

Richmond  
Valley  
Council



# **AGENDA**

## **Ordinary Council Meeting**

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

**Date: Tuesday, 20 October 2020**

**Time: 5.00pm**

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

**Vaughan Macdonald  
General Manager**

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**ORDER OF BUSINESS**

<b>1</b>	<b>ACKNOWLEDGEMENT OF COUNTRY.....</b>	<b>5</b>
<b>2</b>	<b>PRAYER.....</b>	<b>5</b>
<b>3</b>	<b>PUBLIC ACCESS AND QUESTION TIME .....</b>	<b>5</b>
<b>4</b>	<b>APOLOGIES .....</b>	<b>5</b>
<b>5</b>	<b>MAYORAL MINUTES.....</b>	<b>5</b>
	Nil	
<b>6</b>	<b>CONFIRMATION OF MINUTES .....</b>	<b>6</b>
6.1	Minutes Ordinary Meeting held on 15 September 2020.....	6
<b>7</b>	<b>MATTERS ARISING OUT OF THE MINUTES .....</b>	<b>7</b>
<b>8</b>	<b>DECLARATION OF INTERESTS .....</b>	<b>7</b>
<b>9</b>	<b>PETITIONS.....</b>	<b>7</b>
	Nil	
<b>10</b>	<b>NOTICE OF MOTION .....</b>	<b>7</b>
	Nil	
<b>11</b>	<b>MAYOR'S REPORT .....</b>	<b>8</b>
11.1	Mayor Attendances 8 September - 12 October 2020.....	8
<b>12</b>	<b>DELEGATE'S REPORTS.....</b>	<b>9</b>
	Nil	
<b>13</b>	<b>MATTERS DETERMINED WITHOUT DEBATE .....</b>	<b>9</b>
13.1	Matters to be Determined Without Debate.....	9
<b>14</b>	<b>GENERAL MANAGER'S REPORTS .....</b>	<b>9</b>
	Nil	
<b>15</b>	<b>FINANCIAL REPORTS .....</b>	<b>10</b>
15.1	Review of Council's Investment Policy .....	10
15.2	Draft Financial Statements 2019/2020 .....	25
15.3	Financial Analysis Report - September 2020.....	33
<b>16</b>	<b>TENDER REPORTS.....</b>	<b>40</b>
	Nil	
<b>17</b>	<b>GENERAL BUSINESS .....</b>	<b>41</b>
17.1	Application to close public road - Part Emu Park Road, Ellangowan .....	41
17.2	Application to close public road - Part Myall Creek Road, Bora Ridge.....	43
17.3	Application to close public road - Part Myall Creek Road, Coraki .....	49
17.4	Application to close public road - Part Eagar Street, Coraki.....	52
17.5	Queen Elizabeth Park Draft Master Plan.....	55
17.6	Amended Community Participation Plan - Post Exhibition Report .....	57
17.7	Planning Proposal to Rezone Land at Rileys Hill.....	61
<b>18</b>	<b>MATTERS FOR INFORMATION .....</b>	<b>64</b>

18.1	Review of Related Party Disclosure Policy .....	64
18.2	Coraki Riverside Caravan Park Expression of Interest .....	66
18.3	Grant Application Information Report - September 2020 .....	68
18.4	Australian Livestock Markets Association - Annual General Meeting.....	72
18.5	Development Applications determined under the Environmental Planning and Assessment Act for the period 1 September to 30 September 2020.....	74
18.6	Customer Experience Report 1 July 2020 to 30 September 2020 .....	81
<b>19</b>	<b>QUESTIONS ON NOTICE .....</b>	<b>85</b>
	Nil	
<b>20</b>	<b>QUESTIONS FOR NEXT MEETING (IN WRITING).....</b>	<b>85</b>
<b>21</b>	<b>MATTERS REFERRED TO CLOSED COUNCIL .....</b>	<b>86</b>
21.1	Proposed Property Acquisition .....	86
21.2	General Manager's Mid-Year Performance Review - October 2020 .....	86
<b>22</b>	<b>RESOLUTIONS OF CLOSED COUNCIL .....</b>	<b>87</b>

**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 15 SEPTEMBER 2020**

**Author: Vaughan Macdonald, General Manager**

**RECOMMENDATION**

That Council confirms the Minutes of the Ordinary Meeting held on 15 September 2020.

**ATTACHMENT(S)**

- 1. Unconfirmed Ordinary Minutes 15 September 2020 (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 ATTENDANCES 8 SEPTEMBER - 12 OCTOBER 2020**

**Author:** Robert Mustow, Mayor

**RECOMMENDATION**

That Council receives and notes the Mayor's attendance report 8 September – 12 October 2020.

**REPORT****September**

- 8<sup>th</sup> Rappville Advisory Group Meeting
- 10<sup>th</sup> Announcement of Motorway opening - 9.30am Broadwater depot
- 10<sup>th</sup> Meeting at Woodburn Riverside with community representatives
- 10<sup>th</sup> Richmond River Independent Anniversary 10th edition
- 15<sup>th</sup> Richmond Valley Aboriginal Services Interagency Meeting
- 15<sup>th</sup> Richmond Valley Council Ordinary Meeting
- 16<sup>th</sup> Lithgow/Parkes visit to review public swimming pool upgrades and inland development
- 17<sup>th</sup> Lithgow/Parkes visit
- 18<sup>th</sup> Lithgow/Parkes visit
- 21<sup>st</sup> Kevin Hogan Funding – water tower mural/Coronation Park Casino
- 21<sup>st</sup> Kevin Hogan Funding - veranda addition amenities block Coraki
- 21<sup>st</sup> Hon Mark Coulton MP Minister for Local Government and Kevin Hogan MP Lismore
- 21<sup>st</sup> Virtual Melbourne Cup Event Casino RSM
- 23<sup>rd</sup> Onsite meeting to discuss South Casino water tower mural project
- 24<sup>th</sup> Supt Scott Tanner meeting
- 25<sup>th</sup> NRJO Board meeting and workshop
- 26<sup>th</sup> Casino Rescue Squad AGM
- 27<sup>th</sup> Casino District Cricket Association official unveiling of John McDonald Oval sign

**October**

- 1<sup>st</sup> Crown Lands Commissioner meeting
- 1<sup>st</sup> Rappville Advisory Group meeting
- 1<sup>st</sup> Casino Chamber Annual General Meeting
- 2<sup>nd</sup> Lions Members ceremony at Coronation Park
- 6<sup>th</sup> Richmond Valley Council - Councillor Information Session
- 8<sup>th</sup> Rappville Bushfire Anniversary tree planting and dinner function
- 9<sup>th</sup> Evans Head RSL meeting

**ATTACHMENT(S)**

**Nil**



**12 DELEGATE'S REPORTS**

Nil

**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**

Nil

## 15 FINANCIAL REPORTS

### 15.1 REVIEW OF COUNCIL'S INVESTMENT POLICY

**Author:** Jono Patino, Financial Accountant

#### EXECUTIVE SUMMARY

Council reviews its Investment Policy on an annual basis. The latest review has been undertaken with assistance from Council's investment advisors Laminar Capital, resulting in further refinements being recommended. The review considered adopting the investment framework required under TCorp's lending criteria but found the potential loss of investment returns to Council under this framework would outweigh any savings from accessing slightly cheaper loans. The changes and additions to the policy are detailed within this report.

#### RECOMMENDATION

That Council adopts the revised Investment 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 decreased over the past 12 months while NSW Treasury Corporation Funds have experienced periods of volatility due to the global recession caused by the impacts of COVID-19. During the 2018/2019 financial year, \$1,393,479 was received in interest and investment revenue on a cash basis (this result was 151.52% of the revised budget of \$919,669). During the 2019/2020 financial year, \$896,599 was received in interest and investment revenue on a cash basis (this result was 90.11% of the revised budget of \$995,000). The budget for the current 2020/2021 financial year is \$1,003,025 and several changes have been made to Council's Investment Policy to help achieve this result.

#### REPORT

Council has taken a conservative approach to 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. Market conditions are challenging at present due to the low returns being offered by banking institutions. In addition to the record low cash rate, the economic impacts of COVID-19 led to the Australian Government providing banks with access to 3-year loan funding at a rate of 0.25% in March 2020. Recently the government also announced that these loans would be increased to \$200 billion across all Australian Banks. This has resulted in reduced demand for investment funds and lower returns to investors. As such, other investment options are required including alternative bank accounts, floating rate notes (FRN's) and fixed rate bonds.

#### *Investment Options*

Council's Long-Term Financial Plan forecasts that funds available for investment will be in the range of \$42-\$83 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 to achieve the best possible rates of return while maintaining capital. This does however expose Council to volatility in the market which has resulted in some capital losses in the NSW Treasury Corporation Medium-Term Growth Fund during the 2019/2020 financial year. Despite these losses an overall capital gain of \$33,631 was achieved on this investment and a capital gain of \$142,529 was achieved on NSW Treasury Corporation Investments for the 2019/2020 financial year. Council's investment performance has been strong given the economic circumstances, although total investment revenue has decreased from the previous financial year.

### ***Investment Performance***

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

<b>Year</b>	<b>Average Portfolio</b>	<b>Interest Revenue</b>	<b>Variance from Previous Year</b>
2016-17	\$33,115,506.73	\$788,033.46 (includes TCorp fair value gains)	(\$5,297.47)
2017-18	\$38,920,181.24	\$764,175.63 (includes TCorp fair value gains)	(\$23,857.83)
2018-19	\$44,013,376.28	\$1,393,479.10 (includes TCorp fair value gains)	\$629,303.47
2019-20	\$48,624,071.13	\$896,599.23 (includes TCorp fair value gains)	(\$469,879.87)

### ***TCorp Hour-Glass Investments***

Council continues to invest with NSW Treasury Corporation with the objective of attaining higher yields than those offered by term deposits in the long term.

The performance of these investments over the 2019/2020 financial year has declined from the previous year with the funds achieving the following returns:

- TCorpIM Cash Fund – 1.14% (down from 2.17%)
- TCorpIM Medium Term Growth Fund – 0.39% (down from 4.70%)

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 1.82% p.a. / 5-year return of 2.06% p.a.
- TCorpIM Medium Term Growth Fund – 3-year return of 3.91% p.a. / 5-year return of 3.96% p.a.

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

### **Financial Advisors**

In July 2020 Council transferred its investment platform and advisory services from Imperium Markets, which had been contracted for these services since September 2018, to Laminar Capital. This platform has proven to be more efficient and maintains the additional return on certain investments of up to 0.20% by not charging commissions. The annual cost to Council has been reduced from \$10,000 p.a. (excl GST) to approximately \$7,800 p.a. (excl GST) and other benefits such as regular market insight, economic commentary and Council specific advice have proven valuable.

### **Investment Holdings**

Following advice from Council's investment advisors the Credit Rating, Portfolio and Counterparty Limits section of the Investment Policy has been updated including the removal of minimum and maximum holdings for cash assets. Due to the changing investment landscape, the need for a maximum cash holding limit is no longer valid as many at call accounts are offering a higher rate than term deposits. Removing this maximum cash limit will provide Council with greater flexibility during the extended period of extremely low interest rates. Other changes include the removal of the words 'term deposits' to include other debt securities such as floating rate notes (FRN's) and fixed rate bonds, adding class rating ranges, changes to counterparty limits and the addition of some wording regarding rating methodology as per the table/wording below:

<b>Investment Class</b>	<b>Minimum Holding</b>	<b>Maximum Holding</b>	<b>Counterparty Limit</b>
AAA Rated	0%	100%	40%
AA+ to AA- Rated (including the 4 major banks)	0%	100%	40%
A+ to A- Rated	0%	70%	30%
BBB+ to BBB- Rated	0%	50%	20%
Unrated	0%	20%	10%
TCorpIM Cash Facility	0%	40%	100%
TCorpIM Short Term Income Fund	0%	40%	100%
TCorpIM Medium Term Growth Facility	0%	40%	100%

Cash assets are no longer subject to any minimum or maximum holding.

Standard & Poor's (or equivalent Moody's or Fitch) ratings attributed to each individual institution will be used to determine maximum holdings. In the event of a disagreement between two agencies as the rating band ("split ratings") Council will use the lower of the ratings. Where more than two ratings exist, Council will discard the lowest rating and then use the lower of the higher two ratings when assessing new purchases. This is an industry standard methodology that is widely used.

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

### **Potential Investment Structures, Loans and Returns**

NSW Treasury Corporation's credit committee has further updated its lending criteria and requires a Council to commit to a recommended balanced investment framework as a condition for future loan funding. A Council isn't required to have the required portfolio limits at the time of borrowing but must commit to a transition period once loan funding has been agreed to. The focus of this framework is to limit investments with a rating of BBB and more significantly unrated investments.

The proposed structure is displayed in the table below:

TCorp		Portfolio Limit	Counterparty Limit	Max Tenor
Core TCorpIM Funds***	Unrated	100%	100%	N/A
S&P Long Term**	S&P Short Term**	Portfolio Limit	Counterparty Limit	Max Tenor
AAA	A-1+	100%	100%	N/A
AA+ to AA-	A-1+	100%	100%	5 years
A+ to A	A-1	100%	30%	3 years
A-	A-2	40%	20%	3 years
BBB+	A-2	30%*	10%	3 years
BBB	A-3		5%	12 months
BBB- & below - local ADIs	A-3 & below - local ADIs	5%	5%	12 months
BBB- & below - other	A-3 & below - other		\$250k	12 months

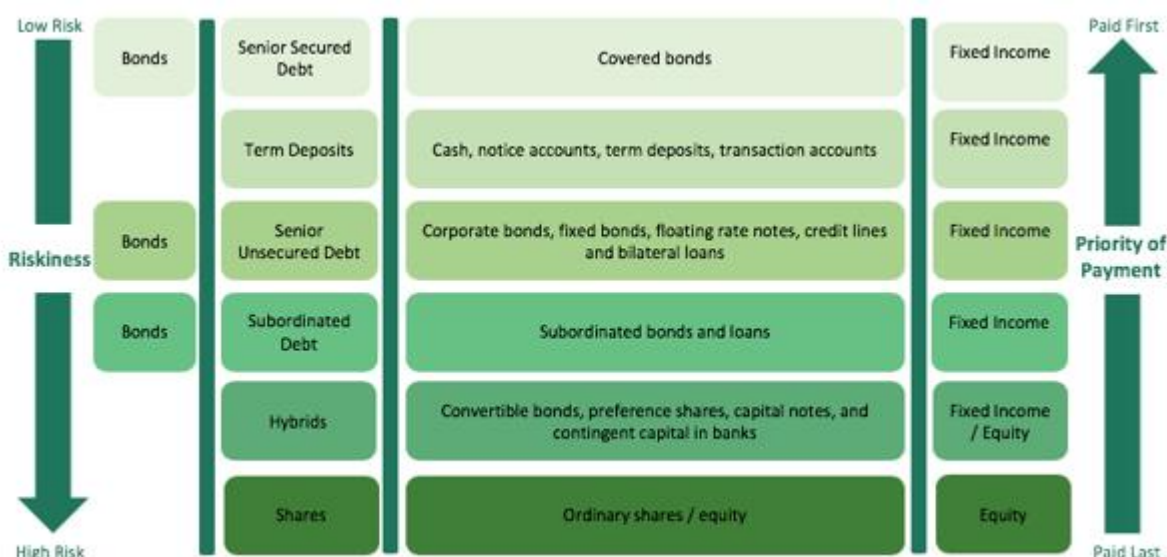
\* Sub-limit of 10% applies to ADIs rated BBB

\*\* Where a counterparty has two or more ratings, it is the S&P equivalent of the lower of those ratings that shall apply for the purposes of the Investment Framework

\*\*\* Core TCorpIM Funds means: TCorpIM Cash Fund, TCorpIM Short Term Income Fund, TCorpIM Medium Term Growth Fund, TCorpIM Long Term Growth Fund

BBB rated and unrated investments typically offer higher rates of return and the effect this structure would have on investment returns in an already difficult market environment is concerning. While investments with a lower rating or no rating are considered riskier than their rated counterparts, the chances of Council suffering any investment losses is considered low due to the required capital structure of a banking institution. In the event of a bank going into administration the priority of debt payments means that term deposits are one of the first categories of investment that is returned to investors (see graph below).

## CAPITAL STRUCTURE



In addition to this the first \$250,000 of any investment made is covered by the Federal Government's deposit guarantee.

Council's NSW Treasury Corporation funds are invested in several areas as per below:

Investment Category	TCorplM Cash Fund	TCorplM Medium Term Growth Fund
Cash and Cash Equivalents	✓	✓
Corporate Bonds	✓	x
Semi-Government Bonds	✓	x
Government Bonds	✓	x
Australian Inflation Linked Bonds	x	✓
Australian Bonds	x	✓
High Yield	x	✓
Emerging Market Debt	x	✓
Bank Loans	x	✓
Global Credit	x	✓
Alternatives	x	✓
Listed Property	x	✓
International Shares (Hedged)	x	✓
International Shares (Unhedged)	x	✓
Australian Shares	x	✓

Given that a number of these investments are considered to have riskier investment profiles than term deposits it seems contradictory that under NSW Treasury Corporation's requirements Councils would be able to invest in these areas but be further limited with term deposit investments.

Council's financial advisors were tasked with conducting independent research and comparing the likely effects of investing using NSW Treasury Corporation's required structure versus adopting a different approach.

If Council were to adopt the NSW Treasury Corporation's structure it would have access to low borrowing rates for future borrowings, while the proposed structure would mean that Council would need to source funds from a banking institution. Indicative loan rates at the time of the review from NSW Treasury Corporation were 1.50% over 10 years while the best rate from a banking institution was 1.88% over the same term. The results showed that based on Council's proposed borrowings for the 2020/2021 financial year, borrowing from NSW Treasury Corporation would save Council approximately \$6,600 per annum compared to borrowing from a banking institution. However, the estimated reduction in investment income is \$42,500 per annum using NSW Treasury Corporation structure. Therefore, the overall estimated cost to Council is \$35,900 per annum. Even with proposed borrowings of \$2m in 2021/2022 and \$1m in 2022/2023 the overall cost to Council would still at best be \$26,000 per annum in future years.

RVC's neighbouring councils have a varied approach to utilising NSW Treasury Corporation investments as shown below: -

Council	NSW Treasury Corporation Investments Held	NSW Treasury Corporation Investment Structure Adopted
Ballina Shire Council	No	No
Byron Shire Council	Yes	No
Clarence Valley Council	Yes	No
Kyogle Council	No	No, but satisfies criteria
Lismore City Council	Yes	Yes

**Policy updates**

The following changes to the Investment Policy are proposed:

- Updating the 90 Day Bank Bill Reference Rate (BBSW) definition wording from Australian Financial Markets Association (AFMA) to Australian Securities Exchange (ASX).
- Changes to investment class table as discussed above including:
  - removing the minimum and maximum holdings for cash assets
  - removal of the words 'term deposits' to include other debt securities such as floating rate notes (FRN's) and fixed rate bonds
  - adding ranges for individual class ratings
  - minor changes to counterparty limits
  - additional wording around rating methodologies
- Added Term to Maturity Framework section.
- Updated Investment Advisor section to Laminar Capital.
- Change the Benchmark section to the Bloomberg AusBond Bank Bill Index as per market standards and remove aim to match or outperform BBSW.
- Addition to Reporting and Reviewing of Investments section regarding valuations for debt securities.
- Add Safe Custody Arrangement section
- Council to utilise Laminar Capital as its financial advisory service provider and the Treasury Direct online investment platform for 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 purpose has remained the same. A copy of the revised Investment Policy is included as an attachment to this report.

**ATTACHMENT(S)**

1. **Draft Investment Policy 2020/2021**
2. **NSW TCorp Loan Analysis - Laminar Capital**

## Council Policy

Richmond  
Valley  
Council



<b>Policy Title:</b>	<b>Investments</b>
<b>Policy Number:</b>	6.14
<b>Focus Area:</b>	CS2 Great Support
<b>Responsibility:</b>	Finance
<b>Meeting Adopted:</b>	Date of Council Meeting – Resolution Number

### OBJECTIVE

To provide a framework for investing Council's funds 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 *Local Government Act 1993*;
- Clause 212 *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) *Trustee Amendment (Discretionary Investments) Act 1997*.

#### 2. Definitions

**Authorised Deposit-taking Institutions (ADI's)** - are corporations authorised under the *Bank Act 1959 (Cth)* 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).

**Bank Bill Swap Rate** - is the compilation and average rate of market rates supplied by domestic banks relating to multiple maturities of bank bills.

**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.

**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.

**Floating Rate Note** - are securities that (in Australia) pay a coupon normally priced at a fixed margin above the Bank Bill Swap Rate.

Richmond Valley Council – 6.14 Investments

Adopted: Date

Page 1 of 6



**TCorp** - NSW Treasury Corporation

**Term Deposits** - are non-tradeable investments offered by ADI's 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.

**90 Day Bank Bill Reference Rate (BBSW)** - is the wholesale interbank rate within Australia and is published by the Australian Securities Exchange (ASX). 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 Investments 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 Investments 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 (Cth)*), 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 Accountant's Procedure Manual). Generally, 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 other at call accounts to cover short term payment demands. These accounts are chosen to attract interest at a higher rate than the general fund account and should be approximately \$3,000,000 - \$5,000,000. During periods of low returns on other investments, additional levels of cash may be held in these at call accounts where they offer equivalent or greater rates of return.

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
AAA Rated	0%	100%	40%
AA+ to AA- Rated (including the four major banks)	0%	100%	40%
A+ to A- Rated	0%	70%	30%
BBB+ to BBB- Rated	0%	50%	20%
Unrated	0%	20%	10%
TCorplM Cash Facility	0%	40%	100%
TCorplM Strategic Cash Facility	0%	40%	100%
TCorplM Medium Term Growth Facility	0%	40%	100%

Cash assets are no longer subject to any minimum or maximum holding.

Standard & Poor's (or equivalent Moody's or Fitch) ratings attributed to each individual institution will be used to determine maximum holdings. In the event of a disagreement between two agencies as the rating band ("split ratings") Council shall use the lower of the ratings. Where more than two ratings exist, Council shall discard the lowest rating and then use the lower of the higher two ratings when assessing new purchases. This is an industry standard methodology that is widely used.

## 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. Term to Maturity Framework

The investment portfolio is to be invested within the following terms to maturity constraints: -

Overall Portfolio Term to Maturity	Maximum Portfolio % Limit
< 12 months	100%
> 12 months < 36 months	40%
> 36 months < 60 months	25%

### 12. Investment Advisor

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

### 13. 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.

### 14. Environmentally Sustainable Investments (ESI's)

Council is committed to investing in Environmentally Sustainable Investments (ESI's) and will:

- Give preference to ESI's where their rate of return is equal or greater to other investment options;
- Monitor the % of ESI's held in our portfolio and seek to increase this % over time;
- Continually scan the market for ESI products that are compliant with the LG investment framework; and
- Report on our progress towards achieving these objectives.

### 15. Benchmarking

Benchmarks are established to evaluate investment outcomes against objectives, and they must be easily measurable. The Bloomberg AusBond Bank Bill Index is used as Council's benchmark and is included in the Monthly Financial Analysis Report to Council.

### 16. 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. Where Council invests in debt securities that have a movement in their capital value, a monthly valuation report will be obtained.

## 17. Safe Custody Arrangements

Where necessary, investments may be held in safe custody on Council's behalf, if the following criteria are met: -

- Council must retain beneficial ownership of all investments;
- Adequate documentation is provided, verifying the existence of the investments;
- The custodian conducts regular reconciliations of records with relevant registries and/or clearing systems; and
- The institution or custodian recording and holding the assets will be: -
  - The Custodian nominated by TCorp;
  - Austraclear;
  - An institution with an investment grade Standard and Poor's or Moody's rating; or
  - An institution with adequate insurance, including professional indemnity insurance and other insurances considered prudent and appropriate to cover its liabilities under any agreement.

## 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.

Version Number	Date	Reason / Comments
1	16 July 2019	Review
2	22 October 2019	Review
3	20 October 2020	Review and update to format





## NSW TCorp LOAN ANALYSIS

### Introduction

Richmond Valley Council are assessing the economic impact and amending their investment policy in line with NSW Treasury Corporation's requirements attached to a proposed borrowing. TCorp are offering a borrowing rate lower than what is available from the banking sector but comes with covenants requiring the Council to divest from lower rated ADIs, who generally pay a higher rate of return.

To assess the feasibility of amending the investment strategy we need to look at the implications of a potential lower investment income return versus the benefits of a lower borrowing cost. The following assumptions have been made as a part of the analysis.

### Assumptions

- Portfolio Value of \$53.5 million, with the TD book total of \$26mil as at 30th of June 2020.
- To enable analysis of the portfolio, limits have been adjusted from 50% for BBB banks to 30% maximum limit of the portfolio in banks rated BBB+ to BBB- and a max of 5% per BBB bank. This also includes the reduction in limit to unrated ADI's from 20% to a max of 5% and a max of \$250k per unrated ADI.
- Trading Margins/Yield calculations/Investment Returns assumptions are based on market conditions in a normal functioning market.
- The Tcorp rate to borrow \$2mil for 10 years is 1.55%, vs best 10 year rate from the banks at 1.88%

### Current State of Investment Portfolio

To become compliant with TCorp's requirements, council will have to limit exposure to banks rated BBB+ to BBB- and unrated banks quite significantly.

As at 30th of June Richmond Valley Council has \$22mil in TDs rated BBB+ or below. Which equates to ~40% of total portfolio. Tcorp limit is for only a max of 30% in BBB banks 5% per BBB bank. Also as at 30th of June 2020 Richmond Valley Council has a total of \$10mil in unrated TDs. Which equates to ~18% of total portfolio. Tcorp limit is for only max 5% in unrated with max of \$250k per unrated bank.



## Cost benefit analysis

Tcorp's borrowing rates are currently slightly favourable compared to the banks borrowing rates, however this does come with some investment limitations.

Limiting the exposure to lower rated ADIs will reduce the diversification of the portfolio, particularly with the large number of banks that were downgraded back in May 2017.

While NAB's TD rates are currently quite competitive in the deposit market, the other 3 major banks are not always competitive and typically the lower rated banks will offer TD rates 20 to 30bps higher.

The largest variance in yields is in the long term markets. Currently the pick up in spread from the Major Banks to a BBB is ranging from 30bps to 50 bps depending on the term and credit rating.

As per current market TD rates comparison the difference in rates is on average around 20bps, with banks rated BBB+ to BBB- and around 30bps for unrated banks

With Tcorp recommending the council to reduce the exposure from 50% to 30% based on a loss of 20bps on the total TD portfolio for BBB+ to BBB- banks and reduced from 20% to 5% for unrated banks, **this will cost the council roughly \$42,500 per annum in lost interest income.**

## Benefits from lower borrowing costs.

Loan size: \$2,000,000.00 term 10 years. Tcorp rate 1.55% ; assumed bank rate 1.88%

Interest margin savings by accepting T-Corp Loan = 1.88% p.a. (bank) – 1.55% p.a. (T-corp) = **0.33% p.a.**

Total Dollar Interest Savings: would be **approximately \$6,600 per annum.**

Total Benefit per annual choosing to borrow from the banks and not Tcorp = \$42,500 - \$6,600 = **\$35,900 per annum better off.**



## Conclusion

TCorp require Richmond Valley Council to “de-risk” their investment portfolio by limiting the total exposure BBB+ and lower rated ADIs to 30% and 5% for unrated ADIs.

Based on our findings the opportunity cost to the council will be approximately \$35,900 per annum on average by choosing to borrow direct from the banks and therefore not have to forgo interest income by limiting the council’s investment portfolio. We would therefore recommend borrowing direct from the banks.

### Disclaimer and confidentiality

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**15.2 DRAFT FINANCIAL STATEMENTS 2019/2020**

**Author:** Dean Fordham, Principal Accountant

**EXECUTIVE SUMMARY**

Council's draft financial statements for the year ended 30 June 2020 have been prepared and subjected to external audit by the Audit Office of New South Wales. A copy of the draft financial statements and draft auditor's report have been provided separately to Councillors for their information.

Council's external auditor, the Audit Office of New South Wales has advised that their representative firm, Thomas, Noble and Russell will be attending the Ordinary Meeting of Council 17 November 2020 and will provide a presentation on the adopted 2019/2020 financial statements and the final audit report.

Council achieved a surplus from continuing operations of \$6.306 million for the 2019/2020 financial year, compared to a surplus of \$10.312 million in the previous year. The main contributing factor to the decline in this result was a significantly higher level of capital grants and contributions being received in 2018/2019. Council recorded a loss before capital grants and contributions of \$3.476 million for 2019/2020, compared to a loss of \$7.335 million for the 2018/2019 financial year. The improvement in this result is positive and was one of the objectives of Council's special rate variation in moving towards a break-even result before capital grants and contributions over the medium term.

Council received \$9.782 million in capital grants and contributions during 2019/2020, a decrease of \$7.865 million from the previous year. During 2018/2019, Council had received funding for a number of significant projects including stage two upgrade works at the Northern Rivers Livestock Exchange and upgrade works at the Woodburn Riverside Precinct.

Total revenue decreased to \$69.032 million, from \$70.137 million in 2018/2019. The main changes included increases in rates and annual charges of \$1.817 million and operating grants and contributions of \$4.41 million, offset by decreases in capital grants and contributions of \$7.865 million and interest and investment income of \$0.915 million. It should be noted there is a new revenue disclosure for rental income upon transition to the new accounting standard for leases. This income was previously disclosed as user charges and fees.

Total operating expenditure was \$62.726 million, an increase from \$59.825 million in the previous year. The main changes included increases in employee benefits and on costs of \$0.989 million, materials and contracts of \$3.377 million, depreciation of \$1.187 million and other expenses of \$0.494 million. These increases were offset by a reduction in the net loss from the disposal of assets of \$3.082 million.

Council's total cash, cash equivalents and investments increased by \$6.656 million to \$53.356 million as at 30 June 2020.

Council has achieved improvements in 6 out of 9 of its key performance measures, with all but 3 of the ratios meeting or exceeding the industry benchmark. A notable improvement was in Council's operating performance ratio, improving from -4.51% to -1.62% (benchmark > 0.00%). Other improvements included Council's own source operating revenue ratio, improving from 60.52% to 65.25% (benchmark > 60%), the unrestricted current ratio, improving from 3.05x to 3.83x (benchmark > 1.50x) and debt service cover ratio, improving from 4.20x to 4.52x (benchmark > 2.00x). Results of the other key performance measures are detailed in the report.

To finalise the financial reporting process, Council must follow the legislative steps as detailed in the report.

**RECOMMENDATION**

That:

1. Council adopt the general purpose financial statements, special purpose financial statements and special schedules for the year ended 30 June 2020.
2. Council certify the following in respect of the general purpose financial statements and special purpose financial statements for the year ended 30 June 2020:
  - (a) Council's general purpose financial statements and special purpose financial statements have been prepared in accordance with:
    - (i) The *Local Government Act 1993 (NSW)* and the regulations made thereunder, and
    - (ii) The Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board, and
    - (iii) The Local Government Code of Accounting Practice and Financial Reporting.
  - (b) The general purpose financial statements and special purpose financial statements present fairly Council's financial position and operating result for the year ended 30 June 2020 and:
    - (i) The reports are in accordance with Council's accounting and other records,
    - (ii) The signatories to this statement being the Mayor, a Councillor, General Manager and Responsible Accounting Officer are not aware of anything that would make the financial statements false or misleading in any way,
    - (iii) Council fix Tuesday 17 November 2020 as the date for the meeting to present the financial statements for the year ended 30 June 2020 to the public and invite submissions in writing. Council provide appropriate public notice of this meeting
    - (iv) Council receive and note the draft auditor's report,
    - (v) Council adopt the restricted assets (reserves) schedule as detailed in this report.

**DELIVERY PROGRAM LINKS**

Making Council Great

CS2 Great Support

CS2.13 Ensure compliance with Accounting Standards and Local Government legislation.

**BUDGET IMPLICATIONS**

Nil.

**REPORT**

Council's operating result from continuing operations for 2019/2020 was a surplus of \$6.306 million, compared to a surplus of \$10.312 million in 2018/2019. Excluding capital grants and contributions, there was a loss of \$3.476 million in 2019/2020, compared to a loss of \$7.335 million in the previous year. Council's total cash, cash equivalents and investments increased by \$6.656 million to \$53.356 million as at 30 June 2020 and the majority of Council's key performance indicators have improved. In terms of the draft auditor's report, Council has received an unmodified audit opinion.

There was an improvement in the operating result before capital grants and contributions, from a loss of \$7.335 million in 2018/2019 to a loss of \$3.476 million in 2019/2020. This result, along with the improvement in Council's operating performance ratio was pleasing and was also delivered during a very challenging 12 month period where the Local Government Area (LGA) faced

bushfires, droughts and floods as well as the global pandemic of COVID-19. Council received \$9.782 million in capital grants and contributions during 2019/2020, a decrease of \$7.865 million from the previous year. The previous year included funding for a number of significant projects including stage two upgrade works at the Northern Rivers Livestock Exchange and upgrade works at the Woodburn Riverside Precinct.

Net losses from the disposal of assets totalled \$2.709 million, a decrease from \$5.791 million in the previous year.

The summarised financial results for the year ended 30 June 2020 are as follows:

Income Statement	Actual 2020 \$'000	Actual 2019 \$'000
Total Income from Continuing Operations	69,032	70,137
Total Expenses from Continuing Operations	62,726	59,825
<b>Operating Result from Continuing Operations</b>	<b>6,306</b>	<b>10,312</b>
Net Operating Result before grants and contributions provided for capital purposes	(3,476)	(7,335)

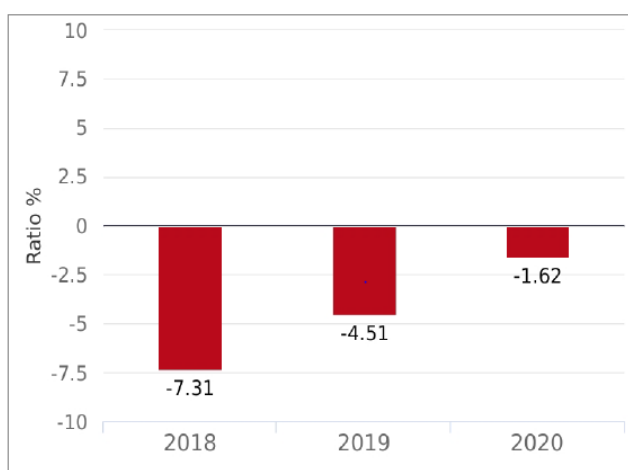
Statement of Financial Position	Actual 2020 \$'000	Actual 2019 \$'000
Total Current Assets	66,602	59,251
Total Non-Current Assets	792,654	792,099
<b>Total Assets</b>	<b>859,256</b>	<b>851,350</b>
Total Current Liabilities	15,864	14,650
Total Non-Current Liabilities	24,928	27,680
<b>Total Liabilities</b>	<b>40,792</b>	<b>42,330</b>
<b>Net Assets</b>	<b>818,464</b>	<b>809,020</b>
<b>Equity</b>		
Accumulated Surplus	359,567	353,793
Revaluation Reserves	458,897	455,227
<b>Total Equity</b>	<b>818,464</b>	<b>809,020</b>

Statement of Cash Flows	Actual 2020 \$'000	Actual 2019 \$'000
Cash Flows from Operating Activities - receipts	69,879	64,753
Cash Flows from Operating Activities - payments	(43,819)	(34,944)
<b>Net Cash provided (or used in) Operating Activities</b>	<b>26,060</b>	<b>29,809</b>
Cash Flows from Investing Activities - receipts	3,111	2,748
Cash Flows from Investing Activities - payments	(28,006)	(29,084)
<b>Net Cash provided (or used in) Investing Activities</b>	<b>(24,895)</b>	<b>(26,336)</b>
Cash Flows from Financing Activities - receipts	0	1,000
Cash Flows from Financing Activities - payments	(2,651)	(2,289)
<b>Net Cash provided (or used in) Financing Activities</b>	<b>(2,651)</b>	<b>(1,289)</b>
<b>Net Increase/(Decrease) in Cash &amp; Cash Equivalents</b>	<b>(1,486)</b>	<b>2,184</b>

Statement of Cash Flows	Actual 2020 \$'000	Actual 2019 \$'000
Cash and Cash Equivalents - beginning of year	8,172	5,988
<b>Cash and Cash Equivalents - end of year</b>	<b>6,686</b>	<b>8,172</b>
Plus: Investments on Hand - end of year	46,670	38,528
<b>Total Cash, Cash Equivalents and Investments</b>	<b>53,356</b>	<b>46,700</b>

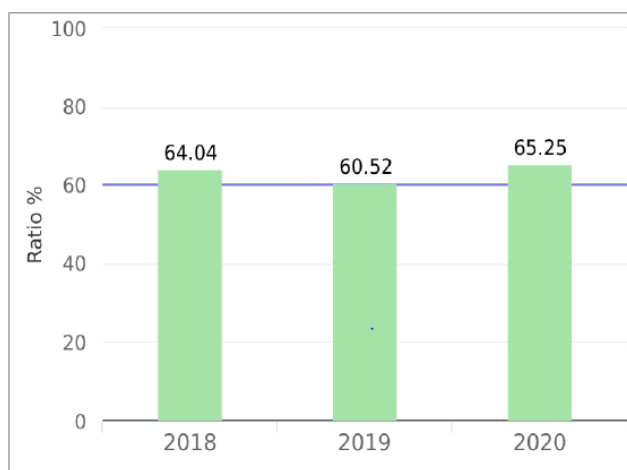
Council's key performance measures remain strong, with the majority of these being above the industry benchmark. These are summarised below:

Operating performance ratio



Benchmark: — > 0.00%

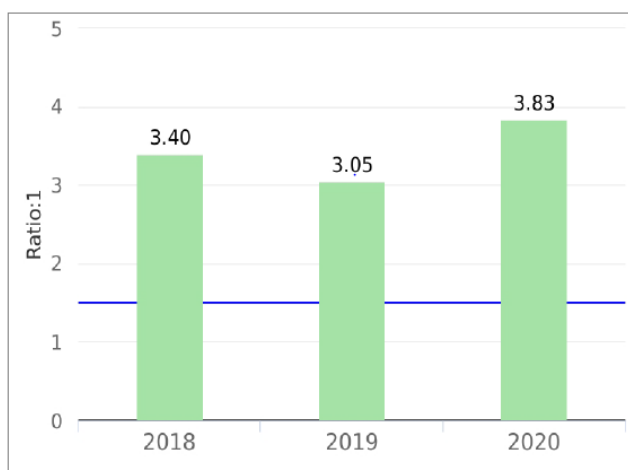
Own source operating revenue ratio



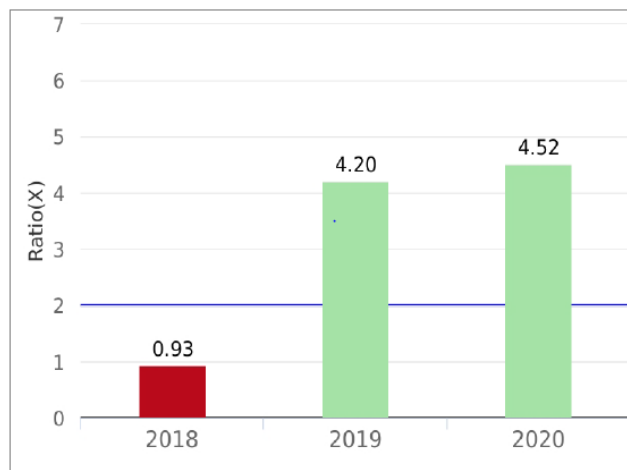
Benchmark: — > 60.00%

Council's operating performance ratio has improved to -1.62% on a consolidated basis, from -4.51% in 2018/2019. This is due to Council's revenue (excluding capital grants and contributions) having increased in greater proportion to its operating expenditure (excluding losses from the disposal of assets). A pleasing result is in the general fund ratio, which has improved to -4.69% from -11.58% in 2018/2019. The industry benchmark is > 0.00%. Whilst these results are positive, there is still a significant gap to close to ensure Council continues to move towards a break even result in the medium-term and this should remain as a key focus moving forward.

Council's own source operating revenue ratio has improved to 65.25%, from 60.52% in 2018/2019. Council's special rate variation has contributed to having less reliance on external funding such as operating grants and contributions. The industry benchmark is > 60.00%.

**Unrestricted current ratio**

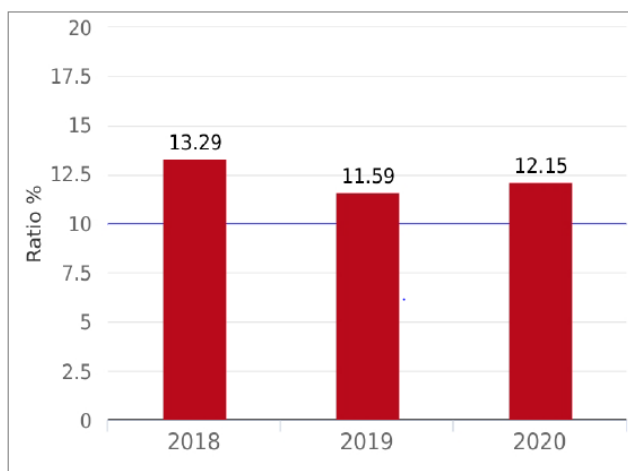
Benchmark: — &gt; 1.50x

**Debt service cover ratio**

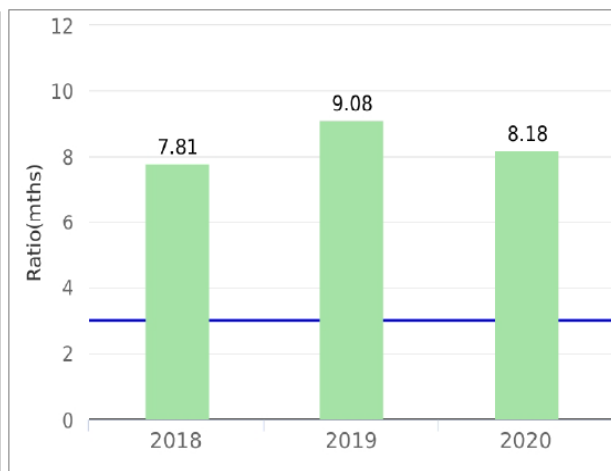
Benchmark: — &gt; 2.00x

Council's unrestricted current ratio has improved to 3.83x, from 3.05x in 2018/2019, meaning Council now has \$3.83 in unrestricted current assets for every \$1 of current liabilities. This ratio is well above the benchmark of > 1.50x.

The debt service cover ratio has improved to 4.52x, from 4.20x in 2018/2019. This ratio measures the availability of operating cash to service debt including interest, principal and lease payments. This ratio is well above the benchmark of > 2.00x. The 2017/2018 ratio was impacted by the refinancing of three loans, which led to savings of \$536,000.

**Rates and annual charges outstanding percentage**

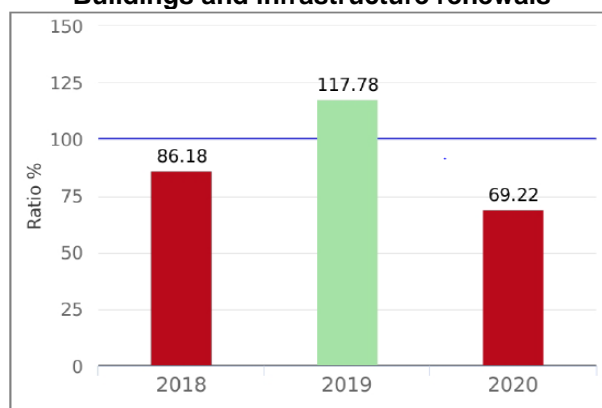
Benchmark: — &lt; 10.00%

**Cash expense cover ratio**

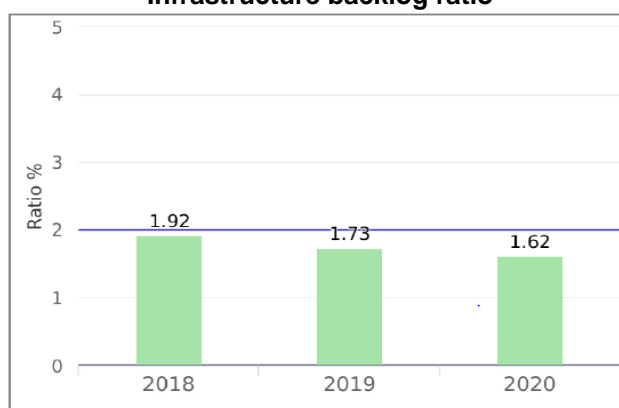
Benchmark: — &gt; 3.00mths

Council's rates, annual charges, interest and extra charges outstanding percentage has increased to 12.15% on a consolidated basis, from 11.59% in 2018/2019. While this ratio does not meet the industry benchmark of < 10.00%, it is impacted by the fact that Council levies its water and sewerage annual charges in arrears. The general fund ratio is a more representative measure of outstanding rates and annual charges, which increased to 6.63%, from 4.94% in 2018/2019. This ratio has been impacted by a change in accounting standards whereby the prepayment of rates is now treated as a liability and is excluded for the purposes of calculating this ratio. If this ratio was calculated on the same basis as the prior year, the result for general fund would have been an improvement from 5.03% to 3.73%. Given the number of challenges Council has faced in the last 12 months, including bushfires, droughts, floods and COVID-19, this is a pleasing result and demonstrates that Council continues to actively monitor and pursue outstanding balances through its debt recovery practices. In addition, the general fund ratio is well below the benchmark of < 10.00%.

The cash expense cover ratio has declined to 8.18 months, from 9.08 months in 2018/2019. This ratio indicates the number of months Council can continue paying for its immediate expenses without additional cash inflow and whilst it has declined, it is still well above the benchmark of > 3 months.

**Buildings and infrastructure renewals**

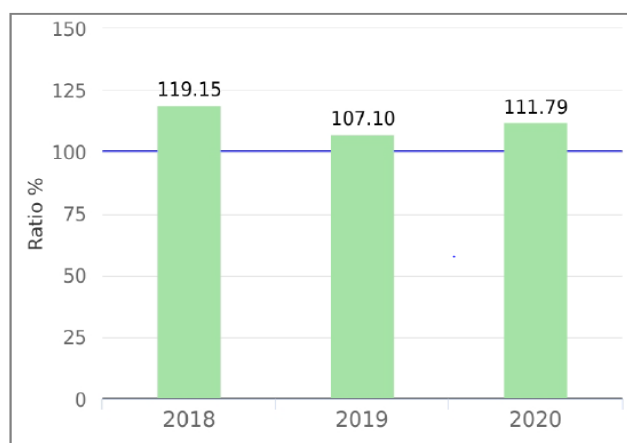
Benchmark: —  $\geq 100.00\%$

**Infrastructure backlog ratio**

Benchmark: —  $< 2.00\%$

Council's buildings and infrastructure renewals ratio has decreased to 69.22%. The 2018/2019 ratio was impacted by Council receiving a significantly higher level of capital grants, resulting in a much higher renewals ratio of 117.78% for that year. The industry benchmark is  $\geq 100.00\%$ .

Council's infrastructure backlog ratio has improved to 1.62%, from 1.73% in 2018/2019. This ratio is exceeding the industry benchmark of  $< 2.00\%$ .

**Asset maintenance ratio**

Benchmark: —  $> 100.00\%$

Council's asset maintenance ratio has improved to 111.79%, from 107.10% in 2018/2019. This is above the benchmark of  $> 100.00\%$ , which indicates that Council is investing enough funds to stop its infrastructure backlog growing.

As at 30 June 2020, Council had \$53.356 million in cash, cash equivalents and investments, an increase of \$6.656 million from the previous year ended 30 June 2019. The schedule of restricted assets (reserves) held by Council as at 30 June 2020 is as follows:

Restricted Asset	30 June 2020 \$'000	30 June 2019 \$'000
<b>External Restrictions</b>		
Bonds and Deposits	581	574
Developer Contributions - General Fund	3,694	2,568
Developer Contributions - Water Fund	1,950	1,841

Restricted Asset	30 June 2020 \$'000	30 June 2019 \$'000
Developer Contributions - Sewerage Fund	3,874	3,606
Specific Purpose Unexpended Grants	3,670	935
Water Supplies	5,220	4,769
Sewerage Services	7,727	7,799
Domestic Waste Management	4,431	5,152
Stormwater Management	617	569
Other	968	880
<b>Total External Restrictions</b>	<b>32,732</b>	<b>28,693</b>
<b>Internal Restrictions</b>		
Employee Leave Entitlements	1,245	1,158
Richmond Upper Clarence Regional Library	141	221
Other Waste Management	3,681	3,307
Insurance Reserve	761	97
Plant Replacement	2,694	1,478
Real Estate and Infrastructure	2,772	2,855
Petersons Quarry	2,242	2,183
Woodview Quarry	1,513	1,538
Quarry Rehabilitation	208	166
Road Rehabilitation Reserve	1,273	897
Northern Rivers Livestock Exchange	119	61
Rural Road Safety Program	89	114
Unexpended Special Rates Variations	805	705
Financial Assistance Grant Advance Payment	2,712	2,638
RMS State Roads Maintenance Contract	6	5
Public Cemeteries Perpetual Maintenance Reserve	247	333
Carry Over Works	116	243
Revolving Energy and Sustainability Fund	0	8
<b>Total Internal Restrictions</b>	<b>20,624</b>	<b>18,007</b>
<b>Total Restrictions</b>	<b>53,356</b>	<b>46,700</b>
<b>Total Cash, Cash Equivalents and Investments</b>	<b>53,356</b>	<b>46,700</b>
<b>Unrestricted Cash, Cash Equivalents and Investments</b>	<b>0</b>	<b>0</b>

## CONSULTATION

Council will advertise the financial statements for the year ended 30 June 2020 to the public and invite submissions in writing, with submissions closing at 4:00pm, Tuesday 24 November 2020. Any submissions will be reported to the December 2020 Ordinary Meeting. Council must also make available copies of the financial statements for inspection by the public from the date public notice is given until the day after the meeting where the financial statements were presented.

**CONCLUSION**

To formalise the financial reporting process, there are legislative steps Council must follow. In accordance with Section 413 2(c) of the *Local Government Act 1993*, the following statements are required to be included in the resolution of this report to enable Council to adopt the financial statements for the year ended 30 June 2020:

- (a) Council's general purpose financial statements and special purpose financial statements have been prepared in accordance with:
  - (i) The *Local Government Act 1993 (NSW)* and the regulations made thereunder, and
  - (ii) The Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board, and
  - (iii) The Local Government Code of Accounting Practice and Financial Reporting.
- (b) The general purpose financial statements and special purpose financial statements present fairly Council's financial position and operating result for the year ended 30 June 2020 and:
  - (i) The reports are in accordance with Council's accounting and other records,
  - (ii) The signatories to this statement being the Mayor, a Councillor, General Manager and Responsible Accounting Officer are not aware of anything that would make the financial statements false or misleading in any way

In accordance with Section 418 of the *Local Government Act 1993*, Council must fix a date for a meeting to be held where the financial statements for the year ended 30 June 2020 are presented to the public. Council must also give public notice of this date and invite submissions in writing from the public within seven days of the financial statements being presented to the public. Council must also make available copies of the financial statements for inspection by the public from the date public notice is given until the day after the meeting where the financial statements were presented.

**ATTACHMENT(S)**

**Nil**



**15.3 FINANCIAL ANALYSIS REPORT - SEPTEMBER 2020**

**Author:** Jono Patino, Financial Accountant

**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 9)* and Council's Investment Policy.

The value of Council's Investment Portfolio as at 30 September 2020 including General Bank Accounts and Trust Funds is shown below.

Investment Portfolio	General Bank Accounts	Trust Funds	Total
\$54,091,849	\$1,606,638	\$87,050	\$55,785,537

The weighted average rate of return on Council's investments for September 2020 was 0.23% which was below the 90 Day Bank Bill Index for September of 0.90%.

**RECOMMENDATION**

That Council adopts the Financial Analysis Report detailing investment performance for the month of September 2020.

**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 September 2020, Council had earned \$160,138 in interest and \$142,543 in fair value gains for total investment revenue of \$302,681 against an annual budget of \$1,003,025 (which equates to 30.18%).

Future fair value gains or losses will continue to be monitored and reported to Council.

**REPORT****Reserve Bank of Australia (RBA) Cash Rate Update**

The RBA left the cash rate at 0.25% per annum at its September 2020 meeting.

**Rate of Return**

The weighted average rate of return on investments in September 2020 was 0.23%, a decrease of 223 basis points from the previous month. The rate of return is 67 basis points below the 90 Day Bank Bill Index of 0.90% which is Council's benchmark.

Council's NSW Treasury Corporation Medium Term Growth Fund returned a small loss of \$24,720 during September 2020, reducing the total gains for the 2020/21 financial year to 30 September 2020 to \$125,436. It is important to recognise that these are long term investments that are subject to market fluctuations.

### Council's Investment Portfolio

The value of Council's Investment Portfolio as at 30 September 2020 including General Bank Accounts and Trust Funds is shown below.

Investment Portfolio	Face Value	General Bank Accounts	Trust Funds
\$54,091,849	\$52,782,300	\$1,606,638	\$87,050

The Investment Portfolio balance at 30 September 2020 of \$54,091,849 is made up of Council's Business Online Saver Account (\$4,775,000), Macquarie Cash Management Account (\$7,503,989), Term Deposits (\$22,000,000) and NSW Treasury Corporation Investments (\$19,812,860).

Council's investment portfolio has maturity dates ranging from same day up to 730 days. Term deposits of \$22,000,000 represented 40.67% of the total portfolio as at 30 September 2020. Council made six new term deposits during September 2020; two with Greater Bank and one with each of AMP Limited, Bank of Sydney, Judo Bank and MyState Bank. Of these institutions, only AMP Limited have direct investment links to the fossil fuel industry. These term deposits were chosen as they offered the highest available return after diversification principles were applied in line with Council's Investment Policy. Nine term deposits matured during the month of September 2020.

Council also invested funds with a new Macquarie Bank cash management account during September 2020. This account was chosen as its current return of 0.80% is better than many term deposit rates in the current market and offers greater flexibility than term deposit funds. Although Council generally prefers providers without investment links to the fossil fuel industry, finding alternative providers with similar or better returns at present is very difficult. The reduced demand for investment funds caused by COVID-19 and government lending to banking institutions continues to result in low returns being offered for term deposit funds.

Council had \$19,812,860 in longer term investments being the Cash Facility Trust and Medium-Term Growth Fund with NSW Treasury Corporation as at 30 September 2020. The investment values are shown below.

Investment Holding	Fair Value 30-September-2020	Fair Value Gain/(Loss) September 2020	Fair Value Gain/(Loss) YTD
Cash Facility Trust	\$10,234,933	\$3,590	\$17,107
Medium Term Growth Fund	\$9,577,927	(\$24,720)	\$125,436
<b>Total</b>	<b>\$19,812,860</b>	<b>(\$21,130)</b>	<b>\$142,543</b>

### Environmentally Sustainable Investments (ESIs)

Council's current portfolio of \$54,091,849 includes \$34,812,860 or 64.36% with no direct investment in the fossil fuel industry. This includes Council's investments with NSW Treasury Corporation.

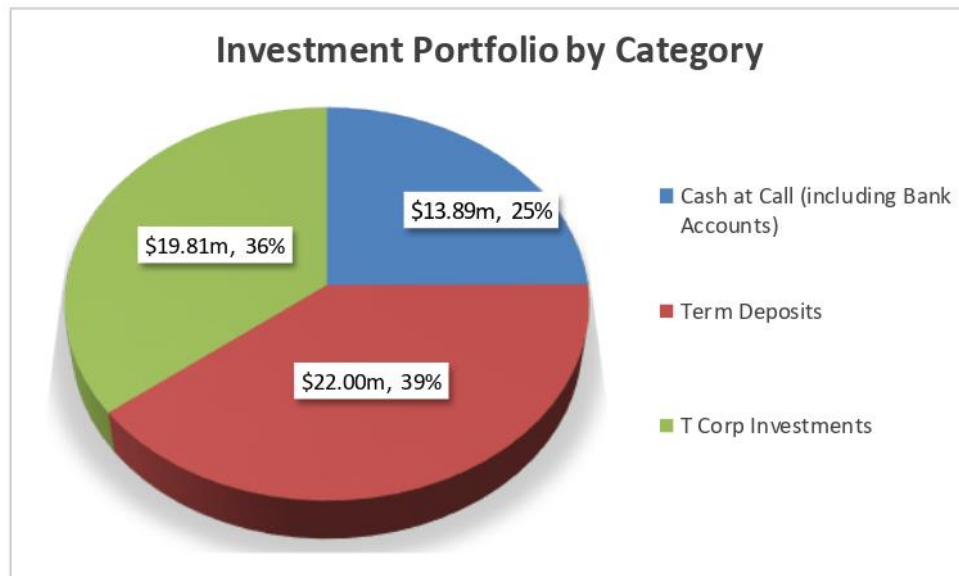
NSW Treasury Corporation continues to take a stewardship approach to ESIs (this policy was last updated in December 2018). The focus of this policy is on the management of Environmental, Social and Governance (ESG) risks and opportunities as well as active ownership of assets which includes proxy voting and corporate engagement. A major focus is on the materiality of ESG issues including climate change which is expected to have an impact on portfolios over the long term both from a risk and opportunity perspective. These issues are managed through investment managers and stewardship principles are embedded into investment funds.

**CONCLUSION**

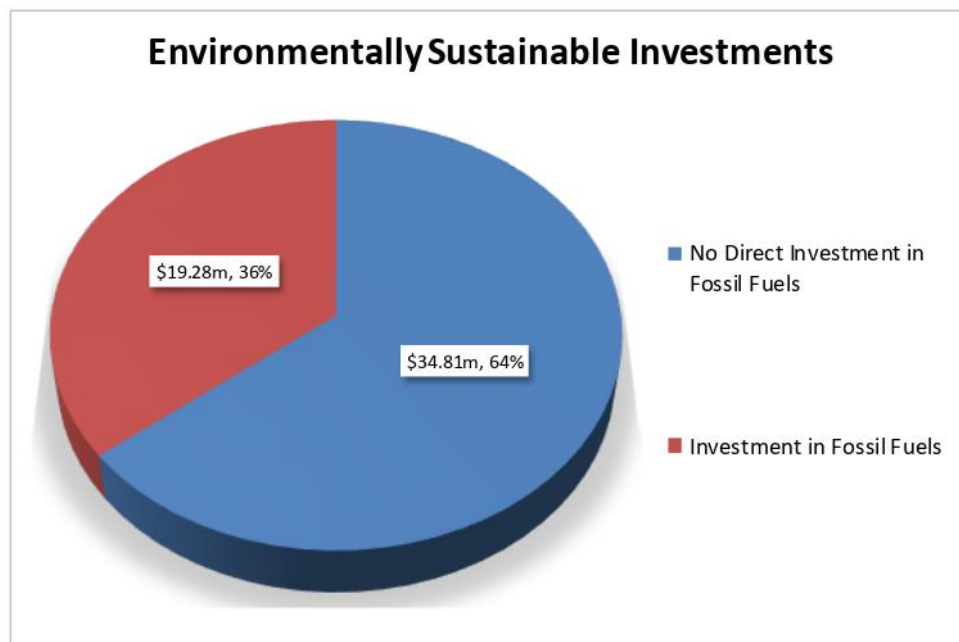
During the month of September 2020 Council's investments have been made in accordance with the Act, the Regulations and Council's Investment Policy. As at 30 September 2020 Council's investments totalled \$54,091,849 with a further \$1,693,688 held in bank accounts. The weighted average rate of return was 0.23% for the month of September and total investment revenue equals 30.18% of budgeted revenue for the year to 30 September 2020.

**ATTACHMENT(S)****1. Financial Analysis Report Attachments**

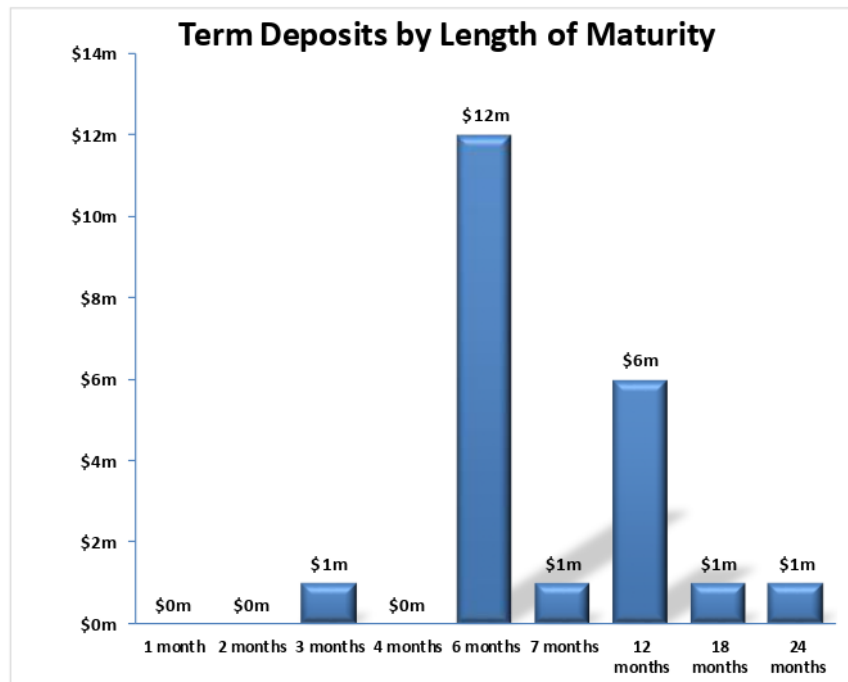
The following graph shows Council's investment portfolio by investment category as at 30 September 2020.



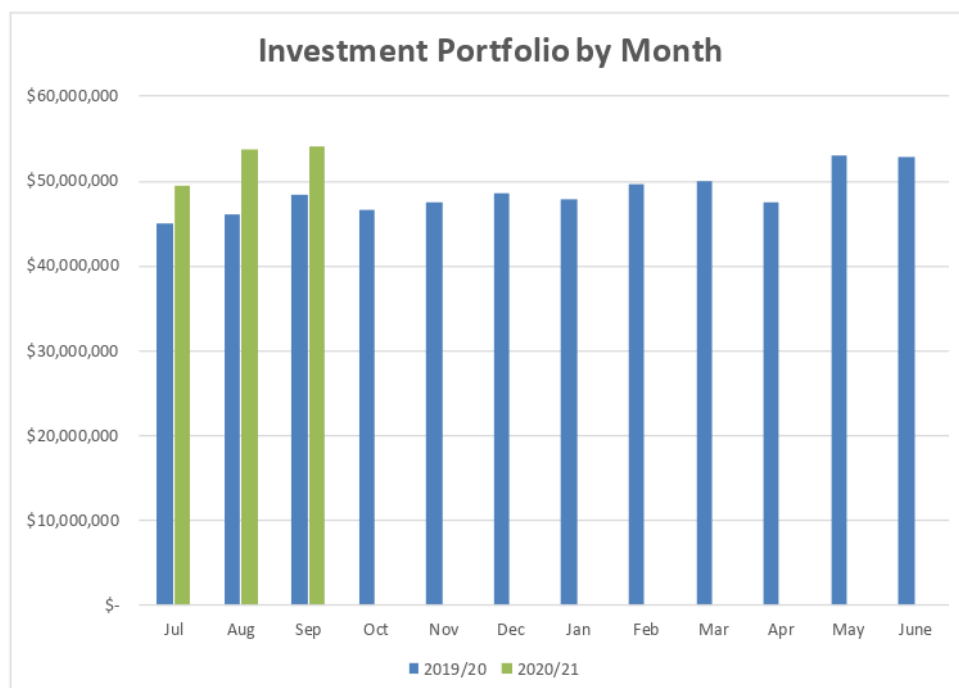
The following graph details Council's investments with no direct links to the Fossil Fuel Industry as a percentage of Council's investment portfolio as at 30 September 2020.



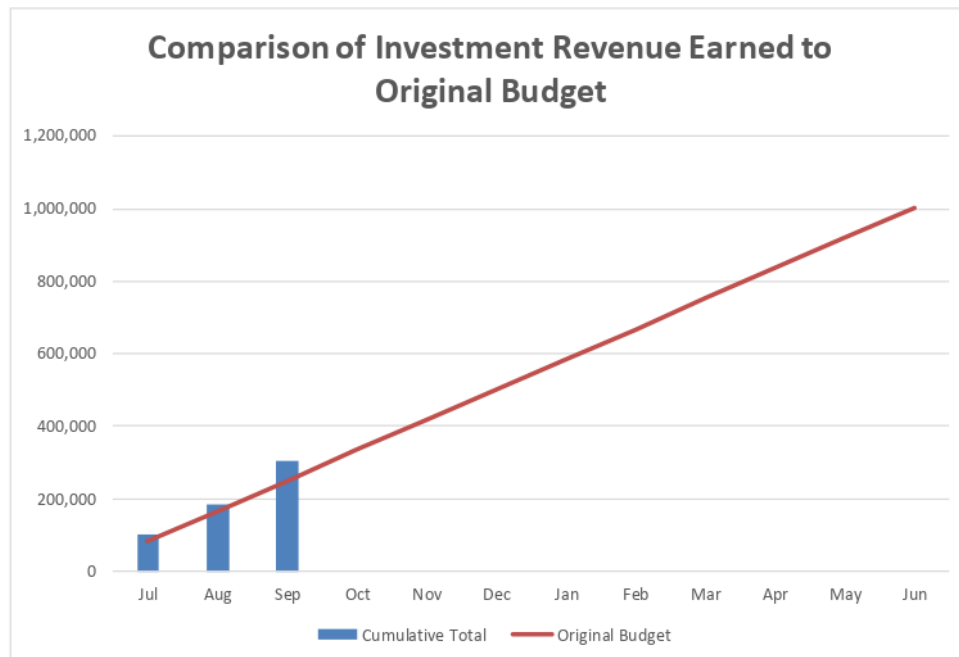
The following graph shows the length of time of Council's term deposit maturities as at 30 September 2020.



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 the original budgeted revenue.



RICHMOND VALLEY COUNCIL FINANCIAL ANALYSIS REPORT AS AT 30 SEPTEMBER 2020										
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
<b>Cash at Call</b>										
CBABusiness Online Saver	At Call	A1+/AA	N	At Call		0.35%	N/A	4,775,000	1,772	8.83%
Macquarie CMA Account	At Call	A1/A	N	At Call		0.80%	N/A	7,503,989	3,989	13.87%
Interest on Other Bank Accounts									0	
<b>Total</b>								<b>12,278,989</b>	<b>5,761</b>	<b>22.70%</b>
<b>Term Deposits</b>										
Judo Bank	Term Deposit	Unrated	Y	2/12/2019	1/12/2020	2.10%	N/A	1,000,000	0	1.85%
ING Direct	Term Deposit	A2/A-	N	2/03/2020	2/03/2021	1.50%	N/A	1,000,000	0	1.85%
AMP Ltd	Term Deposit	A2/BBB	N	4/03/2020	30/08/2021	1.80%	N/A	1,000,000	0	1.85%
Warwick Credit Union	Term Deposit	Unrated	Y	3/03/2020	3/03/2021	1.90%	N/A	1,000,000	0	1.85%
Auswide Bank	Term Deposit	A2/BBB+	Y	3/03/2020	3/03/2022	1.75%	N/A	1,000,000	0	1.85%
Judo Bank	Term Deposit	Unrated	Y	10/03/2020	16/10/2020	1.85%	N/A	1,000,000	0	1.85%
Bank of Sydney	Term Deposit	Unrated	Y	20/05/2020	20/11/2020	1.80%	N/A	1,000,000	0	1.85%
AMP Ltd	Term Deposit	A2/BBB	N	1/06/2020	30/11/2020	1.80%	N/A	1,000,000	0	1.85%
Bank of Sydney	Term Deposit	Unrated	Y	1/06/2020	30/11/2020	1.80%	N/A	1,000,000	0	1.85%
Bank of Sydney	Term Deposit	Unrated	Y	2/06/2020	2/12/2020	1.54%	N/A	1,000,000	0	1.85%
Members Equity Bank	Term Deposit	A2/BBB	Y	4/06/2020	4/12/2020	1.05%	N/A	1,000,000	0	1.85%
AMP Ltd	Term Deposit	A2/BBB	N	9/06/2020	7/12/2020	1.75%	N/A	1,000,000	0	1.85%
Bank of Queensland	Term Deposit	A2/BBB+	N	9/06/2020	9/12/2020	1.05%	N/A	1,000,000	0	1.85%
Judo Bank	Term Deposit	Unrated	Y	11/06/2020	11/12/2020	1.80%	N/A	1,000,000	0	1.85%
Greater Bank	Term Deposit	A2/BBB	Y	13/06/2020	11/12/2020	1.20%	N/A	1,000,000	0	1.85%
AMP Ltd	Term Deposit	A2/BBB	N	24/08/2020	22/02/2021	1.00%	N/A	1,000,000	0	1.85%
AMP Ltd	Term Deposit	A2/BBB	N	2/09/2020	2/09/2021	1.00%	N/A	1,000,000	0	1.85%
Judo Bank	Term Deposit	Unrated	Y	3/09/2020	3/03/2021	1.06%	N/A	1,000,000	0	1.85%
Greater Bank	Term Deposit	A2/BBB	Y	3/09/2020	3/09/2021	1.00%	N/A	1,000,000	0	1.85%
Greater Bank	Term Deposit	A2/BBB	Y	3/09/2020	3/09/2021	1.00%	N/A	1,000,000	0	1.85%
Bank of Sydney	Term Deposit	Unrated	Y	7/09/2020	7/12/2020	0.90%	N/A	1,000,000	0	1.85%
MyState Bank	Term Deposit	A2/BBB+	Y	14/09/2020	15/03/2021	0.85%	N/A	1,000,000	0	1.85%
AMP Rebate									1,337	
<b>Matured Term Deposits</b>										
Warwick Credit Union	Term Deposit	Unrated	Y	2/03/2020	2/09/2020	1.90%	N/A		9,578	
Macquarie Bank	Term Deposit	A1/A	N	6/03/2020	2/09/2020	1.85%	N/A		8,001	
Defence Bank	Term Deposit	A2/BBB	Y	3/09/2018	3/09/2020	3.00%	N/A		60,985	
Judo Bank	Term Deposit	Unrated	Y	3/09/2019	3/09/2020	2.05%	N/A		20,558	
MyState Bank	Term Deposit	A2/BBB	Y	3/03/2020	3/09/2020	1.85%	N/A		8,318	
Bank of Sydney	Term Deposit	Unrated	Y	5/03/2020	7/09/2020	1.85%	N/A		9,427	
National Australia Bank	Term Deposit	A1+/AA-	N	11/06/2020	11/09/2020	0.90%	N/A		2,289	
MyState Bank	Term Deposit	A2/BBB	Y	16/03/2020	14/09/2020	1.75%	N/A		8,726	
Members Equity Bank	Term Deposit	A2/BBB	Y	2/06/2020	30/09/2020	1.15%	N/A		3,781	
<b>Total</b>								<b>22,000,000</b>	<b>132,978</b>	<b>40.67%</b>
<b>NSW Treasury Corporation Hourglass Investments</b>										
Cash Facility Trust	Trust		N	Various	N/A	0.36%	9,498,282	10,234,933	3,590	18.92%
Medium Term Growth Fund	Trust		N	Various	N/A	-3.12%	9,005,029	9,577,927	-24,720	17.71%
<b>Total</b>								<b>18,503,311</b>	<b>-21,130</b>	<b>36.63%</b>
<b>Bank Accounts</b>										
		Balance \$								
		30-Sep-20								
General Fund Bank Account		1,806,618								
Trust Fund Bank Account		87,050								
NAB Cheque Account		20								
<b>Total</b>		<b>1,693,688</b>								
Total Investment Portfolio at Face Value							52,782,300			
Total Investment Portfolio at Fair Value								54,091,849		
Interest Revenue Received									117,609	
Weighted Average Interest Rate							0.23%			
Total Bank Account Portfolio								1,693,688		
Total Portfolio								55,785,537		

**16 TENDER REPORTS**

Nil



**17 GENERAL BUSINESS****17.1 APPLICATION TO CLOSE PUBLIC ROAD - PART EMU PARK ROAD, ELLANGOWAN**

**Author:** Kim Anderson, GIS and Systems Officer

**EXECUTIVE SUMMARY**

This report seeks to close and sell an area of unused road reserve contained within 250-350 Emu Park Road, Ellangowan, which is not deemed necessary for road purposes.

**RECOMMENDATION**

That:

1. In accordance with Section 38D of the *Roads Act 1993*, Council supports the application to close the unused road which is contained within 250-350 Emu Park Road, Ellangowan (Lot 5 DP 810900), as shown on the plan included.
2. Upon closure, Council offers to sell the land to the applicant, in accordance with the current land valuation, as set by the NSW Valuer General.
3. The General Manager be delegated authority to negotiate the final boundaries of the proposed closure and the conditions of the sale, including the signing of documents and affixing of the Council Seal, as necessary.
4. The applicant be required to consolidate the land with adjoining lot (being Lot 5 DP 810900), at the earliest opportunity, and to meet the costs associated with the road closure, sale and consolidation.

**DELIVERY PROGRAM LINKS**

Connecting People and Places

PP2: Getting Around

PP2.1: Improve Road Management practices at Richmond Valley Council

**BUDGET IMPLICATIONS**

Nil

**REPORT**

Council staff received a request from the adjoining property owner seeking to close and purchase part of Emu Park Road. This is an unformed Council dedicated public road. The section of road was originally part of Emu Park Road which was realigned in 1924.

The small section of roadway remained open at the time of the realignment due to a connection to another road. The other road was closed in 1938.

The road reserve within Lot 5 DP810900 also known as 250-350 Emu Park Road, Ellangowan is approximately 20.115 metres wide and 154 metres in length. The applicant would like to incorporate this unused section of road reserve into the property to allow construction of a shed on the site.



Image 1 – Plan showing proposed road closure, 250-350 Emu Park Road, Ellangowan outlined yellow.

## CONSULTATION

Statutory advertising of the proposal has been completed inviting public submissions. This included advertising on Council's website, and in the local newspapers *Richmond River Independent* on 12 August 2020 and *The Northern Rivers Times* on 13 August 2020. Council did not receive any submissions.

Adjoining landholders were notified. No submissions were received.

The applicant provided the following comments in support of the purchase: *"The road in question is entirely located within Lot 5 DP810900 and therefore provides no access or amenity to any other lot. Lot 5 has approximately 150m of frontage to Emu Park Road and the road in question adds no further access of Lot 5 to Emu Park Road."*

Relevant authorities were notified. Council received six (6) responses of no objection to the closure and sale of the road.

NSW Department of Planning, Industry & Environment – Crown Lands provided no objection to closure of the Council public road and vesting ownership to Council.

## CONCLUSION

There is no known public use or need for the section of road identified for closure.

The costs associated with the road closure and sale are to be met by the applicant. Upon closure and sale, the land will be consolidated within the applicant's adjoining property.

## ATTACHMENT(S)

Nil

**17.2 APPLICATION TO CLOSE PUBLIC ROAD - PART MYALL CREEK ROAD, BORA RIDGE**

**Author:** Kim Anderson, GIS and Systems Officer

**EXECUTIVE SUMMARY**

This report seeks to formally close part of a road at Bora Ridge and classify the land as operational, to support the continued operation of the Bora Ridge Landfill site.

The Bora Ridge Landfill is largely located on a Crown Reserve; however some facility structures encroach into the adjoining Myall Creek Road Reserve. For Council to operate within relevant EPA licence guidelines this facility must be contained within a whole property rather than a road reserve.

Council has undertaken the statutory advertising of the proposed road closure. No objections on closure were received. The State of NSW (Crown Lands) has given approval subject to creating a right of carriageway to maintain access to the Crown Reserve 94338.

Council's intention is to retain ownership of this closed road as part of the landfill facility. Council is required to classify the land as either community or operational. Classifying the land as operational supports the current functions of the landfill.

**RECOMMENDATION**

That:

1. In accordance with Section 38D of the *Roads Act 1993*, Council supports the application to close part of Myall Creek Road, Bora Ridge identified on Deposited Plan 1256308.
2. The General Manager be given delegated authority to execute the registration of a right of carriageway over the new land to the benefit Crown Reserve 94338, (Lot 354 DP728161) and to affix the Council Seal, as necessary.
3. Council classifies the land as operational land.

**DELIVERY PROGRAM LINKS**

Connecting People and Places

PP2: Getting Around

PP2.1: Improve Road Management practices at Richmond Valley Council

**BUDGET IMPLICATIONS**

Cost estimate under \$5,000 for property transfer, title creation, plan registration and registration of easement.

**REPORT**

The Bora Ridge Landfill (Lot 354 DP728161) operates at 815 Myall Creek Road, Bora Ridge. The land is owned by The State of NSW (Crown Lands) being reserve 94338 for Rubbish Depot. Richmond Valley Council has been appointed as Crown Land Manager over this land.

Part of the facility structures currently encroach into the Myall Creek Road Reserve. For Council to operate within the relevant EPA licence guidelines the facility must be contained within a whole property rather than in a road reserve.

To resolve the landfill encroachment, it is proposed that part of the road reserve be considered for road closure. This land can then become vested in Council's ownership and can continue to operate as part of the waste facility.

Alternative options, such as moving the structures, were considered and the part road closure was evaluated as the most suitable economic and environmental solution. This avoided exposing waste material which would need to be relocated at a considerable cost and environmental risk.

The Myall Creek Road Reserve has an approximate width of 60.35 metres. The part proposed road closure width is 24 metres, leaving ample remaining road reserve of 36.35 metres wide. The area required for the part closure was surveyed for identification which is included in the attached Deposited Plan 1256308.

The land once closed must be classified by Council as either operational or community land. Section 31 of the *Local Government Act 1993* requires Council to adopt the classification by resolution.

Classifying the land as operational supports the current land use functions of the landfill. Given the current use, this land is unlikely to be used for community purposes into the future.

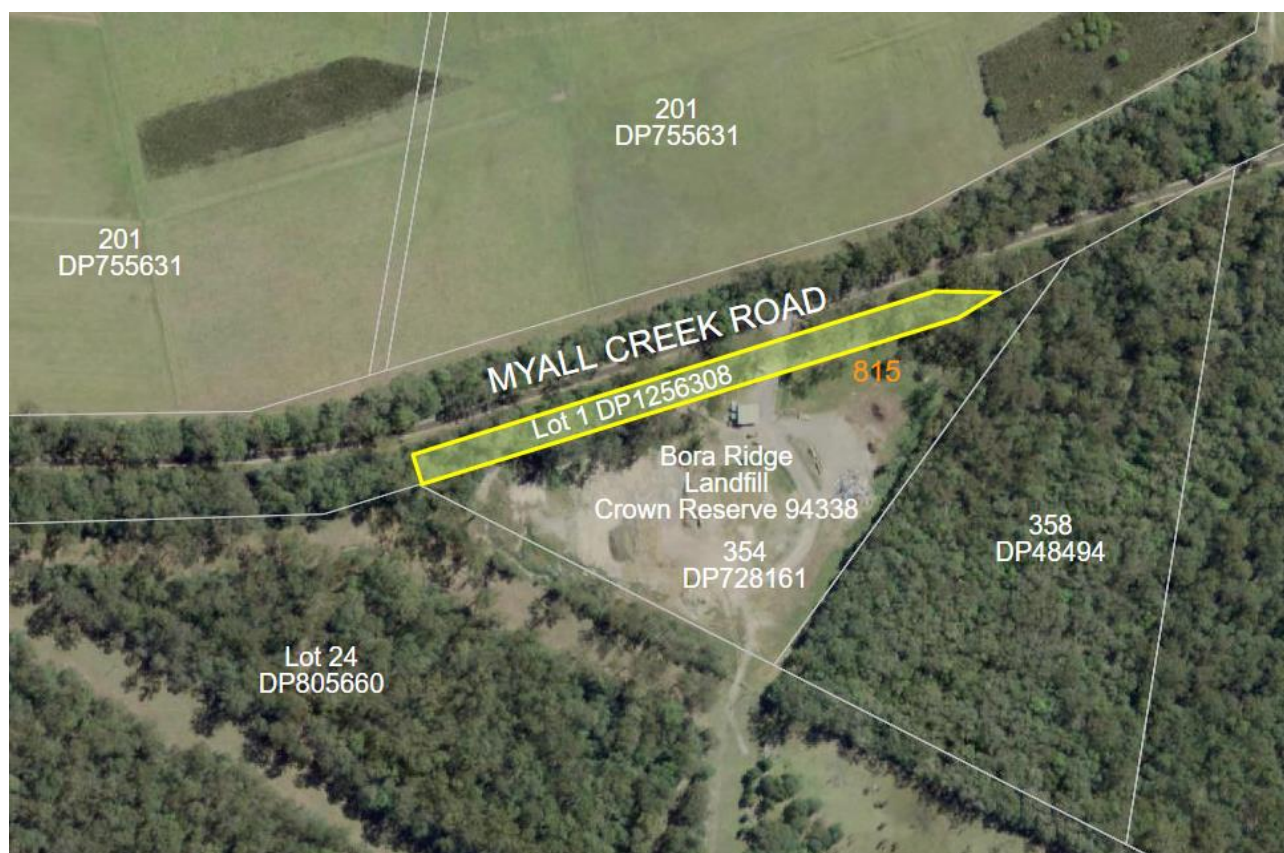


Image 1 – Plan showing proposed road closure, Myall Creek Road, Bora Ridge outlined yellow.

## CONSULTATION

Statutory advertising of the proposal to close part of the road and classify the land as operational has been completed, inviting public submissions. This included advertising on Council's website, and in the local newspapers *Richmond River Independent* on 22 July 2020 and *The Northern Rivers Times* on 16 July 2020. Council did not receive any public submissions.

Adjoining landholders were notified. No submissions were received.

Relevant authorities were notified. Council received six responses of no objection to the part closure of the road. w



NSW Department of Planning, Industry & Environment – Crown Lands provided a response that approval is subject to a right of carriageway to maintain access to Reserve 94338 (being the Bora Ridge Landfill).

### **CONCLUSION**

The closure of part Myall Creek Road resolves the encroachment of Bora Ridge Landfill facility structures in the road reserve.

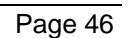
Council's intention is to retain ownership of this closed road as operational land forming part of the landfill facility. The closure of part of the road allows Council to operate within relevant EPA licence guidelines for this facility.


A right of carriageway is required to be executed to maintain access to Crown Reserve 94338.


The existing road network is not adversely affected leaving ample remaining road reserve of 36.35 metres wide.

### **ATTACHMENT(S)**

#### **1. Deposited Plan 1256308**



PLAN FORM 6 (2017)		DEPOSITED PLAN ADMINISTRATION SHEET	Sheet 1 of 2 sheet(s)	ePlan
Registered:  3.6.2020	Office Use Only	Office Use Only		
Title System: OLD SYSTEM	DP1256308			
PLAN OF SUBDIVISION OF PART OF MYALL CREEK ROAD FOR FIRST TITLE ISSUE AND ROAD CLOSING UNDER THE ROADS ACT 1993	LGA: RICHMOND VALLEY Locality: BORA RIDGE Parish: WEST CORAKI County: RICHMOND			
Survey Certificate I, ANTHONY JOHN DENNY of NEWTON DENNY CHAPELLE a surveyor registered under the Surveying and Spatial Information Act 2002, certify that: *(a) The land shown in the plan was surveyed in accordance with the Surveying and Spatial Information Regulation 2017, is accurate and the survey was completed on 08/11/19 *(b) The part of the land shown in the plan ("being" excluding ..... ..... was surveyed in accordance with the Surveying and Spatial Information Regulation 2017, the part surveyed is accurate and the survey was completed on ..... the part not surveyed was compiled in accordance with that Regulation or *(c) The land shown in this plan was compiled in accordance with the Surveying and Spatial Information Regulation 2017. Datum Line: 'X' - 'Y' Type: Urban / Rural The terrain is <u>Level Undulating</u> / *Steep-Mountainous. Signature: <u>ASJ</u> Dated: 13/11/19 Surveyor Identification No: 917 Surveyor registered under the Surveying and Spatial Information Act 2002	Crown Lands NSW/Western Lands Office Approval I, ..... (Authorised Officer) in approving this plan certify that all necessary approvals in regard to the allocation of the land shown herein have been given. Signature: ..... Date: ..... File Number: ..... Office: .....			
*Strike out inappropriate words. **Specify the land actually surveyed or specify any land shown in the plan that is not the subject of the survey. Plans used in the preparation of survey/compilation. DP 42449 DP 48494 DP 805660 R1361.1744 R1492.1744 If space is insufficient continue on PLAN FORM 6A Surveyor's Reference: 190402 (E. Policy 2010-04)	Subdivision Certificate I, MEGAN YATES *Authorised Person/General Manager/Accredited Certifier, certify that the provisions of s.6.15 of the Environmental Planning and Assessment Act 1979 have been satisfied in relation to the proposed subdivision, new road or reserve set out herein. Signature: <u>MY</u> Accreditation number: ..... Consent Authority: <u>Richmond Valley Council</u> Date of endorsement: <u>20 March 2020</u> Subdivision Certificate number: <u>502020/0012</u> File number: <u>Exempt development</u> *Strike through if inapplicable. Statements of intention to dedicate public roads, create public reserves and drainage reserves, acquire/resume land. LOT 1 - PUBLIC ROAD PROPOSED TO BE CLOSED			
Signatures, Seals and Section 88B Statements should appear on PLAN FORM 6A				

PLAN FORM 6A (2017)		WARNING: Creasing or folding will lead to rejection		ePlan	
DEPOSITED PLAN ADMINISTRATION SHEET		Sheet 2 of 2 sheet(s)			
 Registered: 3.6.2020		Office Use Only			
<b>PLAN OF SUBDIVISION OF PART OF MYALL CREEK ROAD FOR FIRST TITLE ISSUE AND ROAD CLOSING UNDER THE ROADS ACT 1993</b>		Office Use Only			
Subdivision Certificate number: <u>52020/0012</u>		This sheet is for the provision of the following information as required: • A schedule of lots and addresses - See 60(c) SSI Regulation 2017 • Statements of intention to create and release affecting interests in accordance with section 88B Conveyancing Act 1919 • Signatures and seals- see 195D Conveyancing Act 1919 • Any information which cannot fit in the appropriate panel of sheet 1 of the administration sheets.			
Date of Endorsement: <u>20 March 2020</u>					
STREET NUMBER NOT AVAILABLE AT DATE OF SURVEY					
<p> <u>EXECUTED by Richmond Valley Council</u>  <u>by its authorised delegate pursuant to</u>  <u>s377 Local Government Act 1993</u> </p> <p> <u>Signature</u> <u>[Signature]</u>  <u>Name</u> <u>Vaughan Macdonald</u> </p> <p> <u>I certify that I am an eligible witness</u>  <u>and that the delegate signed in my</u>  <u>presence.</u> </p> <p> <u>Signature of witness</u> <u>[Signature]</u>  <u>NAME</u> <u>ANDREA BANNING</u>  <u>NAME of witness</u>  <u>Address of witness</u> <u>710 SHARON BARRIE RD CASINO,</u> </p> <p> <b>Sharon Andrea Banning</b>            A Justice of the Peace in and for            the State of New South Wales            Reg. No. 223174         </p>					
If space is insufficient use additional annexure sheet					
Surveyor's Reference: 190402					



**17.3 APPLICATION TO CLOSE PUBLIC ROAD - PART MYALL CREEK ROAD, CORAKI**

**Author:** Kim Anderson, GIS and Systems Officer

**EXECUTIVE SUMMARY**

This report seeks to close and sell an area of unused dedicated public road which traverses through private properties at Myall Creek Road, Coraki (off Woodburn Coraki Road).

Rous County Council has existing flood mitigation infrastructure located within the unformed section of road which can be protected by way of an easement to enable future access to these assets.

The five applicants have given an undertaking that they will meet all costs associated with the road closure and sale.

**RECOMMENDATION**

That:

1. In accordance with Section 38D of the *Roads Act 1993*, Council supports the application to close the part of Myall Creek Road Coraki, contained within Lot B DP39983, Lot 1 & 2 DP 730422, Lot 12 DP133419, and Lot 1 DP 171724 (shown on Image 1).
2. The General Manager be given delegated authority to:
  - Negotiate the final boundaries of the proposed closure;
  - Execute the registration of right of carriageway, and restrictions for flood mitigation infrastructure;
  - Negotiate the sale of the land in accordance with the current land valuation as set by the NSW Valuer General
  - Sign the necessary documentation to implement this resolution, including affixing the Seal of Council as required.
3. The applicants be required to consolidate the subject land with adjoining land upon transfer, and to meet the costs associated with the road closure and sale.

**DELIVERY PROGRAM LINKS**

Connecting People and Places

PP2: Getting Around

PP2.1: Improve Road Management practices at Richmond Valley Council

**BUDGET IMPLICATIONS**

Nil

**REPORT**

Council staff received a request from five neighbouring residents seeking to close and purchase part of Myall Creek Road, Coraki. This section is an unformed Council dedicated public road and was originally the primary designated route between Bungawalbin and Coraki. Woodburn Shire Council realigned the route in 1923 when forming Woodburn Coraki Road.

This section of road reserve does not directly front the Richmond River and is not required as part of Council's maintained road network. Council does not have any services located within the road reserve, but Rous County Council has flood mitigation infrastructure on the site of the proposed

road closure adjoining Lot 2 DP730422. RCC has requested a suitable easement be created over the site to protect the infrastructure and provide future access. The owner of Lot 2 DP730422 has provided no objection to the creation of the easement.

Each of the five affected landholders have expressed an interest in the closure and purchase of the excess roads.

Adjoining Land	Address	Comments
Lot B DP 39983	1324 Woodburn Coraki Road, Coraki	Excess road is approximately 30.173 metres wide and 240 metres long.  This property does not have any structures or dwellings. The road reserve provides the highest ground level.
Lot 1 DP 730422	1330 Woodburn Coraki Road, Coraki	Excess road is approximately 30.175 metres wide and 260m metres long.  This property has dwellings and building structures which encroach into the road reserve.
Lot 2 DP 730422	1340 Woodburn Coraki Road, Coraki	Excess road is approximately 30.175 metres wide and 512 metres long.  This property has dwellings structures which encroach into the road reserve.  An easement for the benefit of Rous County Council is required for protection of flood mitigation infrastructure.
Lot 12 DP133419	1210 Woodburn Coraki Road, Coraki	Excess road is approximately 20.115 metres wide and 946 metres long.  A dwelling exists on this property and Council road reserve appears to be used for agriculture purposes by the owner.
Lot 1 DP171724	1320 Woodburn Coraki Road, Coraki	Excess road is approximately 20.115 metres wide and 946 metres long.  Council road reserve appears to be used for agriculture purposes by the owner.

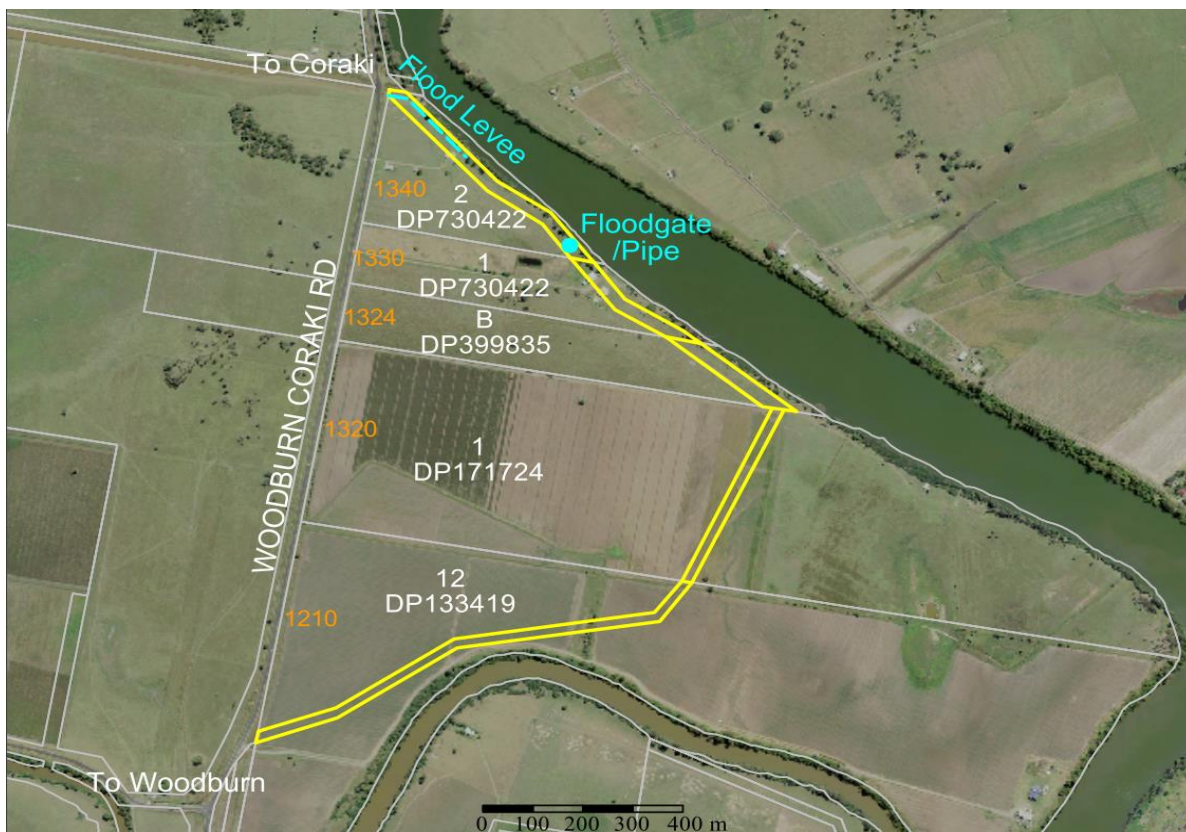


Image 1 – Plan showing proposed road outlined yellow, flood mitigation infrastructure shown in cyan.

## CONSULTATION

Statutory advertising of the proposal has been completed inviting public submissions. This included advertising on Council's website, and in the local newspapers *Richmond River Independent* on 12 August 2020 and *The Northern Rivers Times* on 13 August 2020. Council did not receive any submissions.

Adjoining landholders were notified. No submissions were received.

Relevant authorities were notified. Council received six responses of no objection to the closure.

Rous County Council identified flood mitigation infrastructure on the site of the proposed road closure adjoining Lot 2 DP 730422. It has requested a suitable easement be created over the site of the proposed road closing application in favour of Rous County Council.

Landholders directly adjoining the proposed road closure were consulted. All five landowners supported the closing and expressed an interest in purchasing the closed roads contained within their respective properties.

NSW Department of Planning, Industry & Environment – Crown Lands provided no objection to the closure of the Council public road, and vesting ownership to Council upon closure.

## CONCLUSION

There is no known public use or need for the part Myall Creek Road Coraki. Rous County Council has existing flood mitigation infrastructure located within the proposed road closure area which can be protected by way of easement enabling future access to the assets.

All costs associated with the road closure and sale are to be met by the applicants. Upon closure and sale, the closed roads will be consolidated with the applicants' adjoining property.

## ATTACHMENT(S)

Nil

**17.4 APPLICATION TO CLOSE PUBLIC ROAD - PART EAGAR STREET, CORAKI**

**Author:** Kim Anderson, GIS and Systems Officer

**EXECUTIVE SUMMARY**

This report seeks to close and sell an area of unused dedicated public road being part Eagar Street, Coraki (adjoining 21-23 Queen Elizabeth Drive, Coraki).

The adjoining property owners have been utilising part of this road reserve for over forty-five years. There is currently an 8-metre-wide and 60-metre-long area (480m<sup>2</sup> total area) enclosed by a fence into their property.

The full length of the adjoining land (Lot 2 Section A in DP 7104) is 100.58 metres. Council can consider the alternatives of closing the part road at a length of 60 metres (current fenced area) or 100.58 metres (full length of the adjoining land) as part of the sale negotiation.

**RECOMMENDATION**

That:

1. In accordance with Section 38D of the *Roads Act 1993*, Council supports the application to close part of Eagar Street Coraki, which adjoins 21-23 Queen Elizabeth Drive Coraki (being Lot 2 Section A in DP 7104) as shown on the Image 1.
2. Upon closure, Council offers the land for sale to the applicant, in accordance with the current land valuation, as set by the NSW Valuer General.
3. The General Manager be delegated authority to negotiate the final boundaries of the proposed closure, and the conditions of the sale, including the signing of documents and affixing the Council Seal as necessary.
4. The applicants be required to consolidate the subject land with adjoining land upon transfer and to meet the costs associated with the road closure and sale.

**DELIVERY PROGRAM LINKS**

Connecting People and Places

PP2: Getting Around

PP2.1: Improve Road Management practices at Richmond Valley Council

**BUDGET IMPLICATIONS**

Nil

**REPORT**

Council staff received a request from the adjoining landholder (21-23 Queen Elizabeth Drive Coraki) seeking to close and purchase part of Eagar Street. This is an unformed Council dedicated public road.

The road reserve is approximately 20.115 metres wide.

The exhibited proposed road closure is 8 metres wide, 100.58 metres long, being the full length of Lot 2 Section A in DP 7104, totalling 804.64 m<sup>2</sup> in total area as shown on Image 1.

The closure of approximately 8 metres wide will provide remaining adequate width of 12.115 metres wide to service any future development access for the remaining three lots, Lot 1 Sec A DP 7104, Lot 1 & 2 Sec B DP 7104, and associated stormwater.



Council can consider the alternatives of closing the part road at a length of 60 metres (current fenced area) or 100.58 metres (full length of the adjoining land).

The current fence which encroaches into the road reserve allows enough room between the existing drain and the fence for the construction of a driveway access to the western lots, without the need for additional drainage works.

If the boundary extends west from this existing fence, the possibility exists of creating a narrower pinch point between the proposed boundary and the existing drainage channel. This may incur extra drainage works in the area for forming driveway access into the future.



Image 1 – Showing proposed road closure Part Eagar Street Coraki highlighted yellow.

## CONSULTATION

Statutory advertising of the proposal has been completed inviting public submissions. This included advertising on Council's website, and in the local newspapers *Richmond River Independent* on 12 August 2020 and *The Northern Rivers Times* on 13 August 2020. Council did not receive any submissions.

Adjoining landholders were notified. No submissions were received.

Relevant authorities were notified. Council received six responses of no objection to the proposed road closure.

NSW Department of Industry – Crown Lands assessed the proposal and provided written advice it had no objection to Council's proposal to close the public road and have the land vested in Council upon closure.

## CONCLUSION

There is no known public use or need for this part of Eagar Street. Council can consider the alternative of closing the part road at a length of 60 metres (current fenced area) or 100.58 metres (full length of the adjoining land). This can be negotiated with the land owner as the process is progressed.

All costs associated with the road closure and sale are to be met by the applicant. Upon closure and sale, the road will be consolidated with the applicants' adjoining property.

**ATTACHMENT(S)**

**Nil**

**17.5 QUEEN ELIZABETH PARK DRAFT MASTER PLAN**

**Author:** Andrew Leach, Manager Asset Planning

**EXECUTIVE SUMMARY**

Council staff have been working with stakeholders over the past 12 months to establish a draft master plan for future development of the Queen Elizabeth Park Sporting Complex. A final draft document is presented to Council for consideration, following recent workshops with each key stakeholder group and community consultation.

**RECOMMENDATION**

That Council adopts the Queen Elizabeth Park Sporting Complex Draft Master Plan.

**DELIVERY PROGRAM LINKS**

Connecting People and Places

PP1: Fresh and Vibrant Community

PP1.3: Provide clean, safe and accessible open spaces and recreational services to the community and visitors

**BUDGET IMPLICATIONS**

Council has already committed \$479,417 towards the enhancement of sporting facilities at Queen Elizabeth Park, including installation of a sprinkler system, building renovations to improve changerooms and amenities, and sports field lighting improvements. This project was funded by the Stronger Country Communities Fund. The bulk of the works identified in the master plan remain unfunded.

Council Officers will continue to work with sporting clubs to explore and pursue grant funding opportunities which may contribute to the works described in the master plan.

**REPORT**

Following extensive consultation with the stakeholders at Queen Elizabeth Park, a final draft master plan has been prepared with the assistance of Locale Consulting and is now presented to Council for consideration.

The plan identifies the current user precincts within the Queen Elizabeth Park, associated infrastructure and clubroom facilities. Discussion and feedback sessions with the stakeholders compiled information relative to existing use. Feedback was then sought regarding the aspirational ideals of the stakeholders, which forms the scope for the future development of the park.

Key elements of the Masterplan identified for future opportunities include;

- The relocation of Senior Rugby League from the centre area of the Greyhound Track to Oval No 5. This would see the development of Ovals 4 and 5 into a Rugby League precinct, catering for Senior and Junior Competition. The Masterplan identifies and plans for a new clubhouse/grandstand complex, built to the standard to cater for regional and state events. The detailed plans of the proposed clubrooms ensure appropriate facilities for female participants in the design. It also allows for senior and junior games to be held simultaneously.
- A cricket facility upgrade which includes the construction of a clubhouse building between Ovals 2 and 7, along with relocation of practice nets and storage areas. Like rugby, the upgrade of these facilities will allow for regional competition and carnivals, while promoting local participation at a high standard.

- A formalised central carparking area, catering for all sports with a capacity for 245 cars in a sealed area.
- Redevelopment of the Greyhound Racing precinct which sees improved onsite parking, the relocation of the southern grandstand to the rugby precinct, and the investigation and development of an environmentally efficient water re-use system for track watering and irrigation. There is the possible allowance for future junior cricket in the centre area.
- Improvement of Athletics precinct with the construction of a permanent throwing cage, long jump run and pits, and javelin launching area. Concept also identifies construction of athletics clubhouse/canteen, along with storage facilities.

This plan will form the basis of the redevelopment of the Queen Elizabeth Park Sporting Complex into a sporting hub for the Richmond Valley.

## **CONSULTATION**

Following meetings with stakeholders and sporting clubs and a community consultation period of 28 days, a final draft has been prepared.

Consultation for the initial drafting of the masterplan was through feedback and engagement with the following sporting groups:

- Casino Rugby League
- Casino Greyhound Racing
- Casino Archery
- Casino Community Garden
- Parkrun
- Casino District Cricket Association (Junior and Seniors)
- Casino Little Athletics

Throughout the consultation stage, there was one submission received from Parkrun. This submission aligns with the master plan and is attached to this report for information.

## **CONCLUSION**

The draft master plan identifies and documents the various conceptual design elements across the site. These concepts may change in detail as the technical drawings are developed, allowing for flexibility within the adopted plan whilst ensuring the overall goal remains consistent. However, it is the ultimate intention of the proposed site improvements to promote and support the growth of the Queen Elizabeth Park stakeholders' collective, while developing the entire facility for other community events which will provide an economic boost to the Richmond Valley region.

## **ATTACHMENT(S)**

1. **Queen Elizabeth Park Master Plan (under separate cover)**
2. **Submission from Parkrun (under separate cover)**



**17.6 AMENDED COMMUNITY PARTICIPATION PLAN - POST EXHIBITION REPORT**

**Author:** Tony McAteer, Strategic Land Use Planner

**EXECUTIVE SUMMARY**

Following the resolution of the Council Meeting held on 19 May 2020, the *Draft Richmond Valley Council Community Participation Plan 2020* (Draft CPP) was prepared. The Draft CPP is based upon the foundations of the 2019 CPP and incorporates amendments to:

- Remove mandatory requirements to publish notices in newspapers; and
- Include Manager discretion to waive or reduce advertising/notification of minor applications/modifications.

Furthermore, a general review of the 2019 CPP was undertaken and additional changes include minor wording and format changes, and updates to engagement requirements resulting from legislation changes to the *Environmental Planning and Assessment Act 1979* (EP&A Act) and Regulation. Due to a lack of clarity on how to amend a CPP, it has been decided to repeal the 2019 CPP and replace it with the 2020 CPP.

The Draft CPP was publicly exhibited for 45 days commencing on 27 August 2020 with one submission received.

**RECOMMENDATION**

That Council:

1. Adopts the *Richmond Valley Council Community Participation Plan 2020* (Oct 2020);
2. Provides a copy of the adopted CPP to be published on the NSW Planning Portal; and
3. Notes that the adopted CPP will commence from the date of publication on the Portal.

**DELIVERY PROGRAM LINKS**

Connecting People and Places

PP3: Working Together

PP3.1: Improve our Engagement/Consultation with the Community

**BUDGET IMPLICATIONS**

There will be financial savings for Council and applicants with the removal of newspaper advertising, which can cost between \$300 and \$1,500 per advertisement.

**REPORT**

The *Richmond Valley Council Community Participation Plan 2019* (the 2019 CPP) commenced on 1 December 2019. The function of a Community Participation Plan (CPP) is to provide certainty to the community on what, when, how, and for how long, Council will engage the community on certain land use planning matters (including Development Applications and strategic planning documents). In basic terms, the 2019 CPP provides for:

- Notifications - The sending of correspondence to adjoining and other affected property owners; and
- Advertising - The publication of a notice in a local newspaper which may include giving notice on Council's website.

A report was presented to the Ordinary Meeting of Council on 19 May 2020 identifying a number of proposed amendments to the 2019 CPP. These amendments primarily related to:

- Removing the need to advertise in a newspaper which is consistent with the Statutory response to COVID-19 and changes to the way planning matters are exhibited and advertised under the EP&A Act & Regulation;
- Inclusion of Manager discretion to waive advertising/notification of minor developments in response to concerns with the inflexibility of the CPP with regard to advertising/notification of minor developments or modifications likely to only have minimal impact on adjoining land owners; and
- Concerns the CPP has introduced additional advertising costs to development.

1.

Council resolved in Minute No. 190520/12 to prepare a Draft CPP Amendment to:

- a. Remove newspaper advertising requirements, to be replaced by online notices; and
- b. Introduce Manager discretion to waive community engagement for minor development matters.

### **Draft Richmond Valley Council Community Participation Plan 2020**

Section 2.24(4) of the EP&A Act allows the Regulation to make provision for amending a CPP, however, unlike amending or repealing a Development Control Plan (DCP) by a subsequent DCP, there are currently no provisions to amend a CPP.

Without having clear guidelines on amending a CPP, it was decided to prepare a new CPP and repeal the 2019 CPP.

*Draft Richmond Valley Council Community Participation Plan 2020* (the Draft CPP) was prepared, based upon the foundations of the 2019 CPP. It contains the recommended amendments from Minute 190520/12, and a minor review, as follows:

- a. Removed the need to publish public notices in newspapers. This amendment is to incorporate changes to the *Environmental Planning and Assessment Regulation 2000* and the *Local Government (General) Regulation 2005* where public notices are required to be published on the local Council website or on the NSW Planning Portal;
- b. Provided Council with discretion to reduce or waive notifying and/or advertising of Development Applications or modifications where the proposal is unlikely to have more than a minor environmental impact on adjoining landowners and submission writers where it is a modification;
- c. Incorporated provisions to repeal the 2019 CPP when the new CPP becomes effective (this happens once an adopted CPP has been published on the NSW Planning Portal);
- d. Relocated the summary of Council Functions from section 1.5 to Appendix D;
- e. Provided clarification around how to calculate days to be included in a consultation period;
- f. Updated the LSPS summary in Chapter 1.18;
- g. Recognised the change in name from *Council's Administration Centres* to *Council's Customer Experience Centres*;
- h. Minor formatting changes to the tables to Chapters 3.5 and 4.3; and
- i. Updated Appendices A & B with changes to the mandatory participation requirements of the EP&A Act and Regulation, respectively.

**Published Notice in lieu of advertising in a newspaper**

In lieu of a published notice in a newspaper, the Draft CPP proposes to publish notices on Council's website, within the 'On Exhibition' page, and to include a digital copy of the application or planning document.

This arrangement is consistent with the notification requirements of the EP&A Regulation 2000 and the Local Government (General) Regulation 2005 and will also reduce Development Application advertising charges and Council costs to exhibit strategic planning documents.

It should be noted however; this amendment doesn't completely remove the opportunity to publish notices in newspaper but does remove it as a mandatory requirement.

**Manager discretion to waive advertising or notification**

Manager discretion to waive or reduce engagement requirements of *Chapter 3 Development Applications* were added to *Item 6.B. Modification Applications*, in the table to Chapter 3.3, and to Chapter 3.6.

The discretionary requirement is subject to a merit consideration of the proposal's scale and potential impacts balanced against the likely community interest in the application. However, such discretion cannot avoid compliance with minimum statutory requirements if these are specifically prescribed in the Act or Regulation.

**Changes to the Draft CPP post exhibition**

- 1) A new heading 1.14 has been added to the CPP which recognised the future of ePlanning services (the electronic lodgement of Development Applications, modifications and post Consent Certificates). In this regard the CPP outlines Council may not exhibit hardcopy records where the records, documents or applications have been lodged electronically. Such records will however be made available to the public in an electronic form.
- 2) The use of Manager discretion to reduce or waive engagement requirements, under Chapter 3.6, must be documented with the application and state who made the decision, how the engagement requirements were changed, and justify the reasons for the decision.

**CONSULTATION**

*Draft Richmond Valley Council Community Participation Plan 2020* was publicly exhibited from 27 August 2020 to 11 October 2020, both dates inclusive (a period of 45 days).

A published notice appeared on the 'On Exhibition' page of Council's website along with a digital version of the Draft CPP. Notice was also published in the September edition of the *Valley Views Community Newsletter* and displayed in Council's Customer Experience Centres at Casino and Evans Head along with a hardcopy of the Draft CPP.

There was one submission received during the exhibition period which has been circulated to Councillors under separate cover. The points raised in the submission are summarised below:

- The Draft CPP lacks detail.
- The need to support independent regional newspapers, including obligations for Councils to advertise notices in newspapers.
- The information contained in the advertising and exhibition of the Draft CPP were inconsistent.
- The Draft CPP does not contain the implications of the changes it is proposing, including advantages and disadvantages to all stakeholders.
- Concern that the LEP continues to be exempt from "specific community engagement requirements" (Draft CPP, page 9) except for amendments (Draft CPP, page 10)
- The terms of managers discretion as well as to advertise in newspapers is not explained

- The term “minor environmental impact” is not defined in the Draft CPP or in the EP&A Act or Regulation
- “Customer Experience Centres” should be recognised cited as Council Offices

### Comments

The Draft CPP’s removal of newspaper advertising is consistent with requirements in the EP&A Act and Regulation, and the Local Government (General) Regulation. There is no indication the NSW Government has or will be changing its position on this policy.

It is unfortunate the published notices were different for the website and the RVC Views newsletter. However, the general review component of the amendments was limited to updating legislation requirements, removing the summary of Council planning functions to an appendix, updating the LSPS summary in Chapter 1.18, recognising a change in name from *Council’s Administration Centres* to *Council’s Customer Experience Centres*; and minor typographical corrections and improved wording.

The removal of newspaper advertising was fully disclosed in Council’s notification of the Draft CPP.

It is not the role of an LEP to set engagement requirements. The minimum requirements for engaging on a Planning Proposal (LEP or LEP Amendment) are set by the NSW Department of Planning, Industry and Environment by Gateway Determination conditions. The CPP sets out how the engagement will be done.

It is the purpose of a CPP to identify the minimum mandatory engagement standards to be employed. The Draft CPP removes the mandatory requirement to advertise in a newspaper but recognises that there are other media options available and there may be circumstances when Council might want to employ more than one media type.

CPPs of other Councils include discretion to increase or reduce notification requirements depending on the location, nature and scale of the application. This is consistent with the EP&A Act which identifies in Item 7 of Part 1 to Schedule 1 a CPP can specify a longer or shorter engagement period than 14 days, or if no public exhibition is required.

The Draft CPP provides criteria for consideration of a waiver/reduction of Community engagement. The use of Manager discretionary requirements would be documented as part of Council’s Section 4.15 (of the EP&A Act) evaluation/determination of the application. The attached version of the CPP has been changed to require a decision to waive or reduce engagement to be documented and contain a statement of who made the decision, how the engagement was altered, and the reasons for the decision.

Council’s reception/front of house is now known as Council’s “Customer Experience Centre”. This name change has been reflected in the Draft CPP.

### CONCLUSION

*Draft Richmond Valley Council Community Participation Plan 2020* has been prepared based upon the foundations of the 2019 CPP. It includes amendments to remove newspaper advertising, include Manager discretion to waive or reduce advertising/notification of minor applications or modifications and a general review to improve the readability of the CPP and to incorporate recent changes to the Act and Regulation.

The Draft CPP was publicly exhibited from 27 August 2020 to 11 October 2020 with one submission being received.

### ATTACHMENT(S)

#### 1. Draft Community Participation Plan (under separate cover)

**17.7 PLANNING PROPOSAL TO REZONE LAND AT RILEYS HILL**

**Author:** Craig Rideout, Planning Officer

**EXECUTIVE SUMMARY**

Council has received a revised Planning Proposal to rezone land on Hills Rd, Riley's Hill, on behalf of the owner, Monal Pty Ltd. The revised proposal substantially reduces the number of residential lots proposed (from 70 to 36) and maintains a portion of the land for primary production and environmental protection.

The land adjoins the existing village zone and has been identified for Future Urban Growth under the North Coast Regional Plan.

Council considered the original Planning Proposal in November 2017 and resolved to submit it to the (then) Department of Planning and Environment for a Gateway Determination. Given the significant changes to the proposal and the length of time that has elapsed, resubmission to the Department will be required before further consultation can proceed.

Following the new Gateway Determination, the proposal will be exhibited for public consultation. Council expects that this will be early in the new year.

Council's November 2017 resolution requested delegation of Ministerial plan making functions to RVC, however, given that the new proposal includes an E2 – Environmental Protection zoning, this can no longer occur. The process will now be led by the Department of Planning, Industry and Environment (DPIE), with Council managing the exhibition and consultation process, as per DPIE's requirements.

**RECOMMENDATION**

That Council:

1. Supports the revised Planning Proposal PP2016/0006 proposing to amend the *Richmond Valley Local Environmental Plan 2012* by rezoning Lot 100 DP1201719 from Zone *RU1 – Primary Production* to include the following:
  - Part Zone *RU5 – Village* with an 800m<sup>2</sup> minimum lot size;
  - Part *RU1 – Primary Production* with a 2-hectare minimum lot size;
  - Part *E2 – Environmental Protection*.
2. Submits Planning Proposal PP2016/0006 to the NSW Department of Planning, Industry and Environment for a further Gateway Determination.
3. Notes that community consultation on the proposal will take place following the new Gateway Determination.

**DELIVERY PROGRAM LINKS**

Growing our Economy

EC1: Driving Economic Growth

EC1.8: Provide sustainable Urban Development Opportunities

**BUDGET IMPLICATIONS**

The staged progression of the Planning Proposal is subject to Council's Revenue Policy to cover staff resources for processing and assessment. The overall budget implications for this reason are expected to be negligible.

## REPORT

Council received the original Planning Proposal PP2016/0006 to rezone Lot 100 DP1201719, Hill Road Rileys Hill in June 2017 and resolved at the ordinary Council Meeting of 21 November 2017 to submit PP2016/0006 to the NSW Department of Planning and Environment (now DPIE) for a Gateway Determination. The overall potential lot yield of the proposal has now been reduced to 36 lots from the original 70 lots proposed, based on revised studies and reports which have since been provided.

Key changes to the proposal include:

- The flood-prone land at the southern portion of the property has been completely excluded from the development 'footprint' as a result of the revised flood study.
- The number of residential lots has been reduced, following an infrastructure servicing report on the future upgrade and capacity of the Rileys Hill Sewage Treatment Plant.
- An Environmental Protection zone has been included, after the flora/fauna study indicated the vegetation on the residual rural lot to be of significance

(a)

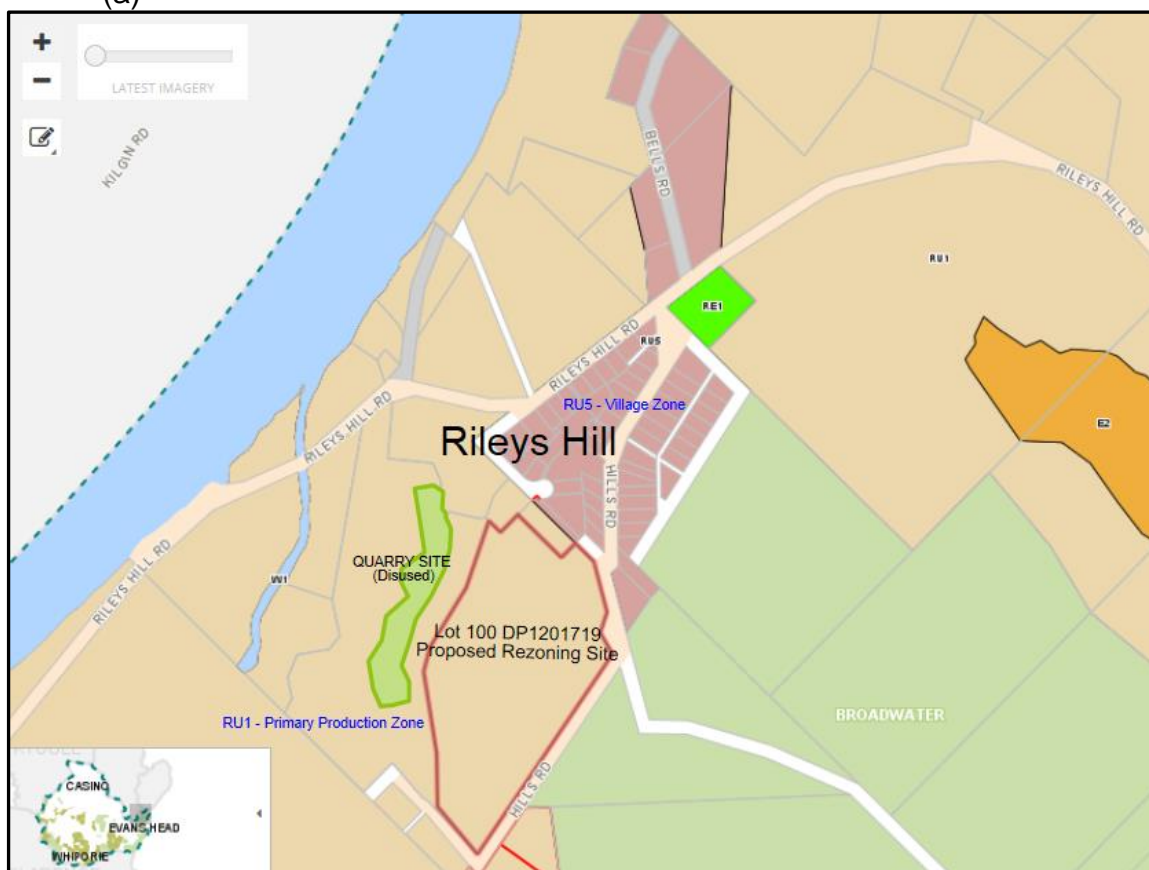


Figure 1: Map of Rileys Hill locality showing the proposed rezoning site

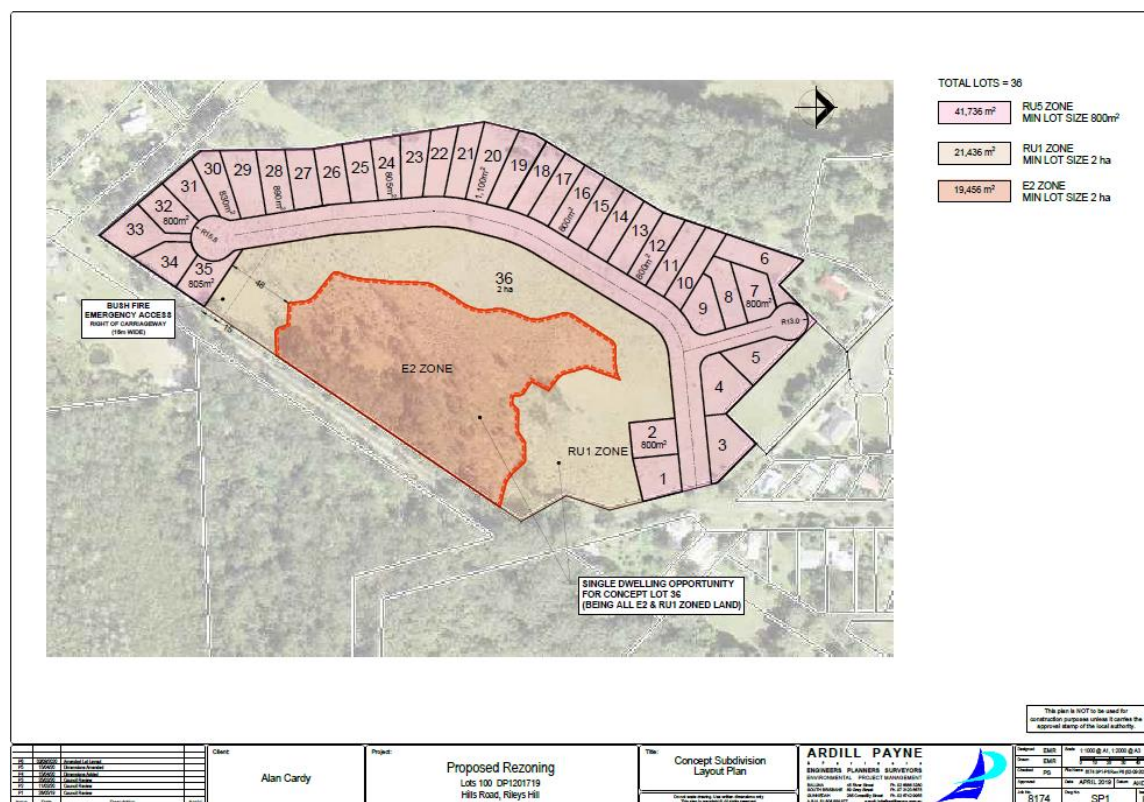


Figure 2: The proponent's amended conceptual layout based on modified reports and studies as reviewed by relevant government agencies

## CONSULTATION

The accompanying reports and studies for the original proposal were amended in accordance with Gateway referral requirements. The Office of Environment and Heritage (OEH) recommended the area identified as having significant flora should be protected and therefore is now proposed to be retained with an E2 – Environmental Protection zone. The Rural Fire Service was also consulted and has indicated support for the proposed new layout.

Given the length of time and the significant changes to the original proposal, it is likely a further referral process will be required as a result of seeking a revised Gateway Determination from DPIE.

## CONCLUSION

The revised planning proposal represents an overall more compliant and reasonable potential yield for the subject site than the original proposed in 2017. Due to further investigation and studies and advice from government agencies, the yield has been almost halved to address infrastructure servicing, environmental protection and bushfire protection concerns. Due to the inclusion of the E2 – Environmental Protection zone, DPIE will make the final Plan, having regard to the submissions received during the exhibition period. Council will place the proposal on public exhibition and seek further input from government agencies following the new Gateway Determination from DPIE. This is expected to occur early in the new year.

## ATTACHMENT(S)

Nil

**18 MATTERS FOR INFORMATION****RECOMMENDATION**

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

**18.1 REVIEW OF RELATED PARTY DISCLOSURE POLICY**

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

**EXECUTIVE SUMMARY**

As part of Council's ongoing policy review process, a review has been undertaken of the Related Party Disclosure Policy.

**RECOMMENDATION**

That Council receives and notes the updated Related Party Disclosure Policy.

**DELIVERY PROGRAM LINKS**

Making Council Great

CS1: Leading and Advocating for our Community

CS1.2: Facilitate Council's compliance with legal and governance requirements, including risk and insurance

**BUDGET IMPLICATIONS**

Nil

**REPORT**

Council is required under the Australian Accounting Standards to report on any material transactions between Council, key decision-makers within the council (such as Councillors and Executive Managers) and those to whom they may be closely related (such as partners or children). This ensures transparency in providing resources or services to related parties. The Related Party Disclosure Policy provides guidance to those who are required to make these reports.

A review of the Policy has been undertaken to ensure accuracy and currency. Updates to the policy include the addition/amendment of the following sections:

- Objective – this new section provides clear context for the policy;
- Policy – minor update to position title, together with the addition of 'Related Party Disclosures', 'Register of Related Party Transactions' and 'Status under the GIPA Act' sections (these sections have been added to provide improved clarity and openness);
- References – addition of this section to assist readers to source reference documents.

The existing Disclosure Form and Privacy Collection Notice have also been included in the policy itself to make the document a more complete reference source.

**CONSULTATION**

Consultation has been carried out with Council's Governance and Finance departments.



**CONCLUSION**

In order to comply with Council's ongoing policy review process, the Related Party Disclosure Policy has been reviewed and updated to maintain currency of the document. The changes will not affect the way that Council currently applies the policy.

**ATTACHMENT(S)**

1. **Draft Related Party Disclosure Policy (under separate cover)**

**18.2 CORAKI RIVERSIDE CARAVAN PARK EXPRESSION OF INTEREST**

**Author:** Sharon Davidson, Manager Communications, Events and Tourism

**RECOMMENDATION**

That Council receives and notes the outcome of the Expressions of Interest process for the management of the Coraki Riverside Caravan Park and Camping Grounds.

**REPORT**

The Coraki Riverside Caravan Park and Camping Grounds is an important tourist facility within the Richmond Valley local government area.

Council is the Reserve Trust Manager of the Richmond Riverbank Reserve, which comprises the caravan park. As a Council business, the park has the benefit of being guided by Council's policies and procedures, as well as State Government guidelines for those who manage caravan and camping parks on Crown Land. It is a financially sustainable business with no impact to the Council's budget.

Council meets all outgoings associated with the running of the park, and is responsible for repair of all structural damage, including vandalism. Council crews maintain the gardens and infrastructure.

The park promotes a budget-friendly, family-style camping and caravan experience. However, as it has limited facilities and amenities, only suitable for short-term visitors and holiday-makers, a maximum two-weeks' stay applies to all bookings.

In 2014, the park closed for a much-needed makeover. This allowed the opportunity to put in place a new manager, as previous management arrangements had proved unsuitable. Council signed a two-year contract with the then Coraki Hotel licensee, for the management rights of the day-to-day operations of the park, including a percentage of the site fees collected.

The manager took bookings and payments, together with being responsible for cleaning the amenities building, as well as ensuring the proper behaviour of all patrons.

Since the original contract expired, the Coraki Hotel has changed hands twice, and the new licensees have continued to oversee the management of the park on an informal basis.

In recent years, Council has invested significantly in upgrading Memorial Park – including the current construction of a new amenities block. Council also plans to implement a new Discover Richmond Valley brand and marketing strategy which will attract more visitors to the site. The expected increase in patronage will require a more structured management agreement to ensure the park's long-term sustainability. Richmond Valley Council invited expressions of interest from suitable applicants to manage the Coraki Riverside Caravan Park and Camping Grounds for a period of up to two years, with a two-year option.

An advertisement was placed in the Richmond River Express Examiner, on Facebook and on Council's website under Council Notices. It was also shared with the newly-formed Coraki Business Chamber, with the request to pass on to members. A media release was also distributed to local journalists.

Expressions of interest closed 30 June 2020, with Council receiving four submissions.

Council staff short listed the EOIs and contacted the applicants within two weeks of the closing date.

However, due to COVID-19, and the need to finalise various works at the site, the final decision was deferred until September. Applicants were notified of this deferral in August.

The contract was awarded to Tuckurimba residents Peter and Maureen Baker due to their strong track record in motel and caravan park management. The management of the caravan park officially changed hands on Thursday, 1 October 2020.

The term of this agreement is for a period of two years, expiring on 30 September 2022 with an option to extend for a further two-year period, being 1 October 2022 to 30 September 2024. As per previous agreements, the new managers will receive a percentage of the gross site fees collected.

The caravan park's new managers will work with the Discover Richmond Valley team and local businesses to maximise the returns to the community from visitors staying in Coraki.

**ATTACHMENT(S)**

**Nil**

**18.3 GRANT APPLICATION INFORMATION REPORT - SEPTEMBER 2020****Author: Jono Patino, Financial Accountant****RECOMMENDATION**

That Council receives and notes the Grant Application Information Report for the month of September 2020.

**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 September 2020.

During the reporting period one grant was approved and funding was received for six grants totalling \$1,718,417. Council was notified as being unsuccessful with one grant application and no grants were applied for.

**Grants that have been approved**

Tendering for Government Contracts Training	
Project ID	10383
Funding Body	NSW Treasury
Funding Name	Small Business Month 2020
Government Level	State
Project Value (exc GST)	\$2,000
Grant Funding (exc GST)	\$2,000
Council Funding (excl GST)	\$ 0
Date Application Submitted	26 August 2020
Date Approved	9 September 2020
Comment (if required)	This funding is part of a collaboration with Ballina Shire Council, Clarence Valley Council and Lismore City Council. The training will be delivered in the form of community workshops for small business owners to assist them in tendering for government contracts.

**Grants that have been received**

Drought Recovery Project	
Project ID	10347
Funding Body	Department of Industry, Science, Energy and Resources. Administered by the Business Grants Hub
Funding Name	Drought Communities Programme (DCP)
Government Level	Federal
Project Value (exc GST)	\$1,000,000

Grant Funding (exc GST)	\$1,000,000
Council Funding (exc GST)	\$ 0
Date Application Submitted	N/A
Date Received	\$500,000 received 17 September 2020
Total Funds Received To Date	\$500,000
Comment (if required)	N/A

### Coraki Caravan Park Amenity Building Project

Project ID	10352
Funding Body	Department of Infrastructure, Cities and Regional Development
Funding Name	Community Developments Grant Program
Government Level	Federal
Project Value (exc GST)	\$562,578
Grant Funding (exc GST)	\$550,000
Council Funding (exc GST)	\$ 12,578
Date Application Submitted	N/A
Date Received	\$150,000 received 26 September 2020
Total Funds Received To Date	\$150,000
Comment (if required)	N/A

### Casino Memorial Pool Redevelopment

Project ID	10384
Funding Body	Department of Health
Funding Name	Female Facilities and Water Safety Stream (FFWSS)
Government Level	Federal
Project Value (exc GST)	\$5,150,000
Grant Funding (exc GST)	\$3,200,000
Council Funding (exc GST)	\$1,950,000
Date Application Submitted	N/A
Date Received	\$1,000,000 received 17 September 2020
Total Funds Received To Date	\$1,000,000
Comment (if required)	N/A

Better Waste and Recycling Fund 2020/21	
Project ID	N/A
Funding Body	NSW Environment Protection Authority (EPA)
Funding Name	Better Waste & Recycling – education on avoidance and contamination
Government Level	State
Project Value (exc GST)	\$65,974
Grant Funding (exc GST)	\$65,974
Council Funding (exc GST)	\$ 0
Date Application Submitted	N/A – annual allocation
Date Received	\$65,974 received 21 September 2020
Total Funds Received To Date	\$65,974 (total funding received)
Comment (if required)	Funding will be used to produce education kits with a strong focus on waste avoidance and reduction. A free produce bag will be provided for each household as an alternative to single use shopping bags.

Speed Zone – Community – Casuarina Drive Subdivision, Swan Bay	
Project ID	N/A
Funding Body	Transport for NSW
Funding Name	Speed Zone – Community
Government Level	State
Project Value (exc GST)	\$2,912
Grant Funding (exc GST)	\$2,912
Council Funding (exc GST)	\$ 0
Date Application Submitted	N/A
Date Received	\$1,363 received 24 September 2020
Total Funds Received To Date	\$1,363
Comment (if required)	Speed limit signage at Casuarina Drive Subdivision, Swan Bay

Speed Zone – Community – Rileys Hill Rd, Broadwater to Rileys Hill	
Project ID	N/A
Funding Body	Transport for NSW
Funding Name	Speed Zone – Community
Government Level	State
Project Value (exc GST)	\$5,428
Grant Funding (exc GST)	\$5,428
Council Funding (exc GST)	\$ 0
Date Application Submitted	N/A
Date Received	\$1,080 received 24 September 2020
Total Funds Received To Date	\$1,080
Comment (if required)	Speed limit signage on Rileys Hill Road, Broadwater to Rileys Hill

### ***Unsuccessful Grant Applications***

Richmond Valley Short Film – Our Culture	
Project ID	10380
Funding Body	Aboriginal Affairs NSW
Funding Name	2020 NAIDOC Grants
Government Level	State
Project Value (exc GST)	\$4,027
Grant Funding (exc GST)	\$3,000
Council Funding (exc GST)	\$1,027
Date Application Submitted	27 August 2020
Date Advised Unsuccessful	18 September 2020
Comment (if required)	N/A

### **ATTACHMENT(S)**

**Nil**

**18.4 AUSTRALIAN LIVESTOCK MARKETS ASSOCIATION - ANNUAL GENERAL MEETING**

**Author:** Bradley Willis, NRLX Operations Manager

**RECOMMENDATION**

That Council receives and notes the Australian Livestock Markets Association – Annual General Meeting report.

**REPORT**

The Australian Livestock Markets Association (ALMA) Annual General Meeting (AGM) was conducted on 29 September 2020 via Zoom and Menti. Thirty-three organisations/individuals were logged into the meeting with some organisations having two representatives via one Zoom link.

All reports tabled were accepted unopposed including:

- Minutes of the previous AGM held 25 July 2019;
- Presidents Report - Ken Timms;
- Executive Officer's Report – Kate McGilvray;
- Financial Report; and
- Election of the Board.

**President's report**

Key points of the Presidents Report included:

- Funding was approved to develop, in conjunction with Meat & Livestock Australia (MLA), an accreditation system for saleyards and lairages - this project has government and industry approval. A consultant has been appointed and the first meeting has been held. This accreditation system is intended as an alternative to National Saleyards Quality Assurance (NSQA) that NRLX currently operates under.
- Funding was approved to co-contribute with the National Heavy Vehicle Regulator (NHVR) to develop and produce a "Chain of Responsibility (COR) 101 – document". Final draft is ready for print.
- Membership base for AMLA has increased in the financial year however this was not quantified in the report.
- ALMA board meetings are now being conducted online due to travel restrictions.
- Resignation of Peter Flynn from the board following the outcome of Local Government elections.
- 2021 ALMA Expo to be held in Cairns.

**Executive Officer's Report**

Key points of the Executive Officer's report;

- ALMA was the sole industry organisation that the federal and state governments consulted for saleyard industry information;
- ALMA secured government exemptions for the saleyard industry to continue to operate; and
- ALMA has secured funding (\$150,700) to support development of a Registered industry code of Practice (RICP) livestock transport code of practice – mass management for livestock being transported to/from saleyards, lairages and feedlots.  
Refinement of the project plan and delivery timeline are currently underway for approval by the NHVR.



**Financial Report**

- Income increased \$15,000 to \$219,000 for the financial year. This was driven by an increase in membership and contributions to the Livestock Market Research Innovation Fund;
- Expenses were identical to the previous year at \$190,400;
- This resulted in a net surplus of \$29,000; and
- Retained earnings closed at \$236,706.

**Board Election**

Seven nominations were received for the four vacant positions within the ALMA Board. The nominees were -

- Steven Loane – Forbes Shire Council
- Joanne McGloughlin – Upper Hunter Shire Council, Scone Regional Livestock Selling Centre
- Marie O'Dea – Shire of Plantagenet (southern Western Australia)
- Peter Petty – Tenterfield Shire Council
- Ken Rogers – Inverell Livestock Exchange, AAMIG
- Ken Timms – Emerald
- Stephanie Whitaker – Burnett Livestock Exchange, Biggenden QLD

NRLX was able to vote on four of the board nominees and had three votes based on our membership level (throughput).

Board members elected were:

- Marie O'Dea
- Ken Timms
- Ken Rogers
- Stephanie Whitaker

General business recognised the efforts of Executive Officer Kate McGilvary during the initial stages of COVID-19 and the work done to ensure saleyards were included as an essential service.

**ATTACHMENT(S)**

Nil

## 18.5 DEVELOPMENT APPLICATIONS DETERMINED UNDER THE ENVIRONMENTAL PLANNING AND ASSESSMENT ACT FOR THE PERIOD 1 SEPTEMBER TO 30 SEPTEMBER 2020

**Author:** Jessica Ind, Planning Support Officer

### RECOMMENDATION

That Council receives and notes the development application report for the period 1 September to 30 September 2020.

### 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 which are refused and withdrawn, and applications with no development value, such as subdivisions.

Council receives a fortnightly summary of the status of applications (including all received). Council notifies all determinations of Development Applications in the local newspaper 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 within the Local Government area for the period 1 September to 30 September 2020 was 33 with a total value of \$4,069,220.00.

The graph below shows the monthly dollar value of development applications processed by Council over five financial years.

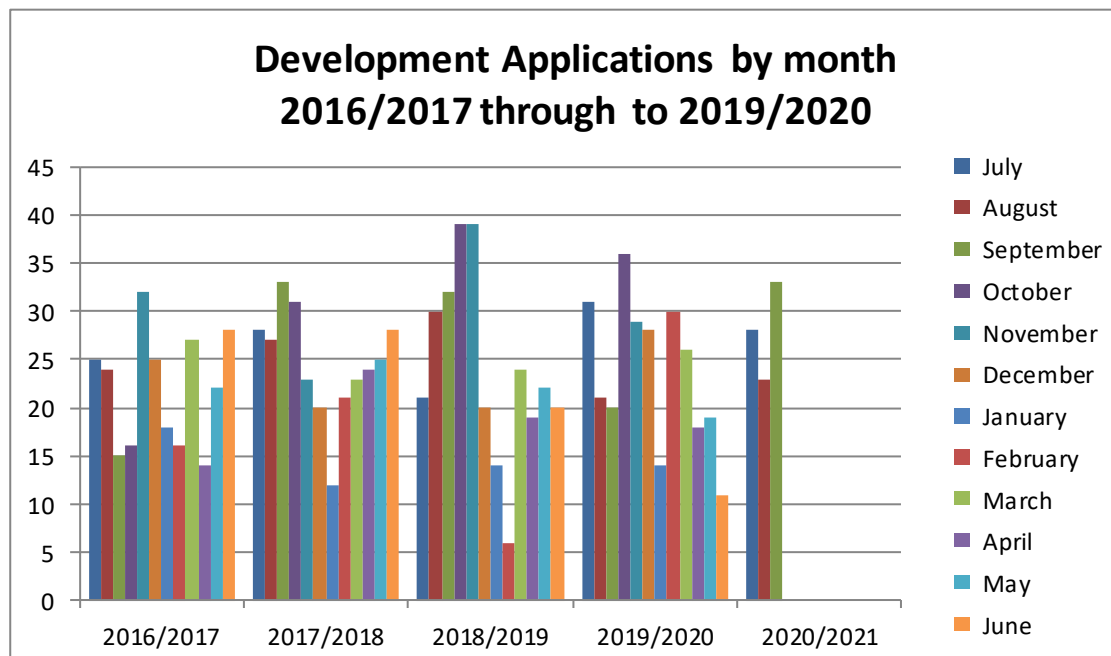


Figure 1: Monthly dollar value of development processed by Council over five financial years.

Figure 2 graph provides the annual value of Development Consents issued by Council over five financial years and Figure 3 provides a detailed review of the value for the reporting month of September 2020.

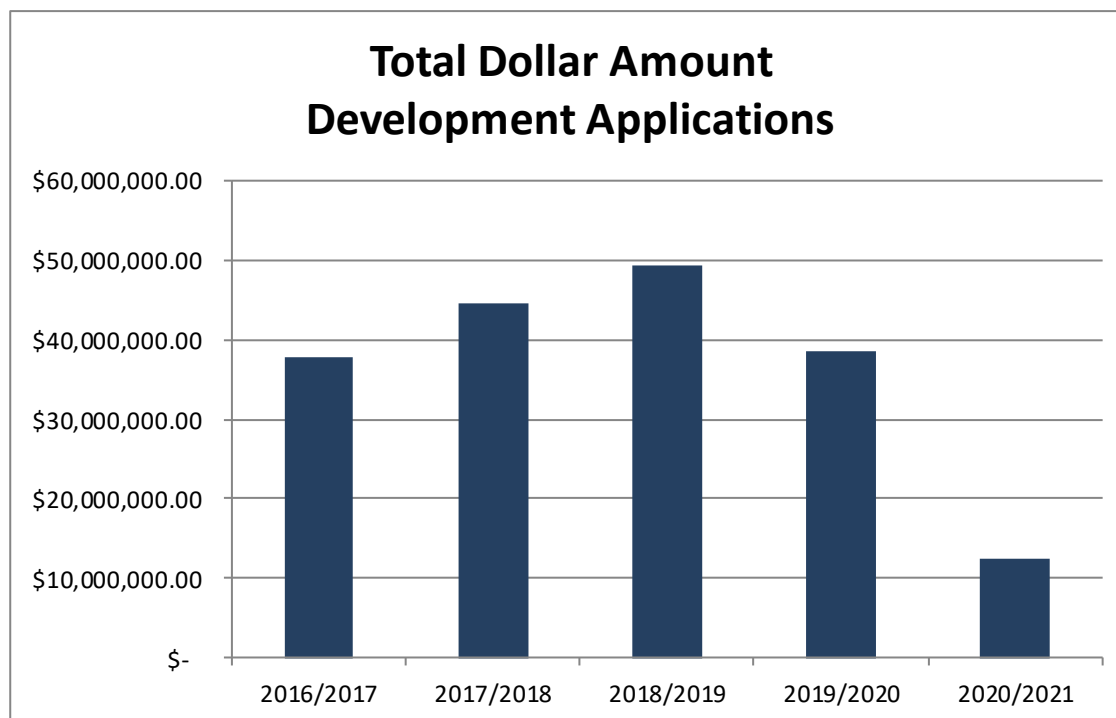


Figure 2: Annual value of development.

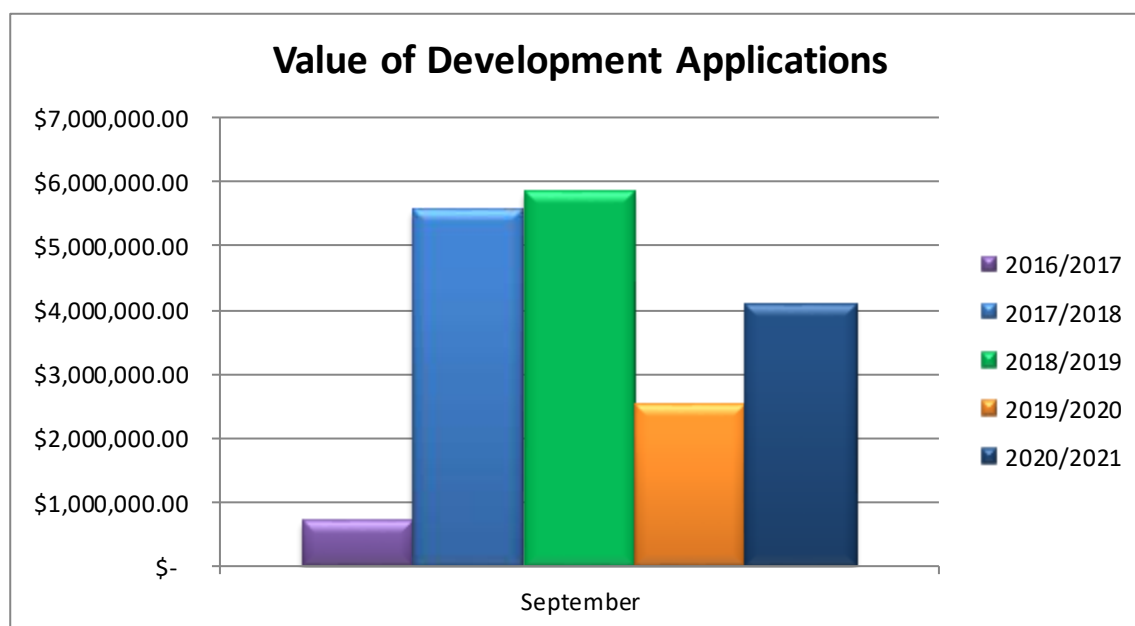


Figure 3: Value of development for the month of September.

### 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.

During this reporting period, Council officers assessed and approved another Development Application for a bushfire affected property. This application was determined within Council's self imposed service level target of 5 days, with the application being determined in 4 working days.

Figures 4 and 5 detail the number of applications determined by Council over the past five years.

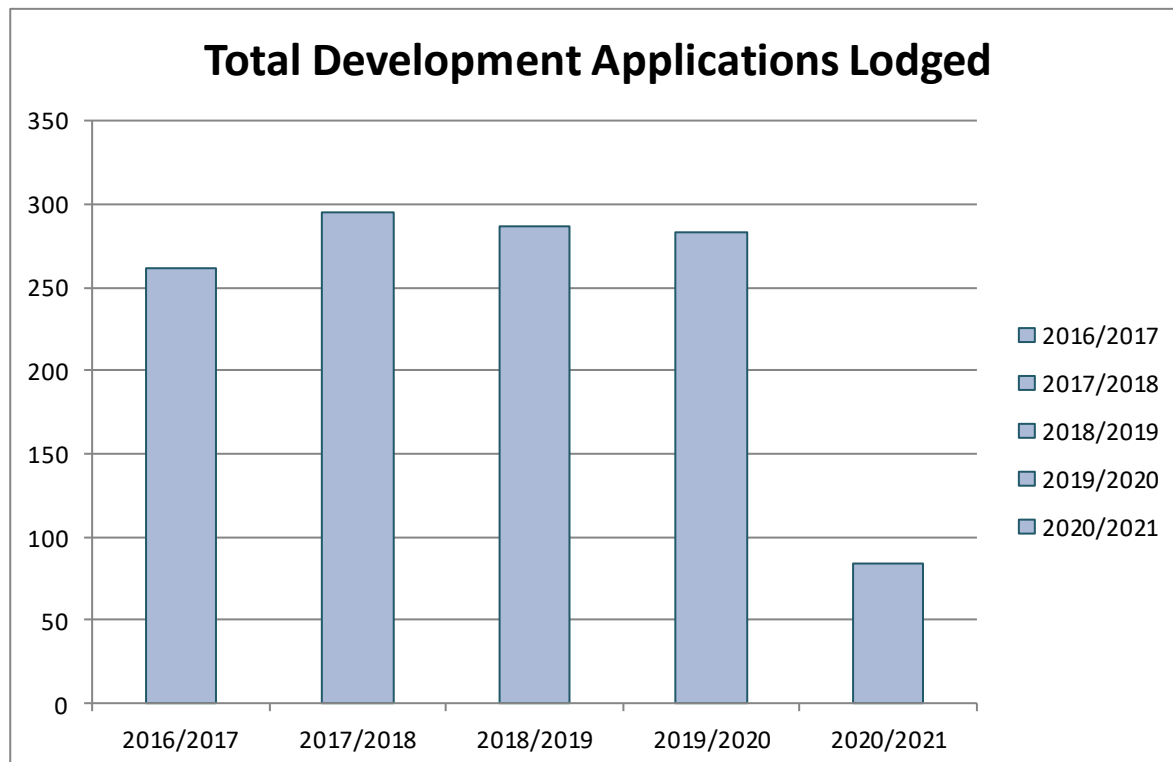


Figure 4: Number of Development Applications per month over five financial years.

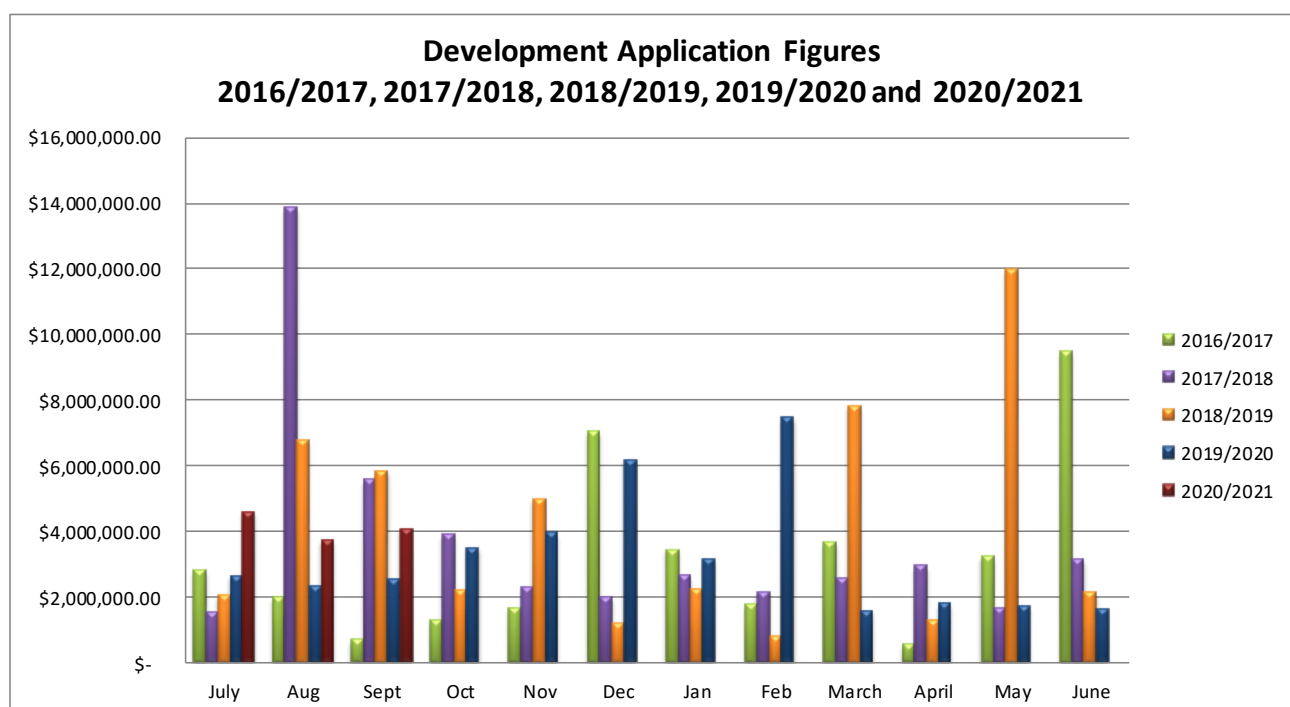


Figure 5: Value of development applications per month over five financial years.

**Activity for the month of September 2020**

General Approvals (excluding Subdivisions, Section 96s)	30
Section 96 amendments to original consent	2
Subdivision	1
Refused	0
Withdrawn	0
Complying Development (Private Certifier Approved)	0
<b>TOTAL</b>	<b>33</b>

**DELIVERY PROGRAM LINKS**

Growing our Economy

EC1: Driving Economic Growth

EC1.6: Improved customer satisfaction with the DA process

**BUDGET IMPLICATIONS**

Nil

**CONSULTATION**

Nil

Summary of Development Applications determined under the Environmental Planning and Assessment Act for the period 1 September 2020 to 30 September 2020							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2020/0184	Stephen P McElroy & Associates Pty Ltd	Nixon Enterprises (Casino) Pty Ltd	49 Bruton Street, Casino	Change of use to a place of public worship, alterations and additions including As Built Mezzanine, demolition, carparking, signage and associated works	16/03/2020	3/09/2020	\$ 20,000.00
DA2021/0003	Newton Denny Chapelle	M J & T M Bodley	54 Currajong Street, Evans Head	Strata Title subdivision of existing attached dual occupancy development into two (2) strata lots	6/07/2020	10/09/2020	\$ -
DA2021/0013	N S A Verlinden	N S A Verlinden	5 George Street, Broadwater	Carport	20/07/2020	28/09/2020	\$ 5,500.00
DA2021/0016	L M McGrath	L M & C J McGrath	7 Rodeo Drive, North Casino	Dwelling	23/07/2020	17/09/2020	\$ 415,000.00
DA2021/0020	J A Bowles	J A Bowles	16 Parkes Street, Coraki	Removal home to be sited on block & access driveway	29/07/2020	22/09/2020	\$ 79,000.00
DA2021/0026	Steve Ryan Builder Pty Ltd	R B Woodward & A Simmons	Spring Grove Road, McKees Hill	Dwelling	31/07/2020	25/09/2020	\$ 311,987.00
DA2021/0027	C A & I T Maslen	C A & I T Maslen	4325 Bruxner Highway, Woodview	Shed	3/08/2020	4/09/2020	\$ 18,300.00
DA2021/0029	Sarwood Timbers Pty Ltd	P T Willcocks & J L Creighton	11 Carrabeen Street, Evans Head	Shed	4/08/2020	30/09/2020	\$ 49,139.00
DA2021/0030	Senica Consultancy Group	S A & B J Formaggin	44 Verulam View, Spring Grove	Dwelling with an attached garage	7/08/2020	2/09/2020	\$ 508,526.00
DA2021/0031	Trueline Patios & Extensions Northern Rivers	J A & N P Keen	18 Angus Place, North Casino	Patio	7/08/2020	2/09/2020	\$ 15,730.00
DA2021/0036	Narellan Pools Northern Rivers	B C & D W Willis	45 Verulam View, Spring Grove	Swimming pool and associated fencing	10/08/2020	2/09/2020	\$ 56,540.00
DA2021/0038	AGS Commercial Pty Ltd	M J & L M Baker	113 Canterbury Street, Casino	Awning	12/08/2020	15/09/2020	\$ 5,500.00
DA2021/0039	AGS Commercial Pty Ltd	A M & R L Byrne	4 Leilani Close, Casino	Shed	12/08/2020	3/09/2020	\$ 13,505.00
DA2021/0041	Pplan	R A & A T Hampstead	2 Verulam View, Spring Grove	Dwelling	12/08/2020	10/09/2020	\$ 405,877.00
DA2021/0042	J L Nicholls	L E Fisher & J L Nicholls	2 Camillot Close, Spring Grove	Swimming pool & associated fencing	13/08/2020	7/09/2020	\$ 50,000.00

Summary of Development Applications determined under the Environmental Planning and Assessment Act for the period 1 September 2020 to 30 September 2020							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2021/0043	G E Kingsford	G E Kingsford	18 Kalinda Place, Casino	Carport	14/08/2020	9/09/2020	\$ 8,355.00
DA2021/0044	J M Crompton	J G & J M Crompton	303 Sextonville Road, Casino	Dwelling Alts & adds, covered outdoor living area & carport	14/08/2020	14/09/2020	\$ 70,000.00
DA2021/0045	Pplan	T L Gilbert & R M Owens	33 Pennefather Close, Yorklea	Dwelling	19/08/2020	16/09/2020	\$ 447,889.00
DA2021/0047	Metricon Homes QLD Pty Ltd	M C Haynes	20 Casuarina Drive, Swan Bay	Dwelling	20/08/2020	4/09/2020	\$ 403,036.00
DA2021/0048	W M Santin	W M Santin	42 Llewellyns Road, Casino	Shed with bathroom	21/08/2020	15/09/2020	\$ 38,000.00
DA2021/0051	J A Ravaillon	J A & P R Ravaillon	27 Terrace Street, Evans Head	Shed	24/08/2020	29/09/2020	\$ 19,680.00
DA2021/0053	T E Kramer	Figjam Realty Pty Ltd	117A Barker Street, Casino	Change of use to a beauty salon to undertake beauty treatments including skin penetration and associated works	28/08/2020	24/09/2020	\$ 10,000.00
DA2021/0055	M Bligh	D J Bligh	74 Walker Street, Casino	As built internal works being an opening between the dining room and café, and an opening in the existing bar area within the Commercial Hotel	31/08/2020	24/09/2020	\$ 4,776.00
DA2021/0059	B A Harley	D K Ind & K L Petty	39 Verulam View, Spring Grove	Dwelling	2/09/2020	30/09/2020	\$ 454,800.00
DA2021/0064	J C Martin	J C & J C Martin	185 Old Dyraba Road, Woodview	Shed	4/09/2020	28/09/2020	\$ 18,000.00
DA2021/0065	Patiocraft Gold Coast	R A Spruce	30 North Street, Casino	Patio & deck	4/09/2020	28/09/2020	\$ 18,000.00
DA2021/0067	S C Thorpe	S R & S C Thorpe	796 Ellangowan Road, Yorklea	Shed with bathroom	4/09/2020	30/09/2020	\$ 65,000.00
DA2021/0073	G G Morris	G G & L P Morris	2 Maple Place, Casino	As built carport	15/09/2020	30/09/2020	\$ 6,000.00
DA2020/0061.01	AGS Commercial Pty Ltd	Z M Woodbry & E W Wise	52 Cook Street, Broadwater	Dwelling	18/09/2020	18/09/2020	\$ -
DA2016/0189.01	L R I Zaiko	L R I & B L Zaiko	65 Centre Street, Casino	Modification to shed frame & design	23/07/2020	3/09/2020	\$ -
DA2021/0024	B J & K A Philp	B J & K A Philp	36 Llewellyns Road, Casino	Shed	31/07/2020	\$ 44,076.000	\$ 38,000.00
DA2021/0069	M E Hall	M E Hall	5 Fern Place, Evans Head	Awning	9/09/2020	23/09/2020	\$ 11,080.00

Summary of Development Applications for Bushfire Affected Properties determined under the Environmental Planning and Assessment Act for the period 1 September 2020 to 30 September 2020							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2021/0060	D J Smith	K L & D J Smith	125 Avenue Road, Myrtle Creek	Dwelling	2/09/2020	8/09/2020	\$ 265,000.00

**ATTACHMENT(S)**

**Nil**



**18.6 CUSTOMER EXPERIENCE REPORT 1 JULY 2020 TO 30 SEPTEMBER 2020****Author: Sharon Banning, Acting Manager Customer Experience****RECOMMENDATION**

That Council receives and notes the Customer Experience Report for the period 1 July 2020 to 30 September 2020.

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, quarterly reporting on Council's performance against the standards in the framework has been introduced. This 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
- Development Concierge Statistics

During the reporting period the Customer Experience team continued to adhere to the Government's Public Health Order relating to COVID-19. Visitors are now required to sign in at Council Chambers using a location specific QR code on their smart phone or in writing, providing their contact details for community tracing in case of a local outbreak.

**REPORT****Customer Service Contact Centre Data - Key Statistics****Call Statistics**

A total of 9683 calls were received during the report period which is a 12% decrease from the same period last year, but a 16% increase on the previous quarter's volumes. The Contact Centre has significantly exceeded all service targets for the report period including 90.3% of calls answered within 20 seconds, average time each caller spends in the queue is 14 seconds and the percentage rate for calls abandoned is less than 1%.

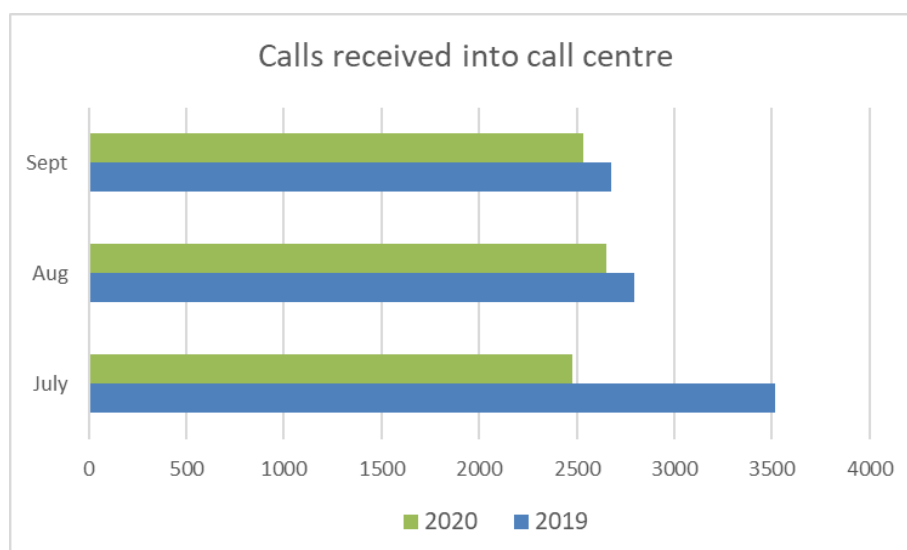


Figure 1: Calls received into the call centre

### Receipt and Administration Statistics

A total of 5669 receipts were actioned for the report period which is a slight decrease of 3.5% from the previous year. August did see a marked increase in receipts processed, which can be attributed to the annual rates notice falling due.

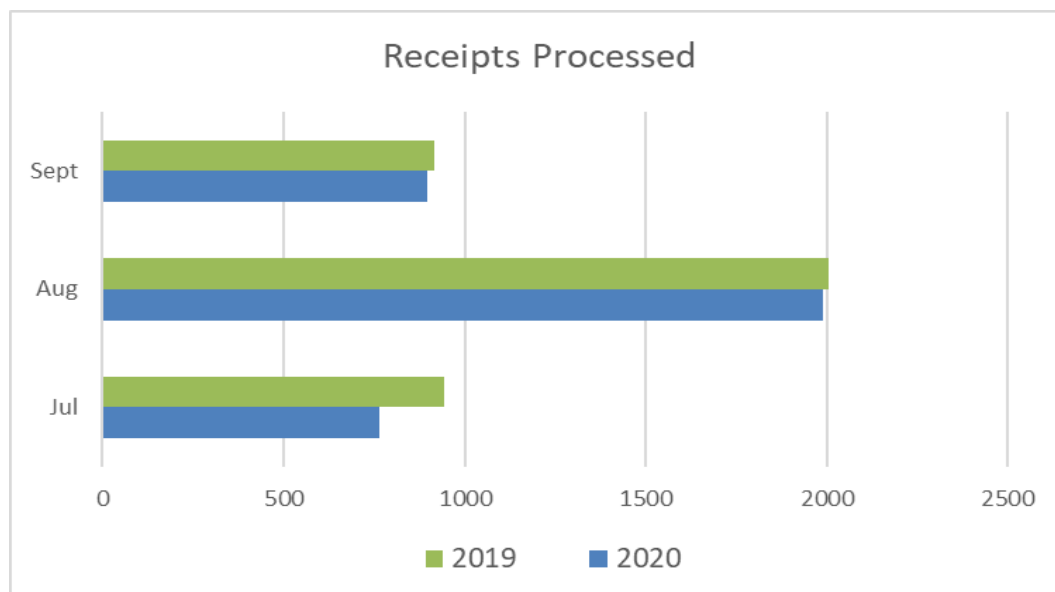


Figure 2: Total Number of Receipts

98.24% of Section 735A, 149, 603 Certificates were completed within set timeframes in accordance with Council's service standards. When comparing the statistics from this reporting period there has been a 31.72% increase in development related applications (DA, CDC & CC) between July – September compared to the same period last year and a 51.9% increase in applications compared to the previous quarter.

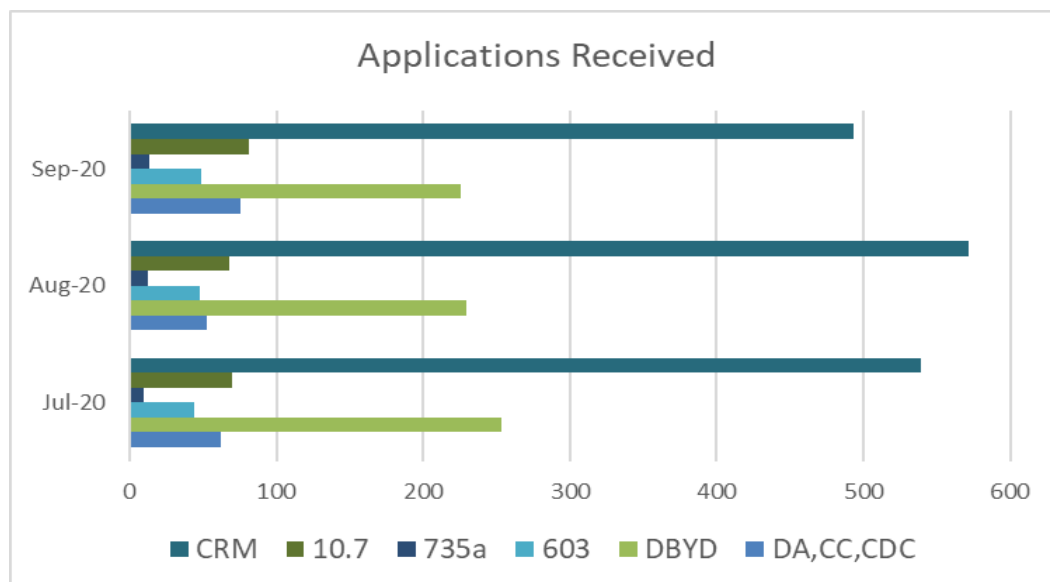


Figure 3. Administration Statistics

### Customer Request Management System - Key Statistics

During the reporting period, a total of 1604 requests were logged, a decrease of 4.8% compared to the corresponding period in the previous year. 14% of requests were completed outside target which is a decrease from the previous reporting period. The easing of COVID-19 restrictions enabled the Resource Recovery team to recommence their Snap Send Solve contamination reporting program which resulted in an increase in CRMs throughout August.

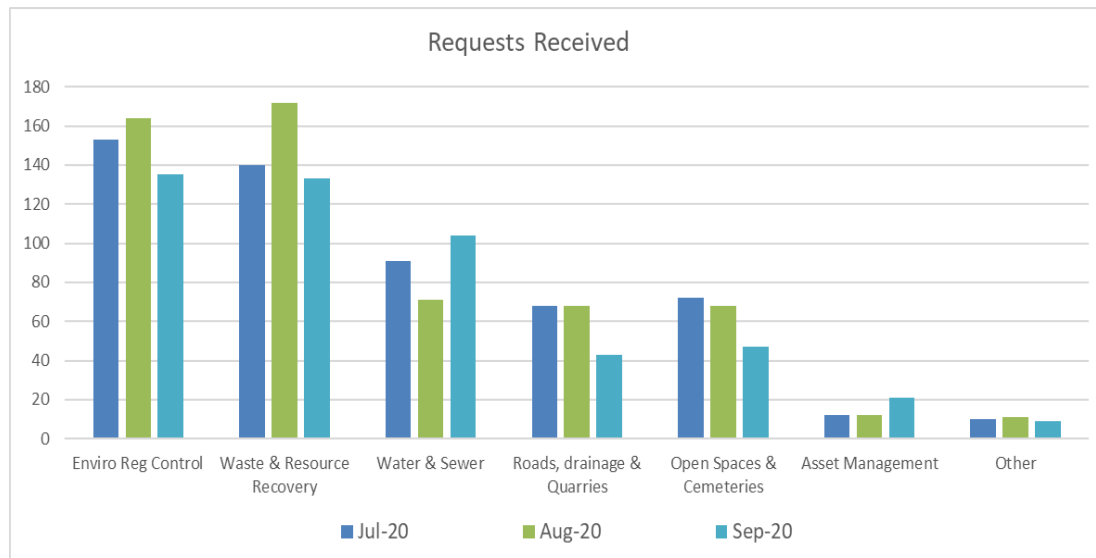


Figure 4: Number of Requests

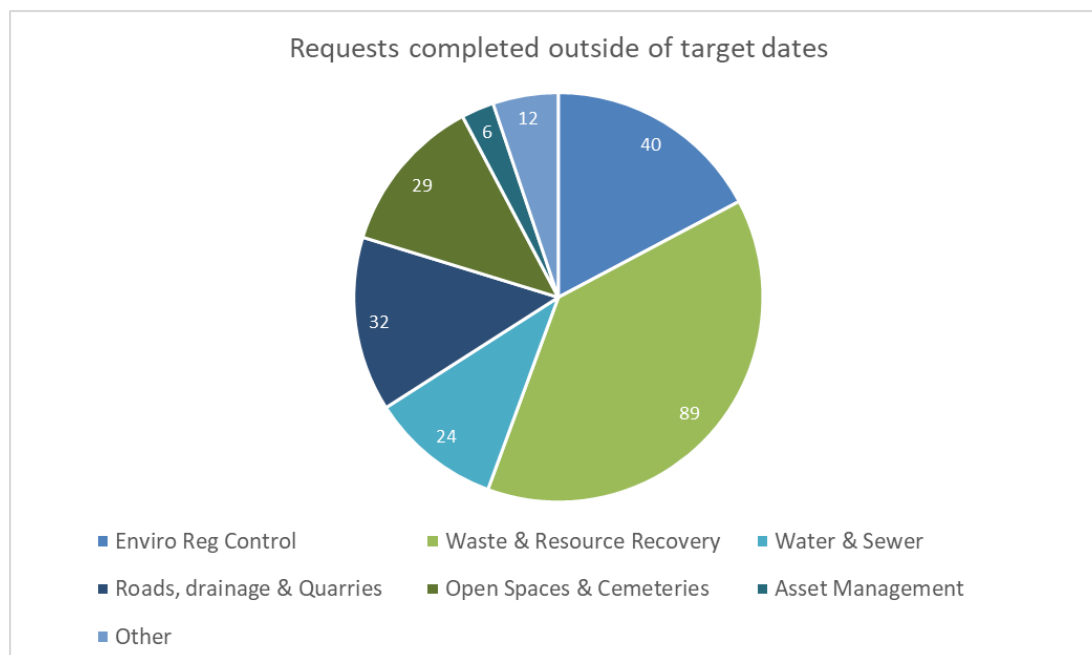


Figure 5: Completed Outside Target

## Development Concierge – Key Statistics

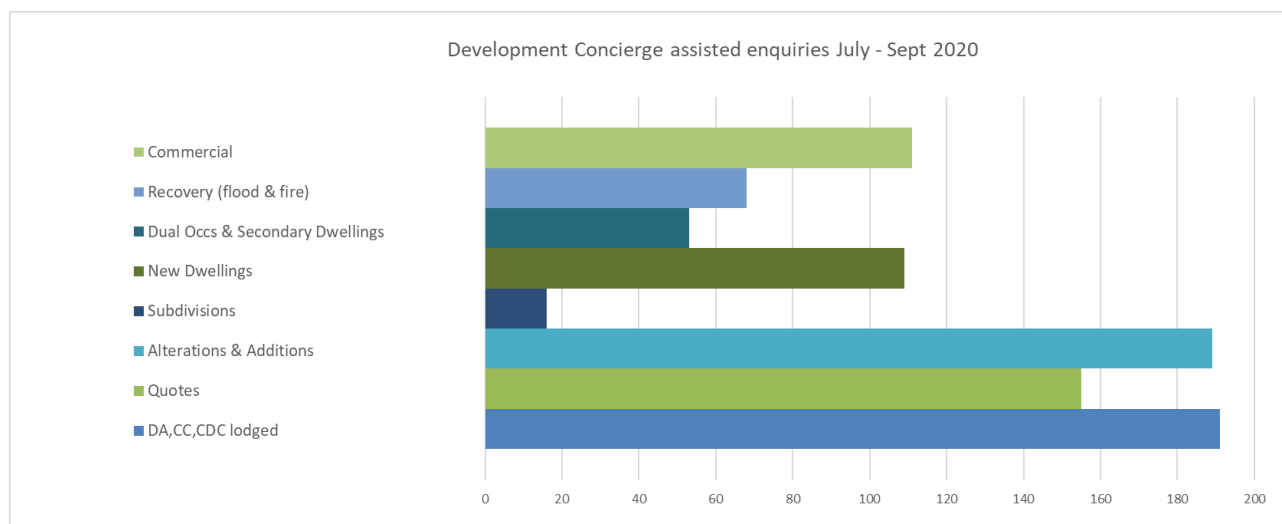


Figure 6: Development Concierge assisted enquiries

The Development Concierge continues to work closely with the Recovery Manager to assist owners of fire affected properties with lodging their development applications to rebuild, resulting in another three development applications being received for new dwellings during the reporting period. Customer Experience staff in collaboration with Records and Building Services teams worked together to ensure a 5 day turn-around of applications for fire affected customers. The concierge reports enquiries relating to dwelling alterations and additions, have increased in line with a surge in DIY home improvements during lockdown and as a result of compliance inspections.

### Opportunity for Improvement

Following a review of the report results, an opportunity for improvement have been identified. This area, as highlighted below, will be the focus of the customer service team in the coming months.

- **Customer Request Management System (CRM)**

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

### CONCLUSION

The information contained in this report demonstrates the significant volume of tasks and actions which are required to be completed by Council's frontline Customer Experience staff. The Customer Service standards are generally met and more often than not exceeded.

Statistical analysis of Customer Service Contact Centre data, Customer Request Management System (CRM) and the Development Concierge statistics enables identification of opportunities to improve Council's Customer Service and ensure processes are efficient and effective.

In accordance with Council's Customer Service Framework, staff continue to strive for high standards of customer service to the community, to monitor performance and implement efficiencies and improvements to process.

### ATTACHMENT(S)

Nil

**19 QUESTIONS ON NOTICE**

Nil

**20 QUESTIONS FOR NEXT MEETING (IN WRITING)**

**21 MATTERS REFERRED TO CLOSED COUNCIL****RECOMMENDATION**

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 10A(2) of the Local Government Act 1993:

**21.1 Proposed Property Acquisition**

This matter is considered to be confidential under Section 10A(2) - (c) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

**21.2 General Manager's Mid-Year Performance Review - October 2020**

This matter is considered to be confidential under Section 10A(2) - (a) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with personnel matters concerning particular individuals (other than councillors).

**22 RESOLUTIONS OF CLOSED COUNCIL**