments.

Figures 4 and 5 below detail the number of applications determined by Council.

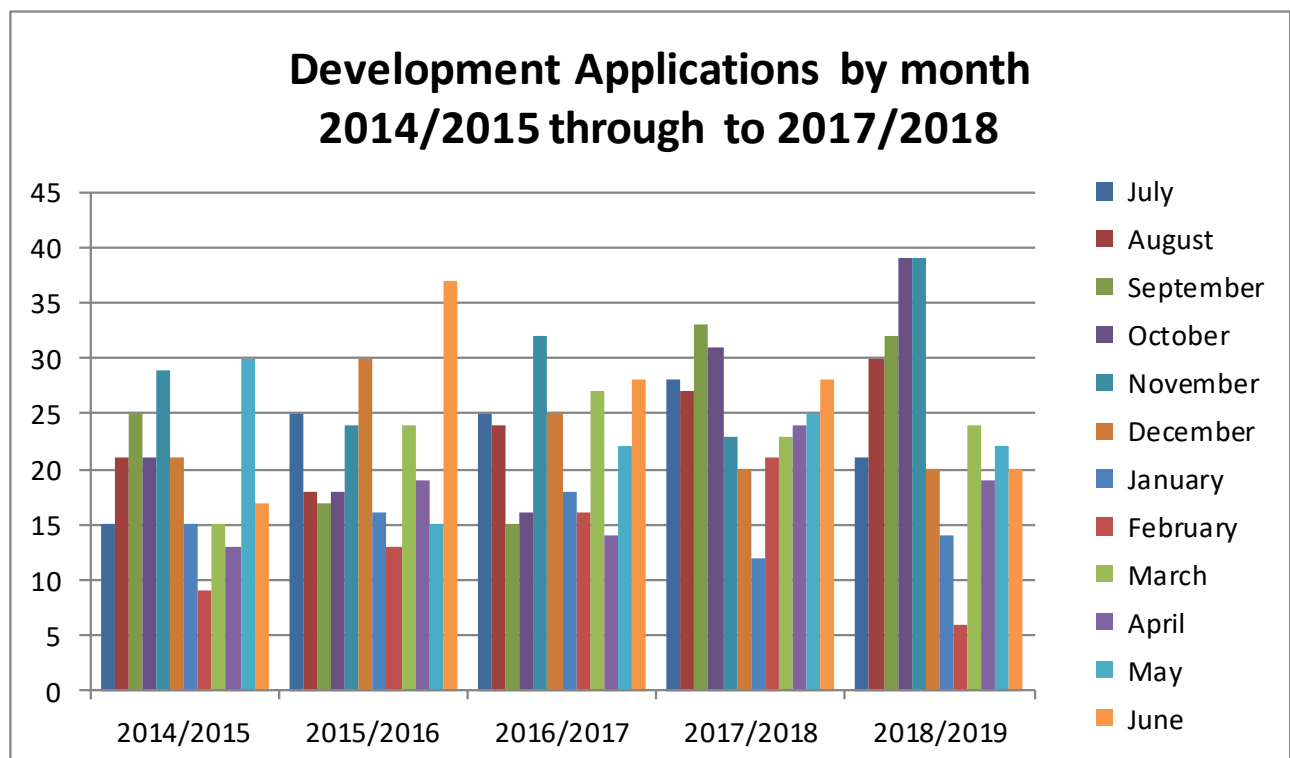


Figure 4: Number of Development Applications per month over five financial years.

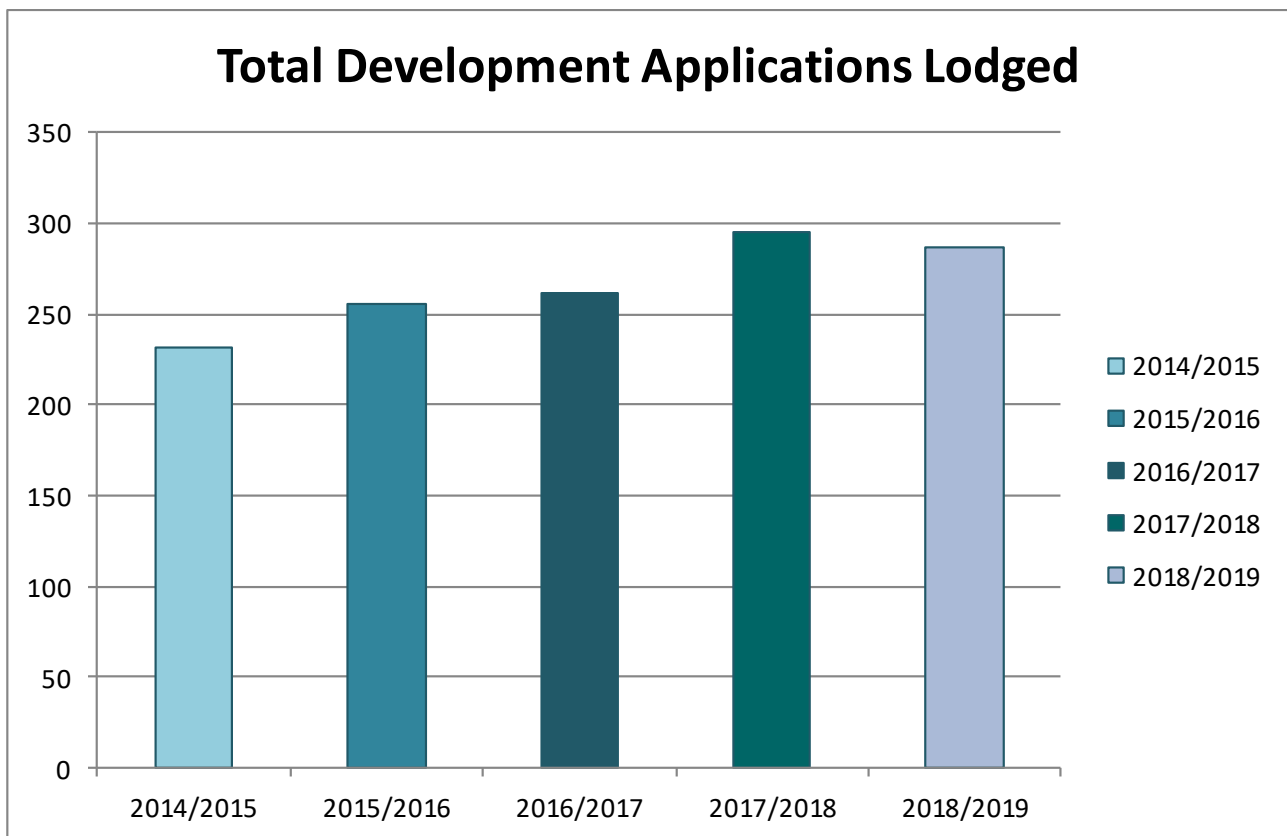


Figure 5: Number of development applications per year over five financial years.

Activity for the month of June 2019

General Approvals (excluding Subdivisions, Section 96s)	18
Section 96 amendments to original consent	1
Subdivision	
Refused	
Withdrawn	1
Complying Development (Private Certifier Approved)	
TOTAL	20

Summary

The table below summarises the Development Application statistics for the past seven years. The figures for both the total number of Development Applications lodged and the total value of the developments are generally on an upward trend. This trend is very pleasing and demonstrates sustained growth and economic development in the Richmond Valley. The spike in value in the 2015/16 year can be attributed to a number of significant development applications, one being the Northern Co-operative Meat Company – New Cold Chain Management Facility.

Year	Total DAs	Total value
2012/2013	187	\$16,318,115
2013/2014	206	\$21,190,537
2014/2015	231	\$43,985,098
2015/2016	256	\$62,229,629
2016/2017	262	\$37,788,638
2017/2018	295	\$44,455,862
2018/2019	286	\$49,420,431

DELIVERY PROGRAM LINKS

Growing our Economy

EC1: Driving Economic Growth

EC1.6: Improved customer satisfaction with the DA process

BUDGET IMPLICATIONS

Nil

Summary of Development Applications <u>determined</u> under the Environmental Planning and Assessment Act for the period 1 June 2019 to 30 June 2019							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2019/0187	S J Cox	S J Cox	8-12 Cook Street, Broadwater	Dwelling alterations and granny flat	4/03/2019	18/06/2019	\$ 95,000.00
DA2019/0188	L M Charters	C J Firth & L M Charters	79 Ocean Drive, Evans Head	Deck	4/03/2019	17/06/2019	\$ 18,158.00
CDC2019/0017	Newton Denny Chapelle	Casino Returned Servicemen's Memorial (RSM) Club Ltd	50 Convent Parade, Casino	Demolition	25/03/2019	18/04/2019	\$ 25,000.00
CDC2019/0020	Coastline Building Certification Group Pty Ltd	M A & K A Schneider	7 Wallum Drive, Doonbah	Installation of a fly over style patio roof	17/04/2019	9/04/2019	\$ 10,000.00
DA2019/0224	Northern Rivers Sheds	R M & M S Larsson	41 Battistuzzi Road, Spring Grove	Dwelling	26/04/2019	13/06/2019	\$ 45,500.00
DA2019/0232	Ballina Pool Shop	F E & S B Newman	52 Eucalypt Drive, Swan Bay	Swimming pool and associated fencing	3/05/2019	4/06/2019	\$ 26,500.00
CDC2019/0022	M L Yates	M L & T K Yates	33 Flatley Place, North Casino	Fibreglass swimming pool	7/05/2019	4/06/2019	\$ 52,730.00
DA2019/0236	Dixon Homes	C & L Tudor	355 Brookers Road, Shannon Brook	Dwelling	13/05/2019	19/06/2019	\$ 359,705.00
DA2019/0169.01	Gina Ghioni Architect	United Protestant Association of NSW Limited	65-67 Barker Street, Casino	Modification	20/05/2019	6/06/2019	-
DA2019/0242	Northern Rivers Sheds	S T Doyle & L M Quigg	923 Swan Bay New Italy Road, New Italy	Rural shed	20/05/2019	3/06/2019	\$ 124,900.00
DA2019/0246	L M Creighton	B D N King & L M Creighton	10 James Road, Stratheden	Dwelling alterations and additions	22/05/2019	19/06/2019	\$ 100,000.00
DA2019/0248	J P & K N Skaines	J P & K N Skaines	Eucalypt Drive, Swan Bay	Dwelling, garage and pool	24/05/2019	28/06/2019	\$ 550,000.00
DA2019/0254	AGS Commercial Pty Ltd	B S Johnston	300 Tatham Greenridge Road, Greenridge	Shed	31/05/2019	20/06/2019	\$ 46,985.00

Summary of Development Applications <u>determined</u> under the Environmental Planning and Assessment Act for the period 1 June 2019 to 30 June 2019							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2019/0255	M K Hanley	N L Cuskelly & M K Hanley	8 Wallum Drive, Doonbah	Dwelling	31/05/2019	27/06/2019	\$ 380,000.00
DA2019/0259	Shipmans Construction & Plant Pty Ltd	A C & E M Shields	21 Nowlan Place, North Casino	Inground swimming pool and associated fencing	5/06/2019	20/06/2019	\$ 31,210.00
DA2019/0260	M G McIntosh	M G & W A McIntosh	49 Flatley Place, North Casino	Carport attached to existing shed	6/06/2019	20/06/2019	\$ 5,850.00
DA2019/0262	J S Barron	J S Barron	43 Terrace Street, Evans Head	Alterations / additions to single story dwelling to create two storey dwelling	7/06/2019	28/06/2019	\$ 250,000.00
CDC2019/0027	AGS Commercial Pty Ltd	Foscars Pty Ltd	49-55 Dyraba Street, Casino	Awning addition to produce store	13/06/2019	24/06/2019	\$ 18,000.00
DA2019/0270	A P Russo	A L & A P Russo	135 Mahoneys Road, Stratheden	"As built" swimming pool and associated fencing	17/06/2019	27/06/2019	\$ 19,000.00

Summary of Development Applications <u>withdrawn</u> under the Environmental Planning and Assessment Act for the period 1 June 2019 to 30 June 2019							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2019/0206	AGS Commercial Pty Ltd	P J & M A Bryant	995 Myall Creek Road, Bora Ridge	Garage	3/04/2019	7/06/2019	\$ 32,860.000

18.2 CUSTOMER SERVICE REPORT - QUARTERLY UPDATE 1 APRIL 2019 TO 30 JUNE 2019

Author: Kelly Moroney, Coordinator Customer Service and Support

RECOMMENDATION

That Council receive and note the quarterly Customer Service Report for the period 1 April 2019 to 30 June 2019

REPORT

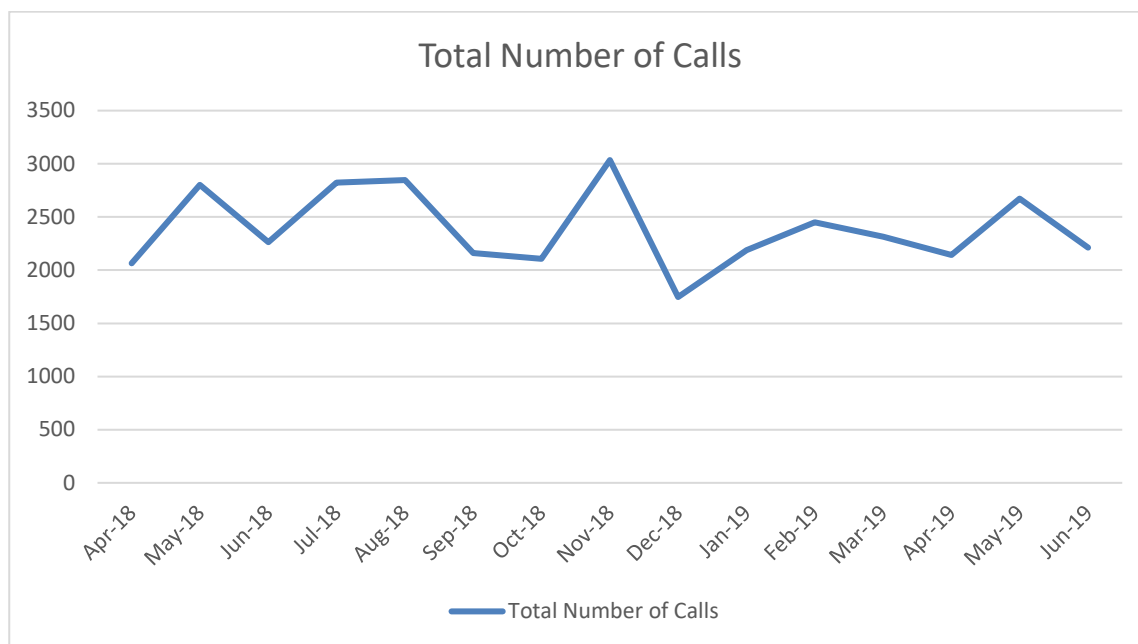
Council is committed to providing a high level of customer service to the community. The Customer Service Framework was adopted by Council at the Ordinary Meeting on 19 July 2016 and reviewed at the Ordinary Meeting on 25 June 2019. As a result, this quarterly report detailing Council's performance against the standards in the framework has been developed. The report also contains details on the resolution of customer requests made through the Contact Centre. Analysis is undertaken to determine what strategies or areas of improvement are required.

The report comprises of the following three parts:

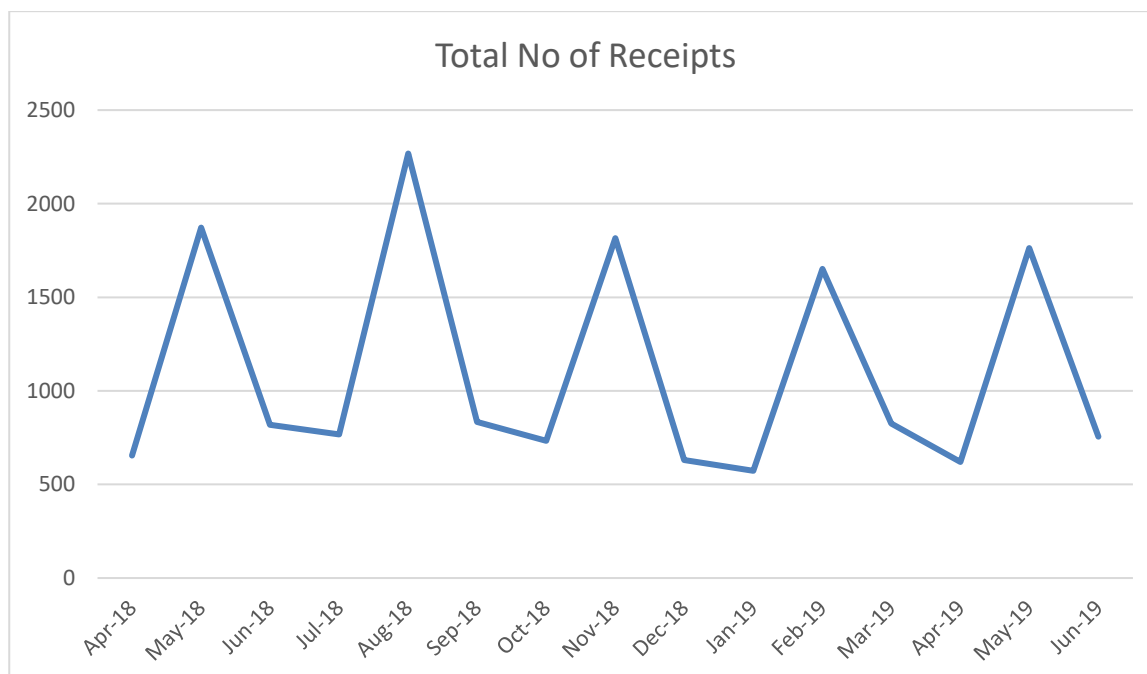
- Customer Service Contact Centre data,
- Customer Request Management System (CRM) data, and
- Results from a mystery shopper completed on the contact centre both as a walk-in customer and a telephone customer.

Customer Service Contact Centre Data - Key Statistics**Calls Statistics**

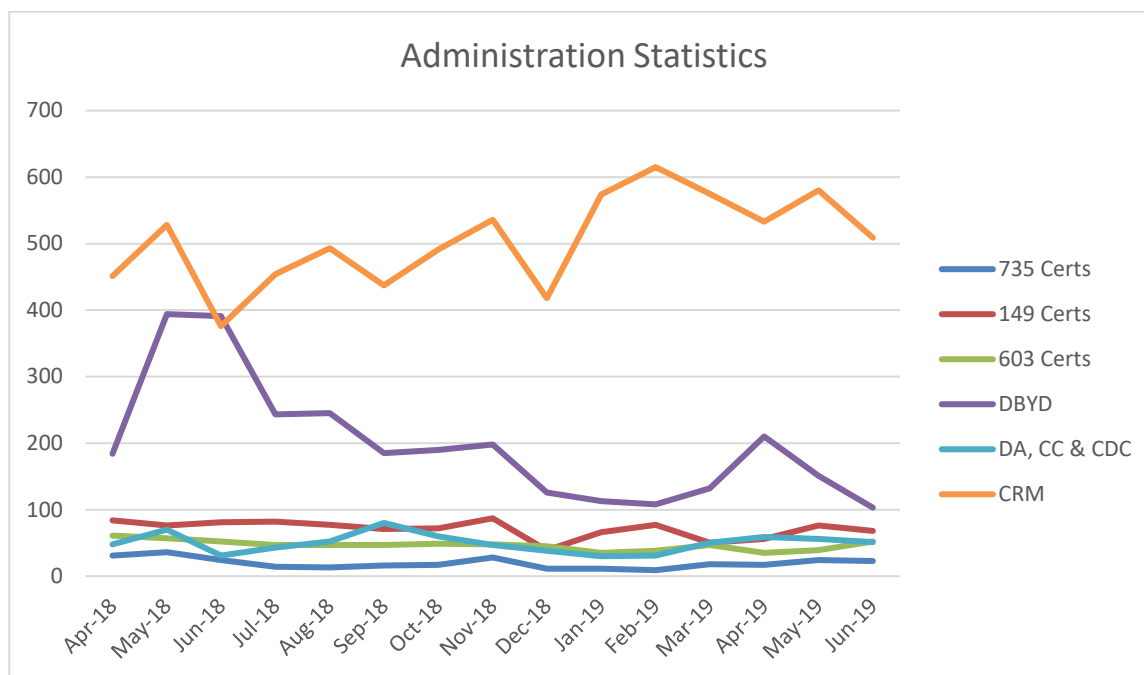
A total of 7030 calls were received during the quarter which is a slight increase from previous quarter although comparative to the corresponding period for the previous year. The Contact Centre has significantly exceeded all service targets for this quarter including 93% of calls answered within 20 seconds, average time each caller spends in the queue is 13 seconds and the percentage rate for calls abandoned is less than 1%.

Figure 1. Total Number of Calls**Receipt & Administration Statistics**

A total of 3138 receipts were actioned for this quarter which is a slight increase from the previous quarter however a decrease comparative for the corresponding period for the previous year. The month of May did see a marked increase which can be attributed to the rates notice being issued on 30 April 2019.

Figure 2. Total Numbers of Receipts

94% of Section 735A, 149, 603 Certificates were completed within set timeframes in accordance with Council's service standards. When comparing the statistics from this quarter with the previous quarter, there is an increase in Dial Before You Dig Applications.

Figure 3. Administration Statistics**Customer Request Management System - Key Statistics**

This quarter saw a decrease in requests received however this is an increase comparative to the corresponding period for the previous year. A total of 22% of requests were completed outside target which is comparative to last quarters result overall.

Similar to the last quarter, the majority of Council requests were referred to Environment Regulatory Control. The Waste & Resource Recovery area recorded an increase in requests from the previous quarter, with other areas remaining comparative to the previous quarter requests received.

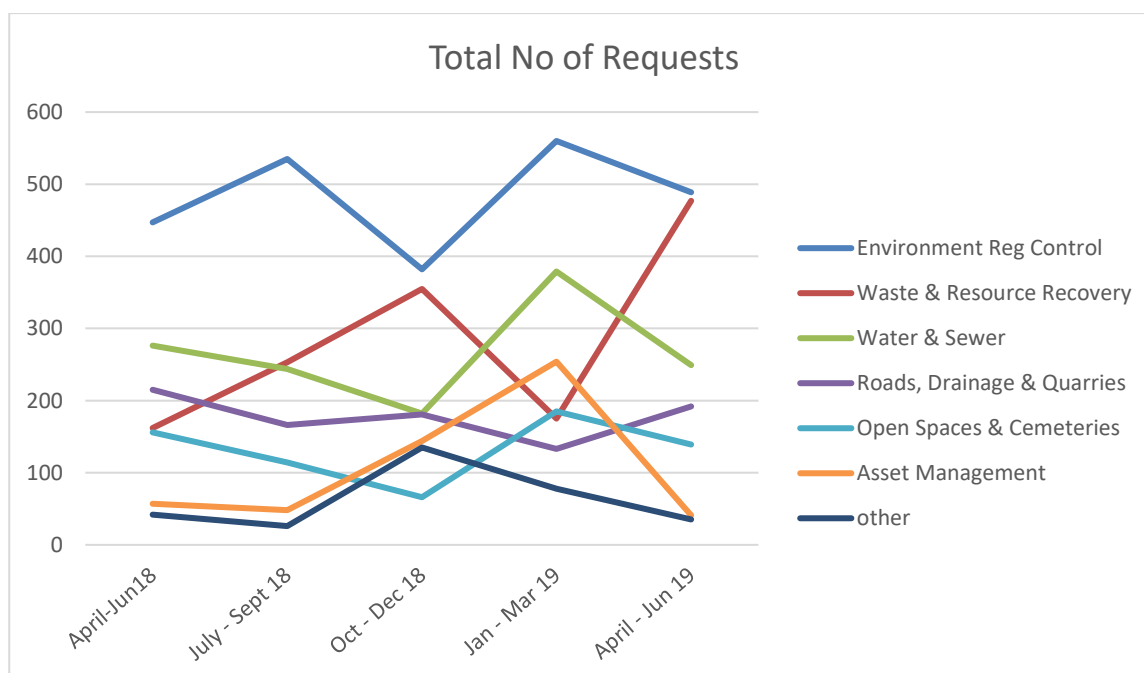
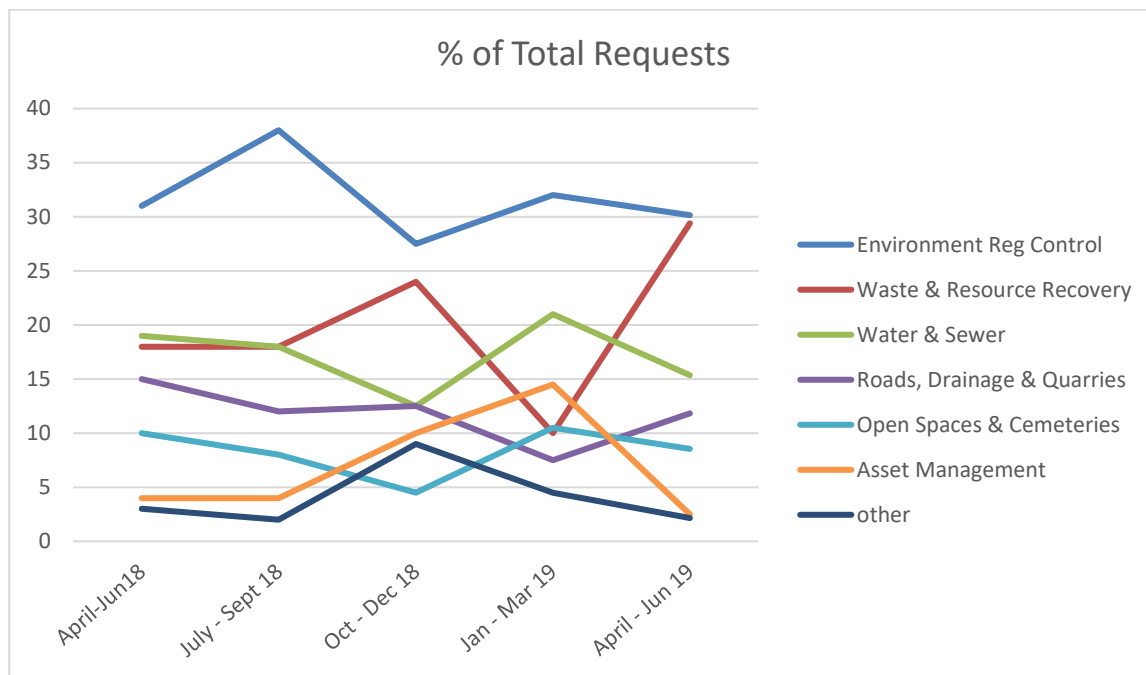
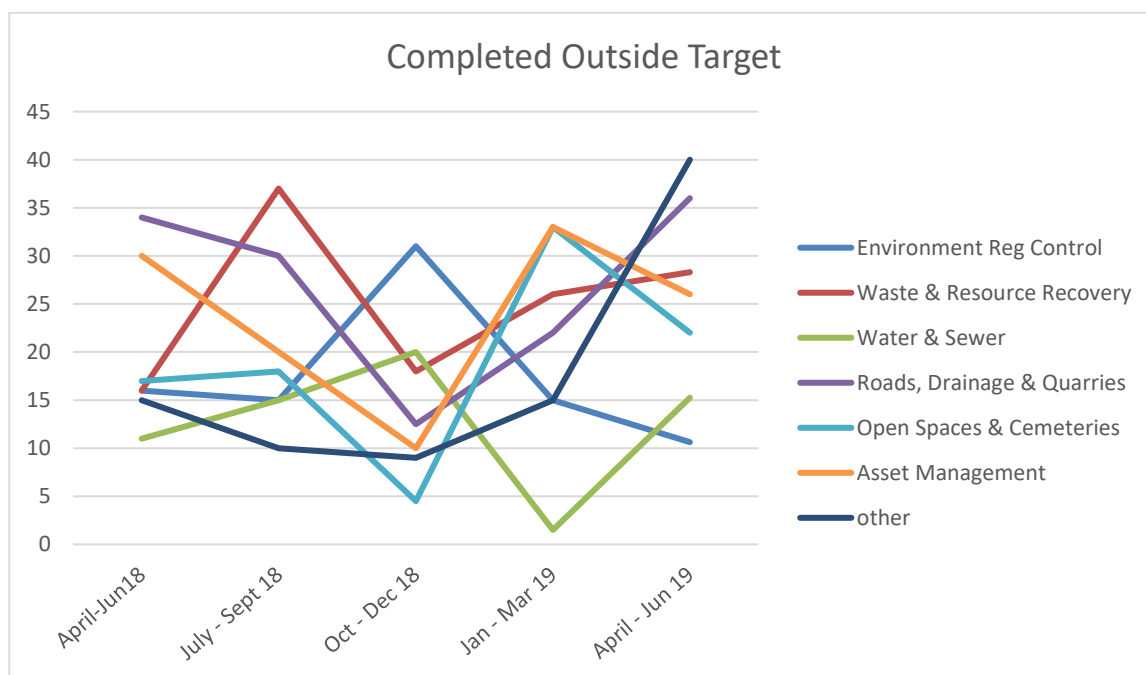
Figure 4. Number of Requests

Figure 5. Percentage of Total Requests*Figure 6. Completed Outside Target*

Mystery Shopper Results

A mystery shopper survey was undertaken during this quarter with an in-person visit to the Casino Administration Office and phone call to the call centre. 126 Councils across NSW were shopped by telephone, and 96 shopped in person. The surveys provide analysis and performance metrics of key service criteria and provide comparative data and benchmarking against several key customer service related parameters. Richmond Valley Council ranked first for greeting skills, communication and enquiry resolution for both the in-person visit and phone call.

This is a fantastic result for our Council and displays the commitment the staff have in providing excellent customer service to the community. Areas identified for improvement were that the office entry was not signposted well, and the office/foyer area environment was not as inviting as other ranked Councils.

Opportunity for Improvement

Following a review of the last quarter's results, a number of opportunities for improvement have been identified. These areas, as highlighted below, will be the focus of the customer service team in the coming months.

1. Customer Request Time Frames

The customer request targets had not been reviewed since February 2015. They have now been reviewed and the necessary administrative changes will occur early in the next reportable quarter. This will ensure that targets set are relevant to each request type and will provide a benchmark for each workgroup to work towards.

2. Customer Request Management System (CRM)

Whilst the rate of requests completed within target has remained steady for this quarter there are areas which require improvement. Additional monitoring and reporting of the CRM system will be utilised to identify potential efficiency gains. The customer service section will work with the relevant areas to ensure any unresolved requests are finalised and any opportunities to improve the CRM system are implemented.

3. Casino Administration Office Front Counter/Foyer Area

It has been identified that the Casino Administration Office Front Counter and Foyer Area are in need of minor improvements to assist staff and customers. The front counter workstation area has been remodelled to provide more area for staff and to ensure documents are stored correctly during business hours. The foyer and customer service area will undergo painting in the coming months and will display Council's branding which has been in place for some time. It is planned that any works will be kept to a minimum where possible during business hours. The project is currently running under budget and is using local tradespeople to undertake the works.

CONCLUSION

The information contained in this report demonstrates the significant volume of tasks and actions which are required by our frontline Customer Service staff. The Customer Service standards we have set ourselves are generally met and more often than not, exceeded.

Quarterly statistical analysis of Customer Service Contact Centre data, Customer Request Management System (CRM), and feedback from the Customer Service After Service Survey provide valuable information which enables identification of opportunities to improve Council's Customer Service and ensure our processes are as efficient and effective as they can be. In accordance with Council's Customer Service Framework, we continue to strive for the provision of high standards in customer service to the community. For Council to continue to provide this high level of customer service, monitoring of our performance, the implementation of strategies and constant improvements to processes are required to this area of our business.

ATTACHMENT(S)

Nil

18.3 GRANT APPLICATION INFORMATION REPORT - JUNE 2019**Author: Jono Patino, Financial Accountant****RECOMMENDATION**

That Council receive and note the Grant Application Information Report for the month of June 2019.

REPORT

This report provides information on grant applications that have been approved, grants that have been received, grant applications that were unsuccessful and grant applications submitted for the month of June 2019.

During the reporting period, one new grant was approved and funding was received for seven grants totalling \$4,357,180. Council wasn't notified as being unsuccessful with any grant applications and no grants were applied for.

Details of these grants are provided below:

Grants that have been approved

Planting & Rehabilitation of Alternative Habitat - Queen Elizabeth Park	
Project ID	10318
Funding Body	Local Government NSW
Funding Name	Flying-Fox Grant Program (FFGP)
Government Level	State
Project Value (exc GST)	\$15,000
Grant Funding (exc GST)	\$15,000
Council Funding (exc GST)	\$ 0
Date Application Submitted	N/A
Date Approved	5 th June 2019
Comment (if required)	N/A

Grants that have been received

Mongogarie Road Safety Works	
Project ID	10253
Funding Body	Roads and Maritime Services
Funding Name	Safer Roads Program
Government Level	State
Project Value (exc GST)	\$31,100
Grant Funding (exc GST)	\$31,100
Council Funding (exc GST)	\$ 0
Date Application Submitted	31 July 2017
Date Received	\$14,481 received 26 June 2019

Total Funds Received To Date	\$14,481
Comment (if required)	N/A

Northern Rivers Livestock Exchange Stage 2	
Project ID	10260
Funding Body	NSW Treasury
Funding Name	Restart NSW
Government Level	State
Project Value (exc GST)	\$7,000,000
Grant Funding (exc GST)	\$7,000,000
Council Funding (exc GST)	\$ 0
Date Application Submitted	Various
Date Received	\$1,050,095 received 18 June 2019
Total Funds Received To Date	\$5,503,137
Comment (if required)	N/A

Summerland Way Shared Pathway	
Project ID	10273
Funding Body	Transport NSW
Funding Name	Active Transport, Walking and Cycling Program, Priority Cycleways
Government Level	State
Project Value (exc GST)	\$341,000
Grant Funding (exc GST)	\$341,000
Council Funding (exc GST)	\$ 0
Date Application Submitted	20 September 2017
Date Received	\$1,720 received 26 June 2019
Total Funds Received To Date	\$27,847
Comment (if required)	Original application was for \$391,000, funding approved for \$341,000.

Johnston Street, Bruxner Hwy, Shared Pathway	
Project ID	10274
Funding Body	Transport NSW
Funding Name	Active Transport, Walking and Cycling Program, Priority Cycleways
Government Level	State

Project Value (exc GST)	\$599,500
Grant Funding (exc GST)	\$599,500
Council Funding (exc GST)	\$ 0
Date Application Submitted	20 September 2017
Date Received	\$1,542 received 26 June 2019
Total Funds Received To Date	\$6,857
Comment (if required)	Original application was for \$1,015,500, funding approved for \$599,500.

Casino Drill Hall Project	
Project ID	10280
Funding Body	Department of Infrastructure and Regional Development
Funding Name	Building Better Regions Fund (BBRF)
Government Level	Federal
Project Value (exc GST)	\$1,415,000
Grant Funding (exc GST)	\$ 837,500
Council Funding (exc GST)	\$ 577,500
Date Application Submitted	19 December 2017
Date Received	\$620,995 received 26 June 2019
Total Funds Received To Date	\$752,064
Comment (if required)	The total project value is \$1,667,000 when combined with Grant Project 10241.

Rock Fishing Safety Grant	
Project ID	10317
Funding Body	NSW Department of Industries - Fisheries
Funding Name	Rock Fishing Safety Act 2016 Grant Funding
Government Level	State
Project Value (exc GST)	\$30,000
Grant Funding (exc GST)	\$30,000
Council Funding (exc GST)	\$ 0
Date Application Submitted	N/A
Date Received	\$30,000 received 26 June 2019
Total Funds Received To Date	\$30,000 (total funding received)
Comment (if required)	N/A

Financial Assistance Grant 2019/2020	
Project ID	N/A
Funding Body	N/A
Funding Name	NSW Local Government Grants Commission
Government Level	Federal
Project Value (exc GST)	\$5,073,744 (estimated)
Grant Funding (exc GST)	\$5,073,744 (estimated)
Council Funding (exc GST)	\$ 0
Date Application Submitted	N/A
Date Received	\$2,638,347 received 18 June 2019 (General Purpose Component \$1,817,435, Local Roads Component \$820,912)
Total Funds Received To Date	\$2,638,347
Comment (if required)	Advance payment of funding for 2019/2020

ATTACHMENT(S)**Nil**

18.4 WRITE-OFF OF MONIES UNDER DELEGATION

Author: Ryan Gaiter, Chief Financial Officer / Manager Mid-Richmond

EXECUTIVE SUMMARY

At the April 2015 Ordinary Meeting Council resolved to provide a summary report on a bi-annual basis outlining the write-offs made during the period under the General Manager's delegation.

This summary report covers the period commencing 1 April 2019 – 30 June 2019.

RECOMMENDATION

That Council receive and note the information provided in this report.

DELIVERY PROGRAM LINKS

Making Council Great

CS2: Great Support

CS2.12: Ensure compliance with Accounting Standards and Local Government Legislation

BUDGET IMPLICATIONS

Write off in charges reducing Council's debt recovery percentages.

REPORT

At Council's Ordinary Meeting held on 21 April 2015 it was resolved that where the General Manager exercises his delegation in regard to refunds/write-offs that exceed \$1000, an information summary report be submitted to Council on a bi-annual basis.

This summary report covers the period commencing 1 April 2019 – 30 June 2019.

As at the 30 June 2019 the General Manager has used his delegation to write off three amounts in excess of \$1000.

Debtor 500112/500426 - \$3989.46 - Debtor write off due to Bankruptcy (Debt from 2012 to 2013)

Debtor 500168/500442 - \$2890.23 - Debtor write off due to Bankruptcy (Debt from 2012 to 2015)

Debtor 500199 - \$3382.62 - Statute of limitations has expired – Owner overseas (Debt from 2012 to 2015).

All three of these debtors have been through Council's normal debt collection procedures before the decision was made to write off the debts.

CONSULTATION

Nil.

CONCLUSION

The General Manager has exercised his delegation to write off monies over \$1,000 on three occasions during the period 1 April 2019 – 30 June 2019 as detailed above.

ATTACHMENT(S)

Nil

19 QUESTIONS ON NOTICE

Nil

20 QUESTIONS FOR NEXT MEETING (IN WRITING)