

Richmond
Valley
Council



AGENDA

Ordinary Council Meeting

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

Date: Tuesday, 18 July 2023

Time: 6pm

Location: Council Chambers
10 Graham Place, Casino

Vaughan Macdonald
General Manager

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1 ACKNOWLEDGEMENT OF COUNTRY

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

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

2 PRAYER**3 PUBLIC ACCESS****4 APOLOGIES**

5 MAYORAL MINUTES

5.1 MAYORAL MINUTE - CASINO UNITED HOSPITAL AUXILIARY

Author: Robert Mustow

RECOMMENDATION

That Council extends its gratitude and appreciation to the Casino United Hospital Auxiliary for the tireless service the members have provided to our community for over 120 years.

REPORT

Founded in 1903 the Casino United Hospital Auxiliary has been for 120 years raising much-needed funds to purchase hospital items and medical equipment for the Casino and District Memorial Hospital. The contributions have benefited our local community greatly.

It is estimated that during this time the Auxiliary has raised over \$1 million towards supplying the following items.

- Blood machine (I-stat) for checking cardiac enzymes
- Adjustable beds (x3)
- Dynamaps (for patient observations)
- Recliner chairs for Day surgery (x 5)
- Refurbished two wards with ergonomic lockers/footstools.
- Wheelchairs / shower chairs
- Lifter machine
- Mobility aids
- Murals on wall in recovery area
- Surgical instruments for visiting doctors
- Washing machine and dryer for patients with no local family
- The list goes on with many big and lots of smaller items

Unfortunately, due to a lack of numbers, the members of the auxiliary have recently held their last meeting.

The commitment and dedication of Auxiliary members, both past and present, are very much appreciated, and I particularly thank Robyn Spruce, who has served on the executive for the past two decades both as secretary and president; Deborah Jaynes, who has served as treasurer; and Barbara Thorley, who has done a wonderful job as secretary.

I would like to make special mention of Mrs Jean Rutley, who served for 35 years as supervisor of the Hospital kiosk. Upon Jean's retirement Barbara Thorley, fulfilled this role. I also recognise 40 year service badge recipients, Nola King and Marg Glasby.

Again on behalf of our community, we thank them all and wish them all the very best for their future.



The members of Casino Hospital Auxiliary, taken at the final meeting on 15 June 2023. This marks the end of 120 years of service by the Auxiliary.

L to R : Betty Braithwaite, Debra Jaynes, Barbara Thorley, Edna Fuller, Robyn Spruce, Margaret Evelyn, Marj Glasby, Noela King.

ATTACHMENT(S)

Nil

6 CONFIRMATION OF MINUTES

6.1 MINUTES ORDINARY MEETING HELD 20 JUNE 2023

RECOMMENDATION

That Council confirms the Minutes of the Ordinary Meeting held on 20 June 2023.

REPORT

Refer attached Minutes.

ATTACHMENT(S)

- 1. Unconfirmed Minutes 20 June 2023 (under separate cover)**

6.2 MINUTES EXTRARDINARY MEETING HELD 29 JUNE 2023

RECOMMENDATION

That Council confirms the Minutes of the Extraordinary Meeting held on 29 June 2023.

REPORT

Refer attached Minutes.

ATTACHMENT(S)

- 1. Unconfirmed Minutes 29 June 2023 (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 MAYORAL ATTENDANCE REPORT 13 JUNE - 11 JULY 2023****Author: Robert Mustow****RECOMMENDATION**

That Council receives and notes the Mayoral Attendance Report for the period 13 June - 11 July 2023.

June

- 20th Richmond Valley Council Ordinary meeting
- 21st Rous County Council Ordinary meeting
- 23rd Legacy Torch Relay
- 23rd Westpac Helicopter Golf Day
- 23rd Legacy 100-year celebration dinner
- 26th NSW Water Conference Parkes
- 27th NSW Water Conference Parkes
- 28th NSW Water Conference Parkes
- 29th Premier NSW meeting with Mayors briefing
- 29th NSW Flood Inquiry and Resilient Homes Program briefing
- 29th Richmond Valley Council Extraordinary meeting
- 30th Rotary Changeover dinner

July

- 3rd NAIDOC celebration, ceremony, march and fun day Casino
- 4th Citizenship Ceremony
- 4th NAIDOC celebration Coraki
- 5th Rous County Council/NAIDOC week celebration
- 5th Woodburn Amateur Boxing Club reopening
- 6th Coraki Golf Club golfcart track opening
- 7th Evans Head Fishing Classic presentation of prizes
- 8th Woodburn Riverside Park Rally "Out of Mind out of the Decision Process".
- 11th Ministers for Planning & Emergency Services visit at Woodburn and Coraki
- 11th NAIDOC celebration Evans Head

ATTACHMENT(S)**Nil**

12 DELEGATES' REPORTS**12.1 DELEGATES' REPORT MAY 2023 - ROUS COUNTY COUNCIL**

Responsible Officers: Cr Robert Mustow and Cr Sandra Humphrys

RECOMMENDATION

That Council receives and notes the Delegates' Report – Rous County Council for June 2023.

REPORT

Council delegates are required to report on meetings/forums attended on Council's behalf.

Cr Robert Mustow and Cr Sandra Humphrys have provided the following summary of the main items of business for the Rous County Council Ordinary Meeting held on 21 June 2023.

ATTACHMENT(S)

- 1. Rous County Council Summary**

Rous Council Meeting 21 June 2023

Summary of main items of business



1. Notice of Motion – Acquisition of low-lying, high-risk rural floodplain areas

An investigation on the acquisition of low-lying, high-risk rural floodplain areas will be conducted and options will be provided to Council for feedback through a workshop later in 2023 regarding a policy position.

2. Retail water customer account assistance

The General Manager has delegation to approve financial assistance by application of Council's "Retail Water Customer Account Assistance" policy equating \$25,000.00.

Due to the 2022 flood, an increase of water leaks was experienced and demand for financial assistance also increased. The Finance department proposed to reallocate \$25,000.00 of budget for additional assistance.

At today's meeting (21 June 2023), Council discussed and resolved the budget for customer account assistance to now equate to \$50,000.00 for the current financial year.

The Finance staff will continue to seek approval from the General Manager to grant the recommended financial assistance where required.

3. Appointment of Chair and Independent External Member – Audit, Risk and Improvement Committee

Mr Brian Wilkinson's four (4) year term as Independent Chair of the Audit, Risk and Improvement Committee will expire in September 2023 and Council formerly acknowledged and thanked his contributions made to the committee.

A recruitment process was conducted resulting in two preferred candidates. Council resolved to appoint the preferred candidates being:

- Laurie Lefcourt as Chair for a four (4) year term commencing at the conclusion of the hand over period, and
- Raymond Wong as Independent Member for a four (4) year term.

4. Statement of Commitment

Over the past 18 years, Rous has developed a strong track record of working together in partnership with local First Nations people and Elders.

In 2013, Council resolved to develop the Reconciliation Action Plan (RAP), adopted its first RAP in accordance with the Reconciliation Australia framework in 2016, and an Innovate RAP in 2021. Key actions endorsed include:

- building and nurturing a working relationship with Traditional Custodians
- preparing and delivering cultural awareness training for all staff
- establishing a RAP Advisory Group
- participating in NAIDOC Week celebrations
- working toward the active employment of First Nations peoples.

The RAP Advisory Group consists of a Rous Councillor, Traditional Custodians, Local Aboriginal Land Council representatives, as well as other relevant Aboriginal and Torres Strait Islander stakeholders.

The Group provides advice to Council to support the implementation of the RAP and is instrumental in assisting Rous with building positive, respectful relationships between First Nations Australians and our broader community.

A Statement of Commitment is a step forward in declaring why these relationships are essential to Rous and acknowledgement that consultation regarding Aboriginal cultural heritage matters when it comes to progression of projects like the Future Water Project (eg. the Dunoon Dam proposal).

Council resolved that the below draft Statement of Commitment be endorsed as presented at today's meeting.

"Rous County Council is committed to collaborate with the peoples of the Bundjalung Nation to manage the land and environments on which we conduct our work.

Since 2002, Rous has worked purposefully with Traditional Custodians in our drinking water catchments. This journey has laid a solid foundation on which we will continue to build a strong and long-lasting relationship with the region's Bundjalung peoples.

We acknowledge that the peoples of the Bundjalung Nation were the first people of this land and are one of the oldest continuing living cultures in the world.

We recognise and respect the sacred links and responsibilities that exist between Aboriginal people and the land and water upon which we all live. We recognise the injustices of the past and the harmful consequences which resulted in fractured connections within and between families, communities and to Country.

Wherever we can, we will work with the peoples of the Bundjalung Nation to redress the effects of our shared history. We will sit with, listen to, and learn from, local First Nations peoples. We will better understand, acknowledge, and raise awareness of the historic events and ideas that caused pain and hardships, but which continue to influence daily life and result in hurt and harm in our community today.

We will work with the peoples of the Bundjalung Nation to care for the land on which we conduct our work – this includes adhering to the principles of the Burra Charter to manage cultural heritage sites, and to help restore the deeply important cultural obligations and responsibility to Country of our First Nations communities."

5. Revised Terms of Reference – Reconciliation Action Plan Advisory Group

The Reconciliation Action Plan Advisory Group (RAPAG) role is to support the strategic direction of Rous with respect to local Aboriginal history, culture and enhancing engagement with the First Nations community across the operational footprint of Rous.

The Terms of Reference have been revised and updated as part of the normal review cycle in consultation with the RAPAG members.

Council endorsed the draft 2022/24 Terms of Reference for the Reconciliation Action Plan Advisory Group.

6. Procurement policy

Council currently has in place a Procurement policy adopted in 2014, prior to the amalgamation of Rous Water, Richmond River County Council and Far North Coast County Council. To align with the first pillar of Council's current Business Activity Strategic Plan – Sustainable Delivery – and the principles of sustainable procurement as outlined in ISO 20400:2017, this pre-amalgamation policy has now been revised.

Prepared by the Governance, risk and Procurement team, general feedback was sought from the Council's leadership team on the revised policy. With targeted feedback sought from Planning and Delivery and Operations staff most commonly responsible for high value procurement activities, to ensure the proposed policy principles were practical and could be applied at an operation level.

The beforementioned feedback has now been incorporated into the revised Procurement policy and associated procedures, where appropriate.

Council resolved to adopt the new policy that will align with Council's strategic direction as well as international standards on sustainable procurement.

7. Information Reports

i) Investments – May 2023

- The RBA cash rate is 3.85%
- Total funds invested is \$37,647,829
- Weighted Average Return is 4.19%
- Interest earned is \$146,231
- Cheque account balance is \$148,455
- Weel account balance is \$25,016
- Ethical holdings is \$4,999,632 (13.28% of current holdings)

ii) Water production and consumption – May 2023

The table below is the May 2023 bulk water sales to the constituent councils in kilolitres compared to the corresponding March sales for 2022 and 2021.

Council	May 2021 (kL)	May 2022 (kL)	May 2023 (kL)	% of Total Sales
Ballina Shire Council	297,070	284,140	305,501	37.8%
Byron Shire Council	187,394	171,100	216,971	26.84%
Lismore City Council	241,395	232,026	236,930	29.31%
Richmond Valley Council	44,392	39,627	48,881	6.05%
TOTAL MONTHLY CONSUMPTION BY CONSTITUENT COUNCILS	770,251	726,893	808,283	

iii) Audit Risk and Improvement Committee – meeting update

Council resolved to receive and note the minutes from the Audit, Risk and Improvement Committee meeting of 22 May 2023.

iv) Reports/Actions pending

The Reports/Actions pending were received and noted by Council.

8. Confidential Matters

Chair's Minute – Annual Performance Review: General Manager

Council unanimously approved the General Manager's Annual Performance Review.

Council's business paper and draft meeting minutes can be found via the following link:
<https://rous.nsw.gov.au/business-papers-and-meeting-minutes>

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**14.1 RICHMOND VALLEY FLOOD RECOVERY UPDATE**

Author: Vaughan Macdonald

EXECUTIVE SUMMARY

Richmond Valley Council continues to advocate for more funding and support for flood affected communities in the Mid-Richmond and Casino. At its June Ordinary meeting Council resolved to write to the Northern Rivers Reconstruction Corporation expressing its disappointment at the outcomes of the Resilient Home Program for the Richmond Valley community. The letter has been sent (see attached) but as yet no response has been received.

Council representatives have also attended the recent community rally at Woodburn to listen to residents' concerns and raise awareness of the need for Woodburn and surrounding communities to receive the same attentions as other flood-impacted communities across the Northern Rivers. The Mayor and General Manager have also participated in meetings with the NSW Premier and Northern Rivers Reconstruction Authority to further progress the flood recovery program.

An update on other recovery initiatives is included in this report.

RECOMMENDATION

That Council:

1. Notes the letter that was sent to the NSW Reconstruction Authority regarding the Resilient Homes Program, and that Council is still awaiting a reply; and
2. Acknowledges the ongoing efforts to advocate for our community to ensure the Richmond Valley gets its fair share of the Northern Rivers Flood Recovery funding.

DELIVERY PROGRAM LINKS

Sustain - Objective 10: Lead and advocate for our community

10B Advocate to federal and state governments for community needs and priorities

10B1 Advocate for community priorities and actively seek grant funding

BUDGET IMPLICATIONS

Natural disaster funding enables Council to restore public infrastructure, with approvals required prior to works commencing.

REPORT**Flood Recovery Rally - Woodburn Bridge Saturday 8 July 2023**

The community rally held in Woodburn on Saturday 8 July was well attended, with key messages being delivered to the local political representatives who attended. The Mayor, Councillor Hayes and the General Manager attended to listen to the concerns of the community. The rally was conducted in a very respectful manner with the opportunity for people to ask questions and get answers. At its conclusion the rally attendees moved onto the bridge which provided a powerful image and message of the need for the Woodburn and surrounding communities to receive the same attentions as other communities impacted across the Northern Rivers.

Visits from Ministers and meeting with the Premier

Subsequently, the Minister for Planning and Public Spaces the Hon. Paul Scully MP and the Minister for Emergency Services, Customer Service & Digital Government and Youth Justice the Hon. Jihad Dib toured the region to meet with local political representatives and members of the community to listen to their concerns and ideas for what support is required. The Ministers visited Broadwater, Woodburn and Coraki and met with the Mayor, General Manager and local community representatives.

The tour by the Ministers followed a meeting the Premier held at Parliament House in Sydney on 29 June with the Mayors and MPs for the Northern Rivers region. The Mayor attended this meeting on line and contributed to the discussion. The Premier's summation of the meeting was that there was a clear need for a reset for the flood recovery effort and a clear direction needed to be set for the support required to rebuild the Northern Rivers communities impacted by the 2022 Floods.



Residents gather on the Woodburn bridge to call for more support for flood-affected communities in the Richmond Valley.

Advocating for more housing

Council also continues to work with the Reconstruction Authority on opportunities to develop more housing on flood-safe lands in the Richmond Valley. The Northern Rivers Resilient Lands Strategy is currently on public exhibition, and a submission will be made supporting the identification of the site in the Richmond Valley for further investigation. A meeting has been held with the Northern Rivers Reconstruction Corporation, which is now part of the NSW Reconstruction Authority, to provide an update on the status of pre-planning for the identified site.

Pursuing funding for road repairs

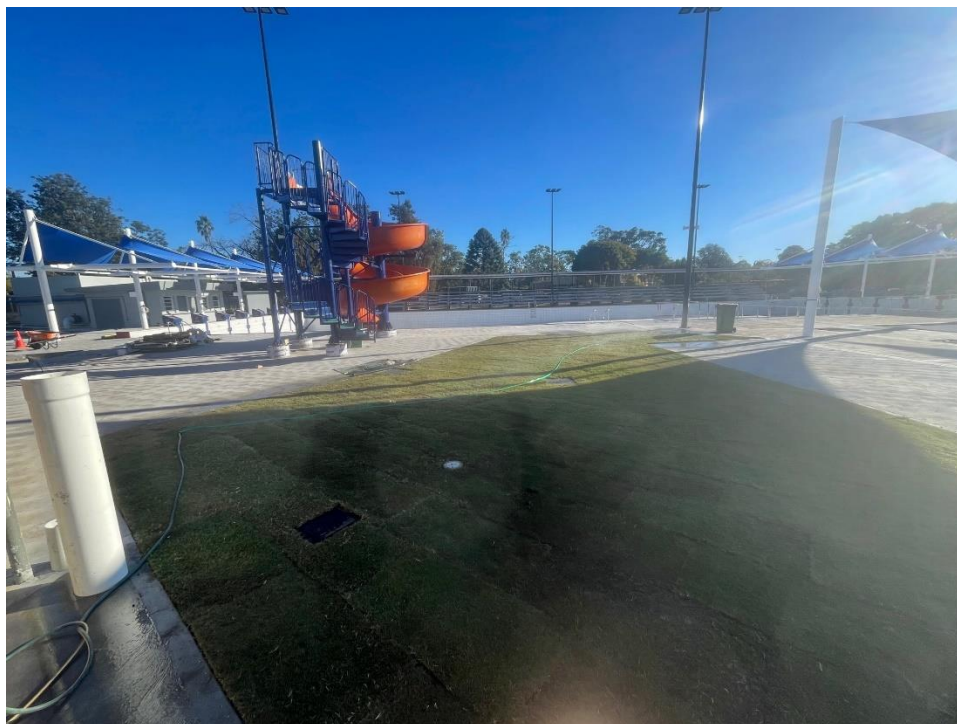
Approvals under the Disaster Recovery funding program for road repairs have been very slow and Council has been agitating at all levels to expedite approvals by Transport for NSW, so that we can proceed with the many flood recovery projects we have to deliver. The first approval Council recently received was for the Naughtons Gap land slip with the request for tender for that project about to be issued. It is pleasing to report this outcome, as we know this road being out of action is causing significant inconvenience and frustration for the community.

Council has been advocating for months to secure re-imbursment of expenditure for natural disaster works that have been completed since the 2022 flood. A payment was finally received on

the evening of 30 June 2023 which was critical to ensure that we had sufficient cash flows at the end of financial year and that outstanding payments don't impact on our financial performance results for the 2022/23 financial year. Council also received an advance payment of its Federal Government Financial Assistance Grant for the 2023/24 year in the final week of the financial year for \$6,396,721. These payments have eased the pressures on Council's cash flows, as we need to continue to pay our contractors for the many projects that are progressing well across the Valley.

Council is continuing to deliver a range of projects across the Valley including:

- Naughtons Gap Road landslip restoration – tender issued.
- Casino Memorial Pool upgrade – opening in September 2023
- Casino Showground and Equine Centre – on schedule for completion early 2024
- Northern Rivers Rail Trail – first 1 km section complete except for asphalt surface – completion to Bentley by Christmas. Bridge tender package out this week.
- Woodburn to Coraki Road – last two sections being completed which finalises the \$10M commitment to upgrade the road between Coraki and Woodburn.
- Upgrade of Coraki Ellangowan Road under Fixing Local Roads program
- Next stage of Bennis Road upgrade about to commence under Fixing Local Roads program
- Construction of a new Landfill cell at our Nammoona Resource Recovery site continues, with completion scheduled for the last quarter of 2023.
- Commencement of work on the splash pad at Coraki Swimming Pool, which will be ready for summer season opening.
- Planning for the detailed design for the Woodburn CBD streetscape underway with community input to be communicated to stakeholders shortly.
- Tender being negotiated for the Illawong Lane Evans Head drainage project.
- Rappville sewer project - tender out to market for the sewerage reticulation system.
- Colley Park – finalisation of negotiations for the new amenities building.



Casino Memorial Pool upgrade – scheduled to re-open September 2023

CONSULTATION

Council continues to hold Advisory Group meetings in our flood affected communities to keep apprised of emerging issues and needs.

CONCLUSION

Council continues to be actively involved in a range of Government led Flood Recovery meetings to advocate on behalf of the Richmond Valley community.

Meanwhile, work is also continuing on delivery of projects in Council's recently adopted Delivery Program and Operational Plan – regular reports will be provided to future Council meetings.

ATTACHMENT(S)

1. **Letter to Reconstruction Authority re: Resilient Home Program**



10 Graham Place Casino NSW 2470
Postal: Locked Bag 10 Casino NSW 2470
t: 02 6660 0300 f: 02 6660 1300

council@richmondvalley.nsw.gov.au
www.richmondvalley.nsw.gov.au

ABN 54 145 907 009

4 July 2023

Mr Simon Draper
Chief Executive Officer
NSW Reconstruction Authority
Via email: Simon.draper@reconstruction.nsw.gov.au

Dear Mr Draper,

Resilient Homes Program: Impact on Richmond Valley communities

Richmond Valley Council resolved at its 20 June 2023 council meeting to write to the Northern Rivers Reconstruction Corporation, expressing its disappointment at the outcomes of the Resilient Homes Program for communities in the Mid-Richmond region. I note that the NRRC has now transitioned to the NSW Reconstruction Authority and Council seeks your support in urgently addressing these matters.

While Council acknowledged the progress on other NRRC initiatives, such as the Resilient Lands Program, it continues to hold serious concerns regarding the design and roll-out of the Resilient Homes program and the impact on flood-affected communities in the Richmond Valley, specifically Coraki, Woodburn and Broadwater. Some 600 members of our community have been waiting for more than seven months to learn the outcomes of this program, only to be told last week by an automated notification process, that the majority have been unsuccessful, with no explanation as to why that may be. Council believes our community deserves an explanation, and continued support to find a way forward in the recovery process.

Of particular concern is the lack of early advice to the public on eligibility criteria and selection processes for the Resilient Homes Program. It was not until 15 June 2023 – some seven months after applications were first invited - that flood mapping, indicating eligible areas, along with supporting fact sheets on prioritisation, were released by the NRRC. Had this information been provided to potential applicants much earlier in the process, homeowners would have been more informed about the potential eligibility for assistance. Those outside the priority areas identified on these maps could have pursued other options for recovery.

Instead, hundreds of local families have waited for over six months in silence, uncertain as to whether or not they would receive the help they desperately needed and uncertain as to whether they should progress with other options. Many of these families are enduring their second winter in caravans, tents and other temporary accommodation. As you can appreciate, this ongoing uncertainty has impacted significantly on the health and wellbeing of our community.

Love where we live and work



Council believes unsuccessful applicants in the Resilient Homes Program should urgently be provided with the following support:

- A detailed explanation of why their application was unsuccessful
- A clear explanation of the appeals process and the information required to support an appeal, noting that the current 30-day period in which to lodge an appeal is not sufficient. When people don't understand why their application has been rejected, they cannot lodge a meaningful appeal against the decision.
- A clear explanation of other support options and programs that may be available through the Reconstruction Authority, or other NSW Government assistance, to continue with the restoration of their homes.

While Council is doing all it can to support flood-affected communities in the Richmond Valley, the responsibility for broad-scale flood recovery programs now rests with the Reconstruction Authority. Our residents rely on its ability to provide clear advice and assistance on these important matters.

Although our community and Council is deeply disappointed with the outcomes of this particular program, I want to reiterate our commitment to work in a positive and constructive manner with the Reconstruction Authority as the flood recovery process continues. Our priority is to secure much-needed assistance for our flood-affected communities and to continue to build a better future for the Richmond Valley and Northern Rivers region.

I look forward to working with you to speed up and extend the support provided for our community's recovery.

Yours sincerely,



Vaughan Macdonald
General Manager

15 COMMUNITY SERVICE DELIVERY

15.1 CASINO FLOOD STUDY, STORMWATER STUDY AND INFLOW AND INFILTRATION STRATEGY UPDATE

Director: Angela Jones

EXECUTIVE SUMMARY

Richmond Valley Council has been working on four major flood and stormwater studies to determine how Casino and surrounds are impacted by flooding issues.

The four studies include:

- The draft Richmond Valley Flood Study, which includes updates of the 2022 flood levels (currently on public exhibition);
- Additional flood modelling work to support the Regional Jobs Precinct master planning process;
- The Casino Stormwater Study, which identifies current challenges with the stormwater network, and;
- The Casino Inflow and Infiltration Strategy, which focuses on how stormwater issues are impacting on the sewerage network

These studies are currently being finalised and Council will shortly begin the next stage of developing a long-term program of works to improve flood and stormwater management in Casino. The program will require sustained investment over the next 10 years to improve flooding outcomes and Council will be seeking additional funding and support to deliver these works.

RECOMMENDATION

That Council

1. Receives and notes the report on progress with flood, stormwater and inflow & infiltration studies for Casino.
2. Notes that a further report will be provided by November 2023, updating progress on developing long-term stormwater and flood management solutions.

DELIVERY PROGRAM LINKS

Prevent & Prepare - Objective 6: Improve the disaster resilience of public assets

6B Improve local stormwater and drainage networks

6B1 Develop Casino & Evans Head stormwater models and stormwater risk management works program

BUDGET IMPLICATIONS

Details provided within the report.

REPORT

The four studies have been under development for some time, with further updates and amendments following the 2022 flood. The issues raised within the studies are complex, inter-related and challenging to address. They will require sustained, strategic investment over at least the next 10 years to improve flooding outcomes. However, the work is an essential first step in

finally understanding and planning how we can resolve the issues Casino faces, and provide greater confidence for the community in the longer term. Similar studies will be conducted in the Mid-Richmond to help address stormwater management and inflow and infiltration, particularly in Evans Head.

Richmond Valley Flood Study

Council successfully secured a grant under the NSW Government's 2020/21 Floodplain Management Program to prepare a Flood Study for a significant part of the Richmond Valley LGA floodplain. Consultancy firm BMT Commercial Australia (BMT) was appointed to build the digital flood model and prepare the flood study, which commenced in March 2021.

The Flood Study aims to create a single, consistent and up-to-date digital floodplain model for the Richmond Valley LGA which incorporates:

- significant changes to the floodplain, such as from the construction of the Pacific Motorway between Woodburn and Ballina,
- climate change and the latest Australian Rainfall and Runoff (AR&R 2019) data,
- higher resolution modelling, improved accuracy, and a greater coverage of the LGA floodplain, and
- calibration and validation with adjoining flood models for Kyogle, Lismore, and Ballina.

The original Draft Flood Study report and mapping was provided on 25 February 2022, just three days before the devastating 2022 floods. Council put the project on hold pending data collection and modelling of the 2022 floods by the Department of Planning and Environment. This work has now been completed and the updated Draft Flood Study incorporates commentary, calibration and data from the 2022 event.

The Draft Richmond Valley Flood Study 2023 report and mapping is currently on public exhibition.

The next step is to complete a Floodplain Risk Management Plan, based on the information in the flood study, to determine how flooding risks will be managed in specific areas. The Plan will also consider future flood mitigation works that may reduce risk, including house raising programs. Council is still waiting on direction from the Department of Planning as to what the new flood planning levels will be.

Council resolved in April 2022 to progress with the risk management study and it was included as an action in the Recovery Plan and Draft Delivery Program for 2023-25. An application for funding has been lodged under the NSW Government's Floodplain Management Program 2023-24 funding round. It is expected that the Floodplain Risk Management Plan will cost up to \$200,000 and take up to 12 months to complete. Council is awaiting the outcome of the grant application.

The Regional Jobs Precinct (RJP) flood studies are a key component in resolving future development potential for industrial lands in Area 3 (eastern edge of Casino) of the RJP. The work will also serve as a key input for resolving challenges with Casino's stormwater system and help to progress plans to replace the Casino Sewage Treatment Plant.

Casino Stormwater Study

Casino's main trunk and supporting stormwater infrastructure was constructed in the 1950s and 196's, to relieve local flooding from stormwater drains during heavy rain. Since then, increased rain frequency, quantity, urban surface density and development has placed increasing pressure on the system, and some areas of Casino are experiencing localised flooding from minor events.

Ardill Payne & Partners was engaged to finalise a stormwater hydraulic model to assess the impacts on the stormwater network infrastructure within the Casino urban area. The stormwater hydraulic model finalises the first stage of assessment and will assist Council to plan for options and upgrades to improve stormwater management.

Council is undertaking an evaluation of potential mitigation options as the next phase of the stormwater assessment. Surveys have been completed with details being evaluated to identify effective strategies and capital improvement projects in stormwater mitigation.

The stormwater model has been developed over a four-year period in collaboration with Flume Engineering, Ardill Payne & Partners, and Council.

The model predicts stormwater impacts in various rainfall conditions across the Casino township.

The modelling shows that Casino's stormwater drainage infrastructure has capacity limitations and that most of the stormwater ponding areas are located around the main drainage trunk pipeline. Council has verified the model assessment with investigations from community feedback, customer service requests and staff observations during wet weather events.

At the completion of the next stage, a draft action plan will be produced identifying capital projects which will help to mitigate flooding issues. The projects will be designed, cost evaluated, scoped, prioritised and planned for construction. The final stage will be implementation of the mitigation options subject to funding availability. Post re-evaluation of the hydraulic model will continue to evolve as the mitigation options are implemented.

Similar studies for stormwater modelling are to be undertaken for communities in the Mid-Richmond, with this work being included in the 2023-25 Delivery Program.

Inflow and Infiltration Strategy

Inflow and infiltration (I&I) is a widespread problem affecting sewer systems across Australia and throughout the world. Inflow involves rainfall run-off entering the sewer system directly from the surface or indirectly from stormwater drainage system connections. Infiltration involves the entry of groundwater into the buried sanitary sewer system.

Ideally, sewer systems would only convey sewage from connected pipes to the sewage treatment facilities and no external sources of water would inflow or infiltrate into the system. The causes of I&I are many and varied.

I&I management has been an issue for Council for some time. High levels of I&I occur within the Casino sewerage system, with storm inflows regularly exceeding pump station and treatment plant capacities, which often results in sewage overflow. The Casino Sewage Treatment Plant receives more than 12 times the volume of sewage during wet weather events, compared to the Average Dry Weather Flow (ADWF).

In December 2022, the NSW Environment Protection Authority issued a variation for the Environment Protection Licence of Casino Sewage Treatment Plant (STP), which included a Pollution Reduction Program (PRP) to address I&I in Casino.

Council has completed two inflow and infiltration focused investigations of its sewage pump station catchments in Casino. These investigations have identified that during rainfall events, inflow is the major cause of sewage overflows and sewage build-up in the network.

Major sources of inflow are:

- Illegal connections into the sewerage network
- Damaged manhole lids, and
- Damaged boundary shafts, inspection outlets and overflow relief gullies.

Following the investigation work, Council developed an Inflow & Infiltration Strategy. The strategy presents a methodology for undertaking I&I investigations, including developing a program for field investigations, identifying defects causing I&I, repairing 'easy to rectify' defects, and reviewing the remaining defects for asset renewals or future upgrades.

The strategy focuses on I&I investigations and rectification work for the current and next financial year and will be updated in the future taking into account the findings of the field investigations.

The next stage of this work will be to use the strategy to guide priority inspection and investment areas and to seek funding for risk mitigation works. A key focus will be on inflow, as this creates the greatest problem and places council most at risk of breaching its environmental responsibilities. Further I & I studies will be developed for Evans Head and Coraki sewerage networks.

Funding to progress and complete the various works associated with the studies detailed above will not be easy to secure. Flood mitigation works are complex and expensive and councils in NSW have traditionally found it difficult to resource these programs. The NSW Government's decision to freeze the stormwater charge permissible under the *Local Government Act 1993*, at \$25 per annum has created further challenges. Because of the limitations on funding, it will be important that Council has a holistic, integrated program to resolve its flooding issues and provide the best value for money outcomes for the community. Council will continue to investigate funding options.

CONCLUSION

The completion of the four major studies around flooding and stormwater management in Casino will move Council forward in developing long-term, effective solutions to these challenges. However, successfully resolving these issues will require a long-term strategic approach, with appropriate levels of funding for at least the next 10 years.

ATTACHMENT(S)

- 1. Casino Inflow and Infiltration Strategy (under separate cover)**

16 PROJECTS & BUSINESS DEVELOPMENT

Nil

17 ORGANISATIONAL SERVICES

17.1 FINANCIAL ANALYSIS REPORT - JUNE 2023

Director: Ryan Gaiter

Responsible Officer: Rylee Vidler

EXECUTIVE SUMMARY

The purpose of this report is to inform Council of the status and performance of its cash and investment portfolio in accordance with the *Local Government Act 1993* s.625, Local Government (General) Regulation 2021 cl.212, Australian Accounting Standard (AASB 9) and Council's Investment Policy.

The value of Council's cash and investments at 30 June 2023 is shown below:

Bank Accounts	Term Deposits	Floating Rate Notes	Fixed Rate Bonds	TCorp IM Funds	Total
\$24,580,397	\$43,000,000	\$5,750,390	\$2,000,000	\$15,337,324	\$90,668,111

The weighted average rate of return on Council's cash and investments as at 30 June 2023 was 4.75% which was above the Bloomberg AusBond Bank Bill Index for June of 0.30%, which is Council's benchmark.

RECOMMENDATION

That Council adopts the Financial Analysis Report detailing the performance of its cash and investments for the month of June 2023.

DELIVERY PROGRAM LINKS

Sustain - Objective 11: Manage community resources and provide great service

11A Manage resources responsibly

11A1 Undertake long-term financial and asset management planning

BUDGET IMPLICATIONS

As at 30 June 2023, Council has earned \$1,817,702 in interest, \$342,479 in fair value gains from previously held collateralised debt obligations (CDOs), and \$1,008,229 in fair value gains from funds held in TCorp, for a total investment income of \$3,168,411. This equates to 149.19% of the revised annual budget for interest and investment income of \$2,123,712. The budget was increased as part of the Quarterly Budget Review to 31 March 2023.

REPORT

Reserve Bank of Australia (RBA) Cash Rate Update

The RBA increased the cash rate to 4.10% per annum at its June meeting.

Rate of Return

The weighted average rate of return on cash and investments in June was 4.75%, an increase in 201 basis points from the previous month. The rate of return is 445 basis points above the Bloomberg AusBond Bank Bill Index of 0.30% which is Council's benchmark.

Council's NSW Treasury Corporation IM Funds returned net gains of \$76,603 during the month of June. The Medium-Term Growth Fund (MTGF) returned a gain of \$18,494 and the Long-Term Growth Fund (LTGF) returned a gain of \$58,109.

During June, bond yields and equity markets increased as risk concerns in financial markets improved. The RBA suggests that inflation may continue to skew upwards following the larger-than-expected increase in national minimum and award wages announced by the Australian Fair Work Commission.

The MTGF has a recommended investment timeframe of 7 or more years (original investment was October 2018) and the LTGF has a recommended investment timeframe of 10 or more years (original investment was June 2021) during which time it is expected that there will be ups and downs in fair value gains. However, it should be noted that, despite the variation in returns, there has been no impact on the principal sum originally invested by Council.

The performance of these investments over the 2022/2023 financial year to 30 June 2023 indicate the positive returns that are possible on these types of investments and support the future of these long-term investments, with the funds achieving the following returns:

- TCorpIM Medium Term Fund – 6.09% (an increase from negative 6.43% at 30 June 2022)
- TCorpIM Long Term Fund – 10.97% (an increase from negative 7.78% at 30 June 2022)

Term deposits and floating rate notes continue to offer increasing rates of return, which is positive, however, some banking institutions are still limiting the number of deposits they will accept, and others are not accepting any deposits at present.

Council's Cash and Investments Portfolio

Council held cash and investments of \$90,668,111 at 30 June 2023. This was made up of Council's Business Online Saver Account (\$15,955,000), Term Deposits (\$43,000,000), Floating Rate Notes (\$5,750,390), Bonds (\$2,000,000), NSW Treasury Corporation Investments (\$15,337,324) and other bank accounts (\$8,625,397).

Council's investment portfolio had maturity dates ranging from same day up to 1,742 days. Term deposits, floating rate notes and bonds of \$50,750,390 represented 55.97% of the total portfolio as at 30 June 2023.

Council made the following new investment during June 2023:

Banking Institution	Investment Type	Environmentally Sustainable Investment	Amount Invested	Investment Term	Interest Rate
Auswide Bank	Term Deposit	Y	\$2,000,000	3 months	5.00%
Auswide Bank	Term Deposit	Y	\$2,000,000	3 months	5.00%
AMP Ltd	Term Deposit	N	\$2,000,000	6 months	5.30%
Summerland Credit Union	Term Deposit	Y	\$1,000,000	6 months	5.55%
Summerland Credit Union	Term Deposit	Y	\$1,000,000	3 months	5.20%
Judo Bank	Term Deposit	Y	\$3,000,000	3 months	5.35%
Judo Bank	Term Deposit	Y	\$3,000,000	3 months	5.35%
Judo Bank	Term Deposit	Y	\$3,000,000	3 months	5.40%

Total			\$17,000,000		
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Council had the following investment maturities during the month of June 2023:

Banking Institution	Investment Type	Environmentally Sustainable Investment	Amount Invested	Interest Earned
Auswide Bank	Term Deposit	Y	\$2,000,000	\$43,879
Macquarie Bank	Term Deposit	N	\$1,000,000	\$10,889
Macquarie Bank	Term Deposit	N	\$1,000,000	\$10,889
Macquarie Bank	Term Deposit	N	\$1,000,000	\$10,889
Macquarie Bank	Term Deposit	N	\$1,000,000	\$10,889
Macquarie Bank	Term Deposit	N	\$1,000,000	\$10,923
Macquarie Bank	Term Deposit	N	\$1,000,000	\$10,923
Total			\$8,000,000	\$109,281

Council had \$15,337,324 longer term investments being the MTGF and LTGF held with NSW Treasury Corporation as at 30 June 2023. The investment values and fair value returns are shown below:

Investment Holding	Fair Value 30 June 23	Fair Value Gain/(Loss) at 30 June 23	Fair Value Gain/(Loss) YTD	Fair Value Gain/(Loss) Life of Investment
Medium Term Growth Fund	\$12,247,017	\$18,494	\$702,670	\$1,241,988
Long Term Growth Fund	\$3,090,307	\$58,109	\$305,559	\$90,306
Total	\$15,337,324	\$76,603	\$1,008,229	\$1,332,294

Environmentally Sustainable Investments (ESI's)

Council's cash and investments portfolio of \$90,668,111 at 30 June 2023 includes \$48,087,324 or 53% with no direct investment in the fossil fuel industry.

These percentages include Council's investments with NSW Treasury Corporation and Northern Territory Treasury Corporation.

NSW Treasury Corporation has a stewardship approach to ESIs which focuses on managing environmental, social and governance (ESG) risks and opportunities, particularly climate change which is expected to impact portfolios over the long term. The stewardship policy states NSW Treasury Corporation believes incorporating these principles into investment decisions results in better risk-adjusted financial outcomes. Even though NSW Treasury Corporation takes this stewardship approach, its monthly reporting only highlights the different asset classes, not individual investments, and the level of investment in the fossil fuel industry.

Northern Territory Treasury Corporation utilises funds to assist with its infrastructure requirements such as housing, transport, health, and education services. While no statement has been provided on its investment strategy, it has been assumed that providing funding towards its own infrastructure will not involve direct investment in the fossil fuel industry.

CONCLUSION

During the month of June 2023, Council's investments have been made in accordance with the Act, the Regulations and Council's Investment Policy.

As at 30 June 2023 Council's cash and investments totalled \$90,668,111 with \$24,580,397 of this being funds held in bank accounts. The weighted average rate of return was 4.75% and total investment revenue equals 149.19% of the revised budgeted revenue for the year to 30 June 2023.

ATTACHMENT(S)

- 1. RVC Investment Pack - June 2023 (under separate cover)**

17.2 DRAFT INTERNAL AUDIT CHARTER AND DRAFT AUDIT RISK AND IMPROVEMENT COMMITTEE TERMS OF REFERENCE

Director: Ryan Gaiter

Responsible Officer: Hayley Martin

EXECUTIVE SUMMARY

Council has developed a Draft Internal Audit Charter and Audit, Risk and Improvement Committee Terms of Reference, in accordance with legislative requirements. These documents have been endorsed by the Audit Risk and Improvement Committee and are now presented for Council's consideration. The documents were developed in line with the Office of Local Government's update on the *Guidelines for Risk Management and Internal Audit for Local Government in NSW* to comply with the amendments being made to the Local Government Regulation.

The Terms of Reference explain how committee members will be remunerated. This includes aligning members' annual fee increases with those determined by the Local Government Remunerational Tribunal and paying the required superannuation guarantee.

RECOMMENDATION

That Council

- (a) approves the Draft Internal Audit Charter and the Draft Audit, Risk and Improvement Committee Terms of Reference
- (b) approves an increase in the remuneration of the Audit, Risk and Improvement Committee members, in accordance with the Terms of Reference, commencing on completion of the first year, being October 2023.

DELIVERY PROGRAM LINKS

Sustain - Objective 11: Manage community resources and provide great service

11D Deliver quality services for the community

11D3 Provide great corporate support services to improve efficiency

BUDGET IMPLICATIONS

The proposed increase in fees for the internal audit committee in accordance with the Draft Audit, Risk and Improvement Committee Terms of Reference would require an increase in the budget of \$75 for 2023/2024. As required by the guidelines, Council is also required to pay superannuation guarantee liability on ARIC members' fees which will result in an additional cost of \$1,699.50 for 2023/2024.

REPORT

The Office of Local Government has recently provided updated *Guidelines for Risk Management and Internal Audit for Local Government in NSW* to assist Councils to comply with requirements under the *Local Government Act 1993* and amendments currently being made to the Local Government Regulation 2021. The changes aim to strengthen risk management and internal audit practices in NSW councils. Amendments to the Local Government Regulation 2021 will require Council to adopt and implement a framework for risk management that is consistent with the requirements specified in the guidelines from 1 July 2024.

The amendments will also require Council to adopt an internal audit charter to guide how internal audit will be undertaken. Council's Audit Risk and Improvement Committee (ARIC) has endorsed by way of circular resolution a Draft Internal Audit Charter that was developed based on the Model

Internal Audit Charter provided by the Office of Local Government. The Draft Internal Audit Charter guides the work of the internal audit function and how it operates.

Council has also developed a Draft Audit, Risk and Improvement Committee Terms of Reference which sets out the committee's objectives, authority, composition and tenure, roles and responsibilities, reporting and administrative arrangements. The amendments being made to the Local Government Regulation 2021 will require council's ARIC to operate according to terms of reference that are consistent with the approved Model Terms of Reference provided under the revised guidelines. The draft Terms of Reference prepared by Council are based on the Model Terms of Reference and Council's Audit Risk and Improvement Committee (ARIC) has subsequently endorsed the document by way of circular resolution.

The Audit Risk and Improvement Committee Terms of Reference require remuneration of the Committee to be increased annually by the percentage allocated to the Councillors by the Local Government Remuneration Tribunal determination. The Tribunal has determined that the Mayoral and Councillor Fees are to increase by 3% for the 2023/2024 financial year and as such it is proposed to increase the ARIC Committee member fees by the same percentage, with the proposed new fees being outlined below:

Fee Type / Year	Per Meeting (ex GST)	Per Annum (ex GST)
Committee Chair Fee 2022/2023	\$1,200	\$6,000
Committee Chair Fee 2023/2024	\$1,236	\$6,180
Committee Member Fee 2022/2023	\$900	\$4,500
Committee Member Fee 2023/2024	\$927	\$4,635

As required by the Guidelines, Council will pay the superannuation guarantee liability on independent ARIC members meeting fees directly into the individual member's designated fund under the *Superannuation Guarantee (Administration) Act 1992*. Based on the proposed fees for 2023/2024, this will result in an additional cost to Council of \$1,699.50 for 2023/2024.

CONSULTATION

The Audit, Risk and Improvement Committee and Council executive staff were consulted during the drafting of the attached documents.

CONCLUSION

The Draft Internal Audit Charter and Draft Audit, Risk and Improvement Committee Terms of Reference have been prepared, and subsequently endorsed by the Committee, to allow Council to comply with the amendments currently being made to the Local Government Regulation 2021. The attached documents and proposed remuneration for committee members are presented for Council's consideration.

ATTACHMENT(S)

- Draft Internal Audit Charter (under separate cover)**
- Draft Audit Risk and Improvement Committee Terms of Reference (under separate cover)**

18 GENERAL BUSINESS

Nil

19 MATTERS FOR INFORMATION**19.1 MINISTER FOR LOCAL GOVERNMENT RESPONSE - 2023/24 EMERGENCY SERVICES LEVY CONTRIBUTIONS**

Responsible Officer: Vaughan Macdonald

RECOMMENDATION

That Council receives and notes the response from the Minister for Local Government the Hon Ron Hoenig MP, regarding the 2023/24 Emergency Services Levy.

SUMMARY OF CORRESPONDENCE

At Council's May 2023 Ordinary Meeting it was resolved:

(a) *That:*

1. *Council writes to the Treasurer, the Minister for Emergency Services, the Minister for Local Government and local State Member:*
 - a. *Expressing Council's concerns with the NSW Government's decision to discontinue the subsidy on the Emergency Services Levy (ESL) which will impact on Council's service delivery in 2023/24;*
 - b. *Noting that as a consequence of the 73% increase in the State Emergency Service budget and an 18% increase in the Fire and Rescue NSW budget, Council's 3.7% rate increase to provide essential community services and infrastructure has been significantly eroded.*
 - c. *Advising that the Government's decision is likely to mean a reduction in important local services and/or the cancellation of necessary infrastructure projects;*
 - d. *Calling on the NSW Government to take action to:*
 - i. *restore the Emergency Services Levy subsidy in 2023/24;*
 - ii. *introduce legislation to separate the ESL from the general rating provisions to enable councils to recover the full cost via a separate item listed on the annual rate notice;*
 - iii. *develop a fairer, more transparent and financially sustainable method of funding critically important emergency services in consultation with local government.*

The response letter received from the Minister is attached.

ATTACHMENT(S)

1. **Correspondence Minister for Local Government**

The Hon. Ron Hoenig MP

Leader of the House in the Legislative Assembly
Vice-President of the Executive Council
Minister for Local Government



Our Ref: A864064

His Worship the Mayor
Cr Robert Mustow
Richmond Valley Council
Locked Bag 10
CASINO NSW 2470

via email: council@richmondvalley.nsw.gov.au

Dear Mayor,

Thank you for your letter of 1 June 2023 about Richmond Valley Council's objection to the NSW Government discontinuing its subsidy toward the 2023/24 Emergency Services Levy contributions.

I acknowledge Council's concerns about its financial sustainability and I appreciate you sharing your views on this matter.

While I note Council's position, tough budgetary decisions are being taken across the NSW government sector to ensure the financial sustainability of NSW and to provide priority services and infrastructure to communities and councils.

Council emergency services contributions have not risen since 2019-20 because of the annual ad-hoc subsidy by the former Government. However, at the same time the costs of emergency services has risen significantly. This situation is unsustainable in the current fiscal climate. Due to pressures on the NSW Budget and the lack of funding made available in the forward estimates, the NSW Government is not able to apply a subsidy to council contributions this financial year.

NSW emergency services agencies including Fire and Rescue NSW, NSW Rural Fire Service and the NSW State Emergency Service have long been funded through a three-way cost-sharing arrangement. Local government contributions to the cost of emergency services date back to the 1800s. These costs are a shared responsibility, and we all need to do our part to ensure communities get the services they deserve.

Please be assured that the newly elected NSW Government and the Office of Local Government are committed to supporting the financial capabilities of all local councils across NSW. We have a commitment to implement a review of financial modelling for councils to address concerns about resources and the increasing cost burdens on councils and their residents. The NSW Government is committed to working with the sector to address the financial sustainability of councils into the future.

52 Martin Place Sydney NSW 2000
GPO Box 5341 Sydney NSW 2001

02 7225 6150
nsw.gov.au/ministerhoenig

|
|

I will continue to advocate on behalf of all NSW local councils for continued financial support to assist with their operational functions.

Yours sincerely,



The Hon. Ron Hoenig MP
Leader of the House in the Legislative Assembly
Vice-President of the Executive Council
Minister for Local Government

cc: The Hon. Jihad Dib MP, Minister for Emergency Services

19.2 CUSTOMER EXPERIENCE REPORT 1 APRIL - 30 JUNE 2023**Director: Angela Jones****Responsible Officer: Sharon Banning****RECOMMENDATION**

That Council receives and notes the Customer Experience Report for the period 1 April – 30 June 2023.

Council is committed to providing a high-level of customer service to the community. The Customer Service Charter and Standards were adopted by Council at the 25 June 2019 meeting and reviewed at the 19 April 2022 meeting. As a result, quarterly reporting on Council's performance against the Customer Service Standards is prepared and tabled for Council. 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 may be required.

REPORT

The Development and ePlanning support teams are preparing for a raft of new portal integrations, requiring significant changes to process. The most significant change will involve the creation of the Notice of Determination within the planning portal, utilising NSW Planning's library of standard conditions. Council has collaborated with neighbouring councils to create a library of bespoke conditions, LGA specific into a format prescribed by DPE. Customers will notice a change of layout to consents approved after June 30. Other notable changes include the mandatory requirement for the application of the principal certifier agreement and final occupation certificate to be submitted via the NSW planning portal. The portal is a dynamic space and the ePlanning support team is available to assist customers with navigating these changes.

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

A total 9379 calls were handled by the contact centre team during the reporting period, which is a 36.6 percent decrease for the same period during the previous year, and a 9.2 percent decrease on the previous quarter's volumes. The spike in call volumes in 2022 can be directly attributed to the flood event generating requests for assistance from our community. The contact centre has exceeded all service targets for the reporting period, including 86 percent of calls answered within 20 seconds, average time each caller spends in the queue is 17 seconds and the percentage rate for calls abandoned is less than half of a percent.

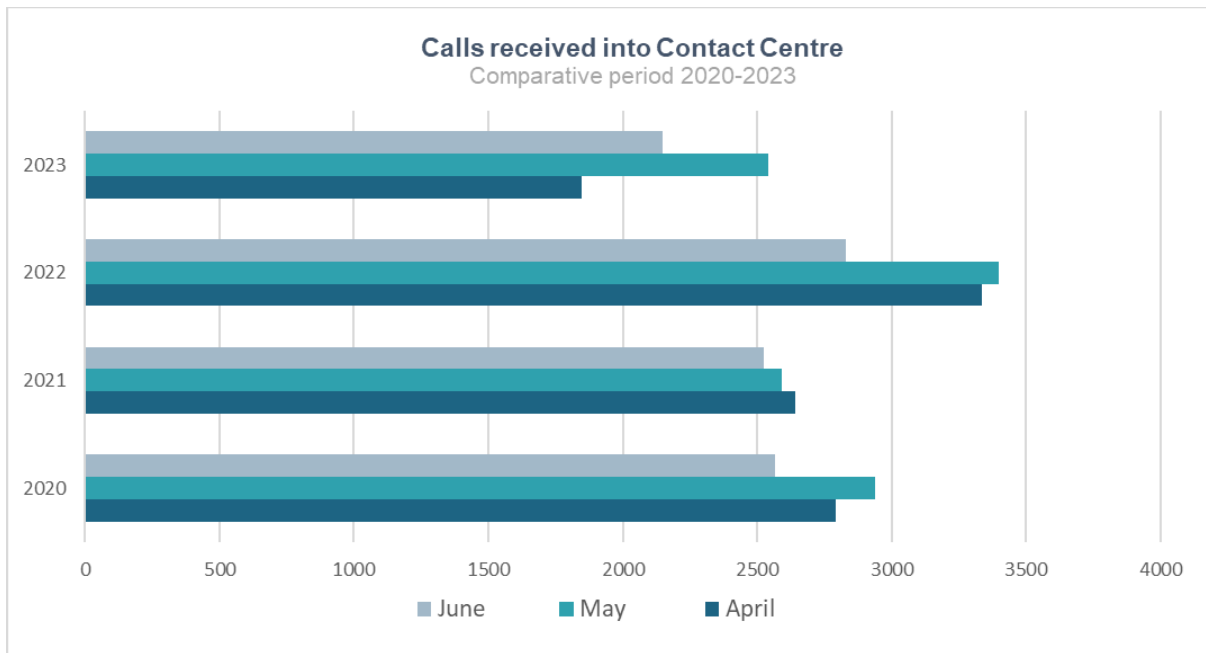


Figure 1: Calls received into the call centre, comparison year on year

Receipt and Administration Statistics

A total 3025 receipts were processed for the reporting period, a six percent increase for the same period the previous year, being only 2720 receipts. The month of May saw an increase in number of receipts processed, which can be attributed to the rates instalment period.

Of the total receipts processed, 53% were paid by EFTPOS, 26% as cash payments, and 9.6% by cheque, the remaining 11% were paid via direct bank transfer.

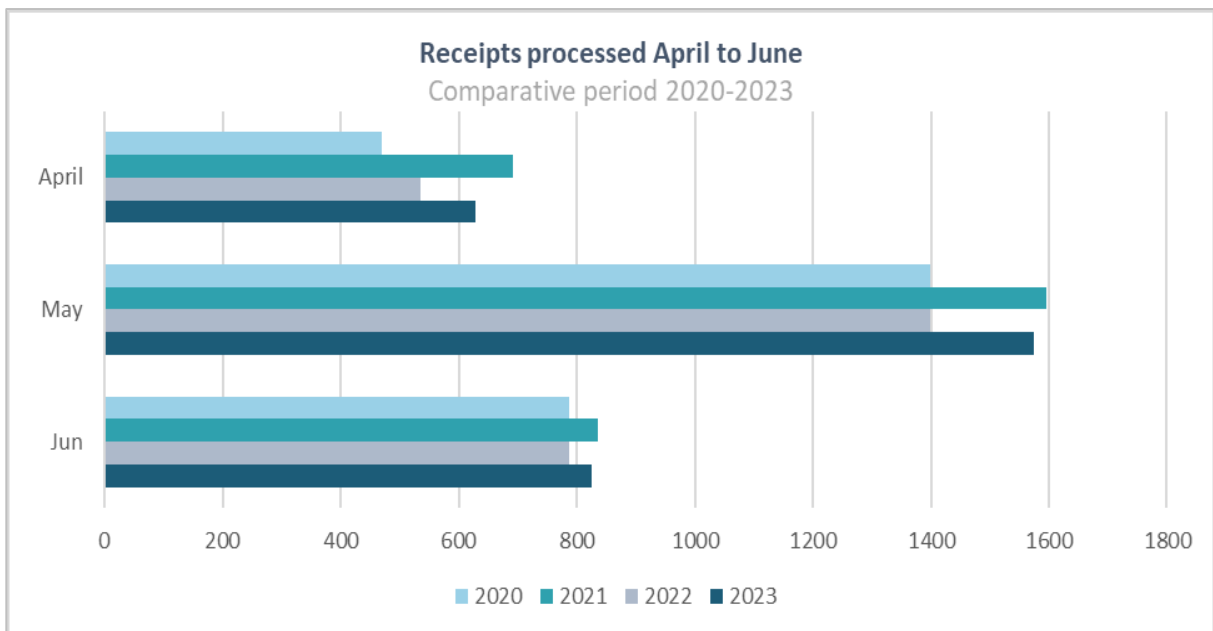


Figure 2: Total number of receipts

Certificates and Customer Requests

96.4 percent of Section 735A, 10.7 and 603 certificates were completed within set timeframes in accordance with Council’s service standards. Of the 419 certificate applications received, 62 percent were 10.7 certificates.

The Customer Experience Team has experienced a significant increase in requests for section 10.7 planning certificates for homes in Mid Richmond area. This increase was driven by numerous requests from the Reconstruction Authority, to support its housing program assessments.

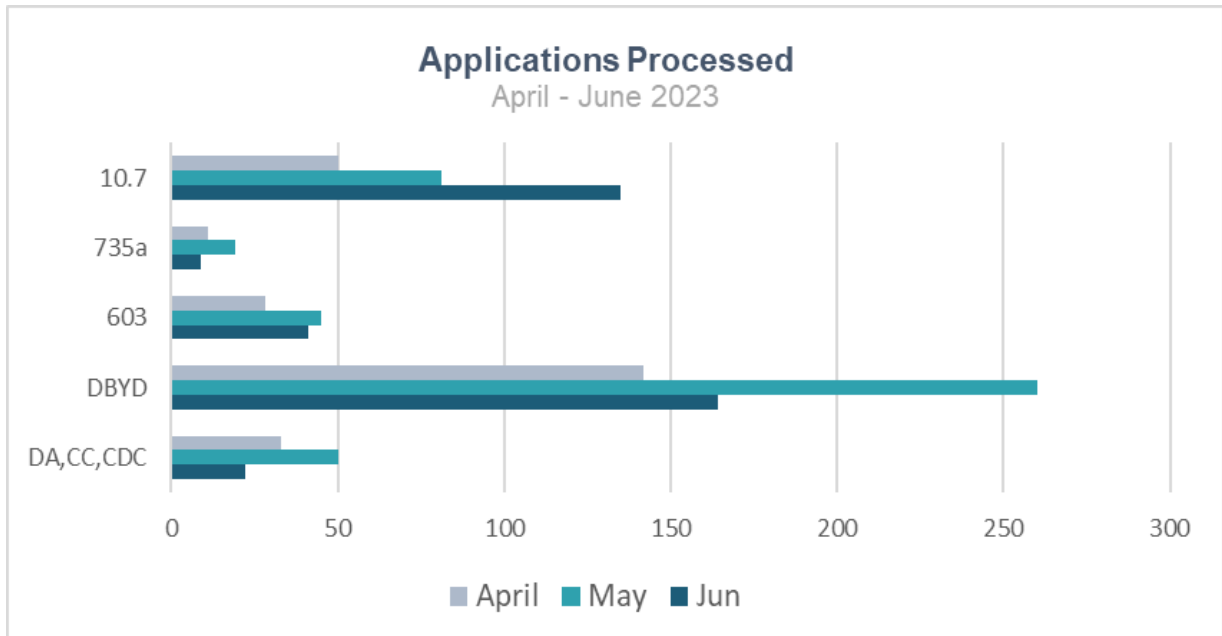


Figure 3. Applications received

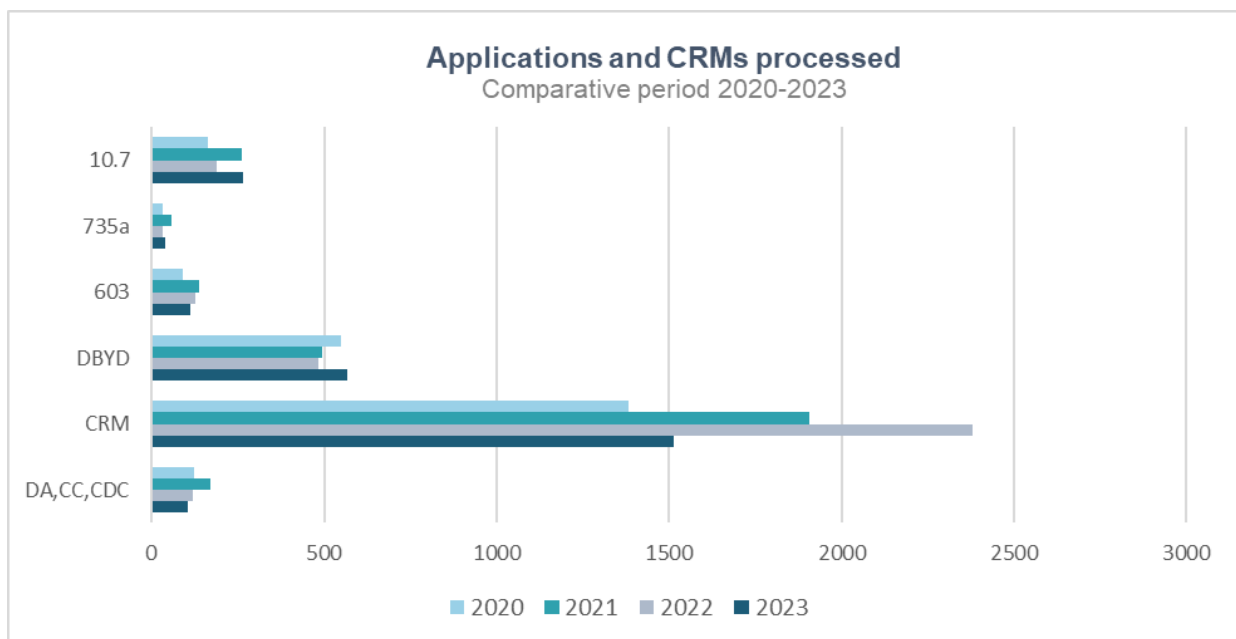


Figure 4. Applications and requests comparison

Customer Request Management System - Key Statistics

During the reporting period, 1514 new requests were logged, a decrease of 16 percent compared to the previous quarter and a 37 percent decrease on the same reporting period of the previous year, with Rangers and water sewer teams actioning almost half of the requests received, for the quarter.

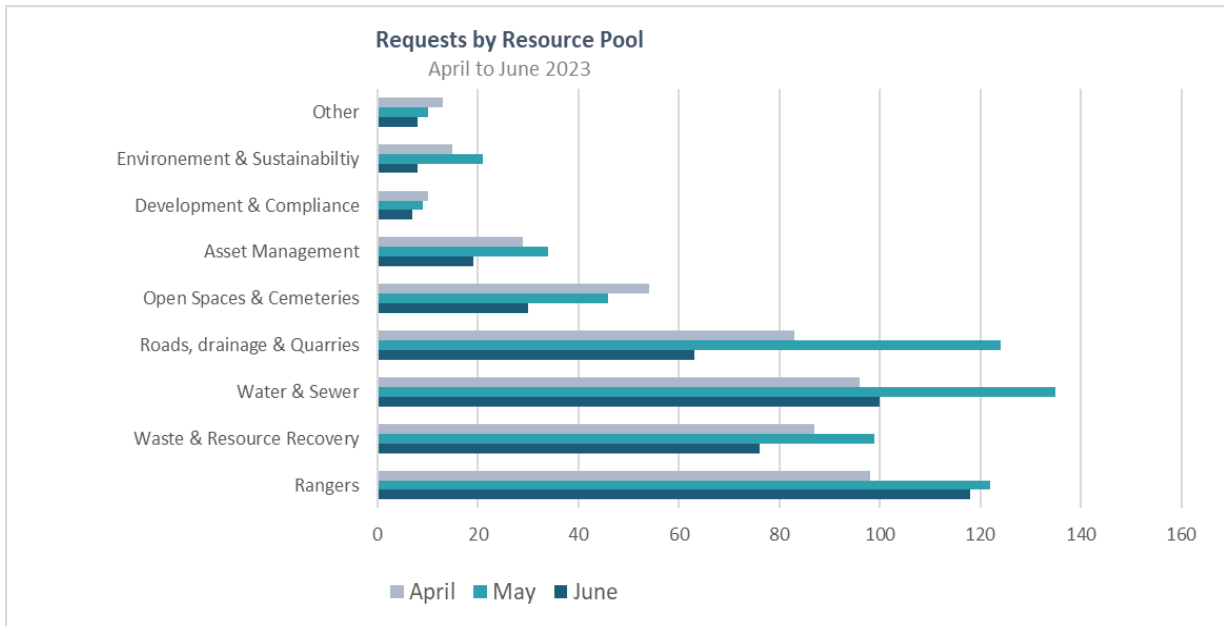


Figure 5: Number of requests

Development Concierge

Development enquiries were steady during the reporting period, allowing the Concierge time to commence a review of our reference library of development related material. Prompted by the dynamic nature of the ePlanning space, regular review is required to ensure fact sheets and guides remain relevant.

Building enquiries for the Swan Bay Fields estate are now being received, as the first stage of the 56-lot subdivision is released for sale. The first two applications for new dwellings in this estate have been received and are currently under assessment.

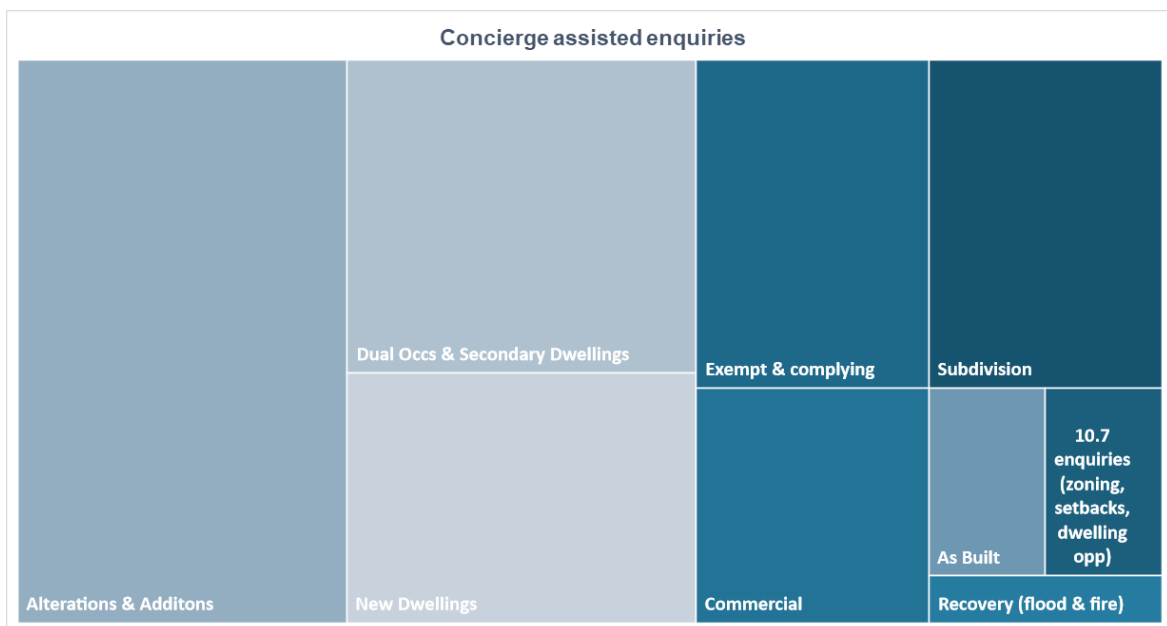


Figure 6: Concierge enquiries by type

e-Planning Portal – Key Statistics

Richmond Valley’s average pre-assessment time for applications received via the planning portal remains competitive. First responders strive to complete a preliminary assessment within 24 hours of receipt of an application.

A drop in volume of applications received during the reporting period, has enabled First Responders to onboard a new team member to specialise in ePlanning. The First Responders in conjunction with the development admin team have prepared for processing and systems changes brought about by mandatory changes from 1 July. Assessors will now create their Notice of Determination within the NSW Planning Portal, and lodgement of Principal Certifier Appointment and Occupation Certificate applications are also now to be submitted through the planning portal.

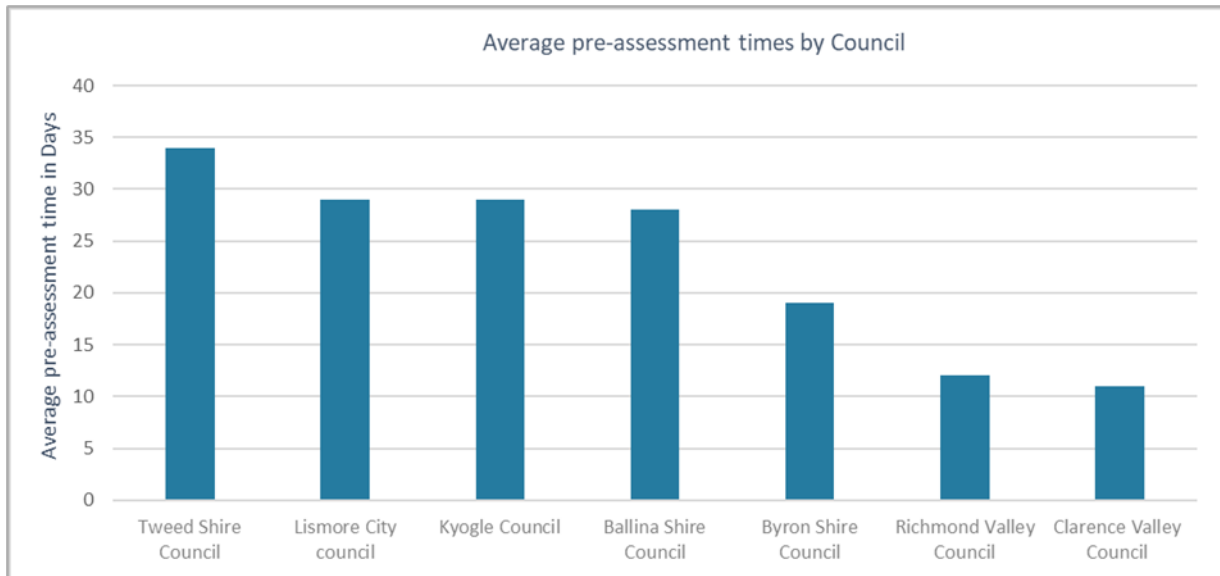


Figure 7: Average pre-assessment time by Council

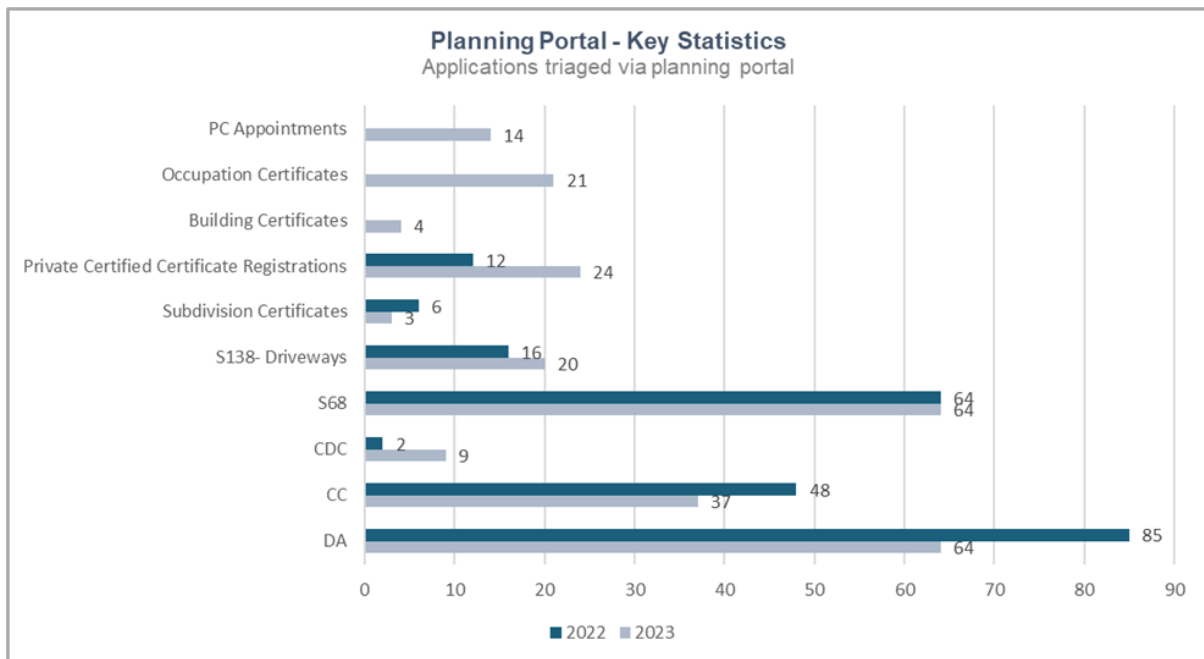


Figure 8: Applications received via the NSW Planning Portal

OneRoad – Key Statistics

Members of the Customer Experience team collaborate with Roads & Drainage, Events and Assets teams, as well as Emergency Services, to ensure all scheduled and unplanned road incidents are entered through the One Road portal in a timely manner. Road users can be confident conditions and closures via the Live Traffic app are current and regularly updated.

As our Roads and Drainage teams, supported by multiple contractor road maintenance crews, continue to focus on flood restoration works, updating scheduled road maintenance via the One Road platform informs residents of expected delays and provides alternate routes to minimise disruptions.

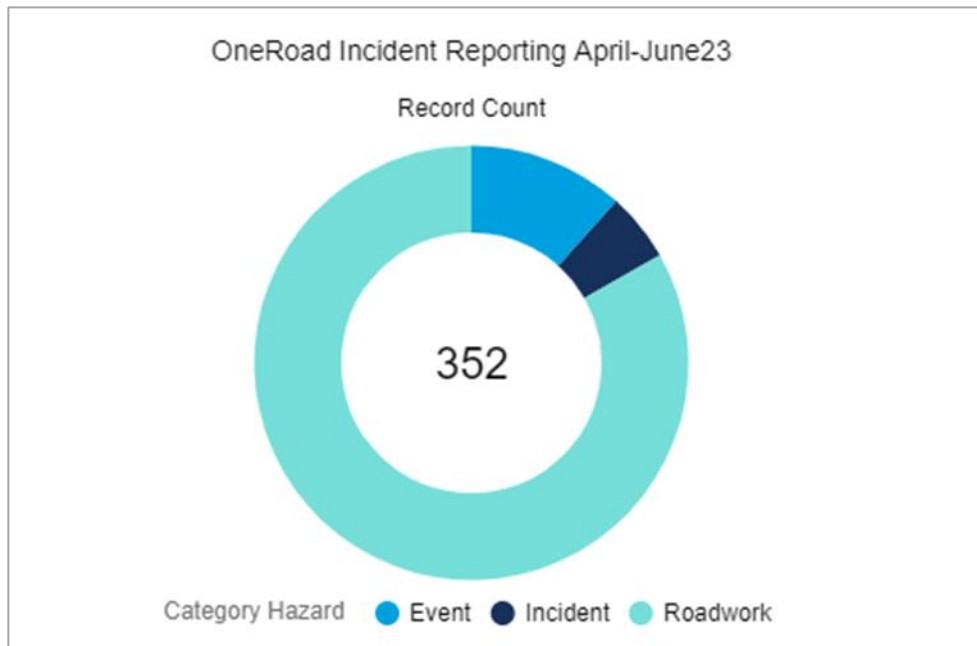


Figure 9: Total planned and unplanned road incidents recorded

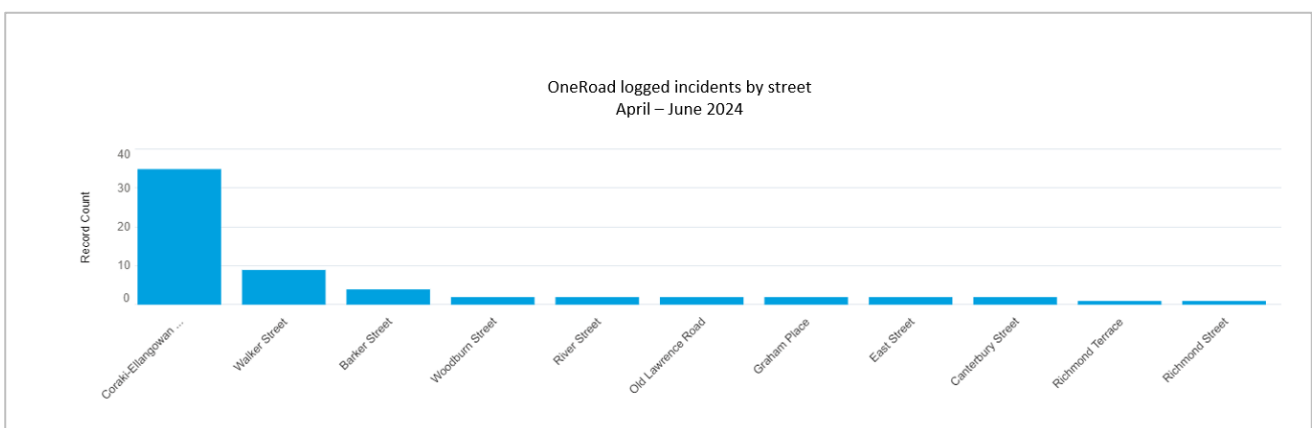


Figure 10: Number of road incidents by street

Opportunities for Improvement

Following a review of the report results, an opportunity for improvement has been identified. These areas as highlighted below will be the focus of the Customer Experience team in the coming months.

- Continue to work closely with customers lodging applications via the e-planning portal to ensure submission to lodgement timeframes are maintained to our standard.
- Continue to review and update public access (web) information guides and factsheets to ensure their relevance and accuracy.

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 met and, more often than not, exceeded.

Analysis of Customer Service Contact Centre data, Customer Request Management System 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

19.3 DEVELOPMENT APPLICATIONS DETERMINED UNDER THE ENVIRONMENTAL PLANNING AND ASSESSMENT ACT FOR THE PERIOD 1 JUNE 2023 - 30 JUNE 2023

Director: Angela Jones

Responsible Officer: Andy Edwards

RECOMMENDATION

That Council receives and notes the Development Application report for the period 1 June 2023 to 30 June 2023.

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 4.55 approvals, applications which were 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) and notifications of all determinations of Development Applications are included in the Community Newsletter on a monthly basis.

The total number of Development Applications and Complying Development Applications determined within the Local Government area for the period 1 June 2023 to 30 June 2023 was 20 (which includes 1 privately certified application), with a total value of \$4,377,839.00.

In June, we had one flood affected application determined being DA2023/0154 – 53 River Street, Woodburn and one modification to a bushfire affected property being DA2022/0086.01 – 1910 Busbys Flat Road, Wyan.

The modification for the Woodburn Service Station was also approved being – DA1970/0060.01 – 129 River Street, Woodburn - Section 4.55 (2) modification to existing service station to facilitate installation of above ground diesel tank and reinstatement of internal building reconfiguration.

As per the reporting figures, 257 development applications including DA's, Council and Private Certified CDC's were approved for the 2022-2023 financial year.

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

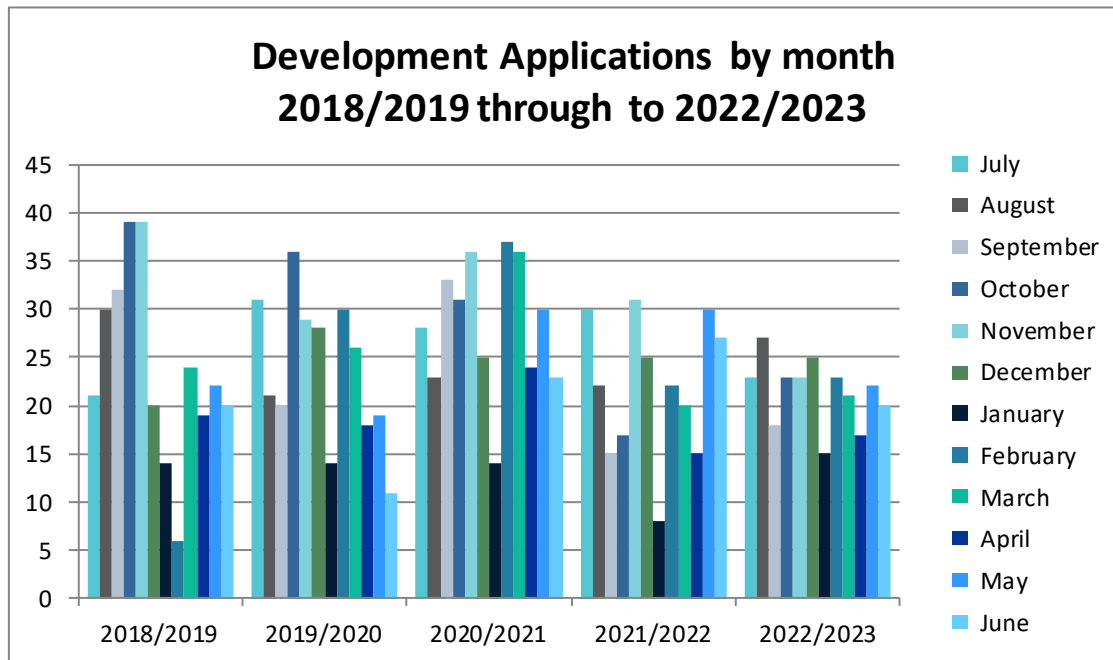


Figure 1: Monthly number of development applications processed by Council over five financial years.

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 June 2023.

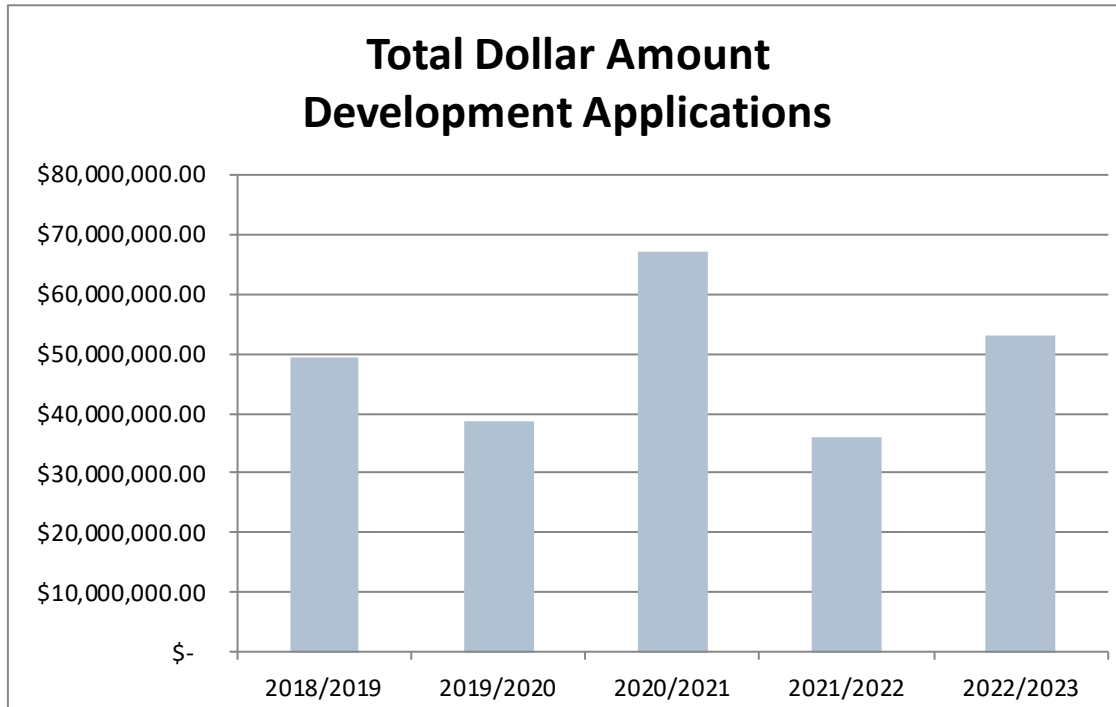


Figure 2: Annual value of development.

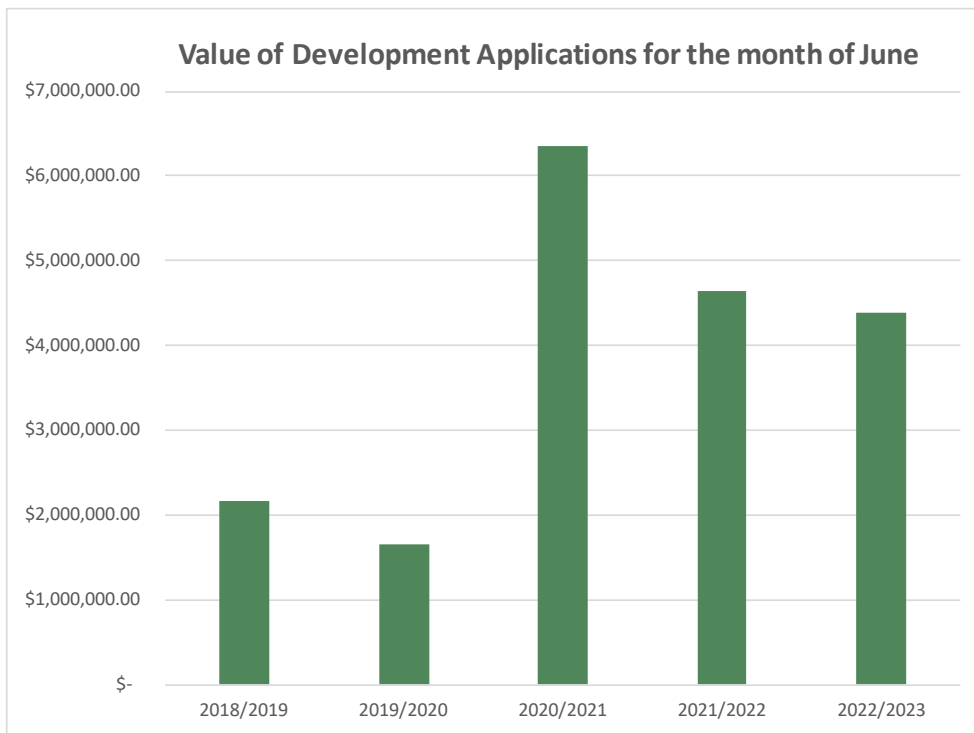


Figure 3: Value of development for the month of June 2023

Number of Development Applications

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

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

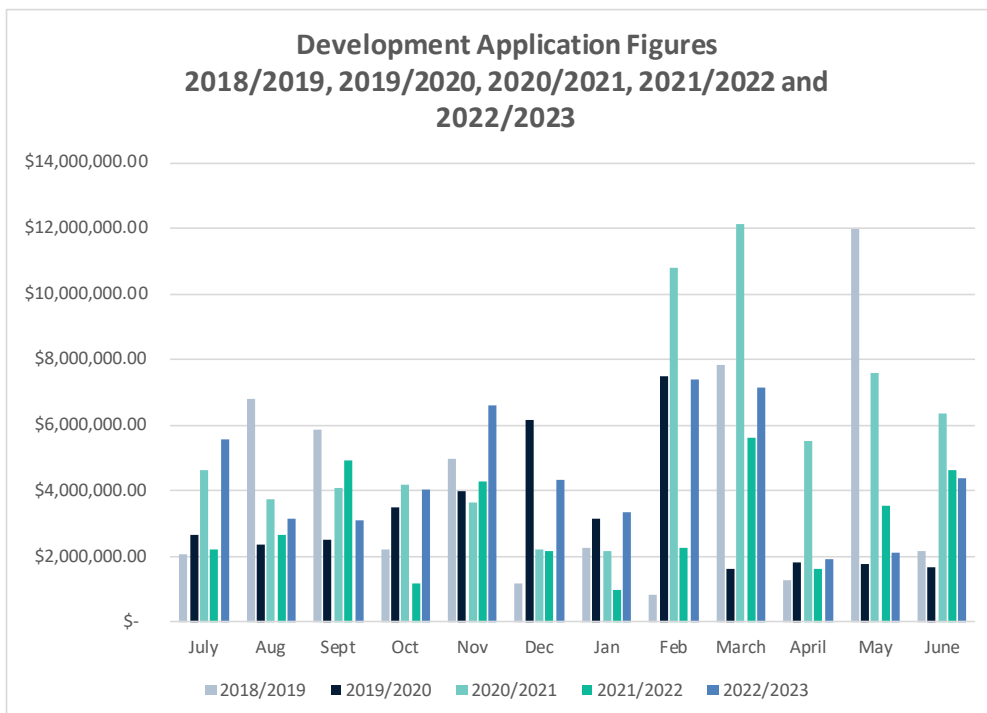


Figure 5: Value of development applications per month over five financial years.

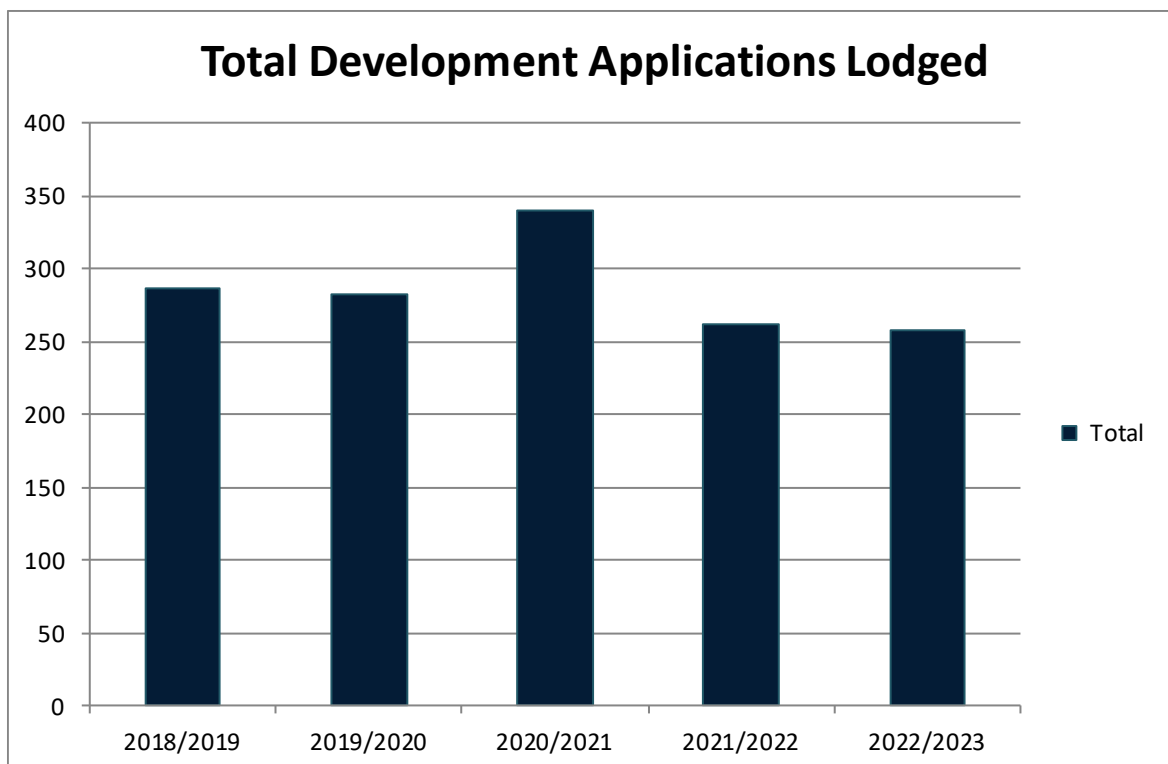


Figure 6: Number of Development Applications per annum over five financial years.

Activity for the month of May 2023

General Approvals (excluding Subdivisions, Section 4.55)	12
Section 4.55 amendments to original consent	6
Subdivision	1
Refused	0
Rejected	0
Withdrawn	0
Complying Development (Council Approved)	0
Complying Development (Private Certifier Approved)	1
TOTAL NUMBER OF APPLICATIONS DETERMINED (Excluding withdrawn applications)	20
Average assessment days for Council Development Applications determined in June 2023	42
No. of Integrated development applications determined in June 2023	1
No. of Designated development applications determined in June 2023	0
No. of building/ compliance inspections undertaken in June 2023.	120

ATTACHMENT(S)

Nil

Summary of Development Applications determined under the Environmental Planning and Assessment Act for the period 1 June 2023 to 30 June 2023							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2023/0133	Newton Denny Chapelle	One Funds Management Limited	31A Richmond Street, Casino	Consolidation of existing lots, Torrens-title subdivision to create four (4) lots, construction of two (2) single storey group homes on Proposed Lot 1 and 2 and associated works including demolition, tree removal and provision of infrastructure services	30/01/2023	6/06/2023	\$2,580,000.00
DA2023/0152	University of Sydney	University of Sydney	8 Thompson Close, Casino	A change in the BCA classification from 1a (single detached house) to 1b (for boarding houses)	16/03/2023	21/06/2023	\$0.00
DA2023/0155	Richmond Valley Council	G R Gray	8 Baraang Drive, Broadwater	Relocation of external staircase off existing deck	30/03/2023	9/06/2023	\$21,805.00
DA2023/0167	Coral Homes Pty Ltd	S P Cameron, V A Cameron, R A Cameron	8 Ferrier Court, Casino	Construction of two (2) single storey dwellings with attached garages to form a detached dual occupancy development and associated works	21/04/2023	27/06/2023	\$705,018.00
DA2023/0171	S T Allis	T von der Heidt & P Corlis	107 River Street, Woodburn	Change of use from newsagency to bookshop and takeaway coffee shop	26/04/2023	27/06/2023	\$2,850.00
DA2023/0172	Newton Denny Chapelle	Casino RSM Club	162 Canterbury Street, Casino	External alterations to Casino RSM Building	27/04/2023	6/06/2023	\$135,000.00
DA2023/0023.01	SeaO2 Algae Pty Ltd	Eranda Pty Ltd	166 Langs Way, Woodburn	Section 4.55 (2) Modification to approved algae farm to modify earthworks for improved flood resilience and associated changes	1/05/2023	27/06/2023	\$0.00
DA2023/0173	Mr S D Williams	D E & S D Williams	8 Duke Street, Woodburn	Shed - 6m x 3m	1/05/2023	26/06/2023	\$8,800.00

Summary of Development Applications determined under the Environmental Planning and Assessment Act for the period 1 June 2023 to 30 June 2023							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2023/0050.01	Barnson Pty Ltd	Bogal Local Aboriginal Land Council	4 Box Ridge Road, Coraki	Section 4.55 (2) Modification - Proposed modification to the proposed works described in DA2023/0050	2/05/2023	8/06/2023	\$0.00
DA2023/0091.01	AGS Commercial Pty Ltd	J Turner	36 Barker Street, Casino	S4.55(1A) Modification - Move storage shed location	3/05/2023	14/06/2023	\$0.00
DA2023/0174	Perry Homes (Aust) Pty Ltd	C T W Hicks & J J Layton	1844 Casino Coraki Road, Coraki	New two storey dwelling	3/05/2023	9/06/2023	\$577,340.00
DA2023/0175	AGS Commercial Pty Ltd	G W Clark	930 Ellangowan Road, Yorklea	Farm Shed	3/05/2023	14/06/2023	\$81,326.00
DA2023/0176	The Shed Company	J N & Mr M W Serone	26 Heathwood Place, Noth Casino	Colorbond shed for caravan and general storage	9/05/2023	9/06/2023	\$68,540.00
DA1970/0060.01	Plan A Town Planning Pty Ltd	Ironfish 99 Pty Limited	129 River Street, Woodburn	Section 4.55 (2) modification to existing service station to facilitate installation of above ground diesel tank and reinstatement of internal building reconfiguration	10/05/2023	30/06/2023	\$0.00
DA2023/0177	C Crook	J I McHugh & N M Gilmore	15 Verulam View, Spring Grove	9m x 5m colorbond shed	11/05/2023	13/06/2023	\$30,850.00
DA2023/0178	C Crook	M K Pearson	37 Short Street, Casino	12m x 6m colorbond shed with two open bays	12/05/2023	9/06/2023	\$33,310.00
DA2021/0308.01	Evans Head Bowling Club Ltd	Evans Head Bowling Club Ltd	Beech Street, Evans Head	S4.55 (1) Modification - Alteration & additions to existing bowling club being a new sunset bar and terrace extension and upgrade of kitchenette	21/06/2023	29/06/2023	\$0.00

Summary of Flood Affected Development Applications determined under the Environmental Planning and Assessment Act for the period 1 June 2023 to 30 June 2023							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2023/0154	P Terris	M F Powell	53 River Street, Woodburn	***FLOOD AFFECTED***Raise existing flood-affected dwelling with deck addition	28/03/2023	15/06/2023	\$133,000.00

Summary of Bushfire Affected Development Applications determined under the Environmental Planning and Assessment Act for the period 1 June 2023 to 30 June 2023							
Application ID	Applicant	Owners	Location	Development	Date Lodged	Determination Date	Estimated Cost
DA2022/0086.01	Mr S Chaseling	Mrs S L Blissett	1910 Busbys Flat Road, Wyan	*** BUSHFIRE AFFECTED *** S4.55 (1A) Modification - Alteration to floor plan	16/05/2023	23/06/2023	\$0.00

Summary of Privately Certified Applications determined under the Environmental Planning and Assessment Act for the period 1 June 2023 to 30 June 2023							
Application ID	Applicant	Owners	Location	Development	Date Submitted to Council for Registration	Determination Date	Estimated Cost
CDC2023/0023	Professional Certification Group Pty Ltd	Mr MJY & Mrs L M A Santos	60 Sheppard Street, Casino	Amended CDC - Single Storey Dwelling with attached dwelling	30/06/2023	30/06/2023	\$0.00

19.4 GRANT APPLICATION INFORMATION REPORT - JUNE 2023

Director: Ryan Gaiter

Responsible Officer: Rylee Vidler

RECOMMENDATION

That Council receives and notes the Grant Application Information Report for the month of June 2023.

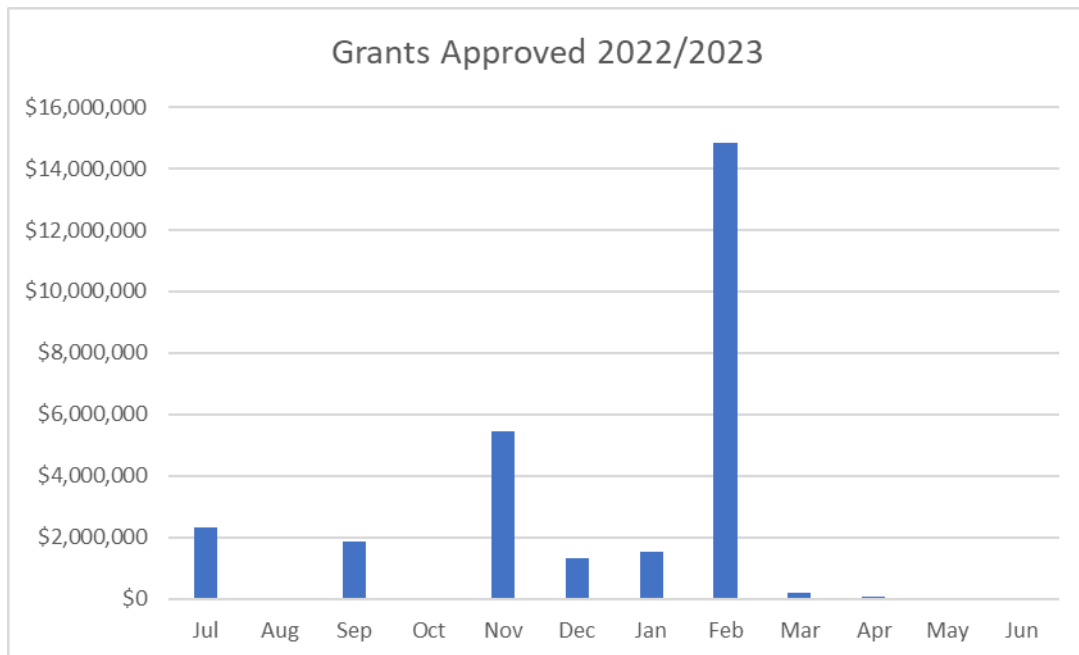
REPORT

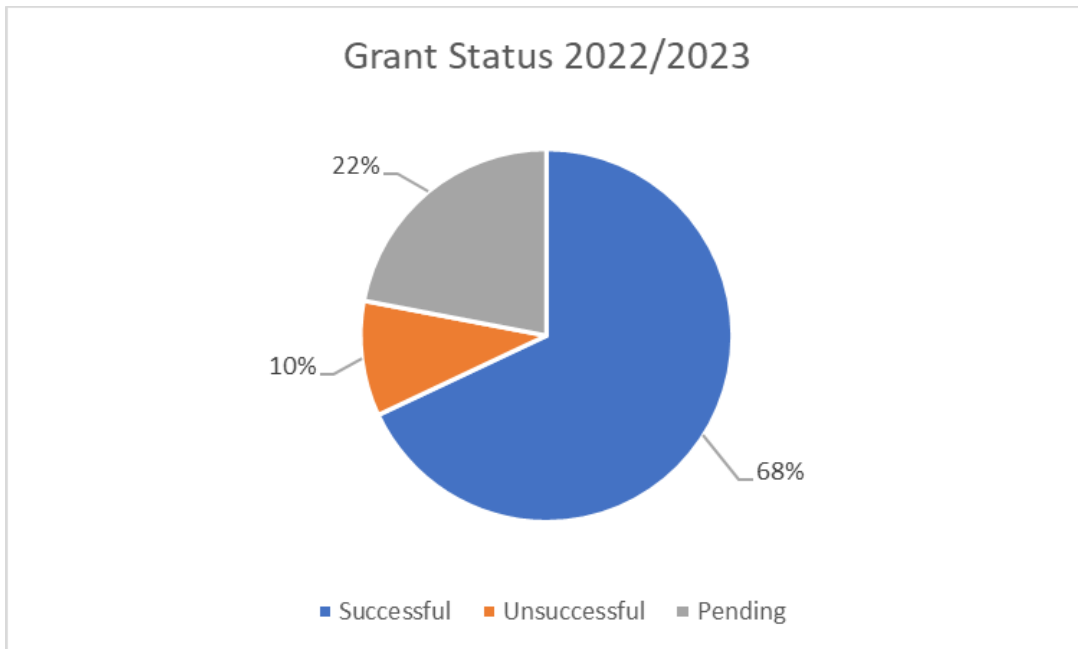
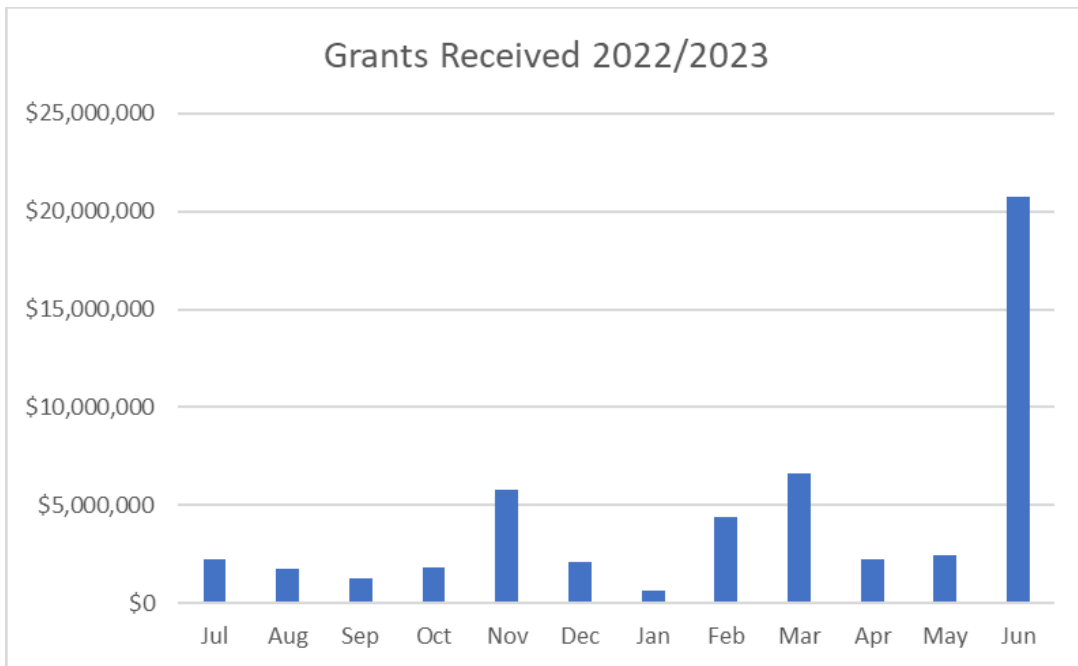
This report provides information on grant applications that have been approved, grants that have been received, grant applications that were unsuccessful and grant applications that were submitted for the month of June 2023.

During the reporting period, there was one grant application submitted and one grant application approved. Council was not notified of any unsuccessful grant applications.

Council received funding for 15 grants totalling \$20,752,789.

A summary of grants approved and received as well as the status of applications for the current financial year to 30 June 2023 is shown below:





Grants that have been approved

Project Name	Funding Body	Funding Name	Project Value	Grant Funding	Council Funding	Application Submitted	Date Approved
Security Initiatives at Casino Indoor Sports Stadium	Civic Risk Mutual (Other)	Risk Enhance Funding	\$ 27,626	\$ 27,626	\$ -	16 June 2023	16 June 2023

Comment: This funding will allow the security system at Casino Indoor Sports Stadium to be upgraded.

Grants that have been received

Project Name	Funding Body	Funding Name	Project Value	Grant Funding	Council Funding	Application Submitted	Date Received	Total Received
Richmond Valley Council Heritage Advisory Service 2022 and 2023	Heritage NSW (State)	2021-23 Community Heritage - Local Government Advisors	\$ 11,375	\$ 11,375	\$ -	8 February 2021	\$ 6,000 5 June 2023	\$ 11,375
Comment: Funding received for 2023 portion of grant allocation.								
Queen Elizabeth Park Recreational Upgrade	NSW Office of Sport (State)	Multi-Sport Community Facility Fund	\$ 1,643,749	\$ 1,643,749	\$ -	2 September 2022	\$ 821,875 8 June 2023	\$ 821,875
Comment: First milestone received (50%) to allow commencement of project.								
Casino Showgrounds and Racecourse Upgrade	Regional NSW (State)	Bushfire Local Economic Recovery Fund	\$ 8,200,000	\$ 8,200,000	\$ -	N/A	\$ 2,700,000 19 June 2023	\$ 7,200,000
Comment: Progress payment for milestones 4 and 5.								
Northern Rivers Rail Trail NSW Phase 2	Department of Industry, Science, Energy and Resources (Federal)	National Tourism Icons Program	\$ 6,800,000	\$ 6,800,000	\$ -	14 September 2021	\$ 2,305,000 22 June 2023	\$ 3,305,000
Comment: Progress payment for milestones 1 and 2.								
MR153 2.56-3.06km West of Currajong St	Transport for NSW (State)	2022/2023 Regional Roads REPAIR Program	\$ 326,430	\$ 163,215	\$ 163,215	29 September 2022	\$ 10,175 22 June 2023	\$ 163,215
Comment: Final funds received for works completed on MR153.								

Project Name	Funding Body	Funding Name	Project Value	Grant Funding	Council Funding	Application Submitted	Date Received	Total Received
JTR Small Bridge over 4 Mile Ck - Old Tenterfield Road	Department of Infrastructure, Transport, Regional Development, Communications and the Arts (Federal)	Bridges Renewal Program Round 4	\$ 529,400	\$ 264,700	\$ 264,700	5 February 2019	\$ 164,700 22 June 2023	\$ 264,700
Comment: Final payment for completion of works.								
Elliot's Road Timber Bridge Replacement	Transport for NSW (State)	Fixing Country Bridges Round One 2020	\$ 500,969	\$ 500,969	\$ -	2 October 2020	\$ 131,540 22 June 2023	\$ 499,969
Comment: Progress payment for works completed on Elliot's Road Timber Bridge.								
SES Security Systems	NSW State Emergency Services (State)	Unit Building Grant	\$ 18,552	\$ 18,552	\$ -	16 May 2023	\$ 18,552 23 June 2023	\$ 18,552
Comment: Payment upon signing grant agreement								
Financial Assistance Grant 2023/2024	NSW Local Government Grants Commission (Federal)	Financial Assistance Grant	\$ 6,396,721	\$ 6,396,721	\$ -	N/A - Annual Allocation	\$ 6,396,721 27 June 2023	\$ 6,396,721
Comment: Approximately 100% of 2023/24 funding allocation received per Office of Local Government Circular								
Security Initiatives at Rappville Hall	Civic Risk Mutual (Other)	Rick Enhancing Funding	\$ 19,633	\$ 19,633	\$ -	8 May 2023	\$ 19,633 28 June 2023	\$ 19,633
Comment: Council received this funding after installing a security system at Rappville Hall								
Casino Industries Activation Project	Department of Industry, Science, Energy and Resources (Federal)	Building Better Regions Fund - Infrastructure Projects Stream Round 4	\$ 3,081,375	\$ 1,540,688	\$ 1,540,687	19 December 2019	\$ 252,018 28 June 2023	\$ 1,540,687
Comment: Final payment received								

Project Name	Funding Body	Funding Name	Project Value	Grant Funding	Council Funding	Application Submitted	Date Received	Total Received
MR145 Woodburn-Coraki Road Major Upgrade	Transport for NSW (Federal)	N/A - Election Promise	\$10,000,000	\$10,000,000	\$ -	N/A	\$ 1,142,031 30 June 2023	\$ 8,337,647
Comment: Progress payment for works completed								
Coraki Ellangowan Road, Rehabilitations maintenance	Transport for NSW (State)	Fixing Local Roads Round 4	\$ 2,751,001	\$ 2,100,001	\$ 651,000	8 September 2022	\$ 1,050,001 30 June 2023	\$ 1,470,001
Comment: Second milestone payment								
Traffic Route Lighting Subsidy 2022/2023	Transport for NSW (State)	Traffic Route Lighting Subsidy 2022/2023	\$ 94,000	\$ 94,000	\$ -	N/A	\$ 94,000 30 June 2023	\$ 94,000
Comment: Annual payment to subsidise street lighting								
NSW Severe Weather and Flooding 22 Feb 22 - AGRN1012	Transport for NSW (State)	Disaster Recovery Funding Arrangements (DRFA)	\$17,331,954	\$17,331,954	\$ -	NA	\$ 5,640,545 30 June 2023	\$17,331,954
Comment: Comments: This is a progress payment for emergency and immediate reconstruction work carried out since the February Flood event. Note: The project value is the value of works submitted to Transport for NSW for reimbursement and will increase as more work is completed and submitted.								

Grant Applications Submitted

Project Name	Funding Body	Funding Name	Project Value	Grant Funding	Council Funding	Application Submitted
Security Initiatives at Casino Indoor Sports Stadium	Civic Risk Mutual (Other)	Risk Enhance Funding	\$ 27,626	\$ 27,626	\$ -	16 June 2023
Comment: If successful, this funding will allow a security system upgrade at Casino Indoor Sports Stadium.						

ATTACHMENT(S)

Nil

20 QUESTIONS ON NOTICE

Nil

21 QUESTIONS FOR NEXT MEETING (IN WRITING)

22 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:

22.1 VP362381 - Cleaning Contract

This matter relates to a (d)(i) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

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).

22.2 VP362383 - Security Contract

This matter relates to a (d)(i) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

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).

23 RESOLUTIONS OF CLOSED COUNCIL