



Agenda and Business Paper

Ordinary Meeting of Council

To be held on
Monday 26 February 2024
at 6.00pm

Civic Centre cnr Baylis and Morrow Streets,
Wagga Wagga NSW 2650 (PO Box 20)
P 1300 292 442
P council@wagga.nsw.gov.au

wagga.nsw.gov.au

NOTICE OF MEETING

The proceedings of all Council meetings in open session, including all debate and addresses by the public, are recorded (audio visual) and livestreamed on Council's website including for the purpose of facilitating community access to meetings and accuracy of the Minutes.

In addition to webcasting council meetings, audio recordings of confidential sessions of Ordinary Meetings of Council are also recorded, but do not form part of the webcast.



Peter Thompson
General Manager

WAGGA WAGGA CITY COUNCILLORS



**Councillor Dallas Tout
(Mayor)**

Councillor Dallas Tout was elected to Council in 2012 and was elected Mayor in 2022.



**Councillor Amelia Parkins
(Deputy Mayor)**

Councillor Amelia Parkins was elected to Council in 2021 and was elected Deputy Mayor in 2023.



Councillor Georgie Davies

Councillor Georgie Davies was elected to Council in 2021.



Councillor Richard Foley

Councillor Richard Foley was elected to Council in 2021.



Councillor Michael Henderson

Councillor Michael Henderson was elected to Council in 2021.



Councillor Rod Kendall

Councillor Rod Kendall was elected to Council in 2004 and was elected Mayor in 2012 – 2015.



Councillor Tim Koschel

Councillor Tim Koschel was elected to Council in 2016.



Councillor Jenny McKinnon

Councillor Jenny McKinnon was elected to Council in 2021 and was elected Deputy Mayor in 2022 – 2023.

STATEMENT OF ETHICAL OBLIGATIONS

Councillors are reminded of their Oath or Affirmation of Office made under Section 233A of the Local Government Act 1993 and their obligation under Council's Code of Conduct to disclose and appropriately manage Conflicts of Interest.

QUORUM

The quorum for a meeting of the Council is a majority of the Councillors of the Council who hold office for the time being who are eligible to vote at the meeting.

ORDINARY MEETING OF COUNCIL AGENDA AND BUSINESS PAPER

MONDAY 26 FEBRUARY 2024

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ACKNOWLEDGEMENT OF COUNTRY

Wagga Wagga City Council acknowledges the traditional custodians of the land, the Wiradjuri people, and pays respect to Elders past, present and future and extends our respect to all First Nations Peoples in Wagga Wagga.

We recognise and respect their cultural heritage, beliefs and continuing connection with the land and rivers. We also recognise the resilience, strength and pride of the Wiradjuri and First Nations communities

REFLECTION

Councillors, let us in silence reflect upon our responsibilities to the community which we represent, and to all future generations and faithfully, and impartially, carry out the functions, powers, authorities and discretions vested in us, to the best of our skill and judgement.

APOLOGIES



CONFIRMATION OF MINUTES

CM-1 ORDINARY COUNCIL MEETING -12 FEBRUARY 2024

Recommendation

That the Minutes of the proceedings of the Ordinary Council Meeting held on 12 February 2024 be confirmed as a true and accurate record.

Attachments

1   Minutes - OC - 12 February 2024 164

DECLARATIONS OF INTEREST

MOTIONS OF WHICH DUE NOTICE HAS BEEN GIVEN

NOM-1 NOTICE OF MOTION – CALL FOR AN ALTERNATIVE LOWER GOBBAGOMBALIN BRIDGE DUPLICATION CONSTRUCTION PROJECT

Author: Councillor Richard Foley

Summary: | Call for a report and a costing estimate to construct another bridge at the 1:20 flood level adjacent to the current Gobbagombalin Bridge.

Recommendation

That Council receives a report along with a costing estimate to construct another Gobbagombalin Bridge built at the 1:20 flood level with the final document/proposal to be utilised as part of the transport advocacy plan to State and Federal governments for urgent funding.

Report

The City of Wagga Wagga is growing fast the need for better infrastructure regarding transport is a critical factor in the city's potential growth. Within the coming decade ahead there will be nearly 20,000+ or more persons living in the Northern Growth Zone of Wagga Wagga.

Successive State and Federal Government along with their bureaucracies repeatedly deny this city a full duplication of the Gobbagombalin Bridge citing absurd estimates of cost up to a Billion dollars! These absurd estimates are used to quash any community call for new infrastructure for regional persons living outside of Sydney which has 21st Century infrastructure. Why cannot we have some as well?

The purpose of this NOM is to push for an alternative solution calling for a new lower bridge crossing the river built at the 1:20 flood zone level allowing for the movement of transport and pedestrians. This bridge could also have roadway access built upon the floodplain to divide the traffic flows heading north and south. This infrastructure if built properly would potentially be inundated once every 20 years so would need careful design and engineering..

Such a bridge would certainly be a cheaper alternative to duplicating the current Gobbagombalin Bridge and would give greater political clout to the City of Wagga Wagga in demanding it receives appropriate 21st century infrastructure from State and Federal Govts both of whom citizens of this LGA pay taxes to. Any report and costing outcomes from this NOM should be included into a wider framework for future transport plans for the City of Wagga Wagga looking to the next fifty years ahead.

Financial Implications

N/A

Policy and Legislation

Code of Meeting Practice

Code of Conduct

Link to Strategic Plan

Community leadership and collaboration

Objective: Wagga Wagga has strong community leadership and a shared vision for the future

Our leaders represent our community

Risk Management Issues for Council

N/A

Internal / External Consultation

N/A

NOM-2 NOTICE OF MOTION – PROPOSED PEDESTRIAN CROSSING AT BOOROOMA ST ROUNDABOUT AREA

Author: Councillor Richard Foley

Summary: | Call for a report and costing to construct a safer area for pedestrians to cross Boorooma St near the roundabout & shopping centre.

Recommendation

That Council receive a report outlining options for an appropriate crossing to enable pedestrians a safer crossing of Boorooma St adjacent to the new shopping centre

Report

Boorooma Street Estella near the off ramp exit is increasingly becoming a dangerous zone for safe pedestrian crossing of the road. Pedestrians particularly elderly persons and parents with children are in need of a safe crossing at Boorooma St near the roundabout to access the new shopping centre and nearby services.

Financial Implications

N/A

Policy and Legislation

Code of Conduct
Code of Meeting Practice

Link to Strategic Plan

Community leadership and collaboration

Objective: Our community is informed and actively engaged in decision making and problem-solving to shape the future of Wagga Wagga

Communicate with our community

Risk Management Issues for Council

N/A

Internal / External Consultation

N/A

REPORTS FROM STAFF

RP-1 DA23/0381 - 10 HENSCHKE AVENUE, SAN ISIDORE DEMOLITION OF TWO EXISTING SHEDS AND CONSTRUCTION OF A NEW SHED

Author: Paul O'Brien
General Manager: Peter Thompson

Summary: The development application seeks consent for the demolition of two existing sheds and construction of a new shed.

This report is presented to Council for determination. The application has been referred to Council under Section 1.11 of the Wagga Wagga Development Control Plan 2010 (DCP) as development proposes a variation to a numerical development control greater than 10% and a submission in objection has been received relating to the control.

Recommendation

That Council approve DA23/0381 for the demolition of two existing sheds and construction of new shed at 10 Henschke Avenue, San Isidore, NSW 2650 subject to conditions outlined in the s4.15 Assessment Report

Development Application Details

Applicant	Fernleigh Drafting
Owner	Doris Akosua Adoma and Kofi Amponn-Nyamekye
Development Cost	\$81,555.00
Development Description	Demolition of two existing sheds and construction of a new shed.

Report

Key Issues

- Compliance with Wagga Wagga DCP 2010. The proposed development does not comply with the Control C6 of section 9.4.4 of the DCP. The control limits the height of an outbuildings to a maximum of 4.8m from the existing natural ground level. The proposed shed has a maximum height of 6m.
- Two submissions have been received during the public notification period. The main concerns raised in these submissions relate to the proposed use of the structure and visual and amenity impacts (such as overshadowing, privacy, and stormwater runoff) on neighbouring properties.

Assessment

The proposed development is consistent with the objectives of the R5 Large Lot Residential Zone and the other relevant provisions of the Wagga Wagga Local Environmental Plan.

The development is consistent with the provision of the Wagga Wagga Development Control Plan. The application seeks a variation to the numerical height control under the provisions of Section 9.4.4 of the DCP. It is recommended that the variation be supported for the following reasons.

- The total floor area of proposed shed is 216m² which is 1.04% of the total site area. There will be no other outbuildings on the site once as the 2 existing sheds will be demolished. Having regard to the overall assessment undertaken in the attached assessment report, it is satisfied that the proposal will not result in over development of the site.
- The shed incorporates a skillion roof design which varies from 5 meters in height to a maximum of 6 metres at its peak (highest point). Despite the variation in roof form above the 4.8m maximum control, the application has been assessed as being acceptable give that there will be no detrimental impact on the surrounding area.
- The proposed shed is located behind the building line and is sited more than 35m from the front (southern) boundary therefore the proposal is unlikely to cause any detrimental impact on the streetscape.
- The proposal is unlikely to cause any adverse impact on the amenity of the adjoining properties given the shed is of acceptable size and adequately setback from adjoining boundaries.
- Outbuildings of this size and scale are common in large lot residential areas therefore the proposal will be consistent with the existing built form and character of the area.
- Existing vegetation within the front setback area and proposed hedging along the external walls of the shed will assist in reducing the visual impact of the building when viewed from surrounding areas.
- Having regard to the overall assessment of the application under section 4.15 of the Act and having regard to the circumstances of the development, strict compliance with the control is considered unreasonable.

Reasons for Approval

- The proposed development is consistent with the provisions of the Wagga Wagga Local Environmental Plan 2010;
- The proposal development is generally consistent with the provisions of the Wagga Wagga Development Control Plan 2010.
- Impacts of the proposed development are acceptable and can be managed via the recommended conditions of consent.
- The site is considered suitable for the proposed development.
- For the abovementioned reasons it is considered to be in the public interest to approve this development application.

Site Location

Development Application Details

Applicant	Fernleigh Drafting
Owner	Doris Akosua Adoma and Kofi Amponn-Nyamekye
Development Cost	\$81,555.00
Development Description	Demolition of two existing sheds and construction of a new shed.

Report

Key Issues

- Compliance with Wagga Wagga DCP 2010. The proposed development does not comply with the Control C6 of section 9.4.4 of the DCP. The control limits the height of an outbuildings to a maximum of 4.8m from the existing natural ground level. The proposed shed has a maximum height of 6m.
- Two submissions have been received during the public notification period. The main concerns raised in these submissions relate to the proposed use of the structure and visual and amenity impacts (such as overshadowing, privacy, and stormwater runoff) on neighbouring properties.

Assessment

The proposed development is consistent with the objectives of the R5 Large Lot Residential Zone and the other relevant provisions of the Wagga Wagga Local Environmental Plan.

The development is consistent with the provision of the Wagga Wagga Development Control Plan. The application seeks a variation to the numerical height control under the provisions of Section 9.4.4 of the DCP. It is recommended that the variation be supported for the following reasons.

- The total floor area of proposed shed is 216m² which is 1.04% of the total site area. There will be no other outbuildings on the site once as the 2 existing sheds will be demolished. Having regard to the overall assessment undertaken in the attached assessment report, it is satisfied that the proposal will not result in over development of the site.
- The shed incorporates a skillion roof design which varies from 5 meters in height to a maximum of 6 metres at its peak (highest point). Despite the variation in roof form above the 4.8m maximum control, the application has been assessed as being acceptable give that there will be no detrimental impact on the surrounding area.
- The proposed shed is located behind the building line and is sited more than 35m from the front (southern) boundary therefore the proposal is unlikely to cause any detrimental impact on the streetscape.

- The proposal is unlikely to cause any adverse impact on the amenity of the adjoining properties given the shed is of acceptable size and adequately setback from adjoining boundaries.
- Outbuildings of this size and scale are common in large lot residential areas therefore the proposal will be consistent with the existing built form and character of the area.
- Existing vegetation within the front setback area and proposed hedging along the external walls of the shed will assist in reducing the visual impact of the building when viewed from surrounding areas.
- Having regard to the overall assessment of the application under section 4.15 of the Act and having regard to the circumstances of the development, strict compliance with the control is considered unreasonable.

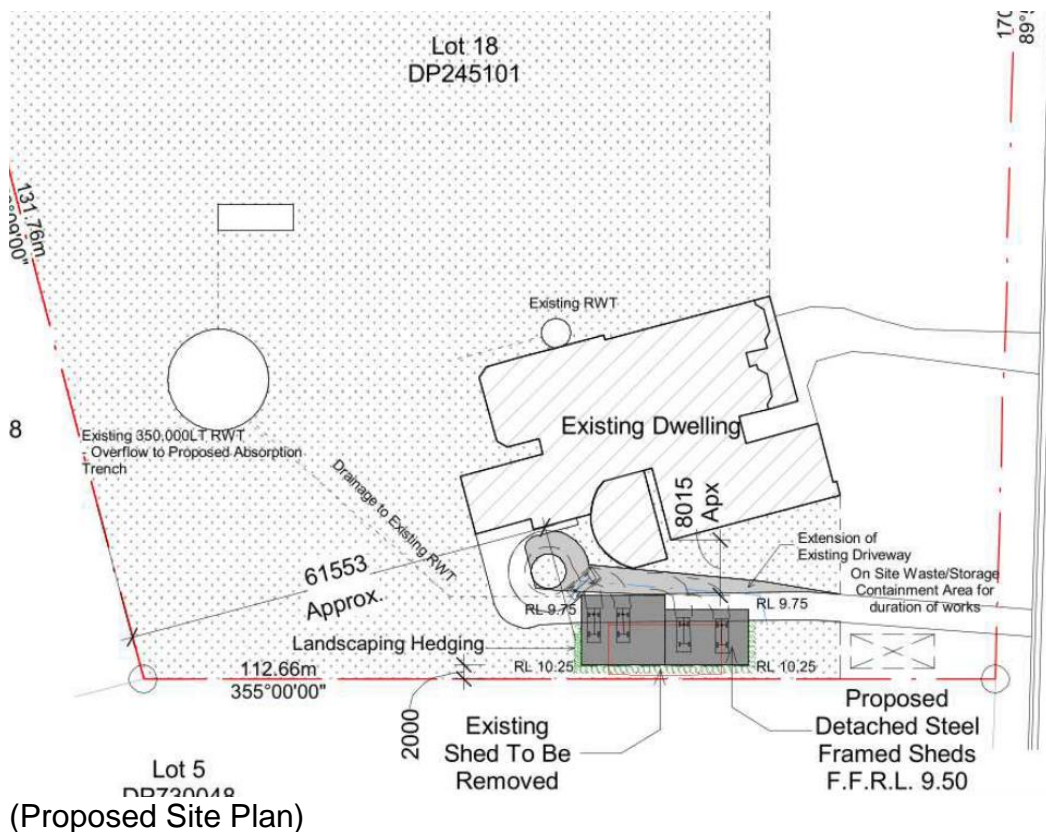
Reasons for Approval

- The proposed development is consistent with the provisions of the Wagga Wagga Local Environmental Plan 2010;
- The proposal development is generally consistent with the provisions of the Wagga Wagga Development Control Plan 2010.
- Impacts of the proposed development are acceptable and can be managed via the recommended conditions of consent.
- The site is considered suitable for the proposed development.
- For the abovementioned reasons it is considered to be in the public interest to approve this development application.

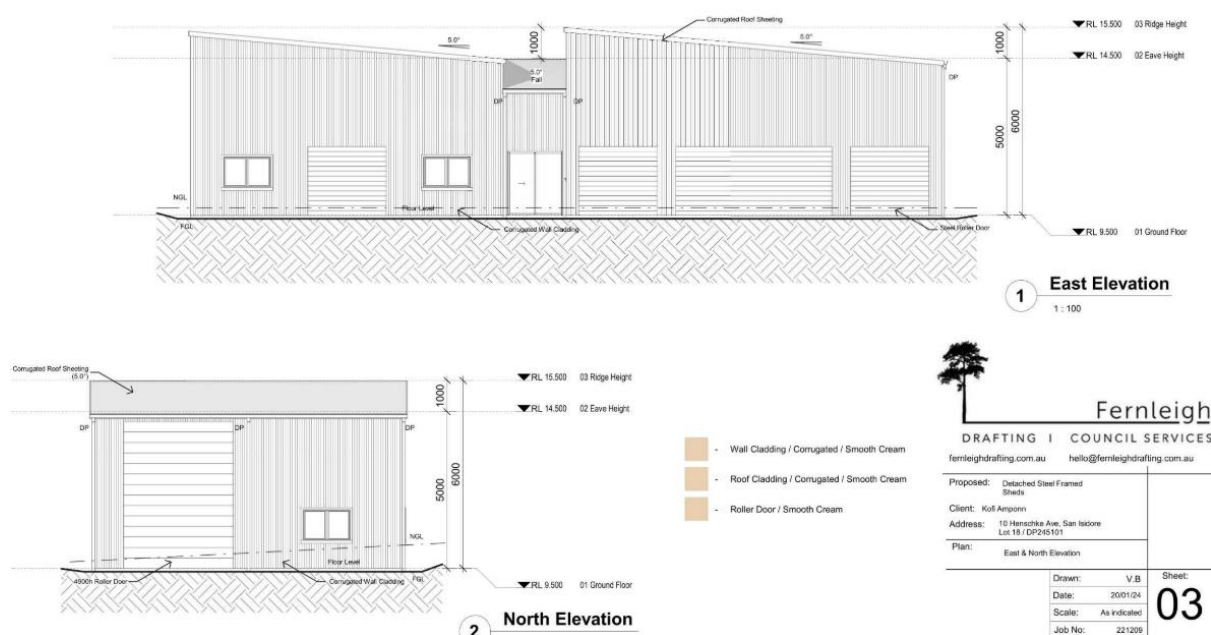
Site Location

The subject site is located on the northern side of Henschke Ave approximately 140m west from the intersection of Norman Duck Ave and Henschke Ave in San Isidore.

The site measures 2.06 ha and contains a single storey dwelling, in-ground swimming pool and two outbuildings on the site. Adjoining lots to east, north and west has dwelling and outbuildings.



HENSCHKE



(Proposed Elevation)

Financial Implications

N/A

Policy

Wagga Wagga Local Environmental Plan 2010
Wagga Wagga Development Control Plan 2010

Link to Strategic Plan

The Environment

Objective: Future growth and development of Wagga Wagga is planned for in a sustainable manner

Ensure sustainable urban development

Risk Management Issues for Council

Refusal of the application may result in an appeal process in the Land and Environment Court, which will have to be defended by Council. The reasons for refusal will have to be justified and withstand scrutiny and cross examination in Court.






Approval is not considered to raise risk management issues for Council as the proposed development is generally consistent with the relevant provisions of any relevant State Environmental Planning Policy, the Wagga Wagga Local Environmental Plan 2010 and Wagga Wagga Development Control Plan 2010.

Internal / External Consultation

Pursuant to Section 1.10 of the Wagga Wagga Development Control Plan 2010 the application was notified to adjoining properties between 10/11/2023 to 17/11/2023. No submissions were received during the notification period.

	Mail			Traditional Media				Community Engagement				Digital				
	Rates notices insert	Direct mail	Letterbox drop	Council news	Media release	Media opportunity	TV/radio advertising	One-on-one meeting(s)	Community meeting(s)	Stakeholder workshop(s)	Drop-in session(s)	Survey/feedback form(s)	Have your Say	Email newsletter	Social media	Website
Inform																
Consult		<input checked="" type="checkbox"/>														<input checked="" type="checkbox"/>
Involve																
Collaborate																
Other methods (please list specific details below)																

Attachments

1. Section 4.15 Assessment Report - Provided under separate cover

2. Draft Notice of Determination - Provided under separate cover

3. Plans - Provided under separate cover

4. Statement of Environmental Effects - Provided under separate cover

5. Submissions (redacted) - Provided under separate cover

6. Submissions (unredacted)

This matter is considered to be confidential under Section 10A(2) of the Local Government Act 1993, as it deals with: information that would, if disclosed, prejudice the maintenance of law. - Provided under separate cover

RP-2 PLANNING PROPOSAL (LEP22/0002) BRUNSLEA PARK, FOREST HILL TO CHANGE LAND ZONING AND MINIMUM LOT SIZE PROVISIONS OF THE WAGGA WAGGA LOCAL ENVIRONMENTAL PLAN 2010

Author: John Sidgwick

Summary:

Council is in receipt of a Planning Proposal prepared by DFP planning consultants. This relates to two parts: Parcel A at 20 Mangrove Crescent, and 60 Lacebark Drive, Forest Hill; and Parcel B at 50 Inglewood Road, Forest Hill.

The planning proposal seeks to amend the Wagga Wagga Local Environmental Plan 2010 to achieve the following:

Parcel A:

- Rezone from RU1 Primary Production to part RE1 Public Recreation and part R1 General Residential.
- Reduce the minimum lot size to 450m² for land proposed to be R1 General Residential.

Parcel B:

- Rezone from RU1 Primary Production to part RE1 Public Recreation and part R5 Large Lot Residential, and part IN1 General Industrial.
- Reduce minimum lot size from 200 hectares to part 2,000m² and part 4,000m² for land proposed to be R5 Large Lot Residential.

The intended development outcomes for parcel A are to rezone the land for urban development, and to create approximately 280 proposed lots with additional public recreation space.

The intended development outcomes for Parcel B are to rezone land for urban development, and to create approximately 215 rural residential lots, an industrial area and public recreation land.

Recommendation

That Council:

- a receive and note this report
- b refuse planning proposal LEP22/0002
- c notify the applicant of the decision

Application Details

Submitted planning proposal:	<p>Council is in receipt of a planning proposal (LEP22/0002) to change land zoning and minimum lot size provisions for land located in Forest Hill. The planning proposal was lodged with Council on 10 May 2022. The assessment time has reflected the complexity of the assessment.</p> <p>Parcel A 20 Mangrove Cres FOREST HILL NSW 2651 2/-/1287198 60 Lacebark Dr FOREST HILL NSW 2651 3/-/1287198</p> <p>Parcel B 50 Inglewood Rd FOREST HILL NSW 2651 4/-/1287198</p>
Applicant:	<p><i>On behalf of</i> Wakefield Ashurst Developments Pty Ltd Director - Peter Morley</p>
Landowners:	Douglas Brunskill

The Proposal

Council is in receipt of a planning proposal to amend the Wagga Wagga Local Environmental Plan 2010 (LEP) to achieve the following:

Parcel A:

- Rezone from RU1 Primary Production to part RE1 Public Recreation and part R1 General Residential
- Reduce the minimum lot size from 200 hectares to 450m²

Parcel B:

- Rezone from RU1 Primary Production to part RE1 Public Recreation and part R5 Large Lot Residential and part IN1 General Industrial
- Reduce minimum lot size from 200 hectares to part 2,000m² and part 4,000m² for land proposed to be R5 Large Lot Residential

The purpose of the planning proposal is to provide additional residential, rural residential and industrial land within the Brunslea Park suburb. The subject land is currently zoned RU1 Primary Production and is used for agricultural purposes.

The intended outcomes are shown in figures 1 and 2 below.

LEP22/0002 - Proposed changes to land zoning

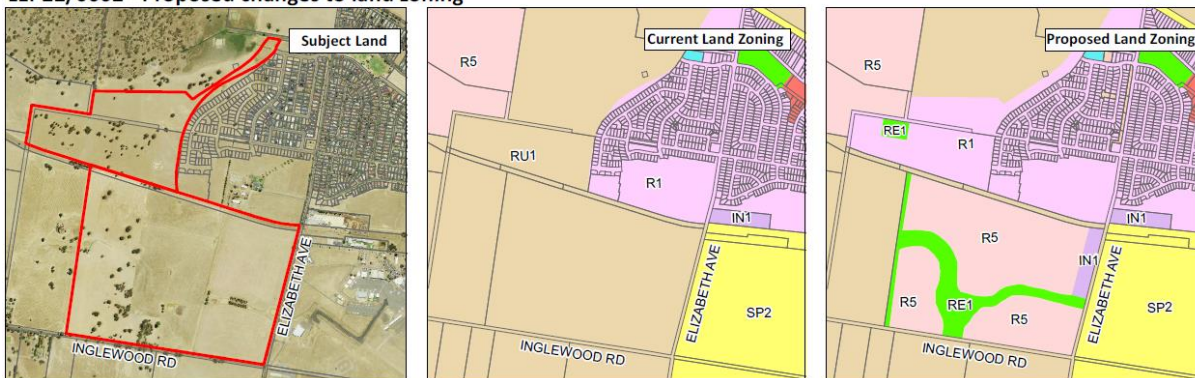


Figure 1: Proposed Land Zoning **Source:** Prepared by Council Staff

LEP22/0002 - Proposed changes to minimum lot size

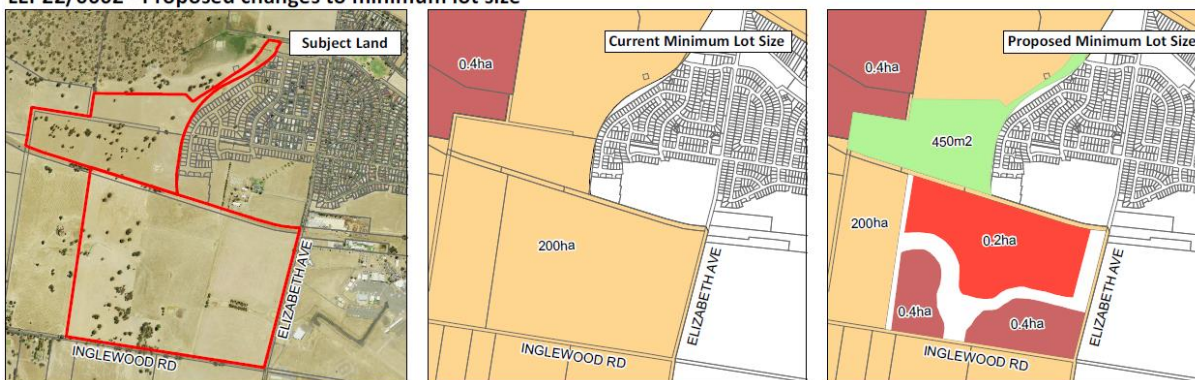


Figure 2: Proposed Minimum Lot Size **Source:** Prepared by Council Staff

Site and Locality

The site is located west and south of the Brunslea Park estate, approximately 9.5km east of the Wagga Wagga City Centre and south of the main route of travel into and out of Wagga Wagga through the Sturt Highway. Lake Albert is located approximately 6.8km south-west of the site and the suburb of Forest Hill is located to the east. Wagga Wagga Airport is located immediately to the west of Parcel B and approximately 1.2km from Parcel A. The site has a total area of approximately 168 hectares.

Parcel A

The site is approximately 69 hectares and bound by Elizabeth Avenue and residential properties to the east and rural land to the west, south and north.

Parcel B

The site is approximately 99 hectares and fronts Inglewood Road to the south, Elizabeth Avenue, and residential properties to the north east and rural land to the north, west and south.

Figure 3 shows the parcel sites and location:

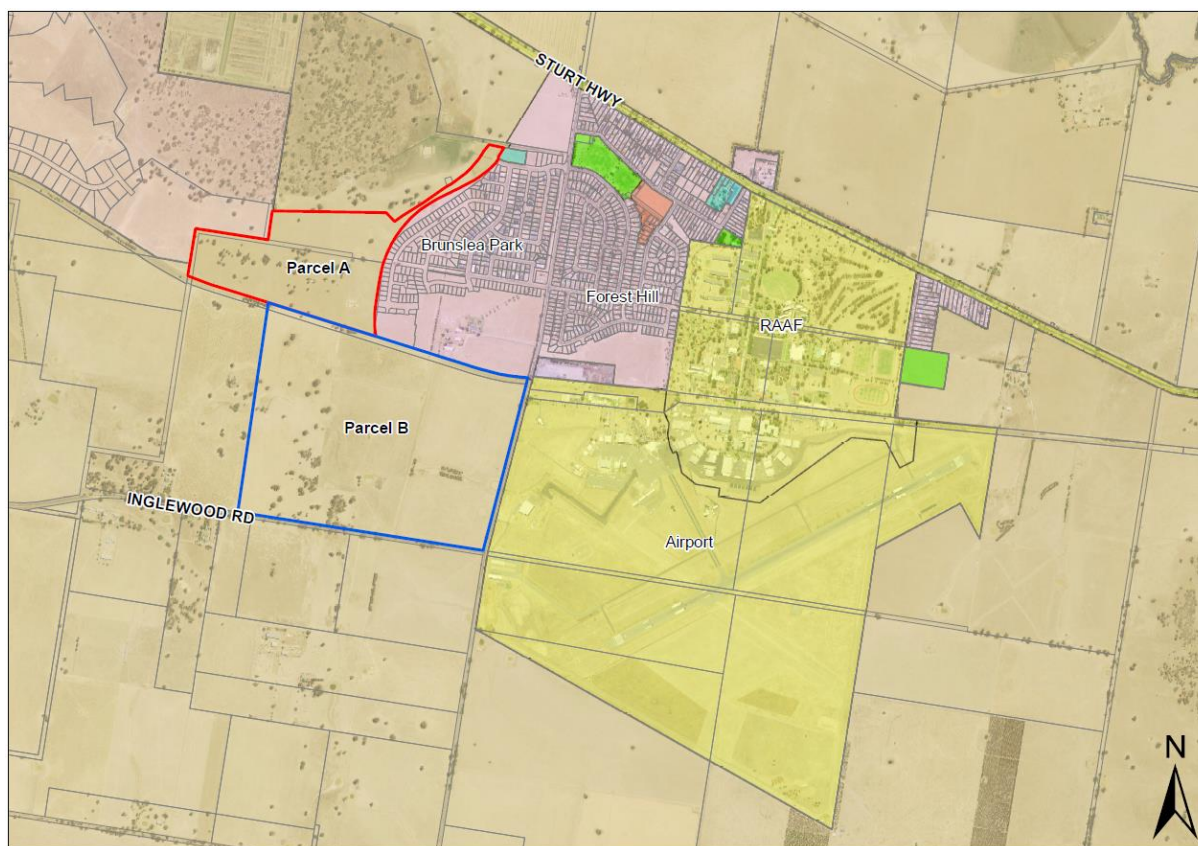


Figure 3: Site and Location, **Source:** Prepared by Council Staff

Preliminary Consultation

A range of consultation has occurred internally and externally. This advice has highlighted the range of sensitive issues and risks associated with future development of the subject land. Preliminary consultation is contained within the attached officers assessment report.

Key Considerations

A detailed assessment report is included at Appendix 1

Key considerations are summarised below:

1. Strategic Context and Future Strategic Planning

The Forest Hill area has excellent connection to the city via the Sturt Highway (the main route to Wagga Wagga from Sydney and Canberra) and a proposed active travel link adds to a connected and integrated settlement. The area is serviced by local shops, a local primary school, greenspace and is well connected to the Wagga Wagga Central Business District (CBD) and Wagga Wagga Airport. The Forest Hill suburb is the first significant residential area that people see upon entering Wagga Wagga.

The 2021 census data for Forest Hill highlighted that the area offers more affordable housing options when considering median weekly rent and median monthly mortgage repayments, respectively:

- Forest Hill - \$310 and \$1300
- Estella - \$380 and \$1667
- Bourkelands - \$360 and \$1733

This site is attractive in the context of creating a diversity of housing options for the community.

There are approximately 1070 residential lots in the Forest Hill / Brunslea Park area, near the Wagga Wagga Airport and located underneath flight paths. Council's 'Recreation, Open Space and Community Strategy and Implementation Plan 2040' (ROSC) identifies the population of Forest Hill as 2274 in 2016, with it expected to be 3285 in 2040 (a difference of 1011 people). This growth does not include Parcel A proposed rezoning. The existing planning provisions and processes for Forest Hill and Brunslea Park do not require airport noise to be identified on a planning certificate and planning provisions for noise includes consideration of development that penetrates the Obstacle Limitation Surface (OLS) and development that is in an Australian Noise Exposure Forecast (ANEF) contour of 20 or greater.

The issue of managing land use conflict between existing residents and airport training operations has been an ongoing consideration.

2. Council's Vision or Strategic Intent

Wagga Wagga Local Strategic Planning Statement 2020

The Wagga Wagga Local Strategic Planning Statement (LSPS) sets out the long term land use direction for Wagga Wagga to 2040, acknowledging that a key outcome of the plan should find a balance between growth, the natural environment, sustainability and liveability.

The Northern Growth Area is identified as a long-term solution for the city's housing shortage issue, however, there remains the need for additional short-term offerings to ensure city-wide competitive advantage.

The LSPS advises that the city is dependent on additional employment to drive this growth, identifying key sites for employment and investment, including the RAAF Base and Airport. The LSPS states that supporting key industries is crucial to ensuring the future growth and attraction of investment. Principle 4 'The southern capital of New South Wales', reinforces the Wagga airport as a key economic place, advising that: *"Land use planning will protect the productive capacity of these precincts ..."* Principle 5 'Encourage and support investment' states:

"To ensure that Wagga Wagga benefits from an expanded provision of air services as the city grows, the airport will be protected from land use conflict".

It goes on to state; *"Facilitate(ing) (sic) growth in aviation activity requires additional planning to future proof the airport, airside and surrounds...Residential intensification and expansion nearby the airport will not be supported, with locations impacted by aircraft operations to be carefully planned to ensure development is compatible with airfield operations."*

Wagga Wagga Spatial Plan 2013

While the Planning Proposal refers to, and in part, relies on the Spatial Plan, this planning document has been superseded by the LSPS. The LSPS was adopted on 8 February 2021. In the absence of a housing strategy and rural lands strategy, the Spatial Plan provides background for the assessment.

Parcel A

Parcel A is identified as Area 8 as 'potential urban land' – Sturt Highway / Hazelwood Drive, Forest Hill:

The subject area is an extension of the existing residential area in Forest Hill. The area may be affected by Australian Noise Exposure Forecast and Obstacle Limitation Surface constraints. The zone and minimum lot size will be considered after the outcomes of the residential study are known. Any development in this area will need to occur on land that is not affected by the 1 in 100 year flood level.

Parcel B

Parcel B is identified as Area 16 as 'potential employment land' – Elizabeth Avenue, Forest Hill.

This area is identified for potential employment land to facilitate the development of activity directly involving or related to the airport. The Wagga Wagga Airport Master Plan 2010 identified the precinct on the western side of the airport (area 16) as potentially offering a number of land uses that would be synergistic with the airports growth and needs (e.g. an education and research campus).

Under the key components/initiatives section of the Spatial Plan, the theme 'There is growing business investment in our community' includes an objective to 'Support the growth of employment opportunities at the airport'. The policy response includes to:

"In order to protect the Wagga Wagga Airport as a significant transport asset for the region, its operations need to be unconstrained by the potential limiting effects of incompatible development....Planning to ensure that the airport continues to play a major roles in the area as a transport hub and commercial business precinct bringing new jobs, is of fundamental importance to Wagga Wagga."

3. Proximity to Wagga Wagga Airport and potential land use conflicts

Wagga Wagga Airport Master Plan 2010

In accordance with the National Airports Safeguarding Framework Guideline, Airport lease holders have the responsibility of publishing five-yearly Master Plans and endorsed ANEF information with ultimate capacity and long-range forecasts to inform land use planning. Although the 2010 Airport Masterplan is out of date, it remains the strategic document for the airport.

The Wagga Wagga Airport Master Plan considers various runway development scenarios that include remaining as is, extension of the main runway either to the north-east or south-west (preference being south-west), and finally a parallel runway and subsequent closing of the grass runway. While acknowledging that the Masterplan is somewhat dated, it remains important consideration to ensure that surrounding land uses does not encroach on these runway development scenarios.

Noise

As the Masterplan and noise contours have required updating, Rehbein Airport Consulting has provided Council with updated modelling to determine if the existing modelling remains appropriate. This involved using current aircraft movements, runway usage, airport capacity, distribution of aircraft types, illustration of flight paths, and technical report with assumptions, to compare with the existing Masterplan. Modelling involves an ultimate capacity scenario, where the use of the airspace is not unlimited and needs to be shared across various airspace users. The Airport Masterplan addressed noise to a fully developed infrastructure scenario. The review considered the existing runway, and two runway extension scenarios.

The noise modelling review specifies that since the Wagga Wagga Airport 2010 Ultimate Capacity ANEF was prepared, AS2021 was updated (in 2015) and now recognises that the 20 ANEF and 25 ANEF zones do not capture all high noise affected areas around an airport, and the ANEF contours are not necessarily an indicator of the full spread of noise impacts.

The National Airports Safeguarding Framework, Supplementary Aircraft Noise Metrics (Appendix 14) states ANEF is a measure of the aircraft noise exposure levels around aerodromes. It is based on average daily sound pressure levels, which are measured in decibels, and considers a variety of factors. This metric has its limitations. An additional metric is the Number Above contours, which represent the average number of times in a 24-hour period that exceed a nominated decibel level. The metric remains national level guidance unlike the state legislated ANEF metric.

The National Airports Safeguarding Standard Framework Guideline (Appendix 15) recognises the merits of utilising a range of noise measures and tools to inform strategic planning.

4. Contamination

Due to the subject site's proximity to the Wagga Wagga RAAF Base, polyfluoroalkyl Substances (PFAS) is a key concern. The proposal is accompanied by a Detailed Site Investigation report (DSI) that identifies detected levels of PFAS contamination and concentrations of heavy metals (primarily copper, nickel, zinc) at the subject site.

As part of the initial findings, soil contamination was found to be higher than site assessment criteria (SAC) for human health; samples of surface water were greater than SAC for drinking water; and environmental SAC in sediment, surface water and groundwater was greater than the indirect ecological exposure guideline and ecological assessment criteria. Internal advice has indicated the need for an auditor to review the DSI, however, this isn't required to be completed as it is recommended to refuse the application.

5. Biodiversity

Not enough information is provided on the proposals potential to cause significant harm to threatened species, particularly endangered Ecological Community PCT 277. A draft BDAK was also not provided with the application.

6. Infrastructure

Sewer

Internal referral has highlighted there are capacity issues with the Forest Hill Sewerage

Treatment Plant in servicing the Forest Hill catchment.

Stormwater

There are no major issues with stormwater management.

Roads

There are no major issues with traffic management and transport.

Water

Riverina Water specified there is limited capacity and not enough detail to determine scale of existing capacity.

7. Advice

Council has received advice in relation to the protection of the airport as a key economic place, this advice recommended further correspondence with relevant airport authorities.

Future Planning

The lack of current precinct level planning has resulted in a lengthened assessment time. Forward planning to ensure we can consider how development will occur over time in the east of the city is needed. Council is already receiving enquiries about infill in the eastern area. Continued ad-hoc planning of multiple infill areas will place added resourcing pressures on Council.

Financial Implications

In accordance with Council's 2020/21 Fees and Charges, a Major LEP Amendment has a total application fee of \$46,000.00. The proponent has paid these fees. An additional fee for amending the DCP may be required.

Policy and Legislation

Environmental Planning and Assessment Act 1979
Wagga Wagga Local Strategic Planning Statement – Wagga Wagga 2040
Wagga Wagga Local Environmental Plan 2010
Wagga Wagga Airport Masterplan 2010

Link to Strategic Plan

The Environment

Objective: Future growth and development of Wagga Wagga is planned for in a sustainable manner

Ensure sustainable urban development

Risk Management Issues for Council














The applicant can appeal Council's decision by submitting the planning proposal to the NSW Department of Planning, Housing, and Industry through the rezoning review process.

Internal / External Consultation

Relevant internal and external consultation was carried out as part of the preliminary assessment, as several matters needed up front discussions with government agencies prior to finalising the assessment and making a recommendation to Council.

A Councillor workshop on this Planning Proposal was held on 31 October 2022, 5 December 2022 and 19 February 2024.

Attachments

1. Appendix 1 - LEP22.0002- Planning Proposal Assessment Report - Final report -
 Provided under separate cover
2. Appendix 2(a) - Letter of Authority - CONFIDENTIAL
This matter is considered to be confidential under Section 10A(2) of the Local Government Act 1993, as it deals with: commercial information of a confidential nature that would, if disclosed, prejudice the commercial position of the person who supplied it. - Provided under separate cover
3. Appendix 3 - Planning Proposal Application Form - CONFIDENTIAL - Provided
 under separate cover
4. Appendix 4 - LEP22.0002 - Draft Planning Proposal - Provided under separate cover

5. Appendix 5 - LEP22.0002 - Brunslea Park Concept Plan Report - Provided under
 separate cover
6. Appendix 6 - LEP22.0002 - Brunslea Park Aboriginal Heritage Assessment -
 Provided under separate cover
7. Appendix 7 - LEP22.0002 - Brunslea Park Biodiversity Assessment - Provided under
 separate cover
8. Appendix 8 - LEP22.0002 - Brunslea Park Bush Fire Assessment - Provided under
 separate cover
9. Appendix 9 - LEP22.0002 - Brunslea Park Stormwater Management Plan - Provided
 under separate cover
10. Appendix 10 - LEP22.0002 - Brunslea Park Transport Assessment - Provided under
 separate cover
11. Appendix 11 - LEP22.0002 - Detailed Site Investigation - Provided under separate
 cover
12. Appendix 12 - LEP22.0002 - Existing Infrastructure Report - Provided under
 separate cover
13. Appendix 13 - LEP22.0002 - Site Survey - Provided under separate cover

14. Appendix 14 - National Airports Safeguarding Framework - Supplementary Aircraft
 Noise Metrics - Provided under separate cover
15. Appendix 15 - National Airports Safeguarding Framework - Measures for Managing
Impacts of Aircraft Noise - Provided under separate cover

RP-3 REUSABLE CLOTH NAPPY AND MENSTRUAL PRODUCT REBATE**Author:** Darryl Woods**General Manager:** Peter Thompson**Summary:**

It is proposed that the rebate program for reusable nappies and women's menstrual products converted to an ongoing offering from the Council to the community.

Recommendation

That Council:

- a convert the Nappy and Menstrual product rebate scheme to an ongoing community offering from 2024/25 financial year onwards
- b maintain the rebate conditions of 50% off the purchase price of up to a maximum rebate of \$100 per child for Nappies
- c maintain the rebate conditions of 50% the purchase price of up to a maximum rebate of \$50 per person for Menstrual products
- d undertake an annual review of the program (commencing January 2025)
- e note the proposed annual budget allocation that will be included in the 2024/25 long term financial plan process.

Report

Council at its ordinary meeting of 22 August 2022 resolved.

That Council:

- a continue the Nappy and Menstrual product rebate scheme trial for the 2022/23 and 2023/24 financial year from 1 Sept 2022 to 30 June 2024*
- b undertake promotion via website, council news and social media.*
- c offer a rebate of 50% of the purchase price of up to a maximum rebate of \$100 per child for Nappies.*
- d offer a rebate of 50% of the purchase price of up to a maximum rebate of \$50 per person for Menstrual products.*
- e that the rebate only be applied within the existing budget on a first in basis.*
- f begin a review of the program in February 2024 for the purposes of council continuing, changing or ending the trial by the end of June 2024.*
- g approve the budget variation/s as detailed in the Financial Implications section of the report with the addition of \$30,000 from the Waste Management Reserve for the 2023/24 year.*
- h receive a further report to extend the trial to include reusable incontinence underwear.*

Council extended the initial trial of the reusable nappy and menstrual product rebate scheme and used social media through the Council's Facebook page to promote the extension of the scheme. However, the promotion through Councils social media outlets ceased in late 2022.

Council retains the promotional sample materials purchased for the original trial period, as well as the webinars, which can be re-used to promote further nappy rebate schemes. As of the end of January 2023 a total of 113 applications had been received.

- Re-Usable Nappy rebate applications – 35
- Re-usable Menstrual Product rebate applications – 78

This represents a noticeable reduction in the applications received in the first trial, where 229 applications for rebate were received. The reduction may be due in part to reduced promotional activity. Going forward, the newly appointed Waste Educational Officer assigned to Gregadoo Waste Management Centre will take the accountability for developing a sustainable promotional campaign.

The nappy and menstrual product rebate scheme offers to reimburse 50% of the actual spend up to a maximum rebate of \$100 per person or child. Customers can lodge applications through the Councils website or in person at the Customer Service desk in the Council administration building.

Management recommends the conversion of the Nappy and Menstrual products from a trial activity to an ongoing community service offering.

			Projected 2024 /2025		
Product	2021 Trial applications	2022/24 extension to trail number of applications	Number of applications	Cost @ \$100 ea	Estimated waste diverted (kg)
Nappies	68	35	60	\$6,000	20,350 kg
Menstrual Products	157	78	150	\$7,500	220 kg
Totals	229	113	210	\$13,500	20,570 kg

Based on these projected figures Council will require a budget of \$13,500 to cover the rebates and an additional allowance of \$7,000 to cover promotional activities.

It is proposed that the Waste Education Officer administer the ongoing nappy and menstrual product rebate scheme.

Financial Implications

Based on the take-up for the trial period of 225 applications to the rebate for the 6-month period of the trial, Council can assume that the annual take-up would be in the order of 370 applications being 110 for Nappies and 260 for Menstrual products.

It is proposed to allocate an annual ongoing \$30,000 budget in the Solid Waste cost centre during the 2024/25 long term financial plan budget process.

Policy and Legislation

N/A

Link to Strategic Plan

The Environment

Objective: We create a sustainable environment for future generations

Outcome: We are proactive with our waste management

Risk Management Issues for Council

In the initial report risks identified included abuse and misuse of the rebate, and Oversubscription. The application process for the rebate was monitored by staff with a small quantity of applications being rejected due to not being from within the Wagga Local Government Area, or exceedance of the household limit for the rebate. However, this was minimal and easily managed through the application of the rebate. Further management of the program should include the following mitigations:

- Only one application per person / child for an indefinite period
- The rebate program will be paused at any time when the budget allocation has been exhausted.

Internal / External Consultation

A survey of the participants from the initial trial was undertaken.

Ongoing consultation and promotion of the continuing trial will be undertaken with community health, mothers' groups as well as utilizing Council's social media accounts.

RP-4 MAJOR EVENTS, FESTIVALS AND FILMS SPONSORSHIP 2023/24 - FINAL ROUND

Author: Kimberly Parker

Executive: Janice Summerhayes

Summary: Council is in receipt of two applications for the final round of the 2023/24 Major Events, Festival and Films Sponsorship Program. This funding is available to support events held from 1 July 2023 to 30 June 2024.

Recommendation

That Council:

- a authorise the General Manager or their delegate to enter into an agreement to sponsor the following events through the 2023/24 Major Events and Sponsorship budget:
 - i Writers in the Woolshed by Red Crane Consulting to the amount of \$5,740 through the Incubator Event stream
 - ii Bushfood Talks & Weed Walks by Australian Bushfood Education Centre to the amount of \$10,000 through the Incubator Event stream

Report

Council is in receipt of two applications for the final round of the 2023/24 Major Events, Festival and Films Sponsorship Program. This funding is available to support events held from 1 July 2023 to 30 June 2024.

Applications have been assessed by the Major Events Advisory Panel (the Panel) consisting of two community members and two council staff. The Panel has assessed the applications in line with the Major Events, Festivals and Films Sponsorship guidelines. The details of the applications received along with the recommended sponsorship funding amounts are summarised as follows:

Event Name & Organisation	Amount Requested	Event Budget	Reason
Writers at the Woolshed by Red Crane Consulting Director and Festival Coordinator: Lynette Ainswoth	Incubator Event: \$5,740	Total event cost: \$22,619 Workshop Income: \$7,200 (not including Council sponsorship) Recommended funding: \$5,740	The Panel recommends sponsorship of the event to the full amount of \$5,740. The Panel agreed that the event provided benefit to a target audience which created social and economic benefit and scored well against the criteria. The application details a strong plan to attract a significant proportion of

Event Name & Organisation	Amount Requested	Event Budget	Reason
			overnight visitors across their multi-day event program.
Bushfood Talks & Weed Walks by Australian Bushfood Education Centre Director: Felicity Kerslake	Incubator event: \$10,000	Total event cost: \$28,390 Income: \$29,250 (not including Council sponsorship) Recommended funding: \$10,000	The Panel recommends sponsorship of the event series to the full amount of \$10,000 for the delivery of five events. The Panel scored the event high as a new event offering that offered a unique cultural experience which is sought after by locals and visitors. The applicant demonstrated strong community partnerships and strategic goals with plans to grow the offering into a Native Bush Food Festival in the future.

Event Details: Writers at the Woolshed | 20-21 April 2024

Writers at the Woolshed is a two-day festival bringing together writers and readers with an interest and shared connection of the country landscape to Wagga Wagga. The multi-day event program builds on the success of their flagship event held in Bowna, located in the south-east Riverina area in 2019 and 2021. The festival features a variety of writers in conversations, a unique dining experience and a series of creative writing workshops to be held at the Charles Sturt University (CSU) Riverina Playhouse and Cottontail Wines. The event proceeds are linked to benefit *Dolly's Dream* a charitable organisation for the prevention of bullying and suicide in young people.

This unique event will draw visitors to Wagga Wagga who are attracted to the arts and cultural characteristics of the city and will connect the local creative community to new networks and provide an opportunity for writers and readers to learn and practice new skills. The application has detailed sound community support and connections including partnerships with the Booranga Writers Centre, Uranquinty Country Women's Association, Wagga South Lions Club, CSU Riverina Playhouse, Cottontail Winery and the Club Motel and Apartments

Event Summary

- Date: 20 – 21 April 2024
- Expected attendance: 350
- Visitors outside of the Local Government Area: 150
- Program duration: two days
- Programming: In conversation sessions, workshops, and dinner experience
- Proposed venue: CSU Riverina Playhouse and Cottontail Wines

- Total income (excl Council sponsorship funds): \$7,200 for the workshop only
- Total event cost: \$22,619
- Total amount requested: \$5,740

The applicant is seeking \$5,740 in funding through the Incubator events stream of Council's Major Events, Festivals and Films Sponsorship program to stage and deliver a new workshop program as part of the overarching festival experience to extend the visitor length of stay and local economic return. The sponsorship funds would support the event programming costs including presenter and facilitator fees, workshops resources, and venue hire.

If successful in securing the requested funding, the applicant will acknowledge Council's funding through logo placement on all marketing and promotional material such as the event website and will also be publicly acknowledged during the event.

The Panel has assessed this application against the Major Events, Festivals and Films Sponsorship Guidelines for an Incubator Event and recommends this event receive the full request of funding of \$5,740 for event programming and facilitation costs to expand their event offering and encourage overnight visitation in the City.

The Panel's assessment and recommendation is summarised as follows:

- The Panel agreed the event provided a niche and unique experience for creative writers and readers in the local community
- Visitor interest in this style of event was high and the applicant demonstrated the programming of additional workshops held across the weekend to encourage longer lengths of stay
- The Panel agreed that the event had sound community support demonstrated through partnerships with local groups, businesses, and use of multiple venues
- The application scored highly in terms of planning experience and skills with a strong team to deliver the event, with the organiser demonstrating experience in delivering similar events

Bushfood Talks & Weed Walks | Event Series

Bushfood Talks & Weed Walk is a new event series which aims to raise awareness and educate attendees on Wiradjuri/Wiradyuri and First Nations culture that is unique to Wagga Wagga.

The core focus of the events enables visitors to discover local natural areas and landscapes on guided tours, learning about the healing power and food sources available from native plants and common weeds. The walking events are designed to emphasise respecting the traditions and customs of Wiradyuri/Wiradjuri and First Nations people, with talks highlighting the importance of sustainable and safe foraging practices to ensure the continued existence of plants for future generations.

The events are scheduled to occur monthly on weekends to capture the visitor leisure markets and encourage longer lengths of stay in the City. Each bush food walking guided tour will be a bookable experience and will take place in one of Wagga Wagga's unique natural attractions such as the Riverside precinct, tasting of bush food and education on cultural practices. The program has been curated to build on the community's rich Wiradjuri/Wiradyuri and First Nations culture.

Strategic future growth of the event has been considered with the applicant detailing other similar case studies of event development with the focus to eventually build the event series into a Native Bush Food Festival in the city which would be a unique new Wagga Wagga visitor experience.

The application has detailed strong collaborations and connections with a variety of organisations and community groups including Charles Sturt University's Innovation Hub, Agri Park and Wiradjuri/Wiradyuri Language School, and Mawang Gaway Aboriginal Consultative Committee.

Event Summary

- Date: five events from March - June 2024
- Expected attendance: >300
- Visitors outside of the Local Government Area: 200
- Program duration: single day events
- Programming: Weekend cultural bush food walking tours experience
- Proposed venue: Riverside precinct
- Total income (excluding Council sponsorship funds): \$29,250 from ticket sales across five events
- Total event cost: \$28,390
- Total amount requested: \$10,000.

The applicant is seeking \$10,000 in funding through the Incubator events stream of Council's Major Events, Festivals and Films Sponsorship program to stage and deliver the event series in particular, advertising, printing costs, event resources, cultural consulting, and website costs.

If successful in securing the requested funding the applicant will acknowledge Council's funding through logo placement on all marketing material and promotions through website, social media, and brochure.

The Panel has assessed this application against the Major Events, Festivals and Films Sponsorship Guidelines for an Incubator Event and recommends this applicant receive the full requested amount of funding of \$10,000 for the marketing and advertising costs to develop and present this new and unique event series.

The Panel's assessment and recommendation is summarised as follows:

- The Panel scored the project high in terms of the event experience that will build on the Wiradjuri/Wiradyuri and First Nation's identity in the city.
- The event proposal highlighted the focus on attracting visitors to the City to increase overnight visitation
- The Panel agreed the event had significant community and business support and scored highly in this category.
- There was a strong growth potential to develop this offering into a unique festival in the future that would be beneficial to the Wagga Wagga community and generate strong awareness for the city.

Financial Implications

2023/24 Major Events Sponsorship Budget	\$80,000
2022/23 Major Events Sponsorship Budget Confirmed Carryover	\$21,345
Total Events Sponsorship Budget for 2023/24	\$103,345
Less Current Commitments	
• Fitz Fest Wagga Wagga (cancelled and declined sponsorship)	+ \$11,946
• Wagga Wagga Swap Meet	(\$10,000)
• Thrashernats3	(\$15,000)
• Christmas with the Con	(\$10,000)
• Wagga Wagga Mardi Gras	(\$20,000)
• Gears & Beers Festival (Year One of Three)	(\$20,000)
• TEDxWagga Wagga	(\$10,000)
Total Current Commitments	(\$85,000)
Recommended sponsorship	
• Writers in the Woolshed	(\$5,740)
• Bushfood Talks & Weed Walks	(\$10,000)
Total Major Events Sponsorship funding recommended in this report	\$15,740
Remaining budget for 2023/24 Major Events, Festivals and Films Sponsorship	\$605

Policy and Legislation

POL087 – Major Events, Festivals and Films Sponsorship

Link to Strategic Plan

Community leadership and collaboration

Objective: Wagga Wagga City Council leads through engaged civic governance and is recognised and distinguished by its ethical decision-making, efficient management, innovation and quality customer service

Provide professional, innovative, accessible and efficient service delivery

Risk Management Issues for Council

Risk management will be addressed as part of any future sponsorship agreement, with terms and conditions ensuring events are managed in a safe manner. A staged

payment schedule based on event planning and delivery milestones will also be implemented to mitigate against non-delivery of event with each applicant.

Internal / External Consultation

Staff have consulted with local event organisers to support the planning and delivery of events in the 2023/24 events schedule.

	Mail			Traditional Media				Community Engagement				Digital				
	Rates notices insert	Direct mail	Letterbox drop	Council news	Media release	Media opportunity	TV/radio advertising	One-on-one meeting(s)	Community meeting(s)	Stakeholder workshop(s)	Drop-in session(s)	Survey/feedback form(s)	Have your Say	Email newsletter	Social media	Website
Inform																
Consult																
Involve				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Collaborate																
Other methods (please list specific details below)																

Attachments

1. Writers at the Woolshed Application and Event Concept

This matter is considered to be confidential under Section 10A(2) of the Local Government Act 1993, as it deals with: commercial information of a confidential nature that would, if disclosed, prejudice the commercial position of the person who supplied it. - Provided under separate cover

2. Bush Food Walks and Weed Talks application and event plan

This matter is considered to be confidential under Section 10A(2) of the Local Government Act 1993, as it deals with: commercial information of a confidential nature that would, if disclosed, reveal a trade secret. - Provided under separate cover

RP-5 2024/25 AIRPORT FEES AND CHARGES**Author:** Zachary Wilson**Executive:** Carolyn Rodney

Summary: | The proposed Airport fees and charges for the 2024/25 financial year have been developed and are proposed to be placed on public exhibition.

Recommendation

That Council:

- a place the draft 2024/25 Airport Fees and Charges on public exhibition for a period of 28 days from 27 February 2024 to 26 March 2024 and invite public submissions during this period
- b receive a further report following the exhibition and submission period:
 - i addressing any submissions made in respect of the draft 2024/25 Airport Fees and Charges
 - ii proposing adoption of the 2024/25 Airport Fees and Charges unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period
 - iii proposing that the new Passenger Services Charges rates commence from 1 August 2024

Report

To assist with the financial sustainability of the Wagga Airport into the future, at the 13 February 2023 Council meeting, Council resolved to increase the passenger service charge by a minimum of \$2.00 (GST exclusive) each year.

That Council:

- a note the poor financial position of the Airport Reserve*
- b place the draft 2023/24 Airport Fees and Charges on public exhibition for a period of 28 days from 14 February 2023 to 14 March 2023 and invite public submissions during this period*
- c receive a further report following the exhibition and submission period:*
 - i addressing any submissions made in respect of the draft 2023/24 Airport Fees and Charges*
 - ii proposing adoption of the 2023/24 Airport Fees and Charges unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period*
 - iii proposing that the new Passenger Services Charges rates commence from 1 August 2023*
- d note that due to the Airport passenger charge base rate fee being frozen for the past five (5) financial years, each future financial year increase will be set at a minimum \$2.00 GST exclusive amount, which will assist in the financial sustainability of the Wagga Wagga Airport into the future*

The proposed increases to the passenger service charge for the 2024/25 financial year are reflective of this previous resolution of Council.

The below table provides a history on the amount charged by Council for the passenger service charge. As can be seen from this table, this rate had not been increased in the five (5) years leading up to 2023/24.

Financial Year	Base Rate (GST Exc)	Threshold Rate (GST Exc)	% Increase
2014/15	\$10.85	\$5.425	
2015/16	\$11.04	\$5.52	1.75%
2016/17 – to 28/02/17 – from 01/03/17	\$11.04 \$12.14	\$5.52 \$6.07	0.00% 9.96%
2017/18	\$12.14	\$6.07	0.00%
2018/19	\$12.36	\$6.18	1.81%
2019/20	\$12.36	\$6.18	0.00%
2020/21	\$12.36	\$6.18	0.00%
2021/22	\$12.36	\$6.18	0.00%
2022/23	\$12.36	\$6.18	0.00%
2023/24	\$14.36	\$7.18	16.18%
2024/25 Proposed	\$16.36	\$8.18	13.93%

Notification

In order for airport users to be provided with adequate notice of the change in fees and charges for the 2024/25 financial year, a three (3) month notification period is required for Airlines to enact this change. It is anticipated that the final adoption report for these fees and charges will be presented to the 8 April 2024 Council meeting, responding to any public submissions received during the public exhibition period, with the new passenger service charges to commence from 1 August 2024.

Financial Implications

As a result of the COVID-19 pandemic, the financial position of the Wagga Airport has declined significantly over the past few financial years. This impact, along with the freezing of the passenger service charge from 2018/19 to 2022/23 inclusive, has resulted in the Airport reserve being reduced to a \$0 balance as at 30 June 2023.

In order for the Airport business to return to surplus and to fund any future capital spend at the Airport, the proposed yearly minimum increase in fees and charges is required.

Policy and Legislation

POL 013 – Return on Investment Council Businesses Policy
POL 021 – Financial Reserves for Future Expenditures
POL 052 – Budget Policy

Link to Strategic Plan

Community leadership and collaboration

Objective: Wagga Wagga has strong community leadership and a shared vision for the future

Plan long term for the future of Wagga Wagga

Risk Management Issues for Council

Without adequate revenue to cover the costs of operating the Wagga Wagga Airport, the Airport will not be financially sustainable into the future and will not meet the expectations of the community.

Internal / External Consultation

If Council resolve to place the draft Airport Fees and Charges on public exhibition, the following methods of consultation will be utilised:

	Mail			Traditional Media			Community Engagement				Digital					
	Rates notices insert	Direct mail	Letterbox drop	Council news	Media release	Media opportunity	TV/radio advertising	One-on-one meeting(s)	Community meeting(s)	Stakeholder workshop(s)	Drop-in session(s)	Survey/feedback form(s)	Connect.Wagga	Email newsletter	Social media	Website
Inform		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>									<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Consult		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>									<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Involve																
Collaborate																
Other methods (please list specific details below)																

After the public exhibition period and Council’s consideration of any public submissions received, direct correspondence will be provided to the Airport users outlining Council’s decision.

Attachments

1  Draft 2024-25 Wagga Airport Fees and Charges

Item Number	Fee Name	Pricing Policy ID	Year 23/24 Last Yr Fee (incl. GST)	Fee (excl. GST)	Year 24/25 GST	Total Fee (incl. GST)	GST Applicable	Basis
Wagga Wagga City Council Council Facilities Airport								
0001	Airside Access Card – Initial	C	\$47.00	\$45.45	\$4.55	\$50.00	Y	Initial Issue
0002	Airside Access Card – Re-issue	C	\$47.00	\$45.45	\$4.55	\$50.00	Y	Replacement
0003	Authority to Drive Airside (ADA) – Initial	C	\$190.00	\$181.82	\$18.18	\$200.00	Y	Initial Issue
0004	Authority to Drive Airside (ADA) – Re-issue	C	\$47.00	\$45.45	\$4.55	\$50.00	Y	Renewal/Replacement
0005	Landing charge – fixed wing aircraft (non RPT)	D	\$16.04	\$15.31	\$1.53	\$16.84	Y	Per tonne per landing (manufacturers MTOW)
Landing charges apply to non-resident aircraft landing at Wagga Wagga Airport, but excludes RPT aircraft and operators exempted by Council.								
0006	Landing charge – rotary wing aircraft (non RPT)	D	\$8.03	\$7.67	\$0.77	\$8.43	Y	Per tonne per landing (manufacturers MTOW)
Landing charges apply to non-resident aircraft landing at Wagga Wagga Airport, but excludes RPT aircraft and operators exempted by Council.								

continued on next page ...

Item Number	Fee Name	Pricing Policy ID	Year 23/24 Last Yr Fee (incl. GST)	Fee (excl. GST)	Year 24/25 GST	Total Fee (incl. GST)	GST Applicable	Basis
0007	Landing Charge – Aircraft maintenance	D	Standard Rates per Tonne MTOW for first landing at Wagga. No landing fees for subsequent maintenance or test flights if pilots stated on CTAF that it a maintenance or test flight.				Y	Each
			Last year fee Standard Rates per Tonne MTOW for first landing at Wagga. No landing fees for subsequent maintenance or test flights if pilots stated on CTAF that it a maintenance or test flight.					
Where an aircraft is being serviced by a locally based MRO, Landing Charges will apply at the standard rate for the first landing only. No Landing Charges will be raised for subsequent maintenance or test flights.								
0008	Resident Commercial and Pilot Training Aircraft – Annual Landing Permit	D	\$389.28	\$371.58	\$37.16	\$408.74	Y	Per tonne per annum (manufacturers MTOW)
Annual permits apply to, and are valid for, the financial year commencing 1 July.								
0009	Resident Freight Aircraft – Annual Landing Permit	D	\$196.05	\$187.14	\$18.71	\$205.86	Y	Per tonne per annum (manufacturers MTOW)
Annual permits apply to, and are valid for, the financial year commencing 1 July.								
0010	Resident Private Aircraft – Annual Landing Permit	D	\$194.63	\$185.79	\$18.58	\$204.37	Y	Per tonne per annum (manufacturers MTOW)
Annual permits applicable to resident aircraft only. Resident aircraft are such aircraft that are hangared at this airport. Annual permits apply to, and are valid for, the financial year commencing 1 July.								
0011	ILS Approach	C	\$33.59	\$31.60	\$3.16	\$34.76	Y	Each
0012	ILS Precision Approach Charge > 400 approaches per year	E	\$24.19	\$22.76	\$2.28	\$25.04	Y	Each

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Item Number	Fee Name	Pricing Policy ID	Year 23/24 Last Yr Fee (incl. GST)	Fee (excl. GST)	Year 24/25 GST	Total Fee (incl. GST)	GST Applicable	Basis
0013	Passenger Service Charge – Base rate for arriving and departing passengers	C				\$18.00	Y	Passenger
						Last year fee \$15.80		
	New fee rate to commence from 1 August 2024.							
0014	Passenger Service Charge - Wagga/Sydney greater than 180,000 passengers threshold combined	E				\$9.00	Y	Passenger
						Last year fee \$7.90		
	New fee rate to commence from 1 August 2024.							
0015	Passenger Service Charge - Wagga/Melbourne greater than 6,000 passengers threshold combined	E				\$9.00	Y	Passenger
						Last year fee \$7.90		
	New fee rate to commence from 1 August 2024.							
0016	Angel Flights, Care Flight, Emergency Services and Other Not For Profit Charitable Organisation Flights	E				No Charge	Y	Each
						Last year fee No Charge		
0017	Screening Fees – Departing Passenger (excludes infants 0-24 months)	C	\$16.14	\$14.39	\$1.44	\$15.83	Y	Passenger
0018	Car Parking – Annual	D	\$1,830.00	\$1,750.00	\$175.00	\$1,925.00	Y	Annual
0019	Car Parking – Weekly	D	\$67.50	\$61.36	\$6.14	\$67.50	Y	Week
0020	Car Parking – Daily	D	\$13.50	\$12.27	\$1.23	\$13.50	Y	Day
0021	Car Parking – Hourly	D	\$2.70	\$2.45	\$0.25	\$2.70	Y	Hour
0022	Car Parking – Lost Ticket	D	\$135.00	\$122.73	\$12.27	\$135.00	Y	Each
0023	Car Park Access Card – Initial	C	\$47.00	\$45.45	\$4.55	\$50.00	Y	Initial Issue
0024	Car Park Access Card – Re-issue	C	\$47.00	\$45.45	\$4.55	\$50.00	Y	Replacement
0025	Car Rental Operators - use of Car Park	C	\$0.50	\$0.45	\$0.05	\$0.50	Y	Each Use
	To be invoiced monthly for each time the issued swipe cards are used by individual car rental operators.							
0026	Replacement for lost parking permit	D	\$85.00	\$81.82	\$8.18	\$90.00	Y	Each
0027	Vic Cards Issue	C	\$44.00	\$42.73	\$4.27	\$47.00	Y	Card Issue

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Item Number	Fee Name	Pricing Policy ID	Year 23/24 Last Yr Fee (incl. GST)	Fee (excl. GST)	Year 24/25 GST	Total Fee (incl. GST)	GST Applicable	Basis
0028	Promotional Displays	D	\$170.00	\$163.64	\$16.36	\$180.00	Y	Week
0029	Pavement Concession Application Fee	C	\$265.00	\$254.55	\$25.45	\$280.00	Y	Each
Applicable to all aircraft with an ACN of more than 20 for which a Pavement Concession is to be granted prior to the intended landing.								
0030	Pavement Concession Above Weight Charge	C	\$12.64	\$12.06	\$1.21	\$13.27	Y	Per tonne MTOW above 30 tonnes
0031	Quarterly Water Access Fee per leased site at Airport	C	\$45.00	\$50.00	\$0.00	\$50.00	N	Per leased site

RP-6 FINANCIAL PERFORMANCE REPORT AS AT 31 JANUARY 2024

Author: Carolyn Rodney

Summary: This report is for Council to consider information presented on the 2023/24 budget and Long-Term Financial Plan, and details Council's external investments and performance as at 31 January 2024.

Recommendation

That Council:

- a approve the proposed 2023/24 budget variations for the month ended 31 January 2024 and note the balanced budget position as presented in this report
- b approve the proposed budget variations to the 2023/24 Long Term Financial Plan Capital Works Program including new projects and future year timing adjustments
- c note the Responsible Accounting Officer's reports, in accordance with the *Local Government (General) Regulation 2021* (Part 9 Division 3: Clause 203) that the financial position of Council is satisfactory having regard to the original estimates of income and expenditure and the recommendations made above
- d note the details of the external investments as of 31 January 2024 in accordance with section 625 of the *Local Government Act 1993*
- e note that a detailed project and budget review paper regarding the Active Travel Plan Stage 1 project will be presented to a Council Workshop in March 2024, in advance of a Council meeting for determination.

Report

Wagga Wagga City Council (Council) forecasts a balanced budget position as of 31 January 2024.

Proposed budget variations including adjustments to the capital works program are detailed in this report for Council's consideration and adoption.

Council has experienced a positive monthly investment performance for the month of January when compared to budget (\$407,796 up on the monthly budget). This is mainly due to better than budgeted returns on Council's investment portfolio as a result of the ongoing movement in the interest rate environment, as well as a higher than anticipated investment portfolio balance.

At the 29 January 2024, Council staff advised in the monthly finance report that a detailed report on the Active Travel Plan Stage 1 project would be presented to Council during February 2024. As noted in resolution e) above, a Councillor Workshop is now planned to be held in March 2024, with a subsequent Council report to follow.

Key Performance Indicators



OPERATING INCOME

Total operating income is 55% of approved budget and is tracking slightly behind for the month of January 2024. An adjustment has been made to reflect the levy of rates that occurred at the start of the financial year. Excluding this adjustment, operating income received is 79% when compared to budget.

OPERATING EXPENSES

Total operating expenditure is 60% of approved budget and is tracking over budget at this stage of the financial year, which is due to the payment of annual one-off expenses such as rates and insurance, along with one-off commitments raised for operating projects and multi-year contracts.

CAPITAL INCOME

Total capital income is 55% of approved budget. It is important to note that the actual income from capital is influenced by the timing of the receipt of capital grants and contributions in relation to expenditure incurred on the projects.

CAPITAL EXPENDITURE

Total capital expenditure including commitments is 56% of approved budget including pending projects. Excluding commitments, the total expenditure is 30% when compared to the approved budget.

WAGGA WAGGA CITY COUNCIL
STATEMENT OF FINANCIAL PERFORMANCE
1 JULY 2023 TO 31 JANUARY 2024

CONSOLIDATED STATEMENT

	ORIGINAL BUDGET 2023/24	BUDGET ADJ 2023/24	APPROVED BUDGET 2023/24	YTD ACTUAL EXCL COMMT'S 2023/24	COMMT'S 2023/24	YTD ACTUAL + COMMT'S 2023/24	YTD % OF BUD
Revenue							
Rates & Annual Charges	(79,700,947)	0	(79,700,947)	(46,065,509)	0	(46,065,509)	58%
User Charges & Fees	(32,607,964)	1,992,180	(30,615,784)	(17,633,359)	0	(17,633,359)	58%
Other Revenues	(3,040,358)	(20,000)	(3,060,358)	(3,352,171)	0	(3,352,171)	110%
Grants & Contributions provided for Operating Purposes	(13,891,687)	(6,049,554)	(19,941,241)	(4,037,338)	0	(4,037,338)	20%
Grants & Contributions provided for Capital Purposes	(43,630,578)	(6,078,308)	(49,708,886)	(28,700,979)	0	(28,700,979)	58%
Interest & Investment Revenue	(4,873,916)	0	(4,873,916)	(5,258,429)	0	(5,258,429)	108%
Other Income	(1,564,445)	(22,667)	(1,587,112)	(1,115,459)	0	(1,115,459)	70%
Total Revenue	(179,309,895)	(10,178,349)	(189,488,244)	(106,163,244)	0	(106,163,244)	56%
Expenses							
Employee Benefits & On- Costs	56,172,711	368,830	56,541,540	30,252,794	305	30,253,098	54%
Borrowing Costs	3,363,314	0	3,363,314	2,042,463	0	2,042,463	61%
Materials & Services	41,316,274	15,128,871	56,445,145	29,608,124	8,404,450	38,012,574	67%
Depreciation & Amortisation	44,291,577	0	44,291,577	25,836,753	0	25,836,753	58%
Other Expenses	1,954,429	233,560	2,187,989	1,197,596	366,167	1,563,763	71%
Total Expenses	147,098,304	15,731,261	162,829,565	88,937,729	8,770,922	97,708,651	60%
Net Operating (Profit)/Loss	(32,211,591)	5,552,912	(26,658,679)	(17,225,515)	8,770,922	(8,454,593)	
Net Operating Result Before Capital (Profit)/Loss	11,418,987	11,631,220	23,050,207	11,475,465	8,770,922	20,246,386	
Cap/Reserve Movements							
Capital Expenditure - One Off Confirmed	33,539,246	32,185,166	65,724,412	21,439,277	19,783,289	41,222,565	63%
Capital Expenditure - Recurrent	21,649,500	8,811,449	30,460,950	6,052,805	6,962,187	13,014,992	43%
Capital Expenditure - Pending Projects	38,732,266	(37,984,161)	748,105	19,071	109,515	128,586	0%
Loan Repayments	7,523,436	0	7,523,436	3,805,338	0	3,805,338	51%
New Loan Borrowings	(10,609,635)	7,043,364	(3,566,271)	0	0	0	0%
Sale of Assets	(1,490,575)	(2,317,180)	(3,807,755)	(635,982)	0	(635,982)	17%
Net Movements Reserves	(12,841,071)	(13,291,551)	(26,132,622)	0	0	0	0%
Total Cap/Res Movements	76,503,167	(5,552,912)	70,950,256	30,680,509	26,854,991	57,535,500	
Net Result after Depreciation	44,291,577	(0)	44,291,577	13,454,994	35,625,912	49,080,907	
Add back Depreciation Expense	44,291,577	0	44,291,577	25,836,753	0	25,836,753	58%
Cash Budget (Surplus)/Deficit	0	(0)	(0)	(12,381,759)	35,625,912	23,244,154	

Years 2-10 Long Term Financial Plan (Surplus) /Deficit

Description	Budget 2024/25	Budget 2025/26	Budget 2026/27	Budget 2027/28	Budget 2028/29	Budget 2029/30	Budget 2030/31	Budget 2031/32	Budget 2032/33
Adopted Bottom Line (Surplus) / Deficit	706,102	2,769,193	2,225,767	0	0	0	0	0	(953,513)
Adopted Bottom Line Adjustments	0	0	0	0	0	0	0	0	0
Revised Bottom Line (Surplus) / Deficit	706,102	2,769,193	2,225,767	0	0	0	0	0	(953,513)

2023/24 Revised Budget Result – (Surplus) / Deficit	\$'000s
Original 2023/24 Budget Result as adopted by Council	\$0K
Total Budget Variations approved to date.	\$0K
Budget Variations for January 2024	\$0K
Proposed Revised Budget result for 31 January 2024 - (Surplus) / Deficit	\$0K

The proposed Operating and Capital Budget Variations for 31 January 2024 which affect the current 2023/24 financial year are listed below.

Budget Variation	Amount	Funding Source	Net Impact (Fav)/ Unfav
2 – Safe and Healthy Community			
Wiradjuri Walking Track Upgrade & Repair	\$145K	Civil Infrastructure Reserve (\$145K)	Nil
<p>The initial scope of work for the Wiradjuri Walking Track Upgrade and Repair was to construct a 1.8 metre standard concrete footpath adjacent to the kerb along Moorong Street. The proposed concrete footpath is crossing 11 existing driveways from commercial, heavy industrial and agriculture businesses. Following the consultation with the businesses and further assessment, the scope of the proposed concrete footpath has changed to comply with the heavy vehicle load limits at these driveways. Additional funds are requested due to the change in scope, allowance for project management and contingencies. It also needs to be noted that there have been significant cost escalations in the market since the original grant was obtained. It is proposed to fund the variation from the Civil Infrastructure Reserve.</p> <p>This will bring the total project budget to \$401,668.</p> <p>Estimated Completion: 30 June 2024</p> <p>Job Consolidations: 21777</p>			

The following 2023/24 project has been reviewed and it is being proposed to defer the majority of the budget to 2025/26 for project delivery, leaving design budgets in 2023/24 and 2024/25. There has been no change to the total budget of the project. This is due to delays with requirement for compulsory acquisition of easements.

Job No.	Project Title	2023/24 Current One-Off Confirmed	2023/24 Proposed One-Off Confirmed	2024/25 Proposed One-Off Confirmed	2025/26 Proposed One-Off Pending
50199	Sewer Pump Station SPS22 Elizabeth Avenue Forest Hill	\$1,269,795	\$30,000	\$30,000	\$1,209,795

2023/24 Capital Works Summary

Capital Works	Approved Budget	Proposed Movement	Proposed Budget
One-off	\$65,724,412	(\$1,094,795)	\$64,629,617
Recurrent	\$30,460,950	\$0	\$30,460,950
Pending	\$748,105	\$0	\$748,105
Total Capital Works	\$96,933,467	(\$1,094,795)	\$95,838,672

Current Restrictions

RESERVES SUMMARY					
31 JANUARY 2023					
	CLOSING BALANCE 2022/23	ADOPTED RESERVE TRANSFERS 2023/24	BUDGET VARIATIONS APPROVED UP TO COUNCIL MEETING 29.1.2024	PROPOSED CHANGES for Council Resolution*	BALANCE AS AT 31 JANUARY 2023
Externally Restricted					
Developer Contributions - Section 7.11	(33,518,693)	5,650,317	(2,146,653)		(30,015,029)
Developer Contributions - Section 7.12	(427,766)	(28,137)	0		(455,903)
Developer Contributions - Stormwater Section 64	(7,952,971)	461,121	(1,003,403)		(8,495,253)
Sewer Fund	(45,473,006)	(486,810)	(920,244)		(46,880,059)
Solid Waste	(28,001,560)	1,115,349	(935,606)		(27,821,816)
Specific Purpose Unexpended Grants & Contributions	(13,419,243)	0	13,419,243		0
SRV Levee Reserve	(6,316,594)	0	46,718		(6,269,877)
Stormwater Levy	(5,350,848)	3,299,121	(2,906,312)		(4,958,039)
Total Externally Restricted	(140,460,680)	10,010,962	5,553,743	0	(124,895,976)
Internally Restricted					
Additional Special Variation (ASV)	(630,214)	(304,627)	0		(934,841)
Airport	0	0	0		0
Art Gallery	(3,804)	0	0		(3,804)
Bridge Replacement	(277,544)	0	40,739		(236,805)
Buildings	(1,816,155)	222,330	255,413		(1,338,412)
CCTV	(47,471)	12,476	0		(34,995)
Cemetery	(1,246,587)	(240,585)	30,437		(1,456,735)
Civic Theatre	(127)	0	0		(127)
Civil Infrastructure	(8,750,164)	1,975,590	623,233	145,000	(6,006,341)
Council Election	(305,964)	(117,566)	0		0
Economic Development	(407,131)	0	0		(423,531)
Emergency Events Reserve	(245,427)	(91,807)	388,773		(18,358)
Employee Leave Entitlements Gen Fund	(3,604,926)	0	50,000		(287,235)
Environmental Conservation	(116,578)	0	0		(3,604,926)
Event Attraction	(969,436)	0	0		(116,578)
Financial Assistance Grants in Advance	(12,361,442)	0	728,755		(240,681)
Grant Co-Funding	(500,000)	0	0		(12,361,442)
Gravel Pit Restoration	(807,726)	13,333	0		(500,000)
Information Services	(2,419,649)	906,761	26,500		(767,892)
Insurance Variations	(50,000)	0	92,772		(1,420,116)
Internal Loans	(6,215,667)	(768,775)	0		(50,000)
Lake Albert Improvements	(127,751)	38,377	240,226		(6,744,217)
Library	(166,718)	(155,915)	0		(89,374)
Livestock Marketing Centre	(6,581,531)	1,077,258	0		(322,633)
Museum Acquisitions	(54,612)	10,000	4,194,727		(1,309,546)

	CLOSING BALANCE 2022/23	ADOPTED RESERVE TRANSFERS 2023/24	BUDGET VARIATIONS APPROVED UP TO COUNCIL MEETING 29.1.2024	PROPOSED CHANGES for Council Resolution*	BALANCE AS AT 31 JANUARY 2023
Net Zero Emissions	(309,016)	(44,492)	226,196		(127,313)
Oasis Reserve	(1,324,304)	172,650	222,748		(928,906)
Parks & Recreation Projects	(1,061,367)	(137,862)	606,268		(592,962)
Parks Water	(180,000)	(150,000)	0		(330,000)
Planning Legals	(100,000)	(20,000)	0		(120,000)
Plant Replacement	(4,023,265)	128,993	2,353,001		(1,541,272)
Project Carryovers	(6,990,324)	0	6,990,324		0
Public Art	(238,510)	30,000	159,177		(49,332)
Service Reviews	(100,000)	0	0		(100,000)
Sister Cities	(30,590)	0	0		(30,590)
Stormwater Drainage	(110,178)	0	0		(110,178)
Strategic Real Property	(1,723,844)	0	(1,787,417)		(3,511,261)
Subdivision Tree Planting	(348,173)	20,000	0		(328,173)
Unexpended External Loans	(1,870,017)	136,612	1,541,428		(191,977)
Workers Compensation	(194,670)	25,000	9,520		(160,149)
Total Internally Restricted	(66,310,882)	2,737,751	16,992,818	145,000	(46,435,312)
Total Restricted	(206,771,562)	12,748,713	22,546,561	145,000	(171,331,288)
Total Unrestricted	(11,502,000)	0	0	0	(11,502,000)
Total Cash, Cash Equivalents, and Investments	(218,273,562)	12,748,713	22,546,561	145,000	(182,833,288)

Investment Summary as at 31 January 2024

In accordance with Regulation 212 of the *Local Government (General) Regulation 2021*, details of Wagga Wagga City Council's external investments are outlined below.

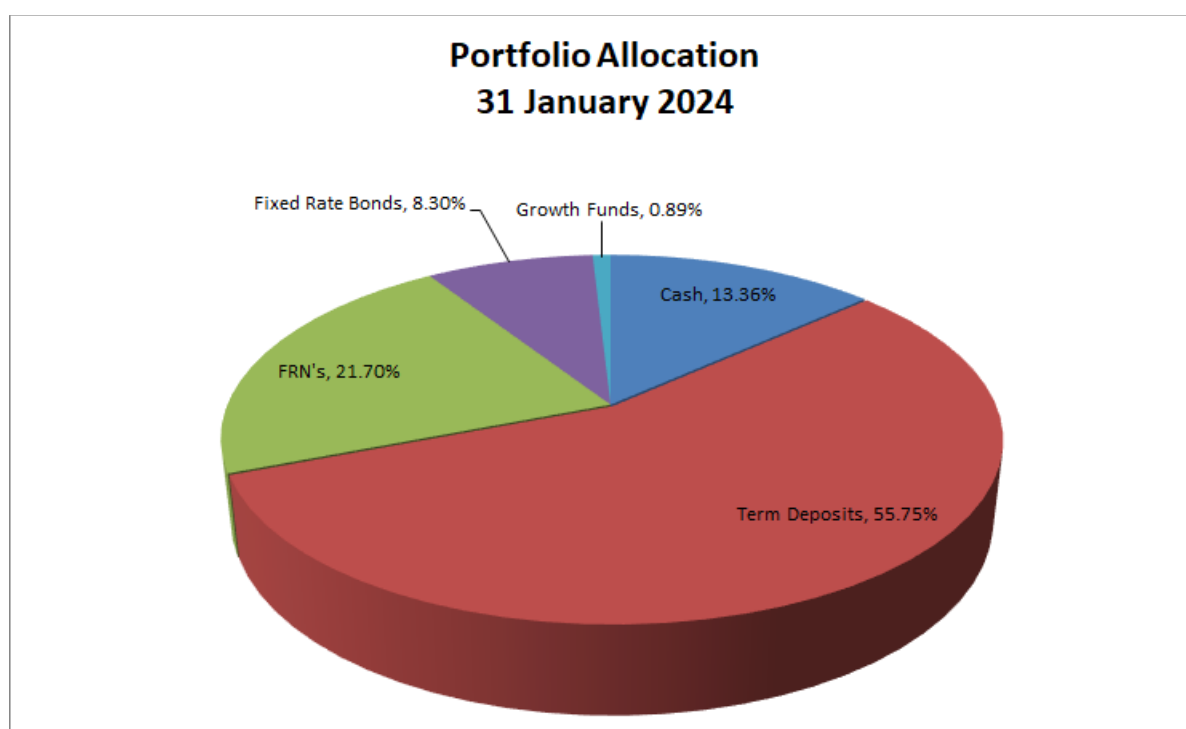
Institution	Rating	Closing Balance Invested 31/12/2023 \$	Closing Balance Invested 31/01/2024 \$	January EOM Current Yield %	January EOM % of Portfolio	Investment Date	Maturity Date	Term (mths)
At Call Accounts								
NAB	AA-	160,704	288,105	4.35%	0.13%	N/A	N/A	N/A
CBA	AA-	3,966,559	2,005,962	4.35%	0.90%	N/A	N/A	N/A
CBA	AA-	21,784,034	17,865,441	4.40%	8.03%	N/A	N/A	N/A
Macquarie Bank	A+	9,510,293	9,546,961	4.15%	4.29%	N/A	N/A	N/A
Total At Call Accounts		35,421,589	29,706,469	4.32%	13.36%			
Short Term Deposits								
AMP	BBB	1,000,000	1,000,000	5.40%	0.45%	15/11/2023	15/11/2024	12
CBA	AA-	1,000,000	0	0.00%	0.00%	30/01/2023	30/01/2024	12
Australian Military Bank	BBB+	1,000,000	1,000,000	5.06%	0.45%	24/05/2023	24/05/2024	12
Australian Unity	BBB+	1,000,000	1,000,000	5.44%	0.45%	8/06/2023	11/06/2024	12
ING Bank	A	2,000,000	2,000,000	5.62%	0.90%	26/06/2023	26/06/2024	12
ING Bank	A	2,000,000	2,000,000	5.65%	0.90%	30/06/2023	28/06/2024	12
Heritage and People's Choice	BBB+	1,000,000	1,000,000	5.80%	0.45%	10/07/2023	10/07/2024	12
CBA	AA-	2,000,000	2,000,000	5.27%	0.90%	31/08/2023	30/08/2024	12
Australian Unity	BBB+	1,000,000	1,000,000	5.49%	0.45%	27/11/2023	27/11/2024	12
Suncorp	A+	2,000,000	2,000,000	5.46%	0.90%	30/11/2023	29/11/2024	12
ING Bank	A	1,000,000	1,000,000	5.46%	0.45%	30/11/2023	29/11/2024	12
BankVic	BBB+	1,000,000	1,000,000	5.45%	0.45%	4/12/2023	4/12/2024	12
AMP	BBB	2,000,000	2,000,000	5.35%	0.90%	14/12/2023	16/12/2024	12
Australian Unity	BBB+	0	1,000,000	5.19%	0.45%	30/01/2024	30/01/2025	12
Total Short Term Deposits		18,000,000	18,000,000	5.44%	8.09%			
Medium Term Deposits								
BOQ	BBB+	2,000,000	0	0.00%	0.00%	4/01/2022	4/01/2024	24
BOQ	BBB+	1,000,000	1,000,000	3.78%	0.45%	1/06/2022	3/06/2024	24
Westpac	AA-	2,000,000	2,000,000	1.32%	0.90%	28/06/2021	29/06/2026	60
Westpac	AA-	2,000,000	2,000,000	1.80%	0.90%	15/11/2021	17/11/2025	48
ICBC	A	2,000,000	2,000,000	2.03%	0.90%	6/11/2019	6/11/2024	60
ICBC	A	2,000,000	2,000,000	1.83%	0.90%	28/11/2019	28/11/2024	60
ICBC	A	1,000,000	0	0.00%	0.00%	6/01/2020	8/01/2024	48
BOQ	BBB+	1,000,000	1,000,000	2.00%	0.45%	28/02/2020	28/02/2025	60
Police Credit Union	NR	1,000,000	1,000,000	2.20%	0.45%	1/04/2020	1/04/2025	60
ICBC	A	1,000,000	1,000,000	1.85%	0.45%	29/05/2020	29/05/2025	60
ICBC	A	1,000,000	1,000,000	1.86%	0.45%	1/06/2020	2/06/2025	60
ICBC	A	2,000,000	2,000,000	1.75%	0.90%	25/06/2020	25/06/2025	60
ICBC	A	2,000,000	2,000,000	1.75%	0.90%	25/06/2020	25/06/2025	60
ICBC	A	2,000,000	2,000,000	1.60%	0.90%	29/06/2020	28/06/2024	48
ICBC	A	3,000,000	3,000,000	5.07%	1.35%	30/06/2022	30/06/2027	60
ICBC	A	2,000,000	2,000,000	1.42%	0.90%	7/07/2020	8/07/2024	48
ICBC	A	2,000,000	2,000,000	1.50%	0.90%	17/08/2020	18/08/2025	60
BoQ	BBB+	1,000,000	1,000,000	1.25%	0.45%	7/09/2020	8/09/2025	60
BoQ	BBB+	2,000,000	2,000,000	1.25%	0.90%	14/09/2020	15/09/2025	60
NAB	AA-	1,000,000	1,000,000	5.23%	0.45%	14/09/2023	16/09/2024	12
ICBC	A	1,000,000	1,000,000	1.20%	0.45%	7/12/2020	8/12/2025	60

Institution	Rating	Closing Balance Invested 31/12/2023 \$	Closing Balance Invested 31/01/2024 \$	January EOM Current Yield %	January EOM % of Portfolio	Investment Date	Maturity Date	Term (mths)
NAB	AA-	2,000,000	2,000,000	0.95%	0.90%	29/01/2021	29/01/2026	60
NAB	AA-	1,000,000	1,000,000	1.08%	0.45%	22/02/2021	20/02/2026	60
NAB	AA-	2,000,000	2,000,000	1.25%	0.90%	3/03/2021	2/03/2026	60
NAB	AA-	2,000,000	2,000,000	1.40%	0.90%	21/06/2021	19/06/2026	60
Westpac	AA-	2,000,000	2,000,000	1.32%	0.90%	25/06/2021	25/06/2026	60
ICBC	A	1,000,000	1,000,000	1.32%	0.45%	25/08/2021	25/08/2026	60
AMP	BBB	2,000,000	2,000,000	1.00%	0.90%	18/10/2021	17/10/2024	36
Westpac	AA-	2,000,000	2,000,000	1.56%	0.90%	30/11/2021	29/11/2024	36
Westpac	AA-	2,000,000	2,000,000	2.00%	0.90%	8/02/2022	10/02/2025	36
P&N Bank	BBB	2,000,000	2,000,000	2.40%	0.90%	9/03/2022	10/03/2025	36
P&N Bank	BBB	2,000,000	2,000,000	2.00%	0.90%	10/03/2022	11/03/2024	24
MyState	BBB	2,000,000	2,000,000	2.20%	0.90%	2/03/2022	3/03/2025	36
CBA	AA-	2,000,000	2,000,000	3.28%	0.90%	26/04/2022	26/04/2024	24
CBA	AA-	2,000,000	2,000,000	3.78%	0.90%	4/05/2022	6/05/2024	24
CBA	AA-	2,000,000	2,000,000	3.99%	0.90%	4/05/2022	5/05/2025	36
ING Bank	A	1,000,000	1,000,000	3.76%	0.45%	23/05/2022	23/05/2024	24
ICBC	A	2,000,000	2,000,000	3.95%	0.90%	6/06/2022	6/06/2024	24
Australian Unity	BBB+	2,000,000	2,000,000	4.15%	0.90%	8/06/2022	11/06/2024	24
MyState	BBB	2,000,000	2,000,000	4.45%	0.90%	29/06/2022	28/06/2024	24
BoQ	BBB+	1,000,000	1,000,000	4.50%	0.45%	7/07/2022	7/07/2025	36
CBA	AA-	1,000,000	1,000,000	4.25%	0.45%	12/08/2022	12/08/2025	36
P&N Bank	BBB	3,000,000	3,000,000	4.55%	1.35%	29/08/2022	29/08/2025	36
Australian Military Bank	BBB+	2,000,000	2,000,000	4.55%	0.90%	2/09/2022	2/09/2025	36
P&N Bank	BBB	1,000,000	1,000,000	4.40%	0.45%	9/09/2022	9/09/2025	36
BoQ	BBB+	1,000,000	1,000,000	4.70%	0.45%	4/10/2022	4/10/2024	24
AMP	BBB	2,000,000	2,000,000	4.95%	0.90%	21/10/2022	21/10/2024	24
ICBC	A	2,000,000	2,000,000	5.20%	0.90%	21/10/2022	21/10/2025	36
AMP	BBB	1,000,000	1,000,000	4.75%	0.45%	15/11/2022	14/11/2024	24
AMP	BBB	1,000,000	1,000,000	4.80%	0.45%	21/11/2022	20/11/2025	36
P&N Bank	BBB	2,000,000	2,000,000	4.75%	0.90%	16/12/2022	16/12/2024	24
Police Credit Union	NR	2,000,000	2,000,000	5.04%	0.90%	15/02/2023	17/02/2025	24
Police Credit Union	NR	2,000,000	2,000,000	4.94%	0.90%	14/03/2023	14/03/2025	24
P&N Bank	BBB	2,000,000	2,000,000	5.00%	0.90%	14/03/2023	15/03/2027	48
Hume Bank	BBB+	2,000,000	2,000,000	4.75%	0.90%	31/03/2023	31/03/2025	24
Auswide	BBB	2,000,000	2,000,000	4.95%	0.90%	13/04/2023	13/04/2026	36
P&N Bank	BBB	2,000,000	2,000,000	5.20%	0.90%	20/04/2023	20/04/2027	48
P&N Bank	BBB	1,000,000	1,000,000	5.20%	0.45%	26/05/2023	26/05/2026	36
ING Bank	A	2,000,000	2,000,000	5.37%	0.90%	21/08/2023	21/08/2025	24
P&N Bank	BBB	1,000,000	1,000,000	5.45%	0.45%	30/11/2023	28/11/2025	24
ING Bank	A	2,000,000	2,000,000	5.20%	0.90%	14/12/2023	15/12/2025	24
ING Bank	A	0	2,000,000	5.14%	0.90%	3/01/2024	5/01/2026	24
P&N Bank	BBB	0	2,000,000	5.10%	0.90%	4/01/2024	4/01/2027	36
Suncorp	A+	0	1,000,000	5.08%	0.45%	8/01/2024	8/01/2026	24
Total Medium Term Deposits		104,000,000	106,000,000	3.30%	47.66%			
Floating Rate Notes - Senior Debt								
Westpac	AA-	2,522,410	2,534,028	BBSW + 88	1.14%	16/05/2019	16/08/2024	63
Suncorp	A+	1,261,459	1,251,432	BBSW + 78	0.56%	30/07/2019	30/07/2024	60
ANZ	AA-	2,012,845	2,022,241	BBSW + 77	0.91%	29/08/2019	29/08/2024	60
HSBC	AA-	2,506,012	2,517,982	BBSW + 83	1.13%	27/09/2019	27/09/2024	60

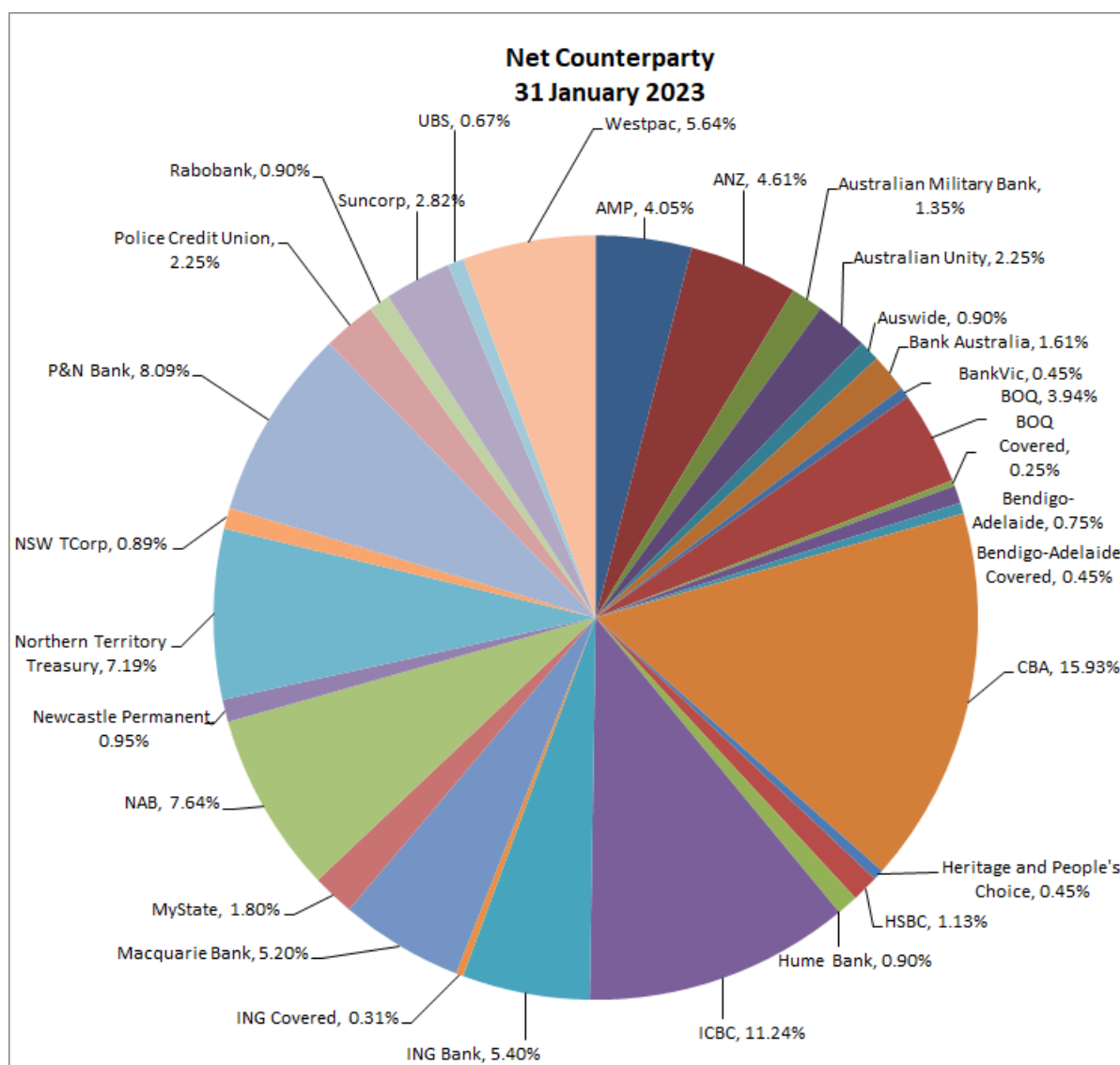
Institution	Rating	Closing Balance Invested 31/12/2023 \$	Closing Balance Invested 31/01/2024 \$	January EOM Current Yield %	January EOM % of Portfolio	Investment Date	Maturity Date	Term (mths)
ANZ	AA-	1,518,636	1,507,409	BBSW + 76	0.68%	16/01/2020	16/01/2025	60
NAB	AA-	2,023,875	2,008,469	BBSW + 77	0.90%	21/01/2020	21/01/2025	60
Newcastle Permanent	BBB	1,107,533	1,113,455	BBSW + 112	0.50%	4/02/2020	4/02/2025	60
Macquarie Bank	A+	2,017,499	2,027,693	BBSW + 84	0.91%	12/02/2020	12/02/2025	60
BOQ Covered	AAA	555,949	558,580	BBSW + 107	0.25%	14/05/2020	14/05/2025	60
UBS	A+	1,510,992	1,500,048	BBSW + 87	0.67%	30/07/2020	30/07/2025	60
CBA	AA-	2,013,900	2,000,110	BBSW + 70	0.90%	14/01/2022	14/01/2027	60
Rabobank	A+	2,007,308	1,992,628	BBSW + 73	0.90%	27/01/2022	27/01/2027	60
Newcastle Permanent	BBB	990,780	997,358	BBSW + 100	0.45%	10/02/2022	10/02/2027	60
NAB	AA-	2,404,766	2,416,955	BBSW + 72	1.09%	25/02/2022	25/02/2027	60
Bendigo-Adelaide	BBB+	1,654,853	1,663,729	BBSW + 98	0.75%	17/03/2022	17/03/2025	36
ANZ	AA-	2,023,732	2,032,979	BBSW + 97	0.91%	12/05/2022	12/05/2027	60
NAB	AA-	1,714,951	1,723,266	BBSW + 90	0.77%	30/05/2022	30/05/2025	36
Suncorp	A+	906,873	911,571	BBSW + 93	0.41%	22/08/2022	22/08/2025	36
ANZ	AA-	2,551,227	2,562,475	BBSW + 120	1.15%	4/11/2022	4/11/2027	60
NAB	AA-	2,543,831	2,554,376	BBSW + 120	1.15%	25/11/2022	25/11/2027	60
Suncorp	A+	1,108,482	1,113,900	BBSW + 125	0.50%	14/12/2022	14/12/2027	60
CBA	AA-	2,042,389	2,024,489	BBSW + 115	0.91%	13/01/2023	13/01/2028	60
Bank Australia	BBB	1,917,934	1,927,802	BBSW + 155	0.87%	22/02/2023	22/02/2027	48
Bendigo-Adelaide Covered	AAA	1,002,999	1,008,409	BBSW + 115	0.45%	16/06/2023	16/06/2028	60
CBA	AA-	2,520,677	2,532,468	BBSW + 95	1.14%	17/08/2023	17/08/2028	60
ANZ	AA-	2,107,513	2,117,516	BBSW + 93	0.95%	11/09/2023	11/09/2028	60
Bank Australia	BBB	1,666,942	1,652,490	BBSW + 150	0.74%	30/10/2023	30/10/2026	36
Total Floating Rate Notes - Senior Debt		48,216,368	48,273,858		21.70%			
Fixed Rate Bonds								
ING Covered	AAA	687,832	690,549	1.10%	0.31%	19/08/2021	19/08/2026	60
Northern Territory Treasury	AA-	3,000,000	3,000,000	1.00%	1.35%	24/08/2021	16/12/2024	40
Northern Territory Treasury	AA-	3,000,000	3,000,000	1.50%	1.35%	24/08/2021	15/12/2026	64
BoQ	BBB+	1,758,219	1,766,996	2.10%	0.79%	27/10/2021	27/10/2026	60
Northern Territory Treasury	AA-	2,000,000	2,000,000	1.50%	0.90%	6/08/2021	15/12/2026	64
Northern Territory Treasury	AA-	1,000,000	1,000,000	1.50%	0.45%	14/07/2021	15/12/2026	65
Northern Territory Treasury	AA-	2,000,000	2,000,000	1.30%	0.90%	29/04/2021	15/06/2026	61
Northern Territory Treasury	AA-	2,000,000	2,000,000	1.00%	0.90%	30/11/2020	15/12/2025	60
Northern Territory Treasury	AA-	1,000,000	1,000,000	1.00%	0.45%	20/11/2020	15/12/2025	61
Northern Territory Treasury	AA-	2,000,000	2,000,000	1.00%	0.90%	21/10/2020	15/12/2025	62
Total Fixed Rate Bonds		18,446,051	18,457,545	1.30%	8.30%			
Managed Funds								
NSW Tcorp	NR	1,951,560	1,979,237	1.42%	0.89%	17/03/2014	1/01/2029	177
Total Managed Funds		1,951,560	1,979,237	1.42%	0.89%			

Institution	Rating	Closing Balance Invested 31/12/2023 \$	Closing Balance Invested 31/01/2024 \$	January EOM Current Yield %	January EOM % of Portfolio	Investment Date	Maturity Date	Term (mths)
TOTAL CASH ASSETS, CASH EQUIVALENTS & INVESTMENTS		226,035,568	222,417,109		100.00%			
LESS: RIVERINA REGIONAL LIBRARY (RRL) CASH AT BANK		2,503,802	2,501,300					
TOTAL WWCC CASH ASSETS, CASH EQUIVALENTS & INVESTMENTS		223,531,766	219,915,809					

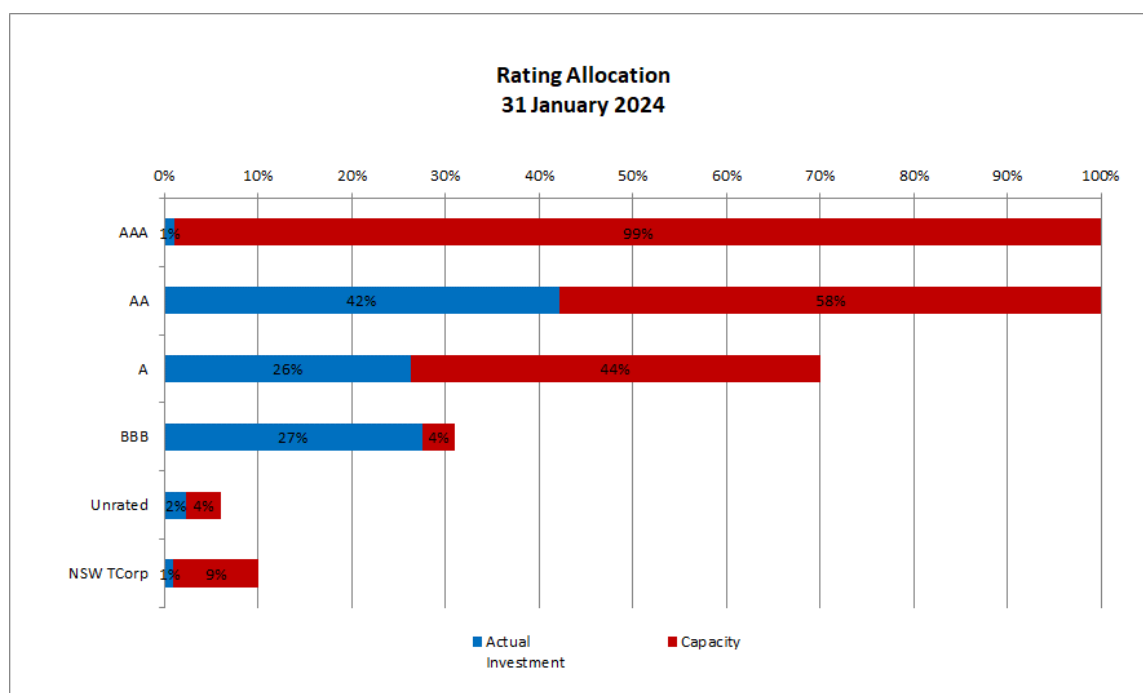
Council's investment portfolio is dominated by Term Deposits, equating to approximately 56% of the portfolio across a broad range of counterparties. Cash equates to 13%, with Floating Rate Notes (FRNs) around 22%, fixed rate bonds around 8% and growth funds around 1% of the portfolio.



Council's investment portfolio is well diversified in complying assets across the entire credit spectrum. It is also well diversified from a rating perspective. Credit quality is diversified and is predominately invested amongst the investment grade Authorised Deposit-Taking Institutions (ADIs) (being BBB- or higher), with a smaller allocation to unrated ADIs.



All investments are within the defined Policy limits, as outlined in the Rating Allocation chart below:



Investment Portfolio Balance

Council's investment portfolio balance decreased over the past month, down from \$223.53M to \$219.92M.

	Closing Balance Invested 30/11/2023 \$	Closing Balance Invested 31/12/2023 \$	Closing Balance Invested 31/01/2024 \$
TOTAL WWCC CASH ASSETS, CASH EQUIVALENTS & INVESTMENTS	231,370,381	223,531,766	219,915,809

Monthly Investment Movements

Redemptions/Sales – Council redeemed the following investment securities during January 2024:

Institution and Type	Amount	Investment Term	Interest Rate	Comments
Bank of Queensland (BBB+) Term Deposit	\$2M	2 years	1.25%	This term deposit was redeemed on maturity and these funds were reinvested in a new 2-year ING Bank term deposit (as below).
ICBC (A) Term Deposit	\$1M	4 years	1.75%	This term deposit was redeemed on maturity and these funds were reinvested in a new 2-year Suncorp Bank term deposit (as below).
CBA (AA-) Term Deposit	\$1M	12 months	4.69%	This term deposit was redeemed on maturity and these funds were reinvested in a new 12-month Australian Unity Bank term deposit (as below).

New Investments – Council purchased the following investment securities during January 2024:

Institution and Type	Amount	Investment Term	Interest Rate	Comments
ING Bank (A) Term Deposit	\$2M	2 years	5.14%	The ING Bank rate of 5.14% compared favourably to the rest of the market for this term. The next best rate for this term was 4.92%.
P&N Bank (BBB) Term Deposit	\$2M	3 years	5.10%	The P&N Bank rate of 5.10% compared favourably to the rest of the market for this term. The next best rate for this term was 5.30%.

Institution and Type	Amount	Investment Term	Interest Rate	Comments
Suncorp Bank (A+) Term Deposit	\$1M	2 years	5.08%	The Suncorp Bank rate of 5.08% compared favourably to the rest of the market for this term. The next best rate for this term was 4.96%.
Australian Unity Bank (BBB+) Term Deposit	\$1M	12 months	5.19%	The Australian Unity Bank rate of 5.19% compared favourably to the rest of the market for this term. The next best rate for this term was 5.17%.

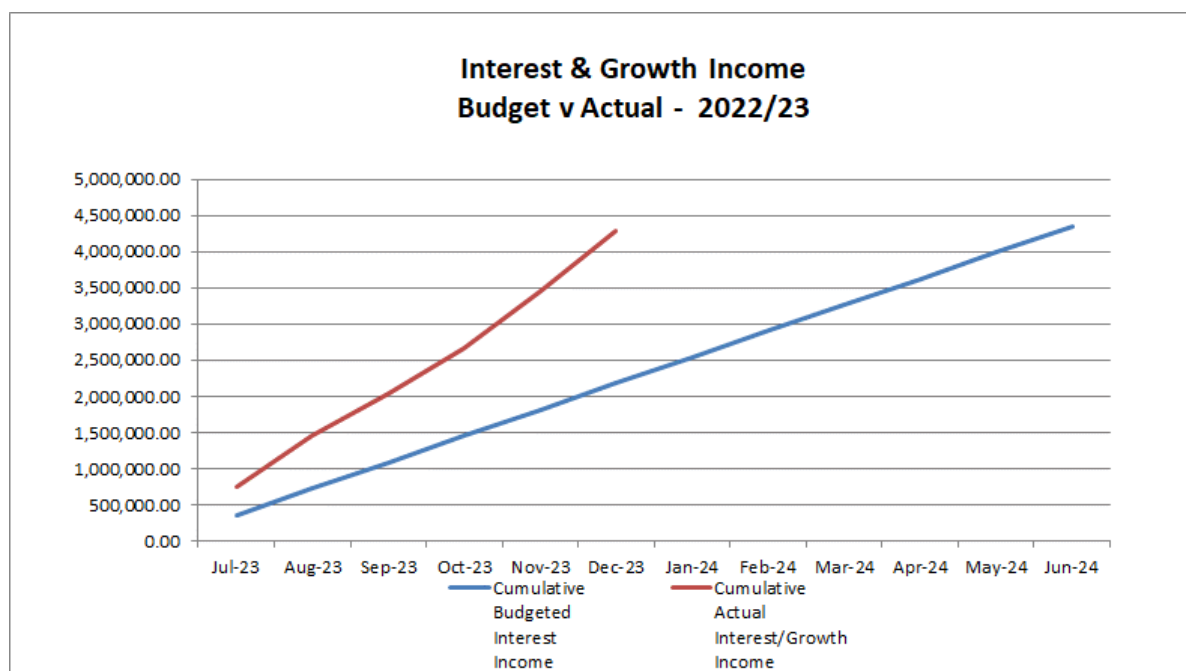
Rollovers – Council did not roll over any investment securities during January 2024.

Monthly Investment Performance

Interest/growth/capital gains/(losses) for the month totalled \$792,661, which compares favourably with the budget for the period of \$384,865 - outperforming budget for the month by \$407,796.

Council's outperformance to budget for January is mainly due to better than budgeted returns on Council's investment portfolio as well as a higher than anticipated investment portfolio balance. This is a result of the ongoing movements in the cash rate made by the Reserve Bank of Australia, with the latest increase in early November 2023 bringing the cash rate to 4.35% from a record low of 0.10% in April 2022.

Council experienced a positive return on its NSW T-Corp Managed Fund for the month of January, with the fund returning +1.42% (or +\$27,677) as domestic (+1.19%) and international (+1.20%) shares showed modest gains for the month.



In comparison to the AusBond Bank Bill Index* of 4.44% (annualised), Council's investment portfolio returned 3.96% (annualised) for the month of January. This underperformance against the benchmark for the month is mainly due to lower returns

on fixed deposits and bonds due to a proportion of these being locked in prior to the unexpected RBA rate hikes, as well as aggressive increases in the AusBond Bank Bill index due to the current interest rate environment. On Cash and At-Call accounts returned 4.35% (annualised) for the month. These funds are utilised for daily cash flow management and need to be available to meet operating and contractual payments as they fall due.

Over the past year, Council's investment portfolio has returned 3.55%, marginally underperforming the AusBond Bank Bill index by -0.44%. Council's investment portfolio has continued to outperform the AusBond Bank Bill Index* over the longer-term time period, returning 2.34% per annum over the past 3 years – outperforming the benchmark by 0.51% over this time.

Performance	1 month	3 months	6 months	FYTD	1 year	2 years	3 years
Official Cash Rate	0.36%	1.08%	2.11%	2.46%	4.00%	2.77%	1.88%
AusBond Bank Bill Index	0.37%	1.09%	2.15%	2.53%	4.00%	2.75%	1.83%
Council's Cash	0.36%	1.07%	2.10%	2.45%	3.98%	2.80%	1.94%
Council's T/D	0.31%	0.89%	1.74%	2.01%	3.22%	2.68%	2.39%
Council's FRN	0.46%	1.35%	2.69%	3.13%	5.03%	3.82%	2.93%
Council's Bonds	0.11%	0.33%	0.66%	0.77%	1.31%	1.31%	1.26%
Council's TCorp LTGF	1.42%	8.48%	4.18%	6.02%	9.66%	2.95%	5.67%
Council's Portfolio	0.33%	1.00%	1.88%	2.19%	3.55%	2.79%	2.34%
Relative Performance	-0.04%	-0.09%	-0.27%	-0.34%	-0.44%	0.04%	0.51%

* The AusBond Bank Bill Index is the leading benchmark for the Australian fixed income market. It is interpolated from the RBA Cash rate, 1 month and 3-month Bank Bill Swap rates.

Report by Responsible Accounting Officer

I hereby certify that all of the above investments have been made in accordance with the provision of Section 625 of the *Local Government Act 1993* and the regulations there under, and in accordance with the Investment Policy adopted by Council on 11 December 2023.

Carolyn Rodney
Responsible Accounting Officer

Policy and Legislation

Budget variations are reported in accordance with Council's *POL 052 Budget Policy*.

Investments are reported in accordance with Council's *POL 075 Investment Policy*.

Local Government Act 1993

Section 625 - How may councils invest?

Local Government (General) Regulation 2021

Section 212 - Reports on council investments

Link to Strategic Plan

Community Leadership and Collaboration

Objective: We have strong leadership

Outcome: We are accountable and transparent

Risk Management Issues for Council

This report is a control mechanism that assists in addressing the following potential risks to Council:

- Loss of investment income or capital resulting from ongoing management of investments, especially during difficult economic times
- Failure to demonstrate to the community that its funds are being expended in an efficient and effective manner

Internal / External Consultation

All relevant areas within Council have consulted with the Finance Division in relation to the budget variations listed in this report.

The Finance Division has consulted with relevant external parties to confirm Council's investment portfolio balances.

Attachments

1.  Capital Works Program 2023/24 to 2032/33

LONG TERM FINANCIAL PLAN ONE-OFF CAPITAL PROJECTS - 2023/24 - 2032/33 AS AT 31 JANUARY 2024

				66,472,517	748,105	65,724,412	58,392,911	68,420,169	32,240,078	18,294,398	15,258,879	15,063,915	7,265,304	861,142	8,585,460
Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
1	21577	54 Johnson Street Property Acquisition	Buildings Reserve \$111,328 + Eastern Riverina Arts Contribution \$40,000	151,328		151,328									
2	18812	Active Travel Plan - Stage 1 - TT26	Grant (Crown Finance Restart) \$2,049,911 + \$7.11 \$262,714	1,612,626		1,612,626	700,000								
3	21130	Active Travel Plan - Stage 2	Grant (Transport for NSW)	162,343		162,343									
4	21931	Active Travel Plan - Stage 3	Transport for NSW Grant \$606,575 + Section 7.11 Reserve \$194,935 + Parks & Recreation Reserve \$156,033	807,543		807,543	150,000								
5	21620	Active Travel Research Project	Grant (Sydney University)	10,524		10,524									
6	47288	Airport - Bays 1-3 Upgrade	External Borrowings (Future Years Loan Repayments funded from Airport/Internal Loans Reserve)				500,000								
7	47328	Airport - Light Aircraft Precinct Required Works	Internal Loans Reserve (Future Years Loan Repayments funded from Airport/Internal Loans Reserve)				57,006								
8	47192	Airport - Redevelop terminal - Internal Baggage Claim and Retail Section	\$8,523,197 Grant (TBC) + \$27,763 Airport/Internal Loans Reserve					8,550,960							
9	47283	Airport - Runway Lighting Upgrade	External Borrowings (Future Years Loan Repayments funded from Airport/Internal Loans Reserve)					2,000,000							
10	47323	Airport Ancillary Land Acquisition	Internal Loans Reserve (payback from Airport/Internal Loans Reserve)				304,399								
11	50427	Alan Turner Depot Office Works	Sewer Reserve	19,104		19,104									
12	22224	Alan Turner Depot Outdoor Seating/ Amenities Block	GPR	5,000		5,000									
13	22223	Alan Turner Depot Security Gate Main Entry/Exit	Civil Infrastructure Reserve	114,779		114,779									
14	22138	Alan Turner Depot Washbay Waste/Oil Separator & Pit	Plant Replacement Reserve	83,887		83,887									
15	22222	Alan Turner Depot Worker on Foot Upgrade	Civil Infrastructure Reserve	343,358		343,358									
16	15082	Amundsen Bridge Construction - TT6	External Borrowings (Future Years Loan Repayments less 50% LCL) Subsidy funded from \$7.11)				1,116,027								
17	22203	Apex Park Playground Climbing Net Replacement	Parks & Recreation Reserve	44,914		44,914									

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
18	21275	Bakers Lane Widening + Intersection Upgrades - TT5	\$7.11	397,678		397,678									
19	22195	Bill Jacobs Athletics Centre Lighting Upgrade	NSW Stronger Country Communities Round 5	293,984		293,984	293,984								
20	21624	Bolton Park Stadium Repairs & upgrades	Parks & Recreation Reserve	25,442		25,442									
21	17760	Bolton Park Precinct Upgrade - ROS15	External Borrowings \$1,496,581 (Future Years Loan Repayments funded from GPR) + \$7.11 \$4,205,361 + Grant (TBC) \$25,902,307					10,000,000	10,000,000	11,604,249					
22	19628	Boorooma St Upgrade - TT28	\$7.11					4,404,284							
23	15083	Boorooma Street Slip Lane into Boorooma West - (2006-19 Plan)	\$7.11					292,759							
24	19546	Botanic Gardens Zoo - Stage 2 CCTV	GPR	9,951		9,951									
25	21274	Bourke Street and Bourkelands Drive Intersection Upgrade	\$7.11	95,992		95,992									
26	22825	Bus Shelter Installations	Transport for NSW Grant	34,500		34,500									
27	22226	Civic Theatre - Balcony Retiling & Waterproofing	GPR				165,000								
28	22225	Civic Theatre - External Wall Cladding (Stage 2)	Buildings Reserve	205,000		205,000									
29	22227	Civic Theatre - Internal Stage Safe Working at Heights System	Civic Theatre Reserve	73,000		73,000									
30	19566	Civic Theatre - Replacement of Overhead Stage Lights with Digital Lights	Internal Loans Reserve (Future Years payback from Civic Theatre Reserve) \$70,000 + ClubsGrant Funding \$90,000 + \$20,000 GPR	180,000		180,000									
31	17749	Community Amenties - Gissing Oval	GPR \$256,633 + NSW Government Office of Sport \$500,000	756,633		756,633									
32	38639	Copland St Industrial Area - Stormwater Drainage Upgrade	Old S94 Reserve \$85,262 + Contribution \$92,358 + Stormwater DSP \$374,329 + S64 Reserve \$107,282				107,282	551,949							
33	21816	Cremator Brickworks Reline	Cemetery Reserve	30,437		30,437									
34	22246	Destination Electric Vehicle (EV) Charger Installation	NSW Office of Energy and Climate Change Grant \$18,179	18,179		18,179									
35	21348	Dobney Avenue & Pearson Street Pavement Rehabilitation	Grant (TFNSW - Fixing Local Roads) \$467,928.97 + Civil Infrastructure Reserve \$154,796	622,725		622,725									
36	21476	Duke of Kent Community Building	Strategic Real Property Reserve	190,510		190,510									

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
37	13684	Dunns Road - Roads and Traffic Facilities Upgrade	Grant \$4,013,051 (Dept Infrastructure, Transport, Regional Dev & Local Gov) + External Borrowings \$1,732,297 (Future Years Loan Repayments funded from GPR) + Grant \$400,000 (LRCl Phase 4)	6,387,349		6,387,349									
38	19647	Estella New Local Park (west Rainbow Drive) Embellishment - ROS1 + LA1 (Land Acquisition)	S7.11				1,363,837	1,363,838							
39	22330	Estella Road Upgrade	Grant TBC \$700,000 (Fixing Local Roads)					700,000							
40	19590	Euberta Hall & Sportsground Water Bore & Irrigation System	GPR	41,971		41,971									
41	22232	Farrer Road Upgrade - TT4	S7.11												3,481,529
42	19618	Footpaths - Boorooma, Estella & Gobbagombalin - TT17	S7.11 \$255,319 + Grant (TBC) \$1,146,999				1,146,999	255,319							
43	19619	Footpaths - Bourkelands & Lloyd - TT18	S7.11 \$352,763 + Grant (TBC) \$1,738,250						2,091,013						
44	19620	Footpaths - Central & North Wagga - TT19	S7.11 \$69,694 + Grant (TBC) \$329,180				329,180	69,694							
45	19622	Footpaths - Forest Hill - TT21	S7.11 \$208,725 + Grant (TBC) \$936,160						1,144,885						
46	19623	Footpaths - Koorinal - TT22	S7.11 \$152,835 + Grant (TBC) \$587,374						740,209						
47	19625	Footpaths - Mount Austin, Tolland & Turvey Park - TT24	S7.11 \$282,210 + Grant (TBC) \$1,234,135						1,516,345						
48	19678	Forest Hill Upgrade Local Park - ROS16	S7.11						216,200						
49	22613	Glass Gallery Lift Control Upgrade	Buildings Reserve	70,000		70,000									
50	12922	Glenfield Road Corridor Works - TT1	S7.11 \$9,939,326 + External Borrowings \$9,220,792 funded from (Future year repayments funded from S7.11)				71,950	3,202,219	1,471,429	1,837,926		7,192,279	725,384		4,658,931
51	18738	Glenfield Road Drain Remediation	Stormwater DSP \$1,014,490 + Stormwater Levy \$420,047	99,490		99,490	1,335,047								
52	19649	Gobbagombalin - 2 local parks - ROS3 + LA3 (Land Acquisition)	S7.11				312,510								
53	19648	Gobbagombalin Nth (Harris Road) Park Embellishment - ROS2	S7.11	196,679		196,679									
54	19534	Gobbagombalin Stormwater Infrastructure	Stormwater DSP	185,591		185,591									

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
55	19604	Gregadoo Road Corridor Works - TT7	22/23 (External Borrowings \$1,693,040 - Future Years Loan Repayments less 50% LCLI Subsidy funded from \$7.11 + Civil Infrastructure Reserve \$994,661) + 25/26 - 26/27 \$1,544,450 External Borrowings (Future Years Loan Repayments funded from \$7.11)	2,687,701		2,687,701		772,225	772,225						
56	70195	GWMC - Cell Extension	Solid Waste Reserve	200,000		200,000	1,800,000								
57	70164	GWMC - Construction of a new Waste Cell	Solid Waste Reserve \$9,002,545 + Grant (NSW EPA) \$900,000	1,430,322		1,430,322	2,119,281				6,352,942				
58	70147	GWMC - Domestic Precinct (Transfer Station, Office Relocation, Roadworks)	Solid Waste Reserve				401,142	3,254,395	3,254,395		601,670				
59	70135	GWMC - Gas Capture Network Expansion & Gas Powered Evaporator	Solid Waste Reserve				1,769,728	300,000		327,000			356,430		
60	70178	GWMC - Construction of a new Monocell	Solid Waste Reserve \$2,758,371 + Grant (NSW EPA) \$900,000				1,829,186	1,829,186					2,600,000		
61	70105	GWMC - Organic Processing Plant	Solid Waste Reserve						199,077						
62	70101	GWMC - Road Rehabilitation	Solid Waste Reserve	498,333		498,333									
63	70168	GWMC Plant Shed	Solid Waste Reserve					2,360,646							
64	70169	GWMC Waste to Energy (Solution)	Solid Waste Reserve									5,000,000			
65	19668	Harris Road to Open Space - ROS13	External Borrowings (Future Years Loans Repayments less 50% LCLI Subsidy funded from \$7.11)	70,844		70,844									
66	21791	Humula Infrastructure Upgrade	Grant (Dept Industry, Science, Energy & Resources)	106,541		106,541									
67	22322	Improved Pedestrian Access in Turvey Park	Grant (Labor)	35,000		35,000									
68	21855	Incarnie Crescent Stormwater Augmentation	Grant (Department of Industry) \$219,690 + Stormwater Levy Reserve \$219,690	439,380		439,380									
69	21089	Jim Elphick Tennis Centre - ROS15	\$7.11 \$1,942,896 + Contribution Tennis NSW \$1,232,595 + State Government Grant (Multi-Sport Community Facility Fund) \$4,930,401	4,997,359		4,997,359	4,052,946								
70	19669	Jubilee Oval - Community Meeting Space - ROS14	\$7.11					384,750							
71	12941	Jubilee Oval to Red Hill Rd - Wagga West DSP Area - Implement Stormwater Drainage Improvements	External Borrowings (Future Years Loan Repayments less 50% LCLI Subsidy funded from Stormwater DSP)	6,971		6,971	289,018								

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
72	19664	Jubilee Park - Athletics Park Upgrade - ROS10	\$7.11 \$1,552,223 + State Government Grant (Multi-Sport Community Facility Fund) \$2,704,439 + Parks & Recreation Reserve \$246,740	4,503,402		4,503,402									
73	19382	Jubilee Park - Replace existing synthetic surfaces at the Jubilee Park Hockey Complex	Hockey Assoc Contrib \$205,000 + External Borrowings \$195,000 (Future Years Loan Repayments funded from GPR)					400,000							
74	22193	Keajura Road - Fixing Local Roads	R2R \$333,071 + Fixing Local Roads \$1,332,282	1,665,209		1,665,209									
75	18638	Lake Albert - Raising Water Level	\$189,546 Internal Loans Reserve + \$7,000,000 Grant (TBC)	189,546		189,546	3,500,000	3,500,000							
76	14048	Lawn Cemetery & Crematorium Office Refurbishment	Cemetery Reserve					500,000							
77	21273	Lawn Cemetery Master Plan Stage 2A Works - New burial area, outdoor chapel and water feature	External Borrowings (Future Years Loan Repayments funded from Cemetery Reserve)	73,784		73,784	675,000								
78	17866	Levee System Upgrade - North Wagga (1 in 20)	Special Rate Variation (SRV) Reserve \$2.604M + Grant (TBC) \$5.816M				1,000,000	7,419,811							
79	19661	Lloyd Establish 3 Local Parks - ROS5 + LA4 (Deakin Ave) + LA5 (Barton Ave) + LA6 (Central Lloyd) - Land Acquisitions	23/24 \$7.11 \$2,105,833 + 24/25 External Borrowings \$2,401,850 (Future Years Loan repayments funded from \$7.11)	567,208		567,208	1,538,625	2,401,850							
80	45131	LMC - Cattle Delivery Yard Rehabilitation	LMC Reserve	400,000		400,000									
81	45089	LMC - CCTV & security (partial)	LMC Reserve				41,734								
82	45121	LMC - Clean, fill and landscape all new works areas	LMC Reserve	85,000		85,000									
83	45096	LMC - New circulating road (partial)	LMC Reserve	50,000		50,000	1,018,346	1,018,346							
84	45133	LMC - Realign Sheep and Cattle Draft Ramps	LMC Reserve	4,012,994		4,012,994									
85	45125	LMC - Refurbish agents offices and canteen	LMC Reserve							500,000					
86	45124	LMC - Replace existing cattle/sheep delivery ramps	LMC Reserve						1,300,000						
87	45122	LMC - Reseal existing internal road network	LMC Reserve				650,000								
88	45111	LMC - Resurface Existing Sheep Yards	LMC Reserve	767,579		767,579									
89	45126	LMC - Road Train facilities	LMC Reserve								1,800,000				

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
90	45128	LMC - Sheep & Goat Electronic (EID) System Feasibility Study	LMC Reserve	750,000		750,000	750,000								
91	45049	LMC - Treatment of Re-use Water	LMC Reserve	355,269		355,269									
92	45127	LMC - Waste to Energy	LMC Reserve				3,500,000								
93	22379	Local Government Recovery Grant	Grant (NSW Government) \$996,497 + GPR \$30,000	338,744		338,744	687,753								
94	22694	Local Roads Community Infrastructure Round 4	Grant (LRCI Phase 4) \$2,833,589 + \$20,000 GPR + Sewer Reserve \$250,000 + \$40,000 Block	2,140,700		2,140,700	1,002,889								
95	22324	Local Road Repair Program Funding Phase 2	Grant (Labor)	2,400,000		2,400,000	2,804,143	350,000	350,000						
96	19736	Lord Baden Powell Drive Redevelopment	Grant (Dept Industry, Science, Energy & Resources) \$2,323,233 + Stormwater Levy Reserve \$130,000	2,453,233		2,453,233									
97	21778	Mangoplah Recreation Reserve Amenities Upgrade	Grant (Crown Reserve Improvement Fund)	119,054		119,054									
98	19662	McDonalds Parks - Establish 2nd Rugby League Field - ROS6	\$7.11				939,550								
99	22342	Mortimer Place Traffic Works	Contribution \$4,347 + GPR \$45,000	49,347		49,347									
100	21797	MPS Sports Court Recoat	2027/28 GPR \$40,000							40,000					
101	18796	Northern Sporting Precinct - Sports grounds and play equipment (Peter Hastie Oval Works) - ROS11 + LA4 (Land Acquisition)	External Borrowings (Future Years Loan Repayments less 50% LCI Subsidy funded from \$7.11 + Building Reserve + GPR)	264,946		264,946	5,258,854								
102	28174	Oasis - 25m & Program Pool Covers & Rollers Replacement	GPR							70,000					
103	28183	Oasis - 25m, Program & Leisure Pool Expansion Joints Replacement	GPR									125,000			
104	28190	Oasis - 25m Pool Dive Starting Blocks	GPR								48,000				
105	28150	Oasis - 25m Pool Lane Ropes & Lane Storage Rollers Replacement	GPR					34,441							
106	28181	Oasis - 50m Pool & Grandstand Concourse Resurfacing	GPR							175,000					
107	28154	Oasis - 50m & Dive Pool Bulkhead Tiles Upgrade	GPR	40,270		40,270									
108	28153	Oasis - 50m & Dive Pool Expansion Joints Replacement	GPR					79,790							

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
109	28147	Oasis - 50m Pool Covers & Rollers Replacement	GPR											85,992	
110	28177	Oasis - 50m Pool Dive Starting Blocks	GPR						42,000						
111	28170	Oasis - 50m Pool Flood Lights	GPR						80,000						
112	28123	Oasis - 50m Pool Heating System Solar & Gas Boiler	GPR								275,000				
113	28172	Oasis - 50m Pool Lane Ropes & Lane Storage Rollers Replacement	GPR						85,000						
114	28179	Oasis - 50m Pool Shade covers deep end of pool	GPR						290,000						
115	28185	Oasis - 50m Pool Shade covers western side	Oasis Reserve						390,000						
116	28072	Oasis - Automatic Pool Cleaners	Oasis Reserve									60,000			
117	20840	Oasis - BBQ's	Oasis Reserve										70,000		
118	28158	Oasis - Change Rooms Upgrade	GPR					353,500							
119	28171	Oasis - Co Generation Energy System or alike	GPR						1,500,000						
120	28148	Oasis - Dive Pool Covers & Rollers Replacement	Oasis Reserve											45,000	
121	28076	Oasis - Diving Board Replacements	GPR											85,000	
122	28173	Oasis - Disable/ Mixed Access Equipment / Steps - Wheel Chairs - Hoist & Extras	GPR	95,000		95,000									
123	28162	Oasis - Energy Savings Project (Mechanical Air Ventilation System Upgrade)	Internal Loans Reserve \$821,635 (Electricity Savings - Future Year Loan Repayments) + Oasis Reserve \$549,123 + Net Zero Emissions Reserve \$226,196 + \$7.11 \$100,000	765,184		765,184	931,770								
124	28119	Oasis - Filter Sand for All Pools	GPR						232,300						
125	16393	Oasis - Floor Carpet - Entrance Pool Hall, Offices Stairs & Meeting Room	Oasis Reserve										64,000		
126	28182	Oasis - Irrigation/ Sprinkler System to Mixed Areas	Oasis Reserve							85,000					
127	28188	Oasis -Mixed Air Conditioning	GPR											125,000	
128	15143	Oasis - Point of Sale System & Entry Gates	GPR								115,000				
129	28184	Oasis - Pool Balance Tanks Service	GPR										105,000		

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
130	28149	Oasis - Pool Cover Winch Replacement	GPR											35,150	
131	28139	Oasis - Pool Deck Grating Replacement	Oasis Reserve					31,005							
132	28178	Oasis - Pool Hall Circulation Fans	GPR									45,000			
133	28155	Oasis - Pool Hall Glass Doors Upgrade & Replacement	GPR	29,395		29,395									
134	28175	Oasis - Pool Hall Lighting Repair & Replacement	Oasis Reserve								100,000				
135	28156	Oasis - Pool Hall Skylights Repair & Replacement	GPR	237,350		237,350									
136	28123	Oasis - Pool Heating Systems (All Pools)	Oasis Reserve				200,000								
137	28159	Oasis - Pool Plant Equipment Upgrade & Replacement	Oasis Reserve \$90,000 + GPR \$778,600					868,600							
138	28176	Oasis - Public Address System Repair & Replacement	Oasis Reserve									85,000			
139	28157	Oasis - Security Lockers Replacement	Oasis Reserve					30,300							
140	28151	Oasis - Two Pool Inflatables Replacement	Oasis Reserve \$28,280 + GPR \$100,000					28,280					100,000		
141	28180	Oasis - Water Drinking Fountains	GPR									60,000			
142	28145	Oasis - Water Features Project	Grant (TBC) \$834,085 + Oasis \$7.11 Recoupment \$854,937	200,000		200,000	1,489,022								
143	21790	Oberne Creek Hall Project	Grant (Dept Industry, Science, Energy & Resources)	34,257		34,257									
144	22391	Old Narrandera Road Sealing	Grant (Transport for NSW)	646,038		646,038									
145	22112	Oura Community Skate Park Construction	Grant (Office of Responsible Gambling) \$77,272 + \$7.12 Reserve \$20,000	97,272		97,272									
146	19601	Pine Gully Road Corridor Works - TT2	\$7.11 \$3,273,505 + External Borrowings \$4,320,604 (Future Years Loan Repayments less 50% LCL) Subsidy funded from \$7.11) + Grant TBC \$2,932,738 (Fixing Local Roads) + GPR \$625,000	2,726,394		2,726,394	2,034,453	1,391,000	5,000,000						
147	22198	Pomingalarna Cultural Garden Stage 1	Grant (NSW Stronger Country Communities Round 5)	141,178		141,178									
148	18792	Public Art - River Life	Public Art Reserve	136,593		136,593									
149	17075	Public Art Projects - TBA	Public Art Reserve						45,000	45,000	45,000	45,000	45,000	45,000	45,000

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
150	19667	Rawlings Park North - Construct a synthetic soccer facility - ROS12	S7.11 \$700,000 + Grant (TBC) \$3,177,112				700,000	3,177,112							
151	19627	Red Hill Rd/Dalman Parkway Intersection Treatment - TT27	S7.11					150,000			1,750,443				
152	19681	Red Hill Road Upgrade - TT3	22/23 External Borrowings (Future Years Loan Repayments less 50% LCU Subsidy funded from S7.11) + 24/25 S7.11 + 28/29 - 29/30 External Borrowings (Future Years Loan Repayments funded from S7.11)	31,789		31,789	78,217				2,134,706	1,151,636	1,174,668		
153	23816	Regional Roads Repair Block Grant - project TBA	Repair Block Grant (TfNSW)							400,000	400,000	400,000	400,000	400,000	400,000
154	22492	RFS Aviation Station 2nd Storey	Contribution (RFS)					100,000	900,000						
155	22489	RFS Big Springs Station Toilet	Contribution (RFS)	65,000		65,000									
156	22494	RFS Forest Hill Station Capital Works	Contribution (RFS)							100,000	1,100,000				
157	22497	RFS Galore Station Solar Upgrade	Contribution (RFS)											40,000	
158	22491	RFS Humula Station Capital Works	Contribution (RFS)				50,000	600,000							
159	22493	RFS Lake Albert Station Capital Works	Contribution (RFS)						100,000	1,500,000					
160	22490	RFS Mangoplah Station Additional Bay & Amenities	Contribution (RFS)	450,000		450,000									
161	22495	RFS Oura Station Capital Works	Contribution (RFS)								50,000	850,000			
162	22496	RFS Uranquinty Station Capital Works	Contribution (RFS)									50,000	750,000		
163	21903	RIFL Stage 1A Subdivision Works	Contribution (Regional Growth Development Corporation)	4,798,208		4,798,208									
164	20550	RIFL Stage 2B - Terminal Works	Contribution (VISY)	172,456		172,456									
165	19545	RIFL Stage 2C - Industrial Subdivision - Civil Works	Grant (Crown Finance Restart)	4,528,664		4,528,664									
166	21367	Riverside Basketball Court Upgrade	GPR	9,656		9,656									
167	18798 + 20574	Riverside Wagga - Wagga Beach Upgrade Stage 2 - ROS9 (including Landscaping, carpark, CCTV, lighting)	External Borrowings \$12,392 (Future Years Loan Repayments less 50% LCU Subsidy funded from S7.11)	12,392		12,392									
168	50112	Sewage Treatment Works Renewal - Tarcutta	Sewer Reserve	248,852		248,852									

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
169	50224	Sewer Ashmont SPS (Lloyd to Ashmont Gravity Main Upgrade)	External Borrowings (Future Years Loan Repayments less 50% LCLI subsidy funded from Sewer Reserve)	396,246	368,981	27,265	2,747,008								
170	50276	Sewer - Cartwright's Hill Pump Station - SPS09 - Renewals	Sewer Reserve				50,000	200,000							
171	50258	Sewer - Copland Street Pump Station - SPS39 - New Assets - New pump station	Sewer Reserve (DSP)	443,968	379,124	64,844									
172	50199	Sewer - Elizabeth Avenue Forest Hill SPS22 - New Assets	Sewer Reserve (DSP)	1,269,795		1,269,795									
173	50060	Sewer - Forsyth St Pump Station - SPS02 - Renewals - Refurbishment of current wells	Sewer Reserve					800,000							
174	50384	Sewer - Install Flowmeters	Sewer Reserve	74,466		74,466									
175	50221	Sewer - Narrung St Treatment Plant Flood Protection Infrastructure	Sewer Reserve	498,023		498,023									
176	50245	Sewer - Olympic Highway - SPS13 New Assets	Sewer Reserve (DSP)	70,000		70,000							874,822		
177	50274	Sewer - Pump Station - SPS06 Shaw Street - Renewals	Sewer Reserve					280,000							
178	50028	Sewer - Re-use Water - Additional infrastructure to meet quality requirements	Sewer Reserve	80,000		80,000		1,144,096							
179	50433	Sewer - SL Rat Unit & HD Pole Camera Purchase	Sewer Reserve	80,000		80,000									
180	50261	Sewer - Springvale Pump Station - SPS36 - New Assets - New pump station	Sewer Reserve					596,272							
181	50291	Sewer - Uranquinty Pump Station - SPS31 - Renewals	Sewer Reserve (DSP)						520,000						
182	50277	Sewer - Wiradjuri Sewer Pump Station - SPS10 Renewal	Sewer Reserve (DSP)				13,032	75,486							
183	50266	Sewer Treatment Works - Forest Hill Plant - New Assets	External Borrowings \$958,217 (Future Years Loan Repayments less 50% LCLI subsidy funded from Sewer Reserve) + Sewer Reserve \$1,484,467	137,510		137,510	2,305,185								
184	22197	Shade Sails over Playgrounds in Wagga	Grant (NSW Stronger Country Communities Round 5)	112,624		112,624									
185	19609	Shared path - Boorooma to Estella & Gobba TT9	\$7.11 \$260,044 + Grant (TBC) \$1,309,850					1,309,850		260,044					
186	19610	Shared path - Bourkelands to Lloyd - TT10	\$7.11 \$11,306 + Grant (TBC) \$56,950					56,950		11,306					

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
187	19612	Shared path - CBD to Forest Hill - TT12	\$7.11 \$200,963 + Grant (TBC) \$990,250							1,191,213					
188	19613	Shared path - Forest Hill - TT13	\$7.11 \$147,660 + Grant (TBC) \$727,600					727,600		147,660					
189	50418	Southern Growth Area Sewer Augmentation	Grant (Dept Planning & Environment)	1,321,875		1,321,875									
190	15293	Sportsgrounds Lighting Program - McPherson Oval (Nth Wagga)	GPR (trfd to Parks & Rec Reserve) \$75,257 + Grant (Stronger country Communities) \$152,703	227,960		227,960									
191	22196	Stadium Upgrades (Equex Centre & Bolton Park)	Grant (NSW Stronger Country Communities Round 5)	412,386		412,386									
192	20799	Stores - Barcoding System/ Shelving	Plant Replacement Reserve				37,500								
193	13673	Stormwater - Day, Higgins, Tarcutta St - Wagga West DSP Area Drainage Upgrade	Stormwater DSP \$308,458 + Stormwater Drainage Reserve \$20,000								328,458				
194	12758	Stormwater - Kincaid St end to Flowerdale pumping station drainage - Wagga West DSP Area	External Borrowings \$782,980 (Future Years Loan Repayments less 50% LCL subsidy funded from Stormwater DSP) + External Borrowings \$27,955 (Future Years Loan Repayments less 50% LCL subsidy funded from Civil Infrastructure Reserve)				810,935								
195	13674	Stormwater - Lloyd Contour Ridge approx 5 km - Wagga West DSP Area Drainage Upgrade	Stormwater DSP \$148,060 + Stormwater Drainage Reserve \$9,600								157,660				
196	17742	Stormwater - Murray St Project	Stormwater Levy	195,074		195,074	2,952,750								
197	12916	Stormwater - Tarcoola Drainage Extension	Stormwater DSP					495,657							
198	18524 + 18589	Stormwater - Tarcutta Drainage Upgrade & Supplementary Levee	RMS Contribution				411,626								
199	21792	Tarcutta Memorial Hall Upgrade	Grant (Dept Industry, Science, Energy & Resources)	89,061		89,061									
200	21789	Tarcutta Recreation Reserve Infrastructure Upgrade	Grant (Dept Industry, Science, Energy & Resources)	246,657		246,657									
201	20846	Venue Technical Events Kit	Community Works Reserve					8,000							
202	21777	Wiradjuri Walking Track Upgrade	Grant (Crown Reserve Improvement Fund)	254,482		254,482									
203	16497	Wollundry Lagoon Levee Bank and Pump Out from theatre	\$94 Civic Building Recoupment	114,488		114,488									
204	21454	Your High Street Grant Program	Grant (Dept Planning, Industry & Environment)	52,971		52,971									

Ref	Job No.	Project Title	Funding Source	2023/24	2023/24 Pending	2023/24 Confirmed	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
		TOTAL LTFP CAPITAL PROGRAM		66,472,517	748,105	65,724,412	58,392,911	68,420,169	32,240,078	18,294,398	15,258,879	15,063,915	7,265,304	861,142	8,585,460

LONG TERM FINANCIAL PLAN RECURRENT CAPITAL PROJECTS - 2023/24 - 2032/33 AS AT 31 JANUARY 2024

Summary				30,460,950	20,818,270	22,317,547	20,610,729	24,374,469	23,728,246	23,279,213	24,664,750	25,813,797	26,273,949
Ref	Job No.	Project Title	Funding Source	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
1	19504	Art Gallery - Acquire pieces for the Australian Print Collection	GPR	9,580	9,963	10,362	10,776	11,207	11,638	12,143	12,670	13,219	13,748
2	19505	Art Gallery - Acquire pieces for the National Art Glass Collection	GPR	23,950	24,908	25,904	26,940	28,018	29,096	30,359	31,677	33,053	34,375
3	12498	Bus Shelters Upgrade (existing)	GPR	20,000		20,000		20,000		20,000		20,000	
4	19503	Civic Theatre - Backstage Equipment Upgrade	GPR	13,686	14,233	14,802	15,394	16,010	16,626	17,291	17,983	18,703	19,451
5	17986	Community Amenities - Apex Park	GPR					30,000	242,031				
6	16459	Community Amenities - Forest Hill Oval	GPR + Community Amenities Reserve (trfd from GPR)	231,817									
7	17748	Community Amenities - Jubilee/Connolly Park	GPR		30,000	219,158							
8	16458	Community Amenities - Kessler Park	GPR \$252,794 + Buildings Reserve (trfd from GPR) \$70,110 + Contribution (Tolland FC) \$19,596 + Grant (Stronger Country Communities) \$330,110	675,609									
9	19484	Community Amenities - McPherson Oval	GPR						30,000	250,192			
10	17985	Community Amenities - Tarcutta Public Convenience	GPR				30,000	234,332					
11	17039	Community Amenities - TBC	GPR							30,000	288,790	326,553	338,204
12	12846	Community Amenities - Uranquinty Sports Ground	GPR	30,000	211,901								
13	16583	Corporate Hardware Purchases	GPR	880,140	828,000	720,000	645,000	757,000	415,000	395,000	393,000	910,000	450,000
14	15230	Culverts - Renew and Replace	GPR	964,197	708,256	738,094	769,119	799,884	830,649	863,875	898,430	934,367	971,742
15	32514	Footpath Construction	GPR		20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000

Ref	Job No.	Project Title	Funding Source	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
16	24218	Gravel Resheets	GPR	2,752,500	1,984,797	2,067,981	2,154,476	2,240,655	2,326,834	2,419,907	2,516,703	2,617,371	2,722,066
17	16531	Heavy Patching Program	2023/24 \$710,000 R2R + \$325,128 Block + \$640,150 GPR + GPR Future Years	1,874,278	1,085,858	1,130,289	1,176,493	1,222,697	1,268,901	1,319,657	1,372,443	1,427,341	1,484,435
18	22107	Horticulture Upgrades & Renewals	GPR	50,000	50,000	50,000	50,000	50,000	50,000	50,000	50,000	50,000	50,000
19	39868	Kerb and Gutter Replacement	GPR	908,450	580,067	603,870	628,622	653,767	678,912	706,068	734,310	763,682	794,229
20	22397	Library Collection	GPR	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000
21	22404	Library Databases	GPR	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000
22	22398	Library DVD	GPR	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500
23	22405	Library eLibrary	GPR	35,000	36,020	37,060	38,122	39,204	40,308	41,433	42,583	43,756	44,950
24	22406	Library eLibrary Sundries	GPR	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500
25	22399	Library Large Print	GPR	15,000	15,510	16,030	16,561	17,102	17,654	18,217	18,791	19,377	19,975
26	22402	Library Microfilm	GPR	4,200	4,200	4,200	4,200	4,200	4,200	4,200	4,200	4,200	4,200
27	22400	Library MP3	GPR	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500	7,500
28	22401	Library Page Turners Collection	GPR	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000
29	22403	Library Periodicals	GPR	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000	15,000
30	22396	Library Shelf Ready Collections	GPR	100,000	104,151	108,386	112,705	117,110	121,604	126,188	130,863	135,631	140,495
31	21684	Library RFID Encoding Hardware	GPR	8,166									
32	21680	Library - South-west Zone Digital Library	GPR	35,000	35,714	36,442	37,185	37,943	38,716	39,504	40,308	41,128	41,965
33	21682	Library Shelf-Ready Processing	GPR	24,722	25,089	25,464	25,846	26,235	26,633	27,038	27,452	27,874	28,304
34	21686	Library - Agile Library Book Collection	GPR	40,000	40,816	41,648	42,497	43,363	44,247	45,147	46,066	47,004	47,960
35	21687	Library Book Club Program	GPR	10,000	10,200	10,404	10,612	10,824	11,041	11,262	11,487	11,717	11,951
36	21345	Museum Acquisitions	Museum Acquisitions Reserve	10,000	4,378								

Ref	Job No.	Project Title	Funding Source	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
37	20959	Parks Smart Irrigation	Internal Loans Reserve (Water savings payback - 2 Year Loan Repayments)	25,000	25,000	25,000	25,000						
38	16532	Pavement Rehabilitation Program	23/24 - R2R \$1,654K + Reg Rds Block \$305K + GPR \$3,437K, 24/25 onwards - R2R \$1,005K + Reg Rds Block \$643K (R2R 3% + Block 2% each year) + GPR Balance	5,396,704	3,913,831	4,179,946	4,052,750	4,528,934	4,704,931	4,895,328	5,091,141	5,294,787	5,506,578
39	39042	Pedestrian Access and Mobility Program (PAMP)	GPR + \$50,000 Labor Grant (2023/24)	136,075	42,000	42,000	42,000	42,000	42,000	42,000	42,000	42,000	42,000
40	21900	Plant and Equipment Replacement	Plant Reserve \$3.4M + Plant Sales \$1.5M (amounts vary each fin yr)	7,126,040	3,787,200	5,066,500	3,297,600	5,961,500	4,132,400	3,851,500	4,514,500	4,514,500	4,514,500
41	12231	Playground Equipment Renewal	GPR	98,000	309,000	430,000	536,000	387,000	1,406,000	574,000	631,000	500,000	696,000
42	21930	Playground Shade Sail Installation	Grant Funded (TBC) + \$90,000 Labor Grant (2023/24)	161,328	71,328	71,328	71,328	71,328					
43	21926	Public Art - Creative Light Spaces	Public Art Reserve	30,000		30,000							
44	21924	Public Art - Neighbourhood Engagement	Public Art Reserve	35,780	20,000	20,000							
45	21925	Public Art - Suburbs & Villages	Public Art Reserve	21,805	15,000	15,000							
46	21091	Recreational Assets Renewal	GPR	392,115	366,200	380,848	396,082	411,925	427,769	444,878	462,672	481,178	500,425
47	15883	Regional Roads Supplementary Block Grant - project TBA	Block Grant -Supp (TfNSW)		199,000	199,000	199,000	199,000	199,000	199,000	199,000	199,000	199,000
48	16529	Reseal program (renewal)	GPR \$3,177,642 + Regional Roads Block Grant \$323,887 (incrementing 3% each yr) + Additional \$500,000 GPR (2024/25)	3,501,529	3,215,989	2,835,510	2,960,301	3,078,713	3,197,125	3,325,011	3,458,011	3,596,331	3,740,184
49	21671	Sale of Bomen Land	Land Sales	132,535									
50	52055	Sewer Gravity Mains Renewal Program	Sewer Reserve	159,884	164,680	169,621	174,709	179,950	185,191	190,747	196,469	202,363	208,434

Ref	Job No.	Project Title	Funding Source	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33
51	51390	Sewer Joint Connections Elimination	Sewer Reserve	54,672	55,492	56,325	57,169	58,027	58,885	59,768	60,665	61,575	62,498
52	50018	Sewer Mains Rehabilitation Program	Sewer Reserve	1,577,426	1,475,849	1,520,124	1,565,728	1,612,700	1,659,671	1,709,461	1,760,744	1,813,566	1,867,973
53	50052	Sewer Manhole Lids Replacment	Sewer Reserve	74,295	75,409	76,540	77,688	78,853	80,036	81,237	82,455	83,692	84,946
54	50024	Sewer Plant & Pumps Replacement and Renewal	Sewer Reserve	55,492	56,325	57,170	58,027	58,897	59,768	60,665	61,576	62,500	63,437
55	15267	Sportsgrounds Lighting Program - Anderson Oval	GPR \$177,006 + Contrib (TBC) \$144,500	321,506									
56	17040	Sportsgrounds Lighting Program - Estella	GPR \$177,590 + Contrib (TBC) \$150,000	327,590									
57	17041	Sportsgrounds Lighting Program - Jack Misson Oval (Ashmont)	GPR \$177,875 + Contrib (TBC) \$144,500	322,375									
58	12786	Street Lighting Improvements Program - Roads and Traffic Facilities (as per schedule)	GPR	75,580	50,000	50,000	50,000	50,000	50,000	50,000	50,000	50,000	50,000
59	15181	Traffic Committee - Implement unfunded Resolutions as adopted by Council	GPR		25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000
60	30044	Urban Asphalt Program	\$404,250 R2R + \$1,207,174 GPR + Future Years GPR	1,611,424	999,406	1,040,041	1,082,297	1,125,589	1,168,881	1,215,636	1,264,261	1,314,831	1,367,424
61	12894	Village Community Priorities - S94A3	External Borrowings (Future Years Loan Repayments less 50% LCLI subsidy funded from S7.12*)		20,000	20,000	18,000	18,000					
		TOTAL LTFP CAPITAL PROGRAM		30,460,950	20,818,270	22,317,547	20,610,729	24,374,469	23,728,246	23,279,213	24,664,750	25,813,797	26,273,949

RP-7 REQUESTS FOR FINANCIAL ASSISTANCE - SECTION 356**Author:** Carolyn Rodney

Summary: Council has received one (1) fee waiver request which is detailed for Council's consideration.

Recommendation

That Council:

- a in accordance with Section 356 of the *Local Government Act* 1993, provide financial assistance to the following organisations:
 - i. Riverina Racing Pigeon Federation - \$400.00 (Request 1)
- b note the proposed budget available for financial assistance requests for the remainder of the 2023/24 financial year

Report

One (1) financial assistance request is proposed for consideration at this Ordinary Council meeting. Details of the request is shown below:

1. Riverina Racing Pigeon Federation – Request for partial waiver of Annual Licence Fee - \$400.00

William Boydell, on behalf of the Riverina Racing Pigeon Federation in the attached letter requests:

Dear Stephanie,

I'm writing to you on behalf of the Riverina Racing Pigeon Federation - Wagga Wagga Branch in reference to the clubs rental agreement with the City Council that we received recently.

We are a small not for profit club of less than 10 members and will find the rental of \$800 per annum very difficult to pay. The club expects to pay a rental and had budgeted for a rental of about \$400.

The club is not seeking free rental, although it would be nice, we would like Council to consider a reduced rate if it could.

We, as a club understand that rents have to be paid and are prepared to but with us having such a small membership we will find \$800 an amount beyond our means. Looking forward to hearing from you and hoping for a favourable response.

*Yours sincerely
W G Boydell
President/Secretary
RRPF-Wagga Wagga Branch*

The above request aligns with Council's Strategic Plan "Community Place and Identity" – Objective: Our community feel welcome, included and connected"

Riverina Racing Pigeon Federation have not received any other financial assistance from Council this financial year.

Financial Implications

Section 356 Budget Summary	
2023/24 Budget available for requests received during financial year	\$42,060.00
Total of fee waivers approved to date	(\$16,631.14)
Revised Balance of Section 356 fee waiver financial assistance	\$25,428.86
1) Riverina Racing Pigeon Federation	<u>(\$400.00)</u>
Subtotal Fee Waivers included in this report – proposed to be funded from the Section 356 Budget	<u>(\$400.00)</u>
Balance of Section 356 fee waiver financial assistance budget for the remainder of the 2023/24 Financial Year	\$25,028.86

Job consolidation number: 13619 Section 356 Donations/waiving of Council fees and charges

Policy and Legislation

POL 078 – Financial Assistance Policy

Link to Strategic Plan

Community Place and Identity

Objective: Our community feel welcome, included and connected

Activate community spaces to promote connectedness

Risk Management Issues for Council

N/A

Internal / External Consultation

Cross Directorate consultation has been undertaken as required.

Attachments

1   Riverina Racing Pigeon Federation - Section 356 Request

Box 8441
Koorringal
NSW 2650
31 July 2023

To

Stephanie Wilson,
Senior Property Officer,
City of Wagga Wagga,
Civic Centre,
Cnr Baylis & Morrow Sts,
Wagga Wagga NSW 2650.

Dear Stephanie,

I'm writing to you on behalf of the Rivreina Racing Pigeon Federation-Wagga Wagga Branch in reference to the clubs rental agreement with the City Council that we received recently.

We are a small not for profit club of less than 10 members and will find the rental of \$800 per annum very difficult to pay. The club expects to pay a rental and had budgeted for a rental of about \$400.

The club is not seeking free rental, although it would be nice, we would like Council to consider a reduced rate if it could.

We, as a club understand that rents have to be paid and are prepared to but with us having such a small membership we will find \$800 an amount beyond our means.

Looking forward to hearing from you and hoping for a favourable response.

Yours sincerely

W G Boydell



President/Secretary
RRPF-Wagga Wagga Branch
PO Box 8441
Koorringal NSW 2650

RP-8 PROPOSED GRAZING LICENCES - EUNONY BRIDGE ROAD**Author:** Matthew Dombrovski**Executive:** John Sidgwick

Summary: This report relates to land owned by Council created as a result of the realignment of Eunony Bridge Road and seeks the endorsement of Council to undertake an Expression of Interest campaign in respect of the licence of these parcels of land for grazing purposes.

Recommendation

That Council

- a endorse the conduct of an Expression of Interest campaign for the licensing of various parcels of Council owned land for grazing as outlined in the body of this report
- b receive a further report at the conclusion of the Expression of Interest campaign.

Report



On 28 September 2015, Council resolved (Resolution 15/293) as follows:-

That Council:

- a. make application to NSW Trade & Investment - Crown Land Division to close unused portions of Mingara Street and Byrnes Road as detailed in the body of this report*
- b. upon closure and where the land vests in Council classify the land as Operational Land*
- c. apply to NSW Trade & Investment - Crown Land Division for acquisition of any closed roads where the land vests in the Crown upon closure*
- d. delegate authority to the General Manager to negotiate the disposal of the closed sections of road that vest in Council or become Council owned in accordance with the parameters noted in this report*
- e. delegate authority to the General Manager to negotiate the disposal of Lot 19, 20, 21 and 22 in accordance with the parameters noted in this report*
- f. transfer Lot 18 DP 1191286 to the adjoining land owner as noted in the body of this report*
- g. authorise the affixing of Council's common seal to all documents as required*

It appears that whilst the transfer of land in respect of Lot 18 DP 1191286 has been completed, the portions of the resolution in relation to the closure of roads has not been completed, presumably due to changes to legislation relating to the closure of road parcels which occurred in 2018. In particular, the changes to legislation mean that in cases where an unformed road is closed, the land vests back in the Crown. This means that the outcomes contemplated by the previous report, namely the closure of unformed roads adjacent to the parcels of land so that they could be disposed of simultaneously, can no longer be achieved.

A summary of the properties in question is set out below:

Property Address	Lot and DP	Land Size (ha)	Comments/Notes
212, 252 & 260 Eunony Bridge Road, North Wagga Wagga 	Lots 20, 21 and 22 in DP 1191286	3.35ha	Accessible via public road to the east (Stapylton Place) Bordered on the north by unformed portion of Mingara street
323 Eunony Bridge Road, North Wagga Wagga 	Lot 19 in DP1191286	1.53ha	Accessible via public road to the south (Mingara Street) Bordered on the west by unformed part of Byrnes Road

Given the change in the legislation concerning road closures and disposal, if the land vests back in the Crown, Council would need to acquire the road properties (at commercial value) back from Crown Land to facilitate future disposal directly. It may be more practical that, if the roads are to be closed, the adjoining owners liaise directly with Crown Land to acquire the land. Council officers will continue to liaise with representatives of Crown land to determine the best approach in this matter.

Council officers have subsequently received an enquiry from one of the adjacent landowners in relation to the potential use of the land, particularly in relation to vegetation management in the interim, and have sought an update from Council staff in relation to its future intentions in relation to this property.

Given that the issue of the potential road closures may directly impact on the saleability, and value, of the land parcels in question, it is recommended that Council offer the properties in question for lease whilst issues are being resolved with Crown Land. If the lands can be leased, this will generate income for Council, as well as assist with Council's vegetation management obligations.

Should an Expression of Interest campaign be undertaken, a further report would be provided to Council on the outcomes of that campaign for endorsement. Council officers would also be able to provide a further update on the status of discussions with Crown Land in respect of future potential road closures.

Financial Implications

N/A

Policy and Legislation

Local Government Act 1993
Acquisition, Disposal and Management of Land Policy POL038

Link to Strategic Plan

Growing Economy

Objective: Wagga Wagga is an attractive location for people to live, work and invest
Attract and support local businesses, industry, and employment opportunities

Risk Management Issues for Council

Council has the responsibility to appropriately manage Council owned land assets. The provision of land for grazing licences both generates income for Council and assists with Council's vegetation management obligations.

Should Council decide not to offer some or all of the nominated land for grazing purposes then Council would have to undertake fencing and commence maintaining the properties, which is not currently budgeted.

Internal / External Consultation

Internal consultation about the proposed Expression of Interest has been undertaken within Council's Regional Activation directorate.

It is recommended that the proposed Expression of Interest campaign be advertised through Council News and Council's website / social media platforms.

	Mail			Traditional Media				Community Engagement				Digital				
	Rates notices insert	Direct mail	Letterbox drop	Council news	Media release	Media opportunity	TV/radio advertising	One-on-one meeting(s)	Community meeting(s)	Stakeholder workshop(s)	Drop-in session(s)	Survey/feedback form(s)	Connect Wagga	Email newsletter	Social media	Website
				<input checked="" type="checkbox"/>											<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other methods (please list specific details below)																

RP-9 PROPOSED EXPRESSION OF INTEREST CAMPAIGN - GRAZING LICENCES

Author: Matthew Dombrovski

Executive: John Sidgwick

Summary: This report relates to the expiration of a number of different grazing licences which have expired or are due to expire by 30 June 2024, and seeks Council endorsement to the conduct of an Expression of Interest campaign for the re-licensing of various parcels of Council owned land.

Recommendation

That Council:

- a endorse the conduct of an Expression of Interest campaign for the licensing of various parcels of Council owned land currently used for grazing purposes under existing licence agreements, as outlined in the body of this report
- b receive a further report on the conclusion of the Expression of Interest process

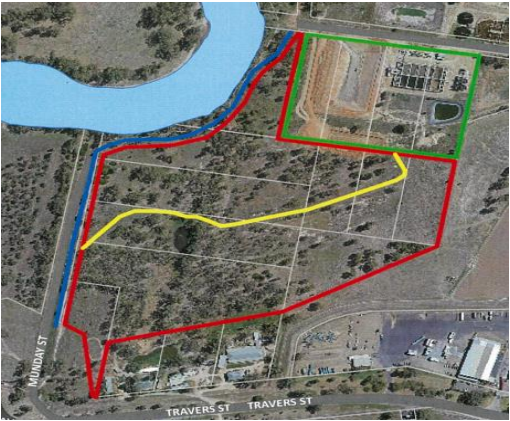



Report





Council is the registered proprietor of various parcels of operationally classified land, which have historically been licensed for grazing purposes. The parcels include a mix of zonings, including RE1 Public Recreation, RU1 Primary Production, SP1 Special Activities and SP2 Infrastructure.




This report seeks Council's endorsement to conduct an Expression of Interest campaign for a number of parcels of grazing land currently under licence in and around Wagga Wagga, which either have expired and are being held over or are due to expire before 30 June 2024.

A full list of the properties in question is set out in the table below:

Property Address	Lot and DP	Land Size (m ² /ha)	Expiry Date	Comments/ Notes
Smith Street, Forest Hill 	Lot 1 DP 436168	3.24 ha	31 Dec 2023	Ex Enever

Property Address	Lot and DP	Land Size (m2/ha)	Expiry Date	Comments/ Notes
121 Narrung Street, Wagga Wagga 	Lots 16 & 17 DP 7050, Part Lots 18, 19, 21, 22 & 23 DP 7050, Lot 1 DP 703643, Lot 4 DP 787203 and Lot 6 DP 848787	18.5 ha	31 Dec 2023	Ex Sutherland
2 & 22 Poiles Road, Downside 	Lot 1 DP 706039 & Lot 15 DP 855254	2.07 ha	31 Dec 2023	Ex Peeck
2 Horseshoe Road, Cartwrights Hill 	Lot 3 DP 717409	3.7 ha	31 Dec 2023	Ex Peeck
Part Moorong Street, Wagga Wagga 	Lot 1 DP 757249, Lot 3 DP 701905 & Lot 5 DP 828547	24.0 ha	31 Jan 2024	Ex Russell

Property Address	Lot and DP	Land Size (m2/ha)	Expiry Date	Comments/ Notes
44 Wright Street, Cartwrights Hill 	Lot 7 DP 2655	2.04 ha	28 Feb 2024	Ex Thomson
216 Cooramin Street, North Wagga 	Lot 1 DP 707289 and Lot 1 DP 701188	7.46 ha	28 Feb 2024	Ex Cummins
Cooramin Street, North Wagga 	Lots 175 – 180 DP 751422	45.0 ha	31 Mar 2024	Ex Cummins
Cooramin Street, North Wagga 	Lots 181 – 188 DP 751422	52.0 ha	31 Mar 2024	Ex Cummins

Property Address	Lot and DP	Land Size (m2/ha)	Expiry Date	Comments/ Notes
31 Boorooma Street, North Wagga 	Lot 3 DP 855253	11.72 ha	31 Mar 2024	Ex Buckley
Cooramin Street, North Wagga 	Lot 2 DP 731371 & Lots 144-149 DP 751422	50.0 ha	31 Mar 2024	Ex RivTurf
132 Ashford Road, Gregadoo 	Part Lot 100 DP 1256996	150.0 ha	31 Mar 2024	Ex McClure Licence will be impacted by Transgrid easement and construction works

It is noted that a number of the properties referenced are located in the North Wagga floodplain. See Figure 1 below, which provides a broader overview of the parcels located in North Wagga.

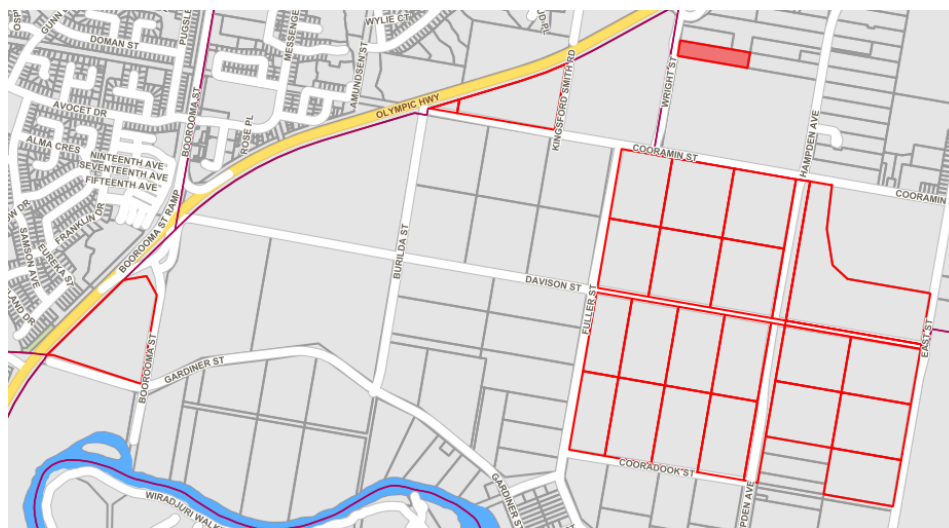


Figure 1: Map of North Wagga with current grazing parcels due for renewal outlined in red.

Noting the NSW Government's approach to minimising development of floodplain land following the 2022 Lismore floods, it is considered that the retention of these parcels by Council provides the best opportunity to manage development within the floodplain. Officers are of the view that these parcels are best suited for grazing purposes and not alternative development opportunities.

It is proposed that the Expression of Interest campaign will take place in early 2024 with interested parties submitting their application to Council addressing specific criteria such as fencing maintenance, weed management, annual rental amount offered, number and type of stock to be grazed and providing any other evidence to support their submission. Existing tenants will be notified of the proposed Expression of Interest campaign and encouraged to make a submission should they wish to continue grazing on the existing processes.

The applications received will be assessed by a panel of individual members who will then recommend a suitable applicant for each parcel of land. A formal report will then be submitted to Council on the conclusion of the Expression of Interest campaign, with recommendations as to the preferred parties (if any).

Financial Implications

N/A

Policy and Legislation

Local Government Act 1993
Acquisition, Disposal and Management of Land Policy POL038

Link to Strategic Plan

Growing Economy

Objective: Wagga Wagga is an attractive location for people to live, work and invest

Attract and support local businesses, industry, and employment opportunities

Risk Management Issues for Council

Council has the responsibility to appropriately manage Council owned land assets. The provision of land for grazing licences both generates income for Council and assists with Council's vegetation management obligations. Should Council decide not to offer some or all of the nominated land for grazing purposes then Council would have to commence maintaining the properties, which is not currently budgeted.

Internal / External Consultation

Internal consultation about the proposed Expression of Interest has been undertaken within Council's Regional Activation, Infrastructure and Community Directorates.

External consultation will be conducted with all existing grazing tenants being notified of the proposed campaign. It is recommended that the proposed Expression of Interest campaign be advertised through Council News and Council's website / social media platforms.

	Mail			Traditional Media				Community Engagement				Digital				
	Rates notices insert	Direct mail	Letterbox drop	Council news	Media release	Media opportunity	TV/radio advertising	One-on-one meeting(s)	Community meeting(s)	Stakeholder workshop(s)	Drop-in session(s)	Survey/feedback form(s)	Have your Say	Email newsletter	Social media	Website
Inform				<input checked="" type="checkbox"/>											<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Consult																
Involve																
Collaborate																
Other methods (please list specific details below)																

RP-10 COMPLETION OF PRIVATE WORKS - ELIMINATION OF A JOINT SEWER CONNECTION AT 41-43 COLLINS STREET, TURVEY PARK

Author: Warren Faulkner

Summary: This report advises Council of the completed private works at 41 Collins Street, Turvey Park in accordance with clause 4, section 67 of the Local Government Act 1993.

Recommendation

That Council receive and note the report

Report

At the Ordinary Meeting of Council on 6 November 2023, it was resolved:

That Council:

- a approve the installation of private wastewater pipework within 41 Collins Street, Turvey Park from the dwelling to Councils sewer main in Collins Lane to eliminate a joint sewer connection with 43 Collins Street*
- b approve the work to be fully funded by Council at no charge to the owner of 41 Collins Street, Turvey Park*
- c receive a further report once the works are completed in accordance with Clause 4 of Section 67 of the Local Government Act 1993*

The installation of new internal plumbing within the backyard of 41 Collins Street to connect the dwellings wastewater to Councils sewer main in Collins Lane, thus eliminating its connection into the wastewater plumbing at 43 Collins Street, was undertaken by a licenced plumber and completed in accordance with the Plumbing Code for the quoted price of \$9,971.39

Financial Implications

There are no additional financial implications with this report.

The works were completed in accordance with the required scope of works and quote as reported to and approved by the Council as the 6 November 2023 Council Meeting (Report RP-6)

Policy and Legislation

[Local Government Act, Section 67 – Private Works](#)
Sewer Policy POL 037

Link to Strategic Plan

Community leadership and collaboration

Objective: Wagga Wagga City Council leads through engaged civic governance and is recognised and distinguished by its ethical decision-making, efficient management, innovation and quality customer service

Ensure transparency and accountability

Risk Management Issues for Council

There are no risk management issues for Council associated with this report.

Internal / External Consultation

The owners of 41 and 43 Collins Street were consulted in the delivery of this work.

RP-11 UNREASONABLE COMPLAINANT CONTACT POLICY (POL 056)**Author:** Nicole Johnson**Executive:** Scott Gray**Summary:**

A review of Council's Unreasonable Complaint Contact Policy has been undertaken to align to the NSW Ombudsman's Managing Unreasonable Conduct by Complainants Model Policy. Amendments being proposed to this policy require the endorsement of Council prior to the policy being placed on public exhibition.

Recommendation

That Council:

- a place the draft Unreasonable Complainant Contact Policy (POL 056) on public exhibition for a period of 28 days from 2 March 2024 to 30 March 2024 and invite public submissions until 13 April 2024 on the draft Policy
- b receive a further report following the public exhibition and submission period:
 - i addressing any submissions made with respect to the proposed Unreasonable Complainant Contact Policy (POL 056)
 - ii proposing adoption of the policy unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period

Report

The broad diversity and extent of Council's operations necessitates that Council staff and Councillors undertake a very large number of customer interactions each year through face to face contact, telephone, written correspondence and on-line platforms. In the overwhelming majority of interactions customer behaviour is within accepted social norms.

Residents and visitors to Wagga Wagga have the right to express their views and ask questions about Council services. Indeed customers' comments and suggestions are imperative in helping Council shape and improve the services it provides.

People who complain to Council can be distressed, angry or upset. This may be because of the problem they are complaining about, or it may be related to their own personal circumstances. Dealing with distressed, angry and upset people is a normal part of complaint handling and Council staff are trained to deal fairly, objectively and empathetically with all complainants.

In some cases, however, a complainant's conduct can go beyond what is acceptable. They may contact Council repeatedly, provide false and misleading information, demand outcomes that are not practicable, be unwilling to accept the complaint handler's decision and react in an unreasonable manner, threaten harm to themselves or others, or be violent.

It is important that Council manages unreasonable complainant conduct for several reasons.

- Council's resources are limited and must be used efficiently in dealing with other customer requests and other functions. All customers are entitled to a fair share of time and resources and a consistent approach by Council in dealing with their issues.
- Council is responsible for ensuring the health and safety of its staff. Ensuring that all staff are properly trained, supervised and supported in dealing with unreasonable conduct will minimise staff stress.
- Unreasonable conduct can make it harder for Council to resolve a complaint. It can lead to the complaint issue being blurred, the investigation sidetracked, and process needlessly prolonged.
- A complaint investigation that is drawn out is less likely to end satisfactorily. The person may change the focus of their grievance to the way the complaint was handled. The ongoing relationship between the person and the Council can be damaged.

A review of Council's Unreasonable Complaint Contact Policy has been undertaken taking into consideration the NSW Ombudsman's '[Managing Unreasonable Conduct by Complainants Model Policy](#)'. The proposed draft policy has been drafted based on the model policy as opposed to our [Current Policy](#) being based on the 'Better Practice Guide to Managing Unreasonable Complainant Conduct' published in June 2009 by the Commonwealth Ombudsman.

Due to the significant number of changes, the policy is a clean version with no mark-ups, with Council's current Unreasonable Complainant Contact Policy also provided for your reference.

It is recommended that the Draft Policy as attached be placed on public exhibition and Council invite public comments prior to its further consideration with amendments as required and final adoption.

Financial Implications

N/A

Policy and Legislation

Unreasonable Complaint Contact Policy (POL 056)

Link to Strategic Plan

Community leadership and collaboration

Objective: Our community is informed and actively engaged in decision making and problem-solving to shape the future of Wagga Wagga

Communicate with our community

Risk Management Issues for Council





The policy addressed compliance with work health and safety and duty of care obligations of Council by identifying the potential risks posed by unreasonable conduct to staff health, safety and wellbeing and implementing measures to eliminate or control those risks.

Internal / External Consultation

Given the new draft Public Interest Disclosure Policy is predominantly a prescribed model policy, it has been reported directly to Council for consideration and endorsement prior to placing on public exhibition.

	Mail			Traditional Media			Community Engagement				Digital					
	Rates notices insert	Direct mail	Letterbox drop	Council news	Media release	Media opportunity	TV/radio advertising	One-on-one meeting(s)	Community meeting(s)	Stakeholder workshop(s)	Drop-in session(s)	Survey/feedback form(s)	Have your Say	Email newsletter	Social media	Website
Inform				<input checked="" type="checkbox"/>									<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Consult																
Involve																
Collaborate																
Other methods (please list specific details below)																

Attachments

- 1   Draft Unreasonable Complainant Contact Policy (POL 056)
- 2   Current Unreasonable Complainant Contact Policy (POL 056)

Unreasonable Complainant Contact Policy

Reference number: POL 056
Approval date: 17 October 2022
Policy owner: Corporate Governance and Performance
Next review: September 2025

1. Introduction

Wagga Wagga City Council supports residents and visitors to Wagga Wagga having the right to express their views and ask questions about Council services. Indeed, customers' comments and suggestions are imperative in helping Council shape and improve the services it provides.

This policy sets out Council's approach to the communication received from customers that Council considers unreasonable or unacceptable and the action it will take in order to manage the situation.

It is important to note that this Policy is separate to Council's Complaint Handling Policy (POL 103) which deals with the complaints management process and the alternate options available to the community in making complaints including the NSW Ombudsman, the Independent Commission against Corruption (ICAC) and the NSW Office of Local Government.

People who complain to Council can be distressed, angry or upset. This may be because of the problem they are complaining about, or it may be related to their own personal circumstances. Dealing with distressed, angry and upset people is a normal part of complaint handling and Council staff are trained to deal fairly, objectively and empathetically with all complainants.

In some cases, however, a complainant's conduct can go beyond what is acceptable. They may contact Council repeatedly, provide false and misleading information, demand outcomes that are not practicable, be unwilling to accept the complaint handler's decision and react in an unreasonable manner, threaten harm to themselves or others, or be violent.

It is important that Council manages unreasonable complainant conduct for several reasons:

- Council's resources are limited and must be used efficiently in dealing with other customer requests and other functions. All customers are entitled to a fair share of time and resources and a consistent approach by Council in dealing with their issues.
- Council is responsible for ensuring the health and safety of its staff. Ensuring that all staff are properly trained, supervised and supported in dealing with unreasonable conduct will minimise staff stress.

- Unreasonable conduct can make it harder for Council to resolve a complaint. It can lead to the complaint issue being blurred, the investigation sidetracked, and the process needlessly prolonged.
- A Complaint investigation that is drawn out is less likely to end satisfactorily. The person may change the focus of their grievance to the way their complaint was handled. The ongoing relationship between the person and the Council can be damaged.
- This Policy is based on the 'Managing unreasonable conduct by complainants Model policy' published by the NSW Ombudsman.

2. Purpose

2.1 Policy aims

This policy was developed to assist all staff members to better manage unreasonable conduct by complainants as follows:

- Ensure fair and open access for all residents, visitors and members of the business community to Council's services including those in the community who have difficulty in dealing with Council as an authority.
- It is Council's responsibility to treat all customers fairly and with respect. Staff need to show impartiality and professionalism when faced with challenging behaviour. This does not mean that staff should tolerate conduct that is threatening, aggressive or abusive.
- Ensure other customers and Council employees and elected members do not suffer any disadvantage from customers who act in an unacceptable manner.
- Meet the standards set out in our Customer Service Charter.
- Minimise the impacts of unreasonable or unacceptable communication on resources, processes and staff.

2.2 Scope

The principles set out in this policy only apply to Council's dealings with people when they have contact with Council.

3. Policy Provisions

Defining unreasonable conduct by a complainant

3.1 Unreasonable conduct by a complainant

Most of our customers act reasonably and responsibly in their interactions with us, even when they are experiencing high levels of distress, frustration and anger about their request or complaint.

However, in a very small number of cases some customers behave in ways that are inappropriate and unacceptable – despite our best efforts to help them. They are aggressive and/or verbally abusive towards our staff. They threaten harm and violence, bombard our offices with unnecessary and excessive phone calls and emails, make inappropriate demands on our time and our resources and refuse to accept our decisions and recommendations in relation to their

requests or complaints. When customers behave in these ways we consider their conduct to be 'unreasonable'.

Unreasonable Conduct by Customers ('UCC') is any behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and customers or the customer themselves.

Unreasonable conduct by customers can be divided into five categories of conduct:

- unreasonable persistence
- unreasonable demands
- unreasonable lack of cooperation
- unreasonable arguments
- unreasonable behaviours.

3.1.1 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a complainant that has a disproportionate and unreasonable impact on our organisation, staff, services, time, or resources. Some examples of unreasonably persistent behaviour include:

- An unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with.
- Targeting Council with multiple requests about a range of issues, whether related or not, which separately or together require an unreasonable or unfair allocation Council resources.
- Pursuing and exhausting all available review options when it is not warranted and refusing to accept Council's position when told that further action cannot or will not be taken on their requests or complaints.
- Reframing a complaint in an effort to get it taken up again.
- Multiple and repeated phone calls, visits, letters, emails (including cc'd correspondence) after we have repeatedly asked them not to.
- Contacting different people within or outside our organisation to get a different outcome or a more sympathetic response to their complaint – this is known as internal and external 'forum shopping'.

3.1.2 Unreasonable Demands

Unreasonable demands are demands (express or implied) that are made by a customer that have a disproportionate and unreasonable impact on the Council, staff, services, time and/or resources.

Some examples of unreasonable demands include:

- Issuing instructions and making demands about how we have/should handle their request or complaint, the priority it was/should be given, or the outcome that was/should be achieved.
- Insisting on talking to a senior manager, Director or the General Manager personally when it is not appropriate or warranted.
- Emotional blackmail and manipulation with the intention to guilt trip, intimidate, harass, shame, seduce or portray themselves as being victimised – when this is not the case.

- Insisting on outcomes that are not possible or appropriate in the circumstances – e.g. for someone to be sacked or prosecuted, an apology and/or compensation when there is no reasonable basis for expecting this.
- Demanding services that are of a nature or scale that we cannot provide when this has been explained to them repeatedly.
- Expecting responses to requests which separately or together require an unreasonable or unfair allocation of Council resources.

3.1.3 Unreasonable lack of cooperation

Unreasonable lack of cooperation is an unwillingness and/or inability by a customer to cooperate with our organisation, staff, or request and complaints system and processes that results in a disproportionate and unreasonable use of our services, time and/or resources.

Some examples of unreasonable lack of cooperation include:

- Sending a constant stream of comprehensive and/or disorganised information without clearly defining any issues of complaint or explaining how they relate to the core issues being complained about – only where the customer is clearly capable of doing this.
- Providing little or no detail with a request or complaint or presenting information in 'drips and drabs'.
- Refusing to follow or accept our instructions, suggestions, or advice without a clear or justifiable reason for doing so.
- Arguing frequently and/or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations.
- Displaying unhelpful behaviour – such as withholding information, acting dishonestly, misquoting others, and so forth.

3.1.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based on any reason or logic, that are incomprehensible, false, or inflammatory, trivial, or delirious, and that disproportionately and unreasonably impact upon our organisation, staff, services, time, or resources.

Arguments are unreasonable when they:

- Fail to follow a logical sequence.
- Are not supported by any evidence or are based on conspiracy theories.
- Lead a complainant to reject all other valid and contrary arguments.
- Are trivial when compared to the amount of time, resources, and attention that the complainant demands.
- Are false, inflammatory, or defamatory.

3.1.5 Unreasonable behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances (regardless of how stressed, angry, or frustrated a complainant is) because it unreasonably compromises the health, safety and security of our staff, other service users or the complainant themselves.

Some examples of unreasonable behaviours include:

- Acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks.
- Harassment, intimidation, or physical violence.

- Rude, confronting, or threatening correspondence.
- Threats of harm to self or third parties, threats with a weapon or threats to damage property, including bomb threats.
- Stalking in person or online.
- Emotional manipulation.

Council has zero tolerance towards any harm, abuse or threats directed towards staff. Any conduct of this kind will be dealt with under this policy and the Work Health & Safety Policy (POL 080).

4. Roles and responsibilities

4.1 All staff

All staff are responsible for familiarising themselves with this policy as well as the Individual Rights and Mutual Responsibilities of the Parties to a Complaint document at Appendix A. Staff are also encouraged to explain the contents of this document to all complainants, particularly those who engage in UCC or exhibit the early warning signs of UCC.

Any strategies that change or restrict a complainant's access to our services must be considered at manager level or higher as provided in this policy.

Staff are also responsible for recording and reporting all UCC incidents they experience or witness (as appropriate) to their Manager as soon as possible following the incident.

4.2 The General Manager

The General Manager, in consultation with relevant staff, has the responsibility and authority to change or restrict a complainant's access to our services in the circumstances identified in this policy. When doing so they will consider and aim to impose any service changes or restrictions in the least restrictive ways possible. Their aim when taking such actions will not be to punish the complainant, but rather to manage the impacts of their conduct.

When applying this policy, the General Manager will also aim to keep at least one open line of communication with a complainant. However, we do recognise that in extreme situations all forms of contact may need to be restricted for some time to ensure the health, safety, and security of our staff or third parties.

The Complaints Coordinator is responsible for recording, monitoring, and reviewing all cases where this policy is applied to ensure consistency, transparency, and accountability for the application of this policy. They will manage and keep a file record of all cases where this policy is applied.

4.3 Senior Managers

All senior managers are responsible for supporting staff to apply the strategies in this policy. Senior managers are also responsible for ensuring compliance with the procedures outlined in this policy, and that all staff members are trained to deal with UCC – including on induction and further training as required.

After a stressful interaction with a complainant, senior managers should provide affected staff members with the opportunity to debrief their concerns either formally or informally. Senior managers will also ensure that staff are provided with proper support and assistance including medical or police assistance, and if necessary, support through programs like the Employee Assistance Program.

Senior managers may also be responsible for arranging other forms of support for staff, such as appropriate communication or intercultural training.

4.4 Community Facilities Managers

Community Facilities include Council managed facilities e.g., Oasis Aquatic Centre, Visitor Information Centre, cultural facilities etc. Council facility managers may, in accordance with facility Policy, place general restrictions or bans on customers who demonstrated unreasonable behaviours contacting or accessing council services. For example, 'Restricting, removing and/or banning individuals from Oasis Aquatic Centre Policy'.

4.5 Complaints Coordinator

The Complaints Coordinator has the responsibility and authority to provide advice to the General Manager, Directors, Managers and staff, on changing or restricting a customer's access to Council in the circumstances identified in this policy.

The Complaints Coordinator is also required to:

- Ensure that all relevant staff members are aware of the provisions of this policy
- Are responsible for supporting staff to apply the strategies in the policy and procedure and are responsible for ensuring compliance
- Responsible for recording, monitoring and reviewing all cases where UCC is applied, to ensure consistency, transparency and accountability for the application of these procedures
- They will also manage and keep a record of all cases where these procedures are applied

The Complaints Coordinator is also responsible for maintaining currency and accuracy of information held centrally about UCC and changes to customer's access to our services.

4.6 Team Leader Customer Service

The Team Leader Customer Service acts as a central point of escalation and will be notified by business unit managers and the Complaints Coordinator of any proposed changes or restrictions to a customer's access.

5. Responding to and managing Unreasonable Conduct by Customers

5.1 Changing or restricting a complainant's access to our services

UCC incidents will generally be managed by limiting or adapting the ways we interact with or deliver services to complainants by restricting:

- **Who they have contact with** – limiting a complainant to a sole contact person or staff member in our organisation.

- **What they can raise with us** – restricting the subject matter of communications that we will consider and respond to.
- **When they can have contact** – limiting a complainant's contact with our organisation to a particular time, day, or length of time, or curbing the frequency of their contact with us.
- **Where they can make contact** – limiting the locations where we will conduct face-to-face interviews to secured facilities or areas of the office.
- **How they can make contact** – limiting or modifying the forms of contact that the complainant can have with us. This can include modifying or limiting face-to-face interviews, telephone, and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating provision of services altogether.

When using the restrictions provided in this section, we recognise that discretion will need to be used to adapt them to suit a complainant's personal circumstances such as level of competency, literacy skills, and cultural background. In this regard, we also recognise that more than one strategy may be needed in individual cases to ensure their appropriateness and efficacy.

5.2 Who: limiting the complainant to a sole contact point

Where a complainant tries to forum-shop within our organisation, changes their issues of complaint repeatedly, constantly reframes their complaint, or raises an excessive number of complaints, it may be appropriate to restrict their access to a single staff member (a sole contact point) who will manage their complaint(s) and interaction with our office. This may help ensure they are dealt with consistently and may minimise the incidence of misunderstandings, contradictions, and manipulation.

Complainants who are restricted to a sole contact person will, however, be given the contact details of one additional staff member who they can contact if their primary contact is unavailable – for example if they go on leave or are otherwise unavailable for an extended period of time.

5.3 What: restricting the subject matter of communications that we will consider

Where complainants repeatedly send letters, emails, or online forms that raise trivial or insignificant issues, contain inappropriate or abusive content, or relate to an issue that has already been comprehensively considered or reviewed (at least once) by our office, we may restrict the issues the complainant can raise with us. For example, we may:

- Refuse to respond to correspondence that raises an issue that has already been dealt with, that raises a trivial issue, or is not supported by evidence. The complainant will be advised that future correspondence of this kind will be read and filed without acknowledgement unless we decide that we need to pursue it further – in which case, we may do so on our 'own motion'.
- Restrict the complainant to one complaint or issue per month. Any attempts to circumvent this restriction (for example by raising multiple complaints or issues in the one letter) may result in modifications or further restrictions being placed on their access.
- Return the correspondence to the complainant and require them to remove any inappropriate content before we agree to consider its contents. We will also keep a copy of the inappropriate correspondence for our records to help identify repeat UCC incidents.

5.4 When and how: limiting when and how a complainant can contact us

If a complainant's contact with our organisation places an unreasonable demand on our time or resources, or affects the health, safety, and security of our staff because it involves behaviour that is persistently rude, threatening, abusive or aggressive, we may limit when or how the complainant can interact with us. This may include:

- Limiting their telephone calls or face-to-face interviews to a particular time of the day or days of the week.
- Limiting the length or duration of telephone calls, written correspondence, or face-to-face interviews.
- Limiting the frequency of their telephone calls, written correspondence, or face-to-face interviews.

For irrelevant, overly lengthy, disorganised or very frequent written correspondence we may also:

- Require the complainant to clearly identify how the information or supporting materials they have sent to us relate to the central issues that we have identified in their complaint.
- Restrict the frequency with which complainants can send emails or other written communications to our office.
- Restrict a complainant to sending emails to a particular email account (e.g. the organisation's main email account) or block their email access altogether and require that any further correspondence be sent through Australia Post only.

5.5 'Writing only' restrictions

When a complainant is restricted to 'writing only' they may be restricted to written communications through:

- Australia Post only.
- Email only to a specific staff email or our general office email account.
- Fax only to a specific fax number.
- Some other relevant form of written contact, where applicable.

Any communications received by our office in a manner that contravenes a 'writing only' restriction will either be returned to the complainant or read and filed without acknowledgement.

5.6 Where: limiting face-to-face interviews to secure areas

If a complainant is violent or overtly aggressive, unreasonably disruptive, threatening or demanding or makes frequent unannounced visits to our premises, we may consider restricting our face-to face contact with them.

These restrictions can include:

- Restricting access to particular secured premises or areas of the office such as the customer service centre area or a secured room or facility.
- Restricting their ability to attend our premises to specified times of the day or days of the week only – for example, when additional security is available or to times or days that are less busy.

- Allowing them to attend our office on an 'appointment only' basis, and only with specified staff (for these meetings, staff should enlist the support and assistance of a colleague for added safety and security.)
- Banning the complainant from attending our premises altogether and allowing some other form of contact, e.g., 'writing only' or 'telephone only' contact.

5.7 Contact through a representative only

In cases where we cannot completely restrict our contact with a complainant and their conduct is particularly difficult to manage, we may require them to contact us through a support person or representative only. The support person may be someone nominated by the complainant, but they must be approved by Council.

5.8 Completely terminating a complainant's access to our services

In rare cases, and as a last resort when all other strategies have been considered, the General Manager may decide that it is necessary for our organisation to completely restrict a complainant's contact or access to our services.

A decision to have no further contact with a complainant will only be made if it appears that the complainant is unlikely to modify their conduct, or their conduct poses a significant risk for our staff or other parties because it involves one or more of the following:

- Acts of aggression, verbal or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to property while on our premises.
- Threats with a weapon or common office items that can be used to harm another person or themselves.
- Physically preventing a staff member from moving around freely either within their office or during an off-site visit – e.g., entrapping them in their home.
- Conduct that is otherwise unlawful.

In these cases, the complainant will be sent a letter notifying them that their access has been restricted. The Police may also be notified in these circumstances.

A complainant's access to our services and our premises may also be restricted (directly or indirectly) using legal mechanisms like trespass laws and other legislation or legal orders to protect members of our staff from personal violence, intimidation or stalking by a complainant.

5.9 Social Media

Council will remove any abusive, offensive or slanderous comments from online forums within Council's level of control and where Council is the site administrator. Council will also request third party site administrators to remove any comments relating to Council that are considered abusive, offensive, slanderous or in breach of any Australia law. Council also reserves the right to take further action against third party site administrators where such comments are not removed.

5.10 Managing Customers Seeking Access to Information

The Government Information (Public Access) Act 2009 (GIPA Act) provides customers with a right of access to information held by Council unless there is an overriding public interest consideration against disclosure of the information. The GIPA Act takes into account privacy, copyright and other legislation. Information may be provided proactively, or customers may request information either informally or by a formal access application under the Act.

Information is provided informally, either directly by staff, as part of business operations, or by the Information Management team.

Formal access applications are processed and decided by the Information Management team. Access applications are managed in a structured way under the GIPA Act that includes application and processing fees, defined response times and appeal provisions.

Customers seeking access to information that Council holds who demonstrate unreasonable conduct can be managed using the following strategies:

5.10.1 Who – limiting the customer to a sole contact officer

Where a customer requests the same information from different staff, it may be appropriate to restrict their access to a single staff member (a sole contact officer) who will exclusively manage their request(s) for information. This will ensure they are dealt with consistently and minimise the chances for misunderstandings.

5.10.2 What – restricting the subject matter of communications that Council will consider

Where customers repeatedly request information that has already been provided, Council may refuse to respond to further requests, unless required to do so under the GIPA Act. The customer will be advised that future correspondence requesting information that has already been provided will be read and filed without acknowledgement.

5.10.3 How – applying the GIPA Act

Under the GIPA Act:

- A customer requesting information from Council cannot be prohibited from contacting Council.
- Council cannot be required to consider an informal request, or to provide information in response to such a request.
- Council must consider all formal access applications it receives.

Where a request for information causes concern in a business unit because the customer demonstrates unreasonable conduct, the business unit may refer the request to the Information Management Team, who will assess the request and decide whether to deal with it as an informal request.

If the decision is not to deal with the informal request, the customer will be advised that they have the option of lodging a formal access application. Formal access applications are managed by in accordance with the GIPA Act.

The GIPA Act (s60) allows for refusal to deal with a formal access application on the following grounds:

- Unreasonable and substantial diversion of resources.
- Applicant has previously been provided with the information.
- Applicant has previously applied for the same information, and the earlier application has been decided, and there are no reasonable grounds to believe revisiting the matter would result in a different decision.

6. Alternative dispute resolution

6.1 Using alternative dispute resolution strategies to manage conflicts with complainants

If Council determines that services to a customer cannot be terminated in a particular case or that we/our staff bear some responsibility for causing or exacerbating their conduct, Council may consider using alternative dispute resolution strategies ('ADR') such as mediation and conciliation to resolve the conflict with the customer and attempt to rebuild our relationship with them.

A decision as to whether or not to participate in ADR is entirely at the discretion of Council and on a case-by-case basis.

7. Procedure to be followed when changing or restricting a complainant's access to our services

7.1 Consulting with relevant staff

When determining if a customer's access should be changed we will consult with relevant staff on the following:

- The circumstances that gave rise to the UCC incident(s).
- The impact of the complainant's conduct on our organisation, relevant staff, our time, resources etc.
- The complainant's response to the staff member's warnings or requests to stop the unreasonable behaviour.
- What the staff member has done to manage the complainant's conduct (if applicable).
- Any suggestions made by relevant staff on ways that the situation could be managed.

7.2 Criteria to be considered

Following a consultation with relevant staff the Complaints Coordinator will review information about the complainant's prior conduct and history with our organisation. They will also consider the following criteria:

- Whether the conduct in question involved overt anger, aggression, violence, or assault (which is unacceptable in all circumstances).
- Whether the complainant's case has merit.
- The likelihood that the complainant will modify their unreasonable conduct if they are given a formal warning about their conduct.

- Whether changing or restricting access to our services will be effective in managing the complainant's behaviour.
- Whether changing or restricting access to our services will affect the complainant's ability to meet their obligations, such as reporting obligations.
- Whether changing or restricting access to our services will have an undue impact on the complainant's welfare, livelihood, or dependents etc.
- Whether the complainant's personal circumstances have contributed to the behaviour – For example, the complainant's cultural background may mean their communication patterns differ from those of our staff or our organisation's standards, or the complainant is a vulnerable person who is under significant stress as a result of one or more of the following:
 - homelessness
 - physical disability
 - illiteracy or other language or communication barrier
 - mental or other illness
 - personal crises
 - substance or alcohol abuse
- Whether the complainant's response or conduct was moderately disproportionate, grossly disproportionate, or not at all disproportionate in the circumstances.
- Whether there are any statutory provisions that would limit the types of limitations that can be applied to the complainant's contact with, or access to our services.

Once Council has considered these criteria, they will decide on the appropriate course of action.

7.3 Providing a warning letter

Unless a complainant's conduct poses a substantial risk to the health and safety of staff or other third parties, the General Manager will provide them with a written warning about their conduct in the first instance.

7.4 Providing a notification letter

If a customer's conduct continues, after they have been given a written warning or in extreme cases of overt aggression, violence, assault or other unlawful/unacceptable conduct, without prior written warning, Council has the discretion to send a notification letter immediately restricting the customer's access to our services (without prior written warning). Where necessary, police will be notified.

7.5 Continued monitoring/oversight responsibilities

Once a customer has been issued with a warning letter and/or notification letter, Council will review the customer's record/restriction every 6 months or on request by a staff member, or following any further incidents of UCC that involve the particular customer to ensure that they are complying with the restrictions and the arrangement is working.

If Council determines that the restrictions have been ineffective in managing the customer's conduct or are otherwise inappropriate they may decide to either modify the restrictions, impose further restrictions or terminate the customer's access to our services altogether.

8. Appealing a decision to change or restrict access to our services

8.1 Right of review

Customers are entitled to one review of a decision to change or restrict their access to our services. This review will be undertaken by a senior staff member who was not involved in the original decision to change or restrict the customer's access.

This staff member will consider the customer's arguments along with all relevant records regarding the customer's past conduct. The customer will be advised of the outcome of their review by letter.

If a customer continues to be dissatisfied after the review process, they may seek an external review from an oversight agency such as the Ombudsman. The Ombudsman may accept the review (in accordance with its administrative jurisdiction) to ensure that we have acted fairly, reasonably and consistently and have observed the principles of good administrative practice including, procedural fairness.

Note: customers making formal access applications under the GIPA Act for information from Council have review rights under that Act. The rights of review described in this section do not apply to customers making formal access applications under the GIPA Act.

9. Non-compliance with a change or restriction on access to our services

9.1 Recording and reporting incidents of non-compliance

All staff members are responsible for recording and reporting incidents of non-compliance by complainants. This should be recorded in a file note and forwarded to the General Manager and the Complaints Coordinator who will decide whether any action needs to be taken to modify or further restrict the complainant's access to our services.

10. Periodic reviews of all cases where this policy is applied

10.1 Period for review

All cases where this policy is used will be reviewed every 3 months or 6 months (depending on the nature of the service provided) and not more than 12 months after the service change or restriction was initially imposed or upheld.

10.2 Notifying the complainant of an upcoming review

The Complaints Coordinator will ask complainants if they would like to participate in the review process unless they determine that this invitation will provoke a negative response from the complainant (i.e., further UCC). The invitation will be given, and the review will be conducted in accordance with the complainant's access restrictions. (e.g. if contact has been restricted to writing only then the invitation to participate will be done in writing).

10.3 Criteria to be considered during a review

When conducting a review, the General Manager will consider:

- Whether the complainant has had any contact with the organisation during the restriction period.
- The complainant's conduct during the restriction period.
- Any information or arguments put forward by the complainant.
- Any other information that may be relevant in the circumstances.

The Complaints Coordinator may also consult with any staff members who have had contact with the complainant during the restriction period.

Sometimes a complainant may not have a reason to contact our office during their restriction period. As a result, a review decision that is based primarily on the fact that the complainant has not contacted our organisation during their restriction period may not be an accurate representation of their level of compliance/reformed behaviour. This should be taken into consideration, in relevant situations.

10.4 Notifying a complainant of the outcome of a review

Council will notify the customer of the outcome of their review using the appropriate/relevant method of communication as well as a written letter explaining the outcome, as applicable.

Legislative Context

- Work, Health & Safety Act 2011
- Local Government Act 1993

Related Documents

- Code of Conduct
- Complaints Handling Policy (POL 103)
- Work, Health and Safety Policy (POL 080)
- Public Access to Information Policy (POL 108)
- Customer Service Charter
- Restricting, Removing and/or Banning Individuals from Oasis Aquatic Centre Policy

Definitions

Term	Definition
Employee(s)	Employees, elected members, volunteers or contractors for the purposes of this policy
Senior Managers	Executive Team members, Level 3 Managers and Council Facility Managers

Revision History

Revision number	Council resolution	Council meeting date
1	Res No: 13/004	29 January 2013
2	Res No: 13/224.1	26 August 2013
3	Res No: 17/279	28 August 2017
4	Res No. 22/354	17 October 2022
5		

Appendix A – Individual rights and mutual responsibilities of the parties to a complaint

In order for Wagga Wagga City Council to ensure that all complaints are dealt with fairly, efficiently, and effectively and that work health and safety standards and duty of care obligations are adhered to, the following rights and responsibilities must be observed and respected by all of the parties to the complaint process.

Individual rights

Complainants have the right:

- to make a complaint and to express their opinions in ways that are reasonable, lawful, and appropriate, regardless of cultural background, national origin, sex, sexual orientation, gender expression, disability or other cultural or personal characteristics
- to a reasonable explanation in a wide range of languages of the organisation's complaints procedure, including details of the confidentiality, secrecy or privacy rights or obligations that may apply • to a fair and impartial assessment and, where appropriate, investigation of their complaint based on the merits of the case
- to a fair hearing
- to a timely response
- to be informed in at least general terms about the actions taken and outcome of their complaint to have decisions that affect them explained to them
- to at least 1 review of the decision on the complaint
- to be treated with courtesy and respect
- to communicate valid concerns and views without fear of reprisal or other unreasonable response.

Staff have the right:

- to determine whether, and if so how, a complaint will be dealt with
- to finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances
- to expect honesty, cooperation, and reasonable assistance from complainants
- to expect honesty, cooperation and reasonable assistance from organisations and people within jurisdiction who are the subject of a complaint
- to be treated with courtesy and respect
- to a safe and healthy working environment
- to modify, curtail or decline service (if appropriate) in response to unacceptable behaviour by a complainant.

Subjects of a complaint have the right:

- to a fair and impartial assessment and, where appropriate, investigation of the allegations made against them
- to be treated with courtesy and respect by staff of Wagga Wagga City Council
- to be informed (at an appropriate time) about the substance of the allegations made against them that are being investigated
- to be informed about the substance of any proposed adverse comment or decision

- to be given a reasonable opportunity to put their case during the course of any investigation and before any final decision is made
- to be told the outcome of any investigation into allegations about their conduct, including the reasons for any decision or recommendation that may be detrimental to them
- to be protected from harassment by disgruntled complainants acting unreasonably.

Mutual responsibilities

Complainants are responsible for:

- treating staff of Wagga Wagga City Council with dignity and respect
- clearly identifying to the best of their ability the issues of complaint, or asking for help from the staff of Wagga Wagga City Council to assist them in doing so
- providing Wagga Wagga City Council, to the best of their ability, with all the relevant information available to them at the time of making the complaint
- being honest in all communications with Wagga Wagga City Council
- informing Wagga Wagga City Council of any other action they have taken in relation to their complaint
- cooperating to the best of their ability with the staff who are assigned to assess/investigate/resolve/determine or otherwise deal with their complaint.

If complainants do not meet their responsibilities, Wagga Wagga City Council may consider placing limitations or conditions on their ability to communicate with staff or access certain services.

Wagga Wagga City Council has a zero-tolerance policy in relation to any harm, abuse or threats directed towards its staff. Any conduct of this kind may result in a refusal to take any further action on a complaint or to have further dealings with the complainant. Any conduct of a criminal nature will be reported to police, and in certain cases legal action may also be considered.

Staff are responsible for:

- providing reasonable assistance, including cultural and linguistic assistance, to complainants who need help to make a complaint and, where appropriate, during the complaint process
- dealing with all complaints, complainants and people or organisations the subject of complaint professionally, fairly, and impartially
- giving complainants or their advocates a reasonable opportunity to explain their complaint, subject to the circumstances of the case and the conduct of the complainant
- giving people or organisations the subject of complaint a reasonable opportunity to put their case during the course of any investigation and before any final decision is made
- informing people or organisations the subject of investigation, at an appropriate time, about the substance of the allegations made against them¹⁶ and the substance of any proposed adverse comment or decision that they may need to answer or address
- keeping complainants informed of the actions taken and the outcome of their complaints
- giving complainants explanations that are clear and appropriate to their circumstances, and adequately explaining the basis of any decisions that affect them

- treating complainants (and people who are the subject of complaints) with courtesy and respect at all times and in all circumstances
- taking all reasonable and practical steps to ensure that complainants are not subjected to any detrimental action in reprisal for making their complaint
- giving adequate warning of the consequences of unacceptable behaviour.

Subjects of a complaint are responsible for:

- cooperating with the staff of Wagga Wagga City Council who are assigned to handle the complaint, particularly where they are exercising a lawful power in relation to a person or body within their jurisdiction
- providing all relevant information in their possession to *Wagga Wagga City Council* or its authorised staff when required to do so by a properly authorised direction or notice
- being honest in all communications with *Wagga Wagga City Council* and its staff
- treating the staff of the *Wagga Wagga City Council* with courtesy and respect at all times and in all circumstances
- refraining from taking any detrimental action against the complainant in reprisal for them making the complaint.

Wagga Wagga City Council is responsible for:

- maintaining an appropriate and effective complaint handling system in place for receiving, assessing, handling, recording, and reviewing complaints
- making decisions about how all complaints will be dealt with
- ensuring that all complaints are dealt with professionally, fairly, and impartially
- ensuring that staff treat all parties to a complaint with courtesy and respect
- ensuring that the assessment and any inquiry into the investigation of a complaint is based on sound reasoning and logically probative information and evidence
- finalising complaints on the basis of outcomes that the organisation, or its responsible staff, consider to be satisfactory in the circumstances
- implementing reasonable and appropriate policies, procedures, and practices to ensure that complainants are not subjected to any detrimental action in reprisal for making a complaint, including maintaining separate complaint files and other operational files relating to the issues raised by individuals who make complaints
- adequately considering any confidentiality, secrecy or privacy obligations or responsibilities that may arise in the handling of complaints and the conduct of investigations.

Unreasonable Complainant Contact Policy

Reference number: POL 056
Approval date: 17 October 2022
Policy owner: Manager Governance and Risk
Next review: September 2025

Wagga Wagga City Council supports residents and visitors to Wagga Wagga having the right to express their views and ask questions about Council services. Indeed, customers' comments and suggestions are imperative in helping Council shape and improve the services it provides.

This policy sets out Council's approach to the communication received from customers that Council considers unreasonable or unacceptable and the action it will take in order to manage the situation.

It is important to note that this Policy is separate to Council's Complaints Management Policy – POL 103. POL 103 deals with the complaints management process and the alternate options available to the community in making complaints including the NSW Ombudsman, the Independent Commission against Corruption (ICAC) and the NSW Office of Local Government.

People who complain to Council can be distressed, angry or upset. This may be because of the problem they are complaining about, or it may be related to their own personal circumstances. Dealing with distressed, angry and upset people is a normal part of complaint handling and Council staff are trained to deal fairly, objectively and empathetically with all complainants.

In some cases, however, a complainant's conduct can go beyond what is acceptable. They may contact Council repeatedly, provide false and misleading information, demand outcomes that are not practicable, be unwilling to accept the complaint handler's decision and react in an unreasonable manner, threaten harm to themselves or others, or be violent.

It is important that Council manages unreasonable complainant conduct for several reasons:

- Council's resources are limited and must be used efficiently in dealing with other customer requests and other functions. All customers are entitled to a fair share of time and resources and a consistent approach by Council in dealing with their issues.
- Council is responsible for ensuring the health and safety of its staff. Ensuring that all staff are properly trained, supervised and supported in dealing with unreasonable conduct will minimise staff stress.

POL 056 – Unreasonable Complainant Contact Policy

- Unreasonable conduct can make it harder for Council to resolve a complaint. It can lead to the complaint issue being blurred, the investigation sidetracked, and the process needlessly prolonged.
- A Complaint investigation that is drawn out is less likely to end satisfactorily. The person may change the focus of their grievance to the way their complaint was handled. The ongoing relationship between the person and the Council can be damaged.
- This Policy and the accompanying procedures is based on the 'Better Practice Guide to Managing Unreasonable Complainant Conduct' published in June 2009 by the Commonwealth Ombudsman.
- Within the 'Better Practice Guide to Managing Unreasonable Complainant Conduct' it is recognised that:
 - Dealing with difficult complainants is core business;
 - This work requires proper priority and adequate resources;
 - Support is required for front line and complaint handling staff in the form of support, encouragement, guidance, training, and direction to minimise avoidance of complainants;
 - Unreasonable complainant conduct should be managed by responding appropriately to observable conduct not perceptions of motives or psychological states;
 - There are a range of reasonable and appropriate management strategies available to manage different types of observable unreasonable conduct.
 - This is management of the 'complaints about issues' not the original management of the issue.

Purpose

- Ensure fair and open access for all residents, visitors and members of the business community to Council's services including those in the community who have difficulty in dealing with Council as an authority.
- It is Council's responsibility to treat all customers fairly and with respect. Staff need to show impartiality and professionalism when faced with challenging behaviour. This does not mean that staff should tolerate conduct that is threatening, aggressive or abusive.
- Ensure other customers and Council employees and elected members do not suffer any disadvantage from customers who act in an unacceptable manner.
- Meet the standards set out in our Customer Service Charter.
- Minimise the impacts of unreasonable or unacceptable communication on resources, processes and staff.

Scope

The principles set out in this policy only apply to Council's dealings with people when they have contact with the Council.

POL 056 – Unreasonable Complainant Contact Policy

Policy Provisions**Unreasonable or Unacceptable Communication****Abusive, offensive or slanderous language**

Council does not accept that employees or elected officials should be subjected to abusive, offensive or slanderous language even that part of speech that comes to the fore when the customer is under stress, as this may offend the employee or elected official. What is deemed to be offensive will differ between individuals but can include cultural racial or religious references. Every employee and elected official has the right not to suffer language they would consider as offensive.

Unmanageable Demands

Although not always intentionally, customers may make what Council considers unmanageable demands due to the amount of information they seek; the nature and scale of service they expect; or, the number of approaches they make. What amounts to unreasonable demands will always depend on the circumstances surrounding the behaviour and the seriousness of the issues raised by the customer.

Examples of this include:

- demanding responses within an unreasonable time-frame;
- insisting on seeing or speaking to a particular employee;
- excessive telephone calls, emails, faxes or letters;
- sending duplicate requests to more than one employee; or,
- requiring responses to correspondence where the content is malicious.

Council will consider this contact to be unacceptable and/or unreasonable if it starts to impact substantially upon workload, for example by taking up, in comparison to the issues raised, an excessive amount of employees' time to the disadvantage of other customers or service delivery.

Council will take no action on behalf of a complainant where the complaint is deemed to be trivial, frivolous, vexatious or not made in good faith.

Unreasonable Persistence

Council recognises that some customers will not or cannot accept that Council is unable to assist them further or provide a level of service other than that provided already. Customers may persist in disagreeing with the action or decision taken in relation to their concerns or they may contact Council persistently about the same issue.

Examples of actions grouped under this heading include persistent refusal to accept a decision made in relation to a complaint; persistent refusal to accept explanations relating to what Council can or cannot do; and, continuing to contact the Council without presenting any new information.

It is not necessarily the manner in which these customers communicate with the Council that is unreasonable, but their perseverance in contacting Council after its decision has already been explained.

POL 056 – Unreasonable Complainant Contact Policy

Managing Communication

How Council decides to manage the communication referred to in this policy depends on the nature and the impact it has on individual employees or the Council as a whole. However, Council may need to manage the unacceptable action by restricting the customer's contact with it.

Restrictions that may be considered are: informing a customer that they can only contact us in person, by telephone, fax, letter or electronically; limiting the frequency responses to correspondence will be sent; and, or appointing a named officer to be the customer's single point of contact. Council will always try to maintain at least one form of contact. In these cases the Council will only respond to communication through a third party.

Abusive or offensive language

The threat or use of verbal abuse or harassment towards employees is likely to result in the ending of all direct contact with the customer. Incidents may be reported to the Police. This will always be the case if physical violence is threatened.

Correspondence

Council will not deal with correspondence (letter, fax or electronic) that is abusive to employees or contains allegations that lack substantive evidence. When this happens Council will tell the customer that it considers the content of their communication to be offensive, unnecessary and unhelpful. Council will request the customer to cease such action and state that if they do not stop, further correspondence will not be responded to. Council reserves the right to require future contact to be through a third party.

Telephone Calls

Council employees will end telephone calls if they feel the caller is being aggressive, abusive or offensive. The employee taking the call has the right to make this decision. In most cases the caller will be advised that the behaviour is unacceptable and that the call will be ended if the behaviour does not stop. On the rare occasion when the employee is unable to continue with the call, they have the right to disconnect it without warning.

Face to face

Council employees will ask a customer to leave Council property or premise/place of work if they feel the customer is being aggressive, abusive or offensive. The employee dealing with the customer has the right to make this decision. In most cases the officer will advise the customer that their behaviour is unacceptable and that they will be asked to leave if the behaviour does not stop. If a customer refuses to leave the premises, the police may be called.

Unreasonable Demands

Where a customer repeatedly telephones, visits Council offices, sends irrelevant documents, or continually raises the same issues, Council may decide to adopt one or more of the following restrictions:

- Only take telephone calls from the customer at set times, on set days or by arrangement.
- Arrange for one named employee to deal with all future calls or correspondence from the customer.

POL 056 – Unreasonable Complainant Contact Policy

- Limit communication to writing only.
- Only respond to communication at a set frequency (eg: monthly basis)
- Inform the customer that their correspondence will be read, to ensure no new issues have been made, acknowledged and filed.
- Require the customer to make an appointment to see a named employee before visiting the office.
- Return documents received to the customer or, in extreme cases, advise the customer that further irrelevant documents will be destroyed. Take other action that Council considers appropriate.

Unreasonable persistence

Where a customer continues to correspond on a wide range of issues, and this action is considered excessive, Council may decide to adopt one or more of the following restrictions:

- Inform the customer that Council will limit the number of issues it will consider in a given period.
- Ask the customer to limit or focus their requests accordingly.
- Arrange for one named employee to deal with future calls or correspondence from the customer.

A customer's action may be considered unreasonably persistent if, after all internal review mechanisms have been exhausted, they continue to dispute the Council's decision relating to the issues raised. In these circumstances, the customer will be told that they will be required to make all future contact on the issue in writing. Any correspondence will be read and filed but only acknowledged or responded to if new information relating to the issue is provided.

Social Media

Council will remove any abusive, offensive or slanderous comments from online forums within Council's level of control and where Council is the site administrator. Council will also request third party site administrators to remove any comments relating to Council that are considered abusive, offensive, slanderous or in breach of any Australia law. Council also reserves the right to take further action against third party site administrators where such comments are not removed.

Restricting Contact

With the exception of such immediate decisions taken at the time of an incident, decisions to restrict contact will only be taken after careful consideration by the General Manager.

To ensure equality for all our customers an impact assessment, must be carried out before a restriction is determined to consider potential problems a restriction may pose on the customer.

When a decision has been made and approved, customers will be told in writing:

- Why a decision has been made to restrict future contact
- The restricted contact arrangements
- If relevant, the length of time that these restrictions will be in place

POL 056 – Unreasonable Complainant Contact Policy

Please note: Employees who directly experience aggressive or abusive behaviour from a customer have the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation. These may include such actions as ceasing the phone call or asking the customer to leave the premises.

Appealing a decision to restrict contact

A customer can appeal a decision to restrict contact. The appeal will be considered by the General Manager or his/her nominee not involved in the original decision. The Customer will be advised in writing whether the restricted contact arrangements still apply, or a different course of action has been agreed.

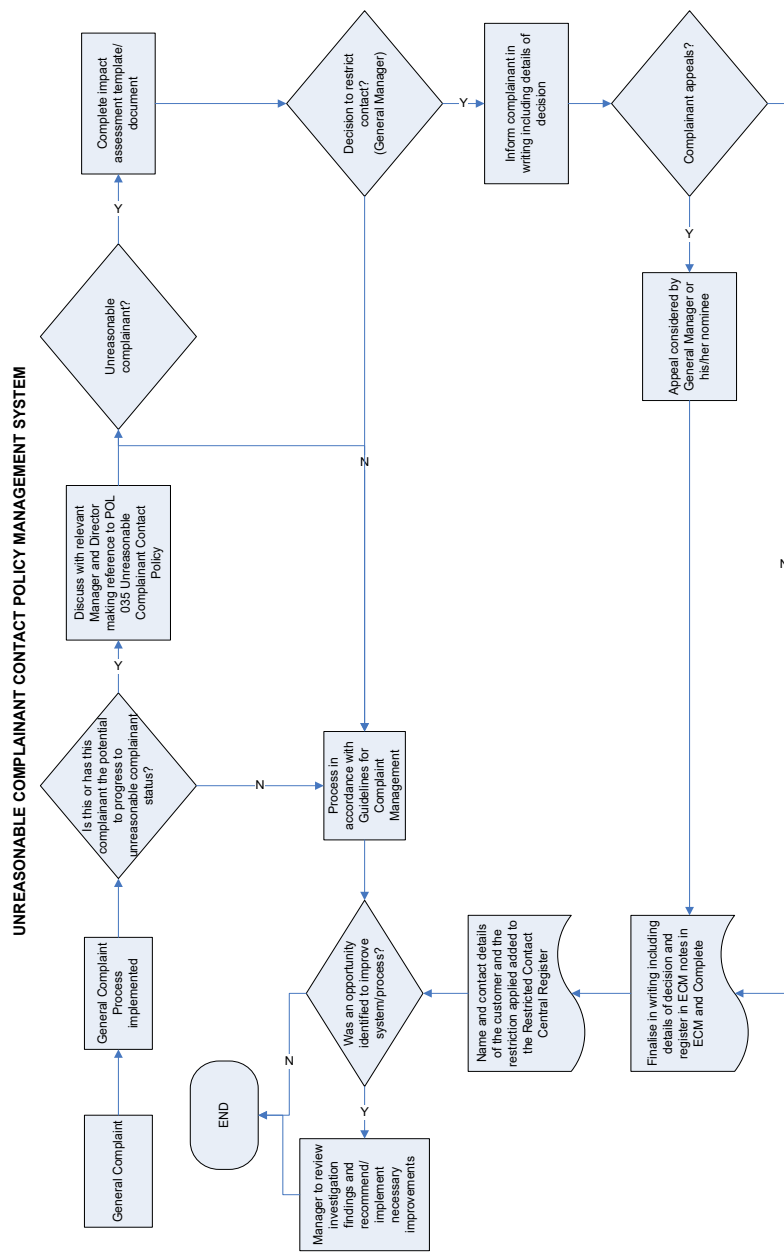
Recording and reviewing a decision to restrict contact

Where it is decided to restrict contact, an entry noting this will be made in relevant files held by the Council. The name and contact details of the customer and the restriction applied will also be added to the Restricted Contact Central Register. The name will only be held on the Register for the period the restriction applies.

The Restricted Contact Register will be reviewed annually. If the customer demonstrates a more acceptable approach, restrictions to contact may be revoked.

As this Register is a Council document, it may be subject to the provisions of the Government Information (Public) Access Act 2009.

POL 056 – Unreasonable Complainant Contact Policy



All correspondence throughout the process must be registered in ECM

POL 035 – Unreasonable Complainant Conduct Policy
Unreasonable Complainant Conduct Flowchart
ECM Document no. 3046740
ECM Document no. 3393669

POL 056 – Unreasonable Complainant Contact Policy

Legislative Context

- Work, Health & Safety Act 2011

Related Documents

- Customer Service Charter
- Complaints Handling Policy (POL 103)
- Dealing with Difficult Customers Procedure

Definitions

Term	Definition
Employee(s)	Employees, elected members, volunteers or contractors for the purposes of this policy

Revision History

Revision number	Council resolution	Council meeting date
1	Res No: 13/004	29 January 2013
2	Res No: 13/224.1	26 August 2013
3	Res No: 17/279	28 August 2017
4	Res No. 22/354	17 October 2022

RP-12 RESOLUTIONS AND NOTICES OF MOTIONS REGISTERS**Author:** Nicole Johnson**Executive:** Scott Gray

Summary: | This report provides Councillors with an update on the status of all resolutions of Council including Notices of Motion.

Recommendation

That Council receive and note the following registers:

- a Active Resolutions as at 16 February 2024
- b Active Notice of Motions as at 16 February 2024
- c Resolutions including Notice of Motions completed from 5 December 2023 to 20 February 2024

Report

The attached registers, outline details of each resolution with the following analysis provided as a snapshot as at 20 February 2024.

- 103 active resolutions
- 12 active Notices of Motions
- 24 resolutions including Notice of Motions have been completed from 5 December 2023 to 20 February 2024

Financial Implications

N/A

Policy and Legislation

Council's Code of Meeting Practice

Link to Strategic Plan

Community Leadership and Collaboration

Objective: We are informed and involved in decision making

Outcome: Everyone in our community feels they have been heard and understood




Risk Management Issues for Council

N/A

Internal / External Consultation

N/A

Attachments

1.  Active Resolution Register - Provided under separate cover
2.  Active Notice of Motions - Provided under separate cover
3.  Completed Resolution Register - Provided under separate cover

RP-13 QUESTIONS WITH NOTICE**Author:** Scott Gray

Summary: This report is to list questions with notice raised by Councillors in accordance with Council's Code of Meeting Practice.

Recommendation

That Council receive and note the report.

Report

The following questions with notice were received prior to the meeting, in accordance with the Code of Meeting Practice.

Councillor R Kendall requested an update on the status of the various road repairs require around the LGA area pertaining to new service installations.

Council are in the process of engaging a contractor to undertake the road reinstatements following Riverina Water mains replacement/repair works. We expect these works to commence in the next 4-6 weeks. Footpath reinstatement works following telecommunications installation works have commenced

Councillor G Davies recently attended the Wagga Rodeo and noted how hot it was and the lack of shade. She would like council to investigate the planting trees in the area or other shade alternatives that would be suitable for the area.

Staff are about to commence the renewal to the masterplan of the exhibition site. The shade and infrastructure plans will be considered within this process.

Councillor R Foley requested an update regarding Marshalls Creek bridge and if the State Government has provided information.

Information on the Marshalls Creek Bridge replacement can be found on Transport for NSW's Projects webpage under Current Projects and searching for 'Marshalls Creek Bridge Replacement'.

The link is <https://www.transport.nsw.gov.au/projects/current-projects/marshalls-creek-bridge-replacement> The last update on the website was in July 2023 which indicated construction is expected to commence early in 2025.

Financial Implications

N/A

Policy and Legislation

Code of Meeting Practice

Link to Strategic Plan

Community leadership and collaboration

Objective: Our community is informed and actively engaged in decision making and problem-solving to shape the future of Wagga Wagga

Ensure our community feels heard and understood

Risk Management Issues for Council

N/A

Internal / External Consultation

N/A

**RP-14 AUDIT, RISK AND IMPROVEMENT COMMITTEE ANNUAL REPORT
AND INTERNAL AUDIT REPORT 2022/2023**

Author: Melinda Conolly
General Manager: Peter Thompson

Summary: | In accordance with Council's Audit, Risk and Improvement Committee Charter the 2022/2023 Audit, Risk and Improvement Committee Annual Report and Internal Audit Annual Report are presented to Council for noting.

Recommendation

That Council receive and note:

- a Audit, Risk and Improvement Committee Annual Report 2022/2023
- b Internal Audit Annual Report 2022/2023

Report

Council's Audit, Risk and Improvement Committee Charter requires the Committee to report regularly, and at least annually, to Council on the management of risk and internal controls, including:

- A summary of the work the Committee performed to discharge its responsibilities during the preceding year; and
- Details of meetings, including the number of meetings held during the relevant period, and the number of meetings each member attended

The Audit, Risk and Improvement Committee tables the attached Audit, Risk and Improvement Committee and Internal Audit Annual Reports 2022-2023 to Council for noting. The Report was considered by the Committee at its 30 November 2023 meeting and adopted by Council at its meeting on 29 January 2024.

Financial Implications

N/A

Policy and Legislation

Audit, Risk and Improvement Committee Charter

Link to Strategic Plan

Community leadership and collaboration

Objective: Wagga Wagga has strong community leadership and a shared vision for the future

Plan long term for the future of Wagga Wagga

Risk Management Issues for Council

N/A

Internal / External Consultation

Audit, Risk and Improvement Committee

Executive

Attachments

1   Audit, Risk and Improvement Committee Annual Report 2022/2023

2   Internal Audit Annual Report 2022/2023



Annual Report 2022-23
Audit, Risk & Improvement Committee

Annual Report 2022-23

Wagga Wagga City Council

Audit, Risk & Improvement Committee

August 2023





Annual Report 2022-23
Audit, Risk & Improvement Committee

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1. Chairperson's Report

This Annual Report summarises the work of Council's Audit, Risk and Improvement Committee (ARIC) and its Internal Audit Function (IAF) for the financial year 2022/2023.

Council's Audit, Risk and Improvement Committee plays an important part in the oversight of good governance within the organisation. The three independent members and two Councillor members question the General Manager and his staff on all aspects of compliance and risk management and make suggestions based on their experience and expertise.

Wagga City Council is considered a leader in corporate governance amongst its peers. The General Manager is responsive and is supported by strong governance staff. There is a growing maturity in the organisation in relation to risk management.

Council is faced with a range of serious risks including the ever-present threat to information technology and data and the additional challenges faced by rural Councils of maintaining a workforce with the required skills and long-term financial viability. These issues are regularly considered by the Committee.

From the Committee's perspective, the most welcome development during the year was the appointment of a Chief Audit Executive to undertake and oversee the program of internal audit recommended by the Committee. The appointment will enable more of this important work to be done.

Overall, this report reflects a year of progress towards meeting the NSW Government's Guidelines for Risk Management and Internal Audit for Local Government which will come into full effect on 1 July 2024.

On behalf of the Committee, I thank the General Manager and his staff for their commitment and support of the Committee's work over the year.

Bryce McNair
Independent Chairperson
Audit, Risk and Improvement Committee



2. Executive Summary

This Annual Report of the Wagga Wagga City Council (Council) Audit, Risk and Improvement Committee ("the Committee" or "ARIC") covers the activities of the Committee for the period 1 July 2022 to 30 June 2023.

The Committee was established by Council in February 2007, as an advisory Committee to the Council pursuant to and in accordance with provisions contained in Section 355 of the *Local Government Act 1993* (NSW) (the Act), and the *Local Government (General) Regulations 2005*.

The Committee operates under a Charter adopted by the elected Council which contains the Committee's responsibilities. Broadly, these include reviewing Council's operations on risk management, legislative compliance, governance and internal audit. The Committee also reviews the external audit opinion on the Council's Financial Statements and other aspects of financial governance.

The Committee reports to Council after each meeting, through the inclusion of a Chairperson Report in the Councilor Bulletin and tabling of the Committee Minutes at an Ordinary Meeting of Council.

The Chairperson gave the Annual ARIC Presentation to Councilors at a Councilor workshop on 6 March 2023. This presentation reinforced the role and functions of the ARIC, spoke to legislative changes, and what has worked well over the year and areas that could be improved. There was also an opportunity for Councilors to provide feedback in relation to maximising the value of the ARIC and identifying any areas for improving communication and engagement between the Committee and elected members.

3. The Audit Risk and Improvement Committee

The objective of the ARIC is to provide independent assurance and advice to the Council on risk management, control, governance, and external accountability responsibilities. An effective committee has the potential to strengthen the control environment (of which it is part) and assist the General Manager and Council to fulfil their stewardship, leadership and control responsibilities.

Council's ARIC was established under section 428A of the Act, which states the following:

- A council must appoint an Audit, Risk and Improvement Committee
- The Committee must keep under review the following aspects of the council's operations:
 - Compliance
 - Risk management
 - Fraud control
 - Financial management
 - Governance
 - Implementation of the strategic plan, delivery program and strategies
 - Service reviews
 - Collection of performance measurement data by the council
 - Any other matters prescribed by the regulations
- The Committee is also able to provide information to the council for the purpose of improving the council's performance of its functions.

The Committee's authority and scope of its role and responsibilities is outlined in the Committee's Charter.

3.1 Membership

Membership of the Audit, Risk and Improvement Committee is made up of a minimum of three independent external members (the current Committee has three independent external members) and two Councillors. Three alternate Councillor members are also appointed. The Chair and Deputy Chair must be independent external members and are appointed by Council.

Independent external members have been appointed for the current term of Council. However, the ARIC Charter and Council Policy (as amended from time to time) states that the term of appointment of independent external members may be extended for a period of not more than six (6) months after the date of a local government election or otherwise until the newly elected Council resolves otherwise.

The Membership of the Committee for the reporting period was as follows:

Name	Position
Bryce McNair	Independent External Member (Chair)
Carolyn Rosetta-Walsh	Independent External Member (Deputy Chair)
Rachel Harris	Independent External Member
Councillor Michael Henderson	Council Representative



Councillor Rod Kendall	Council Representative
Councillor Amelia Parkins	Alternate Council Representative
Councillor Tim Koschel	Alternate Council Representative
Councillor Jenny McKinnon	Alternate Council Representative

Independent External Members were appointed to the Committee by Council resolution 22/144 on 2 May 2022, effective from 3 May 2022, and there has been no change in membership or positions since that time. Councillor Members of the Committee were appointed by Council resolution 22/050 on 14 February 2022.

Non-voting attendees of the meetings of the Audit, Risk and Improvement Committee include:

- General Manager
- Chief Audit Executive (*vacant from April – December 2022*)
- Chief Financial Officer
- Manager Governance & Risk

Invitations are extended to Council's external auditor, the Audit Office of NSW, to attend each meeting as required, particularly Committee meetings considering the draft financial report, results of the external audit, and presentation of the Client Service Plan for the annual financial statements audit.

3.2 Remuneration

Independent External Members of the Audit, Risk and Improvement Committee are paid for their services and are remunerated in accordance with and pursuant to Council Resolution No. 22/144.



3.3 Committee Member Profiles

Committee Member	Profile
External Members	
Bryce McNair (Chairperson)	<p>Bryce has a Bachelor of Economics (Accounting and Economics), a Bachelor of Laws and a Graduate Management Qualification from the Australian Graduate School of Management. He has enjoyed a varied career in politics, management, consulting, and teaching. He has been involved as a board member and chairperson in a range of public sector bodies, as a leader in community organisations and the military.</p> <p>Bryce worked for eight years as an economist and political adviser and has over 15 years as a management consultant and managing industry associations and technical bodies.</p> <p>Since 2006, Bryce has been a member of local government audit committees in five councils: Warringham, Hurstville, Albury, Wagga and Riverina Water. Bryce was first appointed to Council's ARIC in April 2017 and acted as Chair until 2019. He acted as Deputy Chair during the 2019 to 2022 period. Bryce was reappointed to the ARIC in May 2022, and he was appointed as Chair.</p>
Carolyn Rosetta-Walsh (Deputy Chair)	<p>Carolyn is a Certified Internal Auditor, a Registered Company Auditor, Registered SMSF Auditor and a Chartered Accountant with extensive accounting and financial management experience, and an in-depth understanding of the applicable accounting and auditing standards for a public sector environment.</p> <p>Carolyn has over 20 years' experience in the provision of assurance, risk and advisory services, including as an independent member of local council Audit, Risk and Improvement Committees, as the Chief Audit Executive for a large regional council and provider of contracted financial statement audit services to state and national audit offices.</p> <p>Her experience includes provision of internal audit services, financial statement audit services, risk management, governance, and fraud control advisory. Her knowledge includes an in-depth understanding of better practice internal audit and audit committee operations, and she has helped agencies establish internal audit functions and advised on the establishment of effective audit committee operations.</p>
Rachel Harris	<p>Rachel has a Bachelor of Economics, a Graduate Certificate in Fraud and Financial Crime and has been a member of the Institute of Chartered Accountants Australia and New Zealand for over 20 years.</p> <p>As an experienced senior manager, Rachel has significant experience in risk management and governance, establishing risk management practices within organisations. She has been a member of many committees focussed on managing public sector organisations.</p> <p>Rachel was the Chief Auditor of the Department of Foreign Affairs and Trade and has over 30 years of experience in external and internal audits, roles as Chief Financial Officer, and managing complex internal audit teams understand the accounting and auditing standards.</p>



Council Representatives	
Councillor Michael Henderson	<p>Cr Michael Henderson was elected to Council in 2021.</p> <p>Cr Henderson's Council Committee Membership includes the Audit, Risk & Improvement Committee, General Manager's Performance Review Committee, Honours committee and Southern Regional Planning Panel.</p> <p>Cr Henderson is now retired from an engineering business that he has owned and managed for 35 years. He's currently heavily involved with the Wagga Wagga Boat Club as commodore and licensee and very community minded.</p>
Councillor Rod Kendall	<p>Cr Rod Kendall was first elected to Council in 2004 and has served continually since that date. Cr Kendall was elected Mayor in 2012, 2013, 2014 and 2015.</p> <p>Cr Kendall's Council Committee Membership includes the General Manager's Performance Review Committee, Honours Committee, Audit, Risk & Improvement Committee, Floodplain Risk Management Advisory Committee, Southern Regional Planning Panel, Riverina Regional Library Advisory Committee and Sister City Community Committee.</p> <p>Cr Kendall is a semi-retired structural engineer, an active foster parent and assists with various charities within Wagga and further afield. He pursued his interest in serving the local community when he became semi-retired and was elected to Council.</p>



4. Committee Report Card

Committee Charter	Compliance
Committee Meetings	A quorum was met for all meetings in financial year 2022/23.
Composition	Three independent members Two Councillor members Three alternate Councillor members
Broad range of skills and experience	The Committee's members are appropriately qualified and have a range of skills and experience that enables them to fulfil their role consistent with the ARIC charter. The members have extensive experience across local government/public sector, risk management, audit, accounting, business management and law. These skills are complementary and underpin the strategic thinking required to successfully perform in the role.
Role	The Committee is an advisory committee only with no authority to expend funds or make decisions that are binding on Council.
Sufficient time allocated to tasks	The Committee agenda allows for adequate time to discuss audit, risk and governance issues and to receive updates on the status of implementation of audit recommendations within the allocated three-hour timeframe.
Probity	The agenda includes a standing item for the declaration of conflicts of interest by members, who are also able to declare conflicts of interest as and when they arise. The Committee has an interest in ensuring that probity is embedded in all council tendering activities and particularly those that have significant financial impacts on the Council.
Risk Management	The Committee maintains high-level interest in the implementation of Council's Risk Management Framework including planning, implementation, policies and procedures.
Control Framework	The Committee reviewed Council's controls through high-level briefings and through other independent assurance activities.
Compliance	Compliance with legislative requirements is considered in the reports received to the Committee and the Committee keeps under review Council's legislative compliance. The Committee encourages adherence to and continuous improvement and timely review of Council's policies.
Fraud Corruption and Control	The Committee received and reviewed the Fraud and Corruption Control Plan 2022-2025 and undertook 6-monthly reviews of the



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	<p>Fraud and Corruption Risk Register. The Committee also endorsed amendments to the Fraud and Corruption Control Policy and Fraud and Corruption Control Framework.</p> <p>In addition, the Committee received separate reporting relating to the cyber security response documentation and requested and received quarterly fraud and corruption reporting statistics quarterly.</p> <p>In December 2022 ICAC training was delivered to more than 90 Council Officers including Councillors and identified staff across high-risk areas.</p>
Internal Audit	<p>The internal audit function through the Chief Audit Executive reports to the Committee. The Committee ensures and supports the independence of the internal audit function.</p> <p>The Committee endorsed the Internal Audit plan for 2022/23 and the Strategic Internal Audit Plan for 2021/22 – 2023/24. The 2022/23 Annual Audit Plan was revised due to resourcing of the internal audit function and the Committee endorsed these revisions.</p> <p>The Committee monitored the implementation of previous internal audit recommendations by management. This has been an area that this Committee has been concerned with over time with some recommendations not being met within the agreed timeframes and rolling over into subsequent year(s).</p>
External Audit	<p>The Committee met on 6 October 2022 and received a presentation on Council's financial statements for the year ended 30 June 2022. The External Auditor found no contentious accounting policies or any significant changes to accounting policy during the audit, other than changes disclosed within the financial statements.</p> <p>The Committee was not aware of any material matters about Council's financial risks, systems of internal control or accounting policies that needed to be advised to Council members at that point of time or that would prevent acceptance and signature of the draft financial statements.</p>
External Accountability	<p>The Committee acts as a forum to communicate between the Council, the General Manager, senior management, internal audit and the NSW Audit Office.</p>
Financial Management	<p>The Committee receives and reviews the Quarterly Budget Review report at each meeting. This report is a summary of financial information previously presented to a Council meeting. In addition, the Committee received and reviews major works project reports.</p>



5. Committee Activities and Outcomes

The Audit, Risk and Improvement Committee would like to highlight the following activities and outcomes of 2022/23 to Council.

5.1 Risk Management

A key role of the Committee is to review and monitor the effectiveness of the key controls in place to manage and mitigate the risks encountered by Council. These matters include operational, strategic, and financial risks, including the risk of fraud. In addition, the Committee reviews whether Council has the following:

- an appropriate risk management framework;
- adequate insurance coverage and sufficient; and
- business continuity planning arrangements.

The Committee considers it is important that internal audit address the key areas of risk to Council and to offer opportunities for improvement for the area under review. This reduces opportunity for fraudulent and inadequate practices to become embedded in operational activities and to enhance the confidence of Councillors, the Executive Team and the wider public that Council is managing its operations efficiently and effectively.

The Committee received and considered reports on the following risk management activities:

- Wagga Wagga City Council Continuous Improvement Pathway 2022 Report
- Risk & Governance Update Reports
- Business Continuity and IT Disaster Recovery Plans
- Fraud and Corruption Prevention Policy (POL 100)
- Corporate Risk Register
- Cyber Security and Information and Communications Technology Update Reports
- People & Culture Update Reports

In addition, the Committee received presentations from managers and directors in relation to the identification and management of risk in their areas of responsibility together with regular reporting on capital works projects and programs. Reporting from the People & Culture area provided recruitment, employee leave and work health and safety statistics. In particular, that reporting highlighted challenges and opportunities in workforce planning to address skills shortages and gaps, to ensure Council is able to deliver key projects and continuity of services.

5.2 Control Framework

Throughout the year, the Committee considered presentations from senior management, received updates from the General Manager, and reviewed other assurance activities and key policies to obtain assurance that internal controls were working effectively, and appropriate policies, procedures and delegations were in place.



The Committee was able to ask direct questions of management attending ARIC meetings thereby allowing the Committee to establish that management is committed to having a sound and effective internal control framework. Cyber security remains an area of keen interest to this Committee.

The Committee received and considered reports on the following internal control activities:

- Fraud and Corruption Control Policy (POL 100)
- Six monthly review of the Fraud and Corruption Control Risk Register and Action Plan 2022/23
- Investment Policy (POL 075)
- Contract Management
- Loans to Community Organisations Management Policy (POL 010)
- Financial Assistance Policy (POL 078)
- Financial Hardship – Payment Arrangements and Waiving of Interest Policy (POL 102)
- Cyber Security (Policy and Plan)

5.3 Legislative Compliance

The Committee undertakes a monitoring role in relation to legislative compliance. Each internal audit considers compliance with legislation applicable to that service area. The Committee receives updates from the General Manager at each meeting, including on any emerging risks, compliance matters, significant compliance breaches and key legal matters.

The Committee received and considered reports on the following legislative compliance activities:

- Integrated Planning & Reporting Suite
- Code of Conduct Annual Report and Statistics
- *Cemeteries and Crematoria Regulation 2022*
- *Public Interest Disclosures Act 2022*
- Code of Conduct Statistics Report 2021-22
- *Children's Guardian Act 2019 (NSW)*
- *Privacy and Personal Information Protection Act 1998*
- *Environmental Planning and Assessment Act 1979*

The Committee also noted the implications of publications from a range of public bodies, including:

- Independent Commission Against Corruption's *Investigation into former Canterbury City Council, investigations into the over-payment of public funds by the University of Sydney and Investigation into the alleged corrupt practices at Department of Family and Community Services*
- Audit Office of NSW publications, *Credit card management in local government, internal controls and governance in NSW public sector*
- Office of Local Government NSW and NSW Privacy Commissioner publications and reports
- NSW Ombudsman's report on the *PID Oversight Annual Report 2019-20*



5.4 Internal Audit

The Chief Audit Executive (CAE) position was vacant for the first half of the 1 July 2022 to 30 June 2023 period and therefore the Internal Audit function operated at reduced capacity.

Council appointed a CAE who commenced in January 2023. The Chairperson of the Committee was involved in the recruitment process. The CAE position reports functionally to the Audit, Risk and Improvement Committee and administratively to the General Manager.

The Committee supports the CAE to oversee the Council's internal controls on risk management, compliance and internal audit. The ARIC received an update at each meeting on the progress of the internal audit program, and the status of management's implementation of internal audit action items arising from previous audits.

The following Audits from the Internal Audit Plan were completed during the second half of the financial year:

- Feasibility of Council Entering into Road Maintenance Council Contract
- Service Review on Volunteer Management

The Committee received and considered reports on the following other assurance activities:

- Cyber Security Strategy
- Fraud and Corruption Control Risk Register and Action Plan
- NSW Child Safety Standards
- Business Continuity Plan

5.5 External Audit / External Accountability

The Committee undertakes a general oversight role of the external auditor's audit scope, approach and reliance on internal audit activity. The Committee receives an annual report on Council's financial statements from the external auditors (NSW Audit Office). During the year the Committee considered Council's 2021/22 financial statements and external audit focus areas.

The Committee monitors management's implementation of recommendations identified within the external auditor's management letters. At the ARIC meeting in December 2022, the NSW Audit Office provided a report on the conduct of the audit and also provided a closing report on their audit findings.

The Committee received and considered reports on the following external audit activities and financial reports:

- WWCC 2021/22 General Purpose Financial Statements
- WWCC 2021/22 Special Purpose Financial Statements
- WWCC 2021/22 Special Schedules
- NSW Audit Office 2021/22 Interim Management Letter and Response
- NSW Audit Office Report on the Conduct of the Audit for the year ended 30 June 2022
- NSW Audit Office Engagement Closing Report for the year ended 30 June 2022
- WWCC Management Letter on the Final Phase of the Audit for the Year Ended 30 June 2022

5.6 Other Matters of Business

The Committee received presentations from the following senior managers and external advisors, which provided an opportunity for the Committee to explore the risks those areas of Council are exposed to:

- Imperium Markets – Council's Independent Investment Advisor
- Manager Parks & Strategic Operations
- PFAS Removal in Wagga Wagga
- Riverina Regional Library
- Riverina Joint Organisation Structure Update
- Project Management Methodology
- Special Activation Precinct Sale of Land EOI Process

Members of the Committee represented Council at the following forums:

- Institute of Internal Auditors Internal Audit and Risk Committee Forum October 2022: Attended by Bryce McNair
- The Australian National Audit Office Audit Committee Chairs Forum July 2023: Attended by Bryce McNair.



6. Conduct of the Committee

During 2022/23 the Audit, Risk and Improvement Committee met on five occasions. Remote attendance via videoconferencing was utilised for all ARIC meetings. Minutes are circulated to all members of the Committee following each meeting and reported to Council.

Details of Committee members' attendance at meetings during the year are as follows:

Member	August 2022	October 2022	December 2022	February 2023	May 2023
Bryce McNair	✓	✓	✓	✓	✓
Carolyn Rosetta-Walsh	✓	✓	✓	✓	✓
Rachel Harris	✓	✓	✓	✓	✓
Councillor Michael Henderson	✓	✓	✓	✓	✓
Councillor Rod Kendall	✓	✓	✓	✓	✓

Non-voting attendees and external auditor attendance at meetings during the year was as follows:

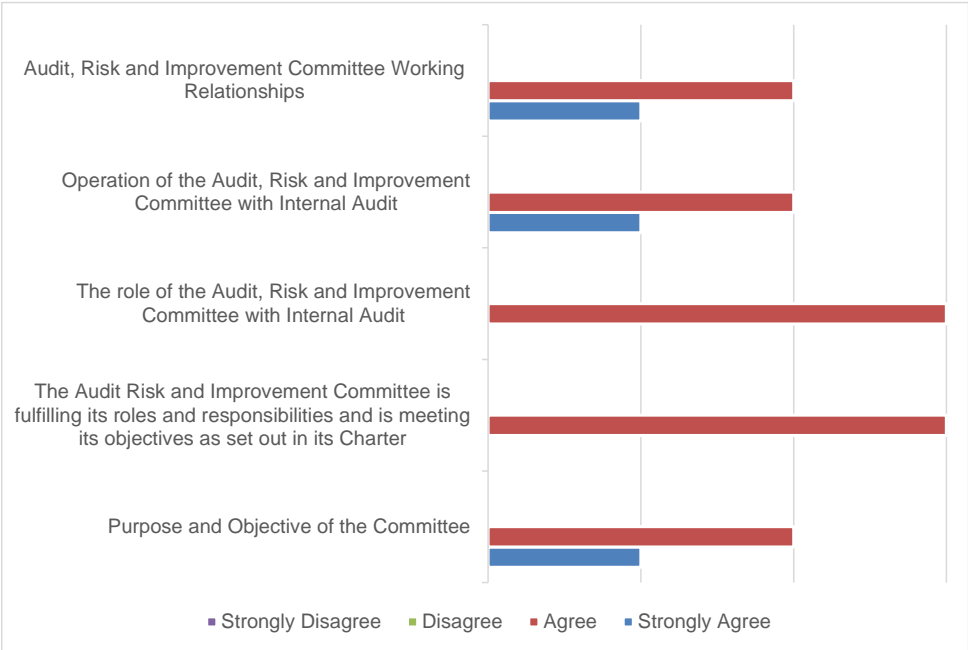
Member	August 2022	October 2022	December 2022	February 2023	May 2023
Mayor	✓	✓	✗ ¹	✓	✓
General Manager	✓	✓	✓	✓	✓
Chief Financial Officer	✓	✓	✓	✓	✓
Chief Audit Executive	✓	✗ ²	✗ ²	✓	✓
Manager Governance & Risk	✓	✓	✓	✓	✓
Audit Office of NSW	✓	✓	✓	✗ ¹	✓

✗¹ Apologies were received from attendee regarding their non-attendance

✗² Chief Audit Executive position vacant

6.1 Audit, Risk and Improvement Committee Effectiveness

At its meeting on 13 August 2020 the Committee agreed to undertake a review of its performance on a biennial basis, commencing in 2021, via a self-assessment survey. The Self-Assessment Questionnaire was issued to the ARIC in August 2023 and the collated results are displayed below.



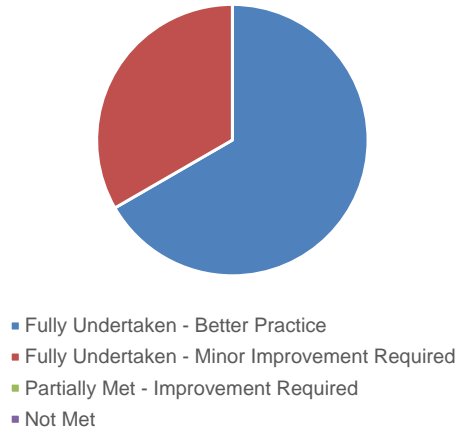
Audit, Risk and Improvement Committee Meetings

All members were of the same opinion, that the ARIC should meet 4-5 per year, which is the current practice.

The Audit, Risk and Improvement Committee Undertaking its Responsibility

- There is an effective working relationship between the ARIC Chair and management.
- There is an effective working relationship between the Committee and management.
- The relationship between ARIC Members as a collective group is constructive and effective

Audit, Risk and Improvement Committee Undertaking its Responsibility





7. Outlook for 2023/24

The current Strategic Internal Audit Plan is a three-year plan finalising on 30 June 2024. This was endorsed by the Committee in May 2021. The Plan has been reviewed by the Committee at least quarterly to ensure the focus remains on Council's strategic and operational risks, as well as considering current or emerging risks faced by Council, to maintain flexibility and currency. There have also been revisions to the Plan due to the lack of Internal Audit resourcing.

Amendments have been made to the Local Government (General) Regulation 2021, which will impact Council's Risk Management Framework, ARIC and Internal Audit function. Councils will be required to comply by 1 July 2024. Council Annual Reports will need to "attest to compliance with the requirements" commencing from the 2024/25 Annual Report. Council's ARIC Charter, Internal Audit Charter and Internal Audit Manual will all be reviewed and updated to comply with the changes to the legislative framework.

Following the appointment of the CAE in January 2023, and the anticipated increase in internal audit activity, the Committee is looking forward to receiving reports and feedback as to the improvements in internal controls, governance, efficiency and effectiveness of key Council functions. It is also anticipated the recruitment of an Insurance and Risk Management Officer will further support the organisation in the coordination and delivery of Council's enterprise risk management framework and related programs.

The ARIC will continue to receive and consider reports, presentations, and other information to allow them to provide reasonable assurance to Council that an adequate system of internal controls is in place to support:

- Effective and efficient operations;
- Reliable financial reporting; and
- Compliance with applicable laws and regulations.

The following activities will continue to be undertaken:

- Regular follow-up of action items arising from ARIC meetings and Internal Audit recommendations and reporting to the Committee each quarter
- Draft Minutes circulated to all members within two weeks of the ARIC meeting
- Chairperson input into the draft agenda to ensure effective agenda prioritisation, thereby giving the comfort that the Committee can adequately discharge its responsibilities and add value through effective member contribution
- Timely publication of the Chairperson Report in the Councillor Bulletin following each meeting
- Annual Chairperson presentation to Councillors
- Clear recording of requests from the Committee arising during the meeting, for consideration of Council to ensure information provided is accurate and timely
- A procedural motion for the 'en globo' of items, thereby allowing members to focus attention on priority areas and make effective use of meeting time frames with staff attendance also not required for items which are only for 'noting' by the Committee
- Supporting documentation and reporting provided to the Committee is continuously reviewed, refined and updated based upon feedback from Committee members at each meeting
- Regular review of the Committee's annual meeting schedule to ensure it remains relevant, contemporary and allows the Committee to meet its commitments, including in the context of legislative changes.



8. Acknowledgement

The Committee acknowledges the contributions of the Committee Members, management and staff who regularly attend and present at ARIC meetings.

The Committee acknowledges the secretariat services and other assistance provided to the Committee by Council's Manager Governance and Risk and Corporate Governance Coordinator.



Annual Report 2022-23
Internal Audit

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Wagga Wagga City Council Internal Audit

August 2023





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1. Executive Summary

This Annual Report of the Wagga Wagga City Council Internal Audit function summarises the internal audit activities of Council for the period 1 July 2022 to 30 June 2023.

Wagga Wagga City Council (Council) has established an Internal Audit function as one of the key components of effective governance of the Council. The mission of internal auditing within Council is "...to enhance and protect organisational value by providing risk-based and objective assurance, advice and insight". The Internal Audit Charter outlines the authority, scope, and responsibilities of the Internal Audit function.

For the first half of the year, Council's Internal Audit Function was largely managed by Manager Governance and Risk. Council appointed a Chief Audit Executive who commenced in January 2023. Since the appointment, the Chief Audit Executive has undertaken to complete the annual internal audit program for the 2022/23 financial year.

Internal Audit has been operating from the Strategic Internal Audit Plan 2021/22 - 2023/24, which was reviewed and endorsed by the Audit, Risk and Improvement Committee (ARIC) at the 20 May 2021 meeting. The Annual Internal Audit Plans for 2022/23 and 2023/24 were updated in February 2023.

Amendments to the Local Government (General) Regulation necessitate a review and update of Council's Internal Audit Charter within the upcoming financial year.

1.1 Role & Responsibilities

Internal Audit has independent status within Council, reporting functionally to the Audit, Risk and Improvement Committee and administratively to the General Manager.

The scope of services provided by Internal Audit encompasses:

- The examination and evaluation of the adequacy and effectiveness of systems of internal control, risk management, governance, and the status of ethical behaviour.
- Ascertaining conformity with the goals and objectives of Council.
- Assessment of the economic and efficient use of Council's resources.
- The examination of compliance with policies, procedures, plans and legislation.
- Assessment of the reliability and integrity of information.
- Assessment of the safeguarding of assets.
- Any special investigations as directed by the General Manager, or the ARIC.
- All activities of Council, whether financial or non-financial, manual or computerised.

The Chief Audit Executive is also responsible for developing and maintaining an annual meeting schedule for the ARIC to ensure it can meet all its commitments.

1.2 Resourcing

Internal Audit at Council as at 30 June 2023 was resourced as follows:

- Chief Audit Executive – full time position
- Outsourced providers – engaged as and when required by the Chief Audit Executive with approval of the ARIC and the General Manager.

The Chief Audit Executive and the ARIC provide oversight of the internal audit function.



2. Internal Audit Function

Council's Internal Audit Charter outlines the purpose of internal auditing:

"...to provide independent, objective assurance and consulting services designed to add value and improve Council's operations. Internal Audit provides independent assurance over the internal controls and risk management framework of the Council. Internal Audit thereby helps Council to accomplish its policy objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, audit, control and governance processes."

2.1 Internal Audit Charter

The Internal Audit Charter is a formal statement of purpose, authority and responsibility for the internal audit function within Council.

- It establishes Internal Audit within Council as an independent and objective service to Council
- It outlines the legal and operational framework under which Internal Audit will operate
- It authorises the Chief Audit Executive to promote and direct a broad range of internal audits across Council and, where circumstances warrant and approval is granted, external bodies

2.2 Strategic Internal Audit Plan

A Strategic Internal Audit Plan for the period 2021/22 to 2023/24 was presented to the ARIC at its 20 May 2021 meeting.

The risk-based Strategic Internal Audit Plan (SIAP) was developed through the following:

- Review of key Council strategic documents
- Interviewing key stakeholders and executive team members
- Reviewing the previous SIAP to identify high risk auditable areas that were scheduled but not audited.
- Analysing outcomes and priorities to ensure assurance is provided at the appropriate level (1st line, 2nd line or 3rd line assurance functions) within Council and priorities determined
- Discussing potential audit areas with Executive and Senior Management to confirm Internal Audit priorities based on risk, organisational maturity and the current strategic priorities

The SIAP is not intended to and does not provide comprehensive coverage of all areas of risk to Council. The Plan has been designed to focus on selected areas considered to present significant risk during the forthcoming year, whilst meeting budget constraints and adding most value.

Council's business is subject to change and with this it is important that there is flexibility in the SIAP so that any significant events, emerging risks and strategic priorities can be considered and addressed in a timely manner. To achieve this, the CAE will continue to monitor the relevance and appropriateness of the SIAP at meetings with management and at ARIC meetings.



2.3 Internal Audit Work Program

The Strategic Internal Audit Plan forms the basis for the Annual Internal Audit Plan for each financial year.

At each meeting, the Committee received a progress update regarding status of the internal audit program, as well as status of management's implementation of internal audit action items arising from previous audits.

The Internal Audit function operated at a reduced capacity as the position of Chief Audit Executive was vacant for the first six months of the 2022/23 financial year. As a result, the Annual Internal Audit Plan was updated, with some audits being pushed forward to the 2023/24 financial year and other proposed audits removed.

As of 30 June 2023, the following audits from the Internal Audit Plan had been completed:

- Feasibility of Council Entering into Road Maintenance Council Contract
- Service Review on Volunteer Management

The revised 2023/24 Annual Internal Audit Plan was presented to the ARIC in May 2023.

The scoping and planning commenced during June 2023 for the Cemetery Operations audit, with the rest of the audit work to be carried out in quarter one of 2023/24.

The Committee also received and considered reports on the following other assurance activities:

- Cyber Security Strategy
- Fraud and Corruption Control Risk Register and Action Plan
- NSW Child Safety Standards
- Business Continuity Plan

2.4 Internal Audit Recommendations / Action Items

Recommendations and action items arising from internal audits are recorded in the *Internal Audit Improvement Initiatives* register, along with the status of management's implementation of each action item.

The Chief Audit Executive undertook a comprehensive review of the Register and met with the Responsible Officers to receive an update on the progress of the internal audit agreed actions and to encourage them to either 'close out' action items, modify them or determine they no longer remain relevant.

The following table outlines the status of actions arising from audits undertaken:

Audit	Action Status					
	In-progress	Overdue	Removed	Completed	Amended	Total
Payroll and Overtime		1		2	7	10
Development Contributions				1		1
Maintenance & Renewal Program		2				2
AO Interim Management Letter	2	2		3		7
Extractive Sites Review		8				8
Remote Working	3		3	2	3	11



Revenue Collection/Debt Recovery	1	2		7		10
User Access	1					1
Volunteer Management Review	4			5		9

Council is currently investigating an Internal Audit module which is available within an existing software program utilised by Council ('Pulse') for its risk management and strategic reporting, among other areas. This would provide an opportunity to add Internal Audit Action Items into an integrated system. Research is being undertaken as to whether this would require an additional funding commitment, or whether the reporting could be incorporated into one of our existing modules. Utilisation of this system would allow for effective notification on outstanding Action Items, would act as a database for adding and monitoring updates that is accessible by all relevant parties and would potentially allow for more streamlined and automated reporting. In the interim, the Chief Audit Executive has proposed modifications to the spreadsheet to make it easier to manage, clearer to follow and generate meaningful statistics and reporting.

The focus for 2023/24 and into the future is on establishing meaningful action items with input, agreement and buy-in from Management and the Responsible Officers and setting reasonable and achievable timeframes for them to be implemented. Progress will be reported to the ARIC on a quarterly basis.

2.5 Operating Principles / Conformance to Standards

As per the Internal Audit Charter, Internal Audit has adhered to the Institute of Internal Auditors' mandatory guidance including the Definition of Internal Auditing, the Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards). In addition, Internal Audit complied with Council's relevant policies and procedures and the Charters set forth by Council and the various committees, the Code of Conduct and other relevant governing policies and procedures.

The adherence to the mandatory guidance and Council relevant policies and procedures is evidenced in the annual declarations signed off by each member of Internal Audit.

2.6 Coordination with External Audit

The Audit Office of NSW is Council's external auditor.

Council's external auditors are provided copies of the agenda and business papers for each meeting of the ARIC and are invited to attend each Committee meeting. Attendance over the 2022/23 period was as follows:

Meeting	Date	Audit Office of NSW Attendees
Meeting 1	18 August 2022	Lawrissa Chan, Director Financial Audit Karthik Krishnamoorthy, Senior Auditor
Meeting 2	6 October 2022	Lawrissa Chan, Director Financial Audit Karthik Krishnamoorthy, Senior Auditor
Meeting 3	1 December 2022	Lawrissa Chan, Director Financial Audit Karthik Krishnamoorthy, Senior Auditor
Meeting 4 (Financial Statements)	23 February 2023	Mary Yuen, Director Financial Audit
Meeting 5	18 May 2023	Gearoid Fitzgerald, Leader



2.7 Coordination with Risk and Governance

Internal Audit works closely with the Governance and Risk team within Council. The Manager Governance and Risk oversaw Council's Internal Audit Function for the first half of the year and undertook training and handover to the Chief Audit Executive after their commencement in January 2023. Internal Audit is a vital component of the Governance structure/approach at Council and works in conjunction to ensure a cohesive and efficient approach with no duplication or conflict of work.



3. Independence

Consistent with Council's Internal Audit Charter, internal audit must be independent of the activities reviewed. To achieve this independence, Internal Audit, via the Chief Audit Executive reports functionally to the ARIC, and administratively to the General Manager.

There were no instances reported to either the General Manager or the ARIC during the year regarding impairment of objectivity.

The Chief Audit Executive was not responsible for operational activities, nor the development or implementation of new or changed systems, or policies or procedures, or for internal checking processes.

During the year, there were no instances of perceived or actual conflicts of interest reported by the Chief Audit Executive.

All internal audit staff and Contractors have completed an annual declaration of their independence.



4. Professional Development

In accordance with *WWCC Internal Audit Manual* section 3.4.3 *Continuing Professional Development* and *Standard 1230 – Continuing Professional Development*, internal auditors must enhance their knowledge, skills and other competencies through continuing professional development. The following were undertaken by the Chief Audit Executive:

Qualifications

- Certificate in Fundamentals of Internal Auditing

Online Training

- Corruption Prevention (ICAC)
- Local Government Professionals Australia, NSW
 - An Organisational Approach to Governance
 - Governance and Service Reviews
 - Governance Lighthouse
 - NSW Audit Officer Work Plan
- Conflicts of Interest (Institute of Internal Auditors)



5. Audit, Risk and Improvement Committee

Council's Internal Audit function supports the ARIC as follows:

- Preparation of business papers on Internal Audit for ARIC meetings
- Confirmation of minutes of ARIC meetings from Chairperson
- Submitting the Chairperson's report for inclusion in the Councillor Bulletin
- Liaison with Chair and Committee Members as required
- Coordination of all necessary resources for ARIC meetings
- Processing ARIC invoices for payment.

Note: These activities were managed by the Manager Governance & Risk during the 2022/23 financial year until the new Chief Audit Executive was appointed.

5.1 Meetings

Over the 2022/23 financial year the Audit, Risk and Improvement Committee met on five occasions:

Meeting 1	18 August 2022
Meeting 2 (Financial Statements)	6 October 2022
Meeting 3	1 December 2022
Meeting 4	23 February 2023
Meeting 5	18 May 2023

Agendas for meetings were agreed with the Chair, in advance of meetings. Business Papers and the Agenda were forwarded to Committee Members at least seven days prior to each meeting. Minutes were confirmed with the Chair and forwarded to all Committee members within two weeks of the meeting.

5.2 Assessment of the Internal Audit Function

The *Internal Audit Client Survey Questionnaire* is completed by Council clients of internal audits conducted. No Questionnaires were completed during the period due to the lack of internal audit resourcing.

As outlined in the ARIC Charter, the Committee is tasked with reviewing the effectiveness of the internal audit function, including conformance with The Institute of Internal Auditors' the Definition of Internal Auditing, Code of Ethics and the International Standards for Professional Practice of Internal Auditing.

The *Audit, Risk & Improvement Committee Internal Audit Questionnaire* was completed by the independent members of the ARIC, to collect the Committee's assessment of Internal Audit across committee papers, meetings, strategic internal audit program and audit reports. A score rating was given out of 5 and the following graph displays the average of those scores against each of the conditions.

The Questionnaire responses will be considered in the drafting of a Quality Assurance Improvement Plan.

Audit, Risk & Improvement Committee Internal Audit Questionnaire





6. Outlook for 2023-24

During 2023/24, Council's internal audit function will continue to focus on building relationships within the various areas of Council and promoting the objectives of internal audit, being:

- Providing guidance and advice in driving its strategic objectives and in improving organisational performance, and
- To support the Audit, Risk and Improvement Committee in providing a more robust approach to governance, risk and internal control processes and procedures. That is, to provide the ARIC with a view of what is happening in the organisation.

The current Strategic Internal Audit Plan (SIAP) is a three-year plan finalising on 30 June 2024. This was endorsed by the ARIC in May 2021. The Annual Internal Audit Plans derived from the SIAP have been revised during the period due to the lack of Internal Audit resourcing.

The revised 2023/24 Annual Internal Audit Plan was presented to the ARIC in May 2023. The 2023/24 Annual Internal Audit Plan will be reviewed by the Committee at least quarterly to ensure the focus remains on Council's strategic and operational risks.

Amendments have been made to the Local Government (General) Regulation 2021, which will impact Council's Risk Management Framework, ARIC and Internal Audit function. Councils will be required to comply by 1 July 2024. Council Annual Reports will need to "attest to compliance with the requirements" commencing from the 2024/25 Annual Report. The internal audit function will be responsible for reviewing and updating Council's ARIC Charter, Internal Audit Charter and Internal Audit Manual to comply with the changes to the legislative framework.

The CAE will review all existing process documentation and templates during the 2023/24 financial year.

COMMITTEE MINUTES

M-1 LOCAL TRAFFIC COMMITTEE MINUTES - 8 FEBRUARY 2024

Author: Louise Wheaton

Executive: Warren Faulkner

Summary:

The Local Traffic Committee met for an ordinary meeting on 8 February 2024 and considered four (4) formal reports.

The Committee supported two of the officer's recommendations and offered two (2) alternate recommendations.

It should be noted that three (3) of the Local Traffic Committees recommendations are being recommended for adoption by Council. The officer recommendation for RP-2 is being presented to Council for adoption.

The Committee have been sent the draft minutes.

Recommendation

That Council:

- a receive the minutes of the Local Traffic Committee Meeting held on 8 February 2024
- b approve the installation of a compliant 7.8 metre length of Mobility Parking Scheme zone on the southern side of Forsyth Street immediately west of the traffic light controlled pedestrian crossing between Baylis and Berry Streets, using standard R5-1-3 series signs with the additional information "2P" to be displayed on the sign and the adjacent T & L marked spaces to be adjusted accordingly to a minimum of 6 metres each.
- c endorse the installation of R4-1 70/50 Speed Limit signs where Indigo Drive and Deakin Avenue meet as shown on Sheet 2 of 67 of the Eslers "Lloyd Stage 10" Plan, Revision D dated June 2021 attached.
- d endorse the change of meeting date from 29 August 2024 to 8 August 2024 to ensure the advice of the Local Traffic Committee will be considered by the current Council at its Ordinary Meeting on the 26 August 2024.
- e At the request of Transport for NSW, defer changing the Give Way control at the Beckwith/Trail intersection to a Stop control to the next meeting of the Local Traffic Committee and be reviewed in conjunction with the plans for the ATP on Beckwith Street.

Report

The Traffic Committee met on 8 February 2024 and considered four (4) reports. A summary of each report is as follows:

RP-1 PROPOSED MOBILITY PARKING SPACE - FORSYTH STREET ADJACENT TO THE MARKET PLACE MALL

This report proposes the installation of a new compliant 7.8 metre length of Mobility Parking Scheme zone on the southern side of Forsyth Street immediately west of the traffic light controlled pedestrian crossing between Baylis and Berry Streets as shown following to assist with all abilities access to the Shopping Centres and retail premises along Forsyth Street between Baylis and Berry Streets.



RP-2 INSTALLATION OF 70/50 SPEED LIMIT SIGN - INDIGO DRIVE TO DEAKIN AVENUE, LLOYD

Deakin Avenue in Lloyd is being extended to connect with Indigo Drive in Springvale as part of a subdivision to create 41 Lots. Construction of this subdivision commenced in April 2022 and is nearing completion.

The land either side of Deakin Avenue is zoned R1 residential development and is kerb and guttered road construction with a posted speed limit of 50km/h. The land either side of Indigo Drive is zoned R5 large lot residential development and is rural type road construction with table drains with a posted speed limit of 70km/h.

The approved construction plans identified "New Speed Signage at road change-over from urban to rural road to meet Transport for NSW approval"

The Transport for NSW representative advised that they would like to do a speed zone review of Indigo Drive. The consensus of the Committee was to concur with this request.

However, given the opening of the road to through traffic is imminent and the existing speed zones are appropriate for the roadside environments, it is logical that a 70/50 Speed limit sign be installed where Indigo Drive and Deakin Avenue meet. This was the recommendation of the Council Officer to the Committee and is the recommendation being presented to Council for adoption at item (c).

It should be noted however that Transport for NSW is proposing to undertake a speed zone review of Indigo Drive.

RP-3 CHANGE OF DATE - AUGUST 2024 LOCAL TRAFFIC COMMITTEE MEETING

An error has been picked up in the 2024 Meeting Schedule for the Local Traffic Committee in that the meeting date scheduled for the 29 August 2024 does not align with the Council Meeting scheduled for 26 August 2024.

This report was subsequently presented to the Committee recommending that the August 2024 Local Traffic Committee meeting date be changed to the 8th August 2024 to enable alignment with the last meeting of Council before the September elections.

RP-4 REQUEST FOR A CHANGE OF MOVEMENT CONTROL - KINCAID & BECKWITH STREET INTERSECTION, WAGGA WAGGA

A request was received from the Local Highway Patrol to consider changing the north and south bound Give Way regulatory control on Beckwith Street at its intersection with Kincaid Street to a Stop control.

Transport for NSW advised that the intersection did not meet the warrants for a Stop control and requested that the decision be deferred to the next meeting and be reviewed in conjunction with the plans for the Active Travel Plan on Beckwith Street.

It was suggested that in the meantime, the exiting Give Way signs be changed to the larger C size signs to increase visibility.

Financial Implications

Project and operational funding is available to install the MPS on Forsyth Street outside of the Marketplace as well as enlarge the Give Way signs at the intersection of Beckwith Street and Kincaid Street.

The installation of the 70/50 speed signs on Indigo Drive/Deakin Avenue will be undertaken by the developer.

Policy and Legislation

Roads Act 1993

Transport Administration Act 1998 – Delegations to Councils, regulation of traffic

TfNSW – A guide to the delegation to Councils for the regulation of traffic

Australian Standards

Link to Strategic Plan

Safe and Healthy Community

Objective: Our community feel safe

Promote safety and safe behaviours





Risk Management Issues for Council

There are no risk management issues for Council in adopting the recommendations.

Internal / External Consultation

No external consultation has taken place.

Attachments

- 1   Sheet 2 of 67 Eslers Lloyd stage 10 Plan, Revision D dated June 2021
- 2   Local Traffic Committee - Minutes - 8 February 2024



MINUTES of the TRAFFIC COMMITTEE held on Thursday 8 February 2024.

PRESENT

Councillor Richard Foley	Wagga Wagga City Council
Peter Braneley	Representative of Local State Member of Parliament
Sergeant Gerard Horsley	NSW Police (via Teams)
Greg Minehan	Transport for NSW

IN ATTENDANCE

Mr Warren Faulkner	Director Infrastructure Services
Ms Louise Weaton	Executive Assistant Infrastructure Services

APOLOGIES

Darren Moulds	NSW Police
Paul Kemp	NSW Police

The meeting of the Traffic Committee commenced at 9.40 am.

ACKNOWLEDGEMENT OF COUNTRY

Wagga Wagga City Council acknowledges the traditional custodians of the land, the Wiradjuri people, and pays respect to Elders past, present and future and extends our respect to all First Nations Peoples in Wagga Wagga.

We recognise and respect their cultural heritage, beliefs and continuing connection with the land and rivers. We also recognise the resilience, strength and pride of the Wiradjuri and First Nations communities.

CONFIRMATION OF MINUTES**CM-1 CONFIRMATION OF MINUTES - 16 NOVEMBER 2023 LOCAL TRAFFIC COMMITTEE MEETING****Officer Recommendation**

That the Minutes of the proceedings of the Local Traffic Committee Meeting held on the 16 November 2023 be confirmed as a true and accurate record.

Committee Recommendation

That the Committee confirm the Minutes of the proceedings of the Local Traffic Committee Meeting held on the 16 November 2023 be confirmed as a true and accurate record.

RECORD OF VOTING ON THE MOTIONFor the Motion

Warren Faulkner - Wagga City Council
Clr Richard Foley – Wagga City Council

Against the Motion

MINUTES of the TRAFFIC COMMITTEE held on Thursday 8 February 2024.

DECLARATIONS OF INTEREST

No declarations received.

REPORTS

RP-1 PROPOSED MOBILITY PARKING SPACE - FORSYTH STREET ADJACENT TO THE MARKET PLACE MALL

Officer Recommendation

That the Local Traffic Committee approve the installation of a compliant 7.8 metre length of Mobility Parking Scheme zone on the southern side of Forsyth Street immediately west of the traffic light controlled pedestrian crossing between Baylis and Berry Streets, using standard R5-1-3 series signs with the additional information "2P" to be displayed on the sign and the adjacent T & L marked spaces to be adjusted accordingly to a minimum of 6 metres each.

Committee Recommendation

That the Council approve the installation of a compliant 7.8 metre length of Mobility Parking Scheme zone on the southern side of Forsyth Street immediately west of the traffic light controlled pedestrian crossing between Baylis and Berry Streets, using standard R5-1-3 series signs with the additional information "2P" to be displayed on the sign and the adjacent T & L marked spaces to be adjusted accordingly to a minimum of 6 metres each.

RECORD OF VOTING ON THE MOTION

For the Motion

Greg Minehan - Transport NSW
Clr Richard Foley – Wagga City Council
Peter Braneley - Community
Representative
Sgt Gerard Horsley - NSW Police

Against the Motion

RP-2 INSTALLATION OF 70/50 SPEED LIMIT SIGN - INDIGO DRIVE TO DEAKIN AVENUE, LLOYD

Officer Recommendation

That the local Traffic Committee endorse the installation of R4-1 70/50 Speed Limit signs where Indigo Drive and Deakin Avenue meet as shown on Sheet 2 of 67 of the Eslers "Lloyd Stage 10" Plan, Revision D dated June 2021 attached.

Committee Recommendation

At the request of Transport for NSW, a speed assessment is to be carried out in Indigo Drive.

MINUTES of the TRAFFIC COMMITTEE held on Thursday 8 February 2024.

RECORD OF VOTING ON THE MOTION

For the Motion

Greg Minehan - Transport NSW
Clr Richard Foley – Wagga City Council
Peter Braneley - Community
Representative
Sgt Gerard Horsley - NSW Police

Against the Motion

RP-3 CHANGE OF DATE - AUGUST 2024 LOCAL TRAFFIC COMMITTEE MEETING

Officer Recommendation

That the Local Traffic Committee endorse the change of meeting date from 29 August 2024 to 8 August 2024 to ensure the advice of the Local Traffic Committee will be considered by the current Council at its Ordinary Meeting on the 26 August 2024.

Committee Recommendation

That the Council endorse the change of meeting date from 29 August 2024 to 8 August 2024 to ensure the advice of the Local Traffic Committee will be considered by the current Council at its Ordinary Meeting on the 26 August 2024.

RECORD OF VOTING ON THE MOTION

For the Motion

Greg Minehan - Transport NSW
Clr Richard Foley – Wagga City Council
Peter Braneley - Community
Representative
Sgt Gerard Horsley - NSW Police

Against the Motion

RP-4 REQUEST FOR A CHANGE OF MOVEMENT CONTROL - KINCAID & BECKWITH STREET INTERSECTION, WAGGA WAGGA

Officer Recommendation

That the Local Traffic Committee consider changing the north and south bound Give Way movement control on Beckwith Street at its intersection with Kincaid Street to a Stop control in accordance with Australian Standards.

Committee Recommendation

MINUTES of the **TRAFFIC COMMITTEE** held on **Thursday 8 February 2024**.

At the request of Transport for NSW this item be deferred to the next meeting and be reviewed in conjunction with the plans for the ATP on Beckwith Street.

The existing give way signs to be changed to the larger C size signs to increase visibility

RECORD OF VOTING ON THE MOTION

For the Motion

Greg Minehan - Transport NSW
Clr Richard Foley
Peter Braneley - Community
Representative
Sgt Gerard Horsley - NSW Police

Against the Motion

QUESTIONS WITH NOTICE

QWN-1

Clr Richard Foley – on behalf of Clr Michael Henderson - Just following up as per phone call couple of days ago in regards to the day care centre on the intersection of Lake Albert road and Plumpton road. The owner has safety issues with the current stop sign at this intersection and has seen numerous accidents.

There has been discussions previously with council and they erected armco railing along their front fence to assist in the safety of the children at the centre

The question has been asked can a roundabout be designed for this intersection to improve the current situation.

QWN-2

Clr Richard Foley – When is Avocet Drive extension opening?

Response: Stage 15A has started, Alatalo Bros advise September 2024 but more likely end of 2024.

QWN-3

Greg Minehan – Transport for NSW – Queried where the Farrer Road – Installation of control devices matter for TRAC got up to noting that Council acted contrary to the advice of the LTC. Has Transport for NSW and the Police been notified in accordance with the delegation?

Response: Not as yet noting that the control device have not been installed as yet and the works are still ongoing.

QWN-4

Greg Minehan – Transport for NSW

On Road Events – are they being referred to the Local Traffic Committee?

Response: Only if required and the supplication is submitted at least 3 months before the event to enable enough time for it to be submitted to the LTC. Otherwise, Council is using it's delegation's to process the application with a customer focus in mind.

The Traffic Committee rose at 10.14am.

Next Meeting – Thursday 11 April 2024

CONFIDENTIAL REPORTS

**CONF-1 RFT2024-18 MANGOPLAH RURAL FIRE SERVICES SHED
EXTENSION D&C**

Author: Anjaneer Beechani

Executive: Phil McMurray

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following: -

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

CONF-2 RFT2021-11 REFRESH TRADE SERVICES PANEL CONTRACT**Author:** Travis Weir**Executive:** Warren Faulkner

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following: -

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

**CONF-3 PROPOSED ACQUISITION OF LAND - PART 6318 OLYMPIC
HIGHWAY, URANQUINTY, BEING PART LOT 1 DP 1068577**

Author: Matthew Dombrovski

Executive: John Sidgwick

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following: -

- (d) (iii) commercial information of a confidential nature that would, if disclosed, reveal a trade secret.

MINUTES of the ORDINARY MEETING OF COUNCIL held on Monday 12 February 2024.

PRESENT

The Mayor, Councillor Dallas Tout
Councillor Georgie Davies
Councillor Michael Henderson (entered 6.05pm)
Councillor Richard Foley
Councillor Rod Kendall
Councillor Tim Koschel
Councillor Jenny McKinnon
Councillor Amelia Parkins

IN ATTENDANCE

General Manager	(Mr P Thompson)
Director Community	(Ms J Summerhayes)
Director Infrastructure Services	(Mr W Faulkner)
Director Strategy and Projects	(Mr P McMurray)
Director Regional Activation	(Mr J Sidgwick)
Chief Financial Officer	(Mrs C Rodney)
Chief Operating Officer	(Mr S Gray)
Executive Director - People & Culture	(Mrs F Piltz)
Manager Community Services	(Ms M Scully)
Library Services Manager	(Ms C Bolton)
Cultural Officer	(Mrs L Reynolds)
Acting Manager Governance & Risk	(Mrs N Johnson)
Communications & Engagement Officer	(Mrs M Oldaker)
Governance Officer	(Ms K West)

NOTICE TO MEETING

The proceedings of all Council meetings in open session, including all debate and addresses by the public, are recorded (audio visual) and livestreamed on Council's website including for the purpose of facilitating community access to meetings and accuracy of the Minutes.

In addition to webcasting council meetings, audio recordings of confidential sessions of Ordinary Meetings of Council are also recorded, but do not form part of the webcast.

Council Meetings are also subject to filming and photographing by media agencies which may form part of news and media broadcasts. Members of the gallery are also advised that recording the proceedings of the meeting of the council is prohibited without the prior authorisation of the council.

This is page 1 of the **MINUTES** of the **ORDINARY MEETING OF COUNCIL** of the Council of the **CITY OF WAGGA WAGGA** held on **12 FEBRUARY 2024**.

.....**MAYOR****GENERAL MANAGER**

MINUTES of the **ORDINARY MEETING OF COUNCIL** held on **Monday 12 February 2024.**

ACKNOWLEDGEMENT OF COUNTRY

Wagga Wagga City Council acknowledges the traditional custodians of the land, the Wiradjuri people, and pays respect to Elders past, present and future and extends our respect to all First Nations Peoples in Wagga Wagga.

We recognise and respect their cultural heritage, beliefs and continuing connection with the land and rivers. We also recognise the resilience, strength and pride of the Wiradjuri and First Nations communities.

REFLECTION

Councillors, let us in silence reflect upon our responsibilities to the community which we represent, and to all future generations and faithfully, and impartially, carry out the functions, powers, authorities and discretions vested in us, to the best of our skill and judgement.

APOLOGIES

No apologies were received.

LEAVE OF ABSENCE

24/016 RESOLVED:
On the Motion of Councillors G Davies and R Foley

That Council grant Leave of Absence to Councillors T Koschel and Councillor R Kendall for 25 March 2024.

CARRIED

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

This is page 2 of the **MINUTES** of the **ORDINARY MEETING OF COUNCIL** of the Council of the **CITY OF WAGGA WAGGA** held on **12 FEBRUARY 2024.**

.....**MAYOR** **GENERAL MANAGER**

MINUTES of the **ORDINARY MEETING OF COUNCIL** held on **Monday 12 February 2024**.

CONFIRMATION OF MINUTES

CM-1 ORDINARY COUNCIL MEETING MINUTES - 29 JANUARY 2024

24/017 RESOLVED:

On the Motion of Councillors R Foley and T Koschel

That the Minutes of the proceedings of the Ordinary Council Meeting held on 29 January 2024 be confirmed as a true and accurate record.

CARRIED

RECORD OF VOTING ON THE MOTION

For the Motion

D Tout

G Davies

R Foley

R Kendall

T Koschel

J McKinnon

A Parkins

Against the Motion

DECLARATIONS OF INTEREST

Councillor R Foley declared a Significant Non-Pecuniary Interest in CONF-2 - PROPOSED GRANT OF EASEMENT OVER COUNCIL LAND - 22 BLAKE STREET, WAGGA WAGGA the reason being he does subcontracting work for the owner of the property and vacated the chamber during its consideration.

Director of Community Services, Mrs J Summerhayes, declared a Non-Significant Non-Pecuniary Interest in CONF-1 - PETITION RELATING TO DOGS the reason being she is familiar with a person who signed the petition and remained within the chamber during its consideration.

PROCEDURAL MOTION - ENGLOBO

24/018 RESOLVED:

On the Motion of Councillors R Kendall and T Koschel

That the standing orders be varied for the meeting as set out hereunder:

- **Items where councillors wish to speak**
- **Items where no councillors wish to speak**
- **Confidential**
- **Matter of urgency**
- **Closure of Meeting**

This is page 3 of the **MINUTES** of the **ORDINARY MEETING OF COUNCIL** of the Council of the **CITY OF WAGGA WAGGA** held on **12 FEBRUARY 2024**.

.....**MAYOR** **GENERAL MANAGER**

MINUTES of the **ORDINARY MEETING OF COUNCIL** held on **Monday 12 February 2024.**

That RP-4, CONF-1 to CONF-5 be adopted as recommended in the business papers.

CARRIED

RECORD OF VOTING ON THE MOTION

For the Motion

D Tout

G Davies

R Foley

R Kendall

T Koschel

J McKinnon

A Parkins

Against the Motion

REPORTS FROM STAFF

**RP-1 RESPONSE TO NOTICE OF MOTION – ENDOMETRIOSIS
AWARENESS – ENDO ENLIGHTEN PROGRAM**

24/019 RESOLVED:

On the Motion of Councillors A Parkins and R Foley

That Council:

- a note the information provided in the report**
- b approve Option 1 listed within the report**

CARRIED

RECORD OF VOTING ON THE MOTION

For the Motion

D Tout

G Davies

M Henderson

R Foley

R Kendall

T Koschel

J McKinnon

A Parkins

Against the Motion

This is page 4 of the **MINUTES** of the **ORDINARY MEETING OF COUNCIL** of the Council of the **CITY OF WAGGA WAGGA** held on **12 FEBRUARY 2024.**

.....**MAYOR** **GENERAL MANAGER**

MINUTES of the ORDINARY MEETING OF COUNCIL held on Monday 12 February 2024.

RP-2 RIVERINA REGIONAL LIBRARY ARBITRATION OUTCOME

24/020 RESOLVED:
On the Motion of Councillors A Parkins and J McKinnon

That Council:

- a receive and note this report
- b approve the Reserve budget transfer as noted in the financial implications section of this report

CARRIED

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
M Henderson	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

RP-3 DEACCESSIONING OF TWO ARTWORKS FROM THE PUBLIC ART COLLECTION

24/021 RESOLVED:
On the Motion of Councillors G Davies and R Foley

That Council:

- a authorise the deaccessioning of two artworks named Bald Archy Murals and Forest Seat listed in Council’s Public Art Collection register
- b authorise Council officers to dispose of the artworks as outlined in this report, and in accordance with POL 109 Public Art Policy

CARRIED

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
M Henderson	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

This is page 5 of the MINUTES of the ORDINARY MEETING OF COUNCIL of the Council of the CITY OF WAGGA WAGGA held on 12 FEBRUARY 2024.

.....MAYORGENERAL MANAGER

MINUTES of the ORDINARY MEETING OF COUNCIL held on Monday 12 February 2024.

RP-4 LICENCE OF OFFICE SPACE AT OASIS - 2 MORGAN ST, WAGGA WAGGA - UPDATE TO LICENSEE DETAILS

24/022 RESOLVED:
On the Motion of Councillors R Kendall and T Koschel

That Council:

- a authorise the General Manager or their delegate to enter into a licence with Wagga Wagga Swimming Club Incorporated for occupation of office space at the Oasis for a period of five years
- b authorise the General Manager or their delegate to complete and execute any necessary documents on behalf of Council
- c authorise the affixing of Council's common seal to any relevant documents as required

CARRIED

RECORD OF VOTING ON THE MOTION

For the Motion

D Tout
G Davies
M Henderson
R Foley
R Kendall
T Koschel
J McKinnon
A Parkins

Against the Motion

RP-5 QUESTIONS WITH NOTICE

24/023 RESOLVED:
On the Motion of Councillors T Koschel and R Foley

That Council receive and note the report.

CARRIED

RECORD OF VOTING ON THE MOTION

For the Motion

D Tout
G Davies
M Henderson
R Foley
R Kendall
T Koschel
J McKinnon
A Parkins

Against the Motion

This is page 6 of the MINUTES of the ORDINARY MEETING OF COUNCIL of the Council of the CITY OF WAGGA WAGGA held on 12 FEBRUARY 2024.

.....MAYORGENERAL MANAGER

MINUTES of the ORDINARY MEETING OF COUNCIL held on Monday 12 February 2024.

CLOSED COUNCIL

24/024 RESOLVED:
On the Motion of Councillors G Davies and R Foley

That the Council now resolve itself into a Closed Council, the time being 6.18pm.

CARRIED

AT THIS STAGE OF THE MEETING THE PRESS AND PUBLIC GALLERY RETIRED FROM THE COUNCIL MEETING.

CONFIDENTIAL REPORTS

CONF-1 PETITION RELATING TO DOGS

24/025 RESOLVED:
On the Motion of Councillors R Kendall and T Koschel

That Council:

- a receive and note the petition**
- b endorse staff to provide a response which reaffirms the operational processes and actions taken**

CARRIED

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
M Henderson	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

This is page 7 of the MINUTES of the ORDINARY MEETING OF COUNCIL of the Council of the CITY OF WAGGA WAGGA held on 12 FEBRUARY 2024.

.....MAYOR GENERAL MANAGER

MINUTES of the ORDINARY MEETING OF COUNCIL held on Monday 12 February 2024.

CONF-2 PROPOSED GRANT OF EASEMENT OVER COUNCIL LAND - 22
BLAKE STREET, WAGGA WAGGA

Councillor R Foley declared a Significant Non-Pecuniary Interest and vacated the chamber, the time being 6:18pm.

24/026 RESOLVED:
On the Motion of Councillors T Koschel and A Parkins

That Council:

a consent to an easement being registered over Lot 8 DP 665247 (22 Blake Street, Wagga Wagga) subject to the conditions set out in the body of the report

b authorise the General Manager or their delegate to execute any documentation necessary to register an easement over Lot 8 DP 665247 (22 Blake Street, Wagga Wagga) for the purpose of an electrical substation

c authorise the affixing of the Council common seal as required

d approve the budget variation/s as detailed in the Financial Implications section of the report

CARRIED

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
M Henderson	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

Councillor R Foley re-entered the chamber, the time being 6:20pm.

MINUTES of the ORDINARY MEETING OF COUNCIL held on Monday 12 February 2024.

CONF-3 PROPOSED LEASE OF AIRSPACE OVER PUBLIC ROAD ADJACENT TO 187 FITZMAURICE STREET, WAGGA WAGGA

24/027 RESOLVED:
On the Motion of Councillors R Kendall and T Koschel

That Council:

- a authorise the General Manager or their delegate to negotiate entry into a lease with Vibe Corp Pty Ltd ACN 644 461 290 in relation to the air space adjacent to the property at 187 Fitzmaurice Street, Wagga Wagga (being Lot 1 DP 631019)
- b authorise the General Manager or delegate to submit the proposed air space lease to the Secretary of the Department of Planning and Environment for approval
- c authorise the affixing of Council’s common seal to all relevant documents

CARRIED

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
M Henderson	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

CONF-4 RFQ2024-538 SUPPLY & LAY DENSELY GRADED ASPHALT AND ASSOCIATED ROAD WORKS

24/028 RESOLVED:
On the Motion of Councillors R Kendall and T Koschel

That Council:

- a accept the offer of Fulton Hogan Industries Pty Ltd (ABN: 54 000 538 689) for the pavement rehabilitations works in various locations of Wagga Wagga in the lump sum amount of \$2,456,610.93 excluding GST
- b authorise the General Manager or their delegate to enter a contract with Fulton Hogan Industries Pty Ltd (ABN: 54 000 538 689) for the pavement rehabilitations works in various locations of Wagga Wagga
- c authorise the affixing of Council’s Common Seal to all relevant documents as required

CARRIED

This is page 9 of the MINUTES of the ORDINARY MEETING OF COUNCIL of the Council of the CITY OF WAGGA WAGGA held on 12 FEBRUARY 2024.

.....MAYORGENERAL MANAGER

MINUTES of the ORDINARY MEETING OF COUNCIL held on Monday 12 February 2024.

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
M Henderson	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

CONF-5 RFQ2024-514 BULK FUEL SUPPLY

24/029 RESOLVED:
On the Motion of Councillors R Kendall and T Koschel

That Council:

- a accept the Tender of Ampol Australia Petroleum Pty Ltd (ABN: 17 000 032 128) for the provision of bulk fuel for a period of 12 months with an option to extend the contract for 2 x 12-month periods
- b authorise the General Manager or their delegate to enter into a contract with Ampol Australia Petroleum Pty Ltd (ABN: 17 000 032 128) for the provision of bulk fuel for a period of 12 months with an option to extend the contract for 2 x 12 month periods
- c authorise the General Manager or their delegate to extend the Contract as set out in the Contract documents

CARRIED

RECORD OF VOTING ON THE MOTION

<u>For the Motion</u>	<u>Against the Motion</u>
D Tout	
G Davies	
M Henderson	
R Foley	
R Kendall	
T Koschel	
J McKinnon	
A Parkins	

This is page 10 of the MINUTES of the ORDINARY MEETING OF COUNCIL of the Council of the CITY OF WAGGA WAGGA held on 12 FEBRUARY 2024.

.....MAYORGENERAL MANAGER

MINUTES of the **ORDINARY MEETING OF COUNCIL** held on **Monday 12 February 2024.**

REVERSION TO OPEN COUNCIL

24/030 RESOLVED:
On the Motion of Councillors M Henderson and R Kendall

That this meeting of the Closed Council revert to an open meeting of the Council, the time being 6.23pm.

CARRIED

THIS COMPLETED THE BUSINESS OF THE COUNCIL MEETING WHICH ROSE AT 6.23pm.

.....
MAYOR

This is page 11 of the **MINUTES** of the **ORDINARY MEETING OF COUNCIL** of the Council of the **CITY OF WAGGA WAGGA** held on **12 FEBRUARY 2024.**

.....**MAYOR** **GENERAL MANAGER**