



**Bland Shire Council**  
**Business Paper**  
**Ordinary Council Meeting**  
**21 April 2015**



# OUR VISION, MISSION AND VALUES



**ETHICAL DECISION MAKING AND CONFLICTS OF INTEREST**  
**A guiding checklist for Councillors, Officers and Advisory Committees**

**Ethical Decision Making**

- Is the decision or conduct legal?
- Is it consistent with Government policy, Council's objectives and Code of Conduct?
- What will the outcome be for you, your colleagues, the Council, anyone else?
- Does it raise a conflict of interest?
- Could your possible conflict of interest lead to private gain or loss at public expense?
- Can the decision be justified in terms of public interest?
- Would it withstand public scrutiny?

**Conflict of Interest**

- A conflict of interest is a clash between private interest and public duty. There are two types of conflict: Pecuniary – regulated by the Local Government Act and Office of Local Government and, Non-pecuniary – regulated by Codes of Conduct and policy. ICAC, Ombudsman, Office of Local Government (advice only).

**The test for conflict of interest**

- Is it likely I could be influenced by personal interest in carrying out my public duty?
- Would a fair and reasonable person believe I could be so influenced?
- Conflict of interest is closely tied to the layperson's definition of "corruption" – using public office for private gain.
- Important to consider public perceptions of whether you have a conflict of interest

**Identifying Problems**

1<sup>st</sup> - Do I have private interest affected by a matter I am officially involved in?

2<sup>nd</sup> - Is my official role one of influence or perceived influence over the matter?

3<sup>rd</sup> - Do my private interests conflict with my official role?

Whilst seeking advice is generally useful, the ultimate decision rests with the person concerned.

**Agency Advice**

Officers of the following agencies are available during office hours to discuss the obligations placed on Councillors, Officers and Advisory Committee members by various pieces of legislation, regulation and Codes.

Contact	Phone	Email	Website
Bland Shire Council	6972 2266	<a href="mailto:council@blandshire.nsw.gov.au">council@blandshire.nsw.gov.au</a>	<a href="http://www.blandshire.nsw.gov.au">www.blandshire.nsw.gov.au</a>
ICAC	8281 5999 Toll Free: 1800 463 909	<a href="mailto:icac@icac.nsw.gov.au">icac@icac.nsw.gov.au</a>	<a href="http://www.icac.nsw.gov.au">www.icac.nsw.gov.au</a>
Office of Local Government	4428 4100	<a href="mailto:dlq@dlq.nsw.gov.au">dlq@dlq.nsw.gov.au</a>	<a href="http://www.dlg.nsw.gov.au">www.dlg.nsw.gov.au</a>
NSW Ombudsman	9286 1000 Toll Free: 1800 451 524	<a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a>	<a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>



## **Council Meeting Agenda**

**21 April 2015**

**commencing at 6:30PM**

### **1.0 INTRODUCTION**

*Let us acknowledge the Wiradjuri people, their elders past and present, traditional custodians of the land we now share.*

*Let us be inspired by the resilience, innovation and perseverance of past generations.*

*Let us honour those who protect this great land, may you draw strength from your God or Faith*

*so that we may, here today, on behalf of our community, - build a vibrant future together.*

*("Pause for Reflection").*

### **2.0 ATTENDANCE**

#### **2.1 Councillors**

Cr P Grellman

Cr L Hampton

Cr K Keatley

Cr T Lord

Cr L McGlynn

Cr B Monaghan

Cr L Pike

Cr N Pokoney

Cr P Templeton

#### **2.2 Staff**

General Manager – Ray Smith

Director Asset & Engineering Services – Will Marsh

Acting Director Corporate, Community & Development Services – Chris Karam

Executive Assistant – Julie Sharpe

#### **2.3 Apologies**

3.0 **CONFIRMATION OF THE MINUTES**

3.1 **Ordinary Meeting held on 17 March 2015**

▪ **Confirmation**

That the minutes of the Ordinary Council meeting held on 17 March 2015 be confirmed as a correct record of proceedings.

▪ **Corrections**

▪ **Business Arising**

4.0 **DECLARATIONS OF INTEREST**

A pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss the person or another person with whom the person is associated.

A person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision a person might make in relation to a matter.

Councillor/Officer	Item	Nature of Interest

5.0 **PUBLIC FORUM**

6.0 **MAYORAL MINUTE**

7.0 **NOTICES OF MOTION**

7.1 **Rescission Motion – Visitor Information Centre**

**RECISIOIN MOTION**

That Council rescind the motion passed on 17<sup>th</sup> March 2015 confirming 184 Main Street West Wyalong as the location for a VIC.

That Council allocate an amount for the establishment of a VIC in the 2015/16 budget.

That a report be presented to Council within 3 months, investigating all appropriate locations for a VIC.



## 8.0 DELEGATES & ADVISORY COMMITTEE REPORTS

### Section 1 – Delegates & Advisory Committee Reports & Minutes *(for information)*

## 9.0 STAFF REPORTS

That the Council receive the staff reports.

### Section 2 – Office of the General Manager *(reports for decision)*

9.1	Monthly Status Report .....	48
9.2	Fit For The Future – A Review Of Local Government In NSW (April 2015) .....	58

### Section 3 – Corporate, Community & Development Services *(reports for decision)*

9.3	Financial Statements – March 2015 .....	61
9.4	Internal Reporting Policy & Complaints Handling Policy .....	67
9.5	Strengthening Communities – Western Wheelers Car Club .....	84

### Section 4 – Reports for Information

9.6	Asset & Engineering Services Report .....	87
9.7	Community Services Report .....	89
9.8	Bland Shire Library Monthly Update .....	93
9.9	Children Services Monthly Update .....	95
9.10	Development Services Activities/Statistics for March 2015 .....	97
9.11	Economic Development & Tourism Report – April .....	103

## 10.0 URGENT BUSINESS WITHOUT NOTICE

## 11.0 QUESTIONS AND STATEMENTS

- Matters to be dealt with arising out of the proceedings of former meetings of the Council
- Other Matters

- 12.0 **CLOSURE OF THE MEETING TO DISCUSS CONFIDENTIAL BUSINESS UNDER THE PROVISIONS OF SECTION 10A(2) OF THE LOCAL GOVERNMENT ACT**
  
- 13.0 **RESUMPTION OF THE MEETING AND CONSIDERATION OF RECOMMENDATIONS OF THE CLOSED SECTION OF THE MEETING**
  
- 14.0 **CLOSE OF THE MEETING**

# SECTION 1 – DELEGATES & ADVISORY COMMITTEE REPORTS

*Our leadership*

*Setting a benchmark for community standards*

*Vision: A well run council acting as the voice of the community*

*DP15.2 Working in partnership with community groups, advisory committees, Government Departments, businesses and Council staff*

**Officer's Recommendation:**

**That the Council receive and note the delegate and advisory committee reports from Councillors and Advisory Committee meeting minutes as presented.**

**Section 1 – Delegates & Advisory Committee Reports & Minutes (for information)**

<b>Committee</b>	<b>Date/s</b>	<b>Minutes attached</b>
<b>Access Advisory Committee</b> <i>(Cr Grellman)</i>	6 <sup>th</sup> February 2015 1 <sup>st</sup> May 2015	
<b>Australia Day Awards Committee of the Whole</b> <i>(Whole of Council)</i>		
<b>Australian Rural Roads Group Inc</b> <i>(Cr Grellman)</i>		
<b>Bland Rural Fire District Zone Liaison Committee</b> <i>(Cr Grellman, Cr Keatley - alternate)</i>		
<b>Bland – Temora RFS Zone Bushfire Management Committee</b> <i>(Cr Grellman, Cr Keatley - alternate)</i>		
<b>Country Mayors Association of NSW</b> <i>(Mayor &amp; General Manager)</i>	13 <sup>th</sup> March 2015	✓
<b>Cowal Gold Project Community Environmental Monitoring &amp; Consultative Committee (CEMCC)</b> <i>(Mayor Pokoney, Cr McGlynn - alternate/observer, Cr Hampton - observer)</i>	4 <sup>th</sup> March 2015 3 <sup>rd</sup> June 2015	✓
<b>Cultural Advisory Committee</b> <i>(Cr McGlynn, Cr Keatley)</i>	25 <sup>th</sup> May 2015 24 <sup>th</sup> August 2015	
<b>Economic Development, Visitor Economy &amp; Tourism Advisory Committee of the Whole</b> <i>(Whole of Council)</i>	14 <sup>th</sup> April 2015 9 <sup>th</sup> June 2015	

MINUTES OF THE ORDINARY MEETING OF THE COUNCIL OF BLAND HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 21 APRIL 2015

.....  
MAYOR



<b>Goldenfields Water County Council Board</b> <i>(Cr Templeton)</i>	26 <sup>th</sup> February 2015 23 <sup>rd</sup> April 2015	
<b>Heritage Advisory Committee</b> <i>(Cr McGlynn, Cr Grellman)</i>	4 <sup>th</sup> February 2015 15 <sup>th</sup> April 2015	✓
<b>Lake Cowal Gold Mine Closure Advisory Committee</b> <i>(Mayor Pokoney, Deputy Mayor Hampton, GM)</i>	28 <sup>th</sup> May 2015	
<b>Internal Audit Committee</b>	3 <sup>rd</sup> March 2015 2 <sup>nd</sup> June 2015	
<b>Local Traffic Advisory Committee</b> <i>(Mayor Pokoney, Cr Grellman - alternate)</i>	5 <sup>th</sup> May 2015	
<b>Murrumbidgee Medicare Local Board</b> <i>(Cr Monaghan)</i>		
<b>Museums Advisory Committee</b> <i>(Cr Lord, Cr Keatley)</i>	26 <sup>th</sup> March 2015 24 <sup>th</sup> September 2015	
<b>Newell Highway Taskforce</b> <i>(Cr Lord)</i>	18 <sup>th</sup> February 2015	
<b>NSW Association of Mining Related Councils</b> <i>(Cr McGlynn, Cr Hampton)</i>	12 <sup>th</sup> February 2015 8 <sup>th</sup> May 2015	
<b>Plant Committee</b> <i>(Cr Grellman, Cr Templeton, Cr Lord)</i>	March/April 2015	
<b>Public Libraries NSW South-West Zone</b>	30 <sup>th</sup> April 2015	
<b>Riverina Eastern Regional Organisation of Councils (REROC)</b> <i>(Mayor Pokoney)</i>	28 <sup>th</sup> April 2015	
<b>Riverina Regional Library Advisory Committee</b> <i>(Cr Lord, Cr Monaghan - alternate)</i>	25 <sup>th</sup> March 2015	
<b>Riverina Regional Tourism</b> <i>(Cr Lord)</i>	14 <sup>th</sup> November 2014	



# Country Mayors Association of NEW SOUTH WALES

**Chairman:** Cr Rod Kendall  
*PO Box 20 Wagga Wagga NSW 2650*  
*02 69269111*  
*ABN 92 803 490 533*

## MINUTES

### GENERAL MEETING

FRIDAY, 13 MARCH 2015, COUNTRY EMBASSY, SYDNEY

The meeting opened at 9.30 a.m. Cr Mathew Dickerson Chaired the meeting

#### 1. ATTENDANCE:

Albury City Council, Cr Kevin Mack, Mayor  
Albury City Council, Mr Frank Zaknich, General Manager  
Armidale Dumaresq Council, Cr Laurie Bishop, Mayor  
Bathurst Regional Council, Mr David Sherley, General Manager  
Bellingen Shire Council, Cr Mark Troy, Mayor  
Berrigan Shire Council, Cr Bernard Curtin, Mayor  
Clarence Valley Council, Mr Scott Greensill, General Manager  
Dubbo City Council, Cr Mathew Dickerson, Mayor  
Dubbo City Council, Mr Mark Riley, General manager  
Harden Shire Council, Cr John Horton, Mayor  
Harden Shire Council, Mr Trevor Drowley, General Manager  
Moree Plains Shire Council, Cr Katrina Humphries, Mayor  
Moree Plains Shire Council, Mr David Aber, General Manager  
Murray Shire Council, Cr Tom Weyrich, Mayor  
Murray Shire Council, Ms Margot Stork, General Manager  
Narrabri Shire Council, Cr Conrad Bolton, Mayor  
Shoalhaven City Council, Cr Allan Baptist, Assistant Deputy Mayor  
Tamworth Regional Council, Cr Col Murray, Mayor  
Tamworth Regional Council, Mr Paul Bennett, General Manager  
Upper Lachlan Shire Council, Cr John Shaw, Mayor  
Upper Lachlan Shire Council, Mr John Bell, General Manager  
Wagga Wagga City Council, Cr Dallas Tout, Deputy Mayor  
Wagga Wagga City Council, Mr Phil Pinyon, General Manager  
Walcha Council, Cr Janelle Archdale, Mayor  
Warrumbungle Shire Council, Mr Steve Loane, General Manager

#### APOLOGIES:

As submitted

**SPECIAL GUESTS:**

RFS Assistant Commissioner Bruce McDonald AFSM, Executive Director of Infrastructure Services

Kelly Foran, CEO Friendly Faces Helping Hands Foundation

Damian Mannix, Policy Advisor, Regional Capitals Australia

**2. ADOPTION OF MINUTES OF PREVIOUS MEETING:**

RESOLVED that the minutes of the General Meeting held on 14 November 2014 be accepted as a true and accurate record (Albury City Council / Bellingen Shire Council).

**3. Matters Arising from the Minutes**

NIL

**4. Presentation**

**RFS Assistant Commissioner Bruce McDonald AFSM, Executive Director of Infrastructure Services**

In NSW there are 2053 Brigades in 4 regions and 126 LGA's with 73,746 volunteers and 858 staff. During the past 12 months there have been several large fires. High rainfall since last September has been helpful. There are a number of Coronial Enquiries and recommendations are yet to be released. There has been a National Review of Personnel and Protective Clothing and a National Review of Information and Warnings whose aim is to get consistency within hazards across Australia and an increasing role in social media. The RFS is continuing with paging services due to the contention on mobile sites. In 2014/15 the Rural Fire Fighting Fund amounts to \$285.44million and there is a 4 year commitment for stations and fire control centres

**5. Membership**

Resolved that Murray Shire Council and Uralla Shire Council be admitted as members of the Association (Berrigan Shire Council/Armidale Dumaresq Council)

**6. CORRESPONDENCE**

Outward

(a) Ms D Rygate The Secretary General , Local Government NSW, advising the Associations Office Bearers and Meeting Dates for 2015

(b) To Councils with a population of 10,000 or less inviting them to make a submission on the new "Rural Council Model"

(c) The Hon Stuart Ayres, Minister for Police and Emergency Services, Minister for Sport and Recreation and Minister Assisting the Premier on Western Sydney, urging him to introduce an advertising campaign on illicit drug use, to take a more active role in the funding and management of CCTV's in public places and to investigate the communities concerns with the reporting of incidents to police

- (d) Hon M Baird, Premier, and Minister for Infrastructure and Minister for Western Sydney, regarding the inability of farmers and graziers to manage their own farm land due to government regulations
- (e) Hon P Toole, Minister for Local Government, requesting councilor representation of councils with 10,000 or less in the group developing the Rural Council Model
- (f) Bland Shire Council, advising acceptance of the membership
- (g) Coonamble Shire Council, advising acceptance of their membership
- (h) Glen Innes Severn Council, advising acceptance of their membership
- (i) Harden Shire Council, advising acceptance of their membership
- (j) Leeton Shire Council, advising acceptance of their membership
- (k) Hon Niall Blair, Parliamentary Secretary for Police and Emergency Services, thanking him for his presentation on 14 November 2014
- (l) Hon Kevin Humphries, Minister for Natural Resources, Land and Water, and Minister for western NSW, thanking him for his presentation on 14 November 2014
- (m) The Secretary, Country Mayors Association, requesting that the changes to the Constitution be registered with the Department of Fair Trading

Inward

- (a) Department of Fair Trading, advising that changes to the Constitution of the Association have been registered (Copy of Constitution attached)

NOTED

## **7. FINANCIAL REPORT**

RESOLVED That the financial reports for the last quarter were tabled and accepted (Bathurst Regional Council / Albury City Council)

## **8. PRESENTATIONS**

### **8.1 Kelly Foran, CEO, Friendly Faces Helping Hands**

The Foundation provides essential information on hospitals and medical facilities for country people, particularly for those having to travel to get those facilities in other country centres or in Sydney. It's easy if you know where to look and that is where the Foundation comes in by giving people the power of information, support and financial information. The Foundation receives no government support and cannot get Deductible Gift Recipient Status as the Foundation supplies support to people with a great variety of ailments. If they gave support for a single ailment they would be eligible for DGRS. The Foundation has used the \$10,000 donation from CMA to upgrade their Web site and to organise high profile speaking engagements on health

### **8.2 Damian Mannix, Policy Advisor, Regional Capitals Australia**

Regional Capitals Australia is built upon two key ideas – Regional Development and National Productivity. The Regional Capital does not have any size criteria but the Regional Capital acts as the hub with to provide services to smaller communities. Challenges include lower productivity, lower levels of capital investment in business, poor infrastructure and lower levels of investment in education and training. Regional Capitals undertakes assessment of the economic value of regional capitals and is preparing a formal submission to the development of the National Stronger Regions Fund guidelines. Regional Capitals liaises with public servants and briefs members of parliament and attends events featuring government ministers, annual networking breakfasts and the annual ALGA conference There is a annual Regional Capitals Australia conference

## **9. General Business**

### **(a) Joint Organisation Pilots**

Paul Bennett outlined the Namoi model which consists of the Namoi Regional Organisation members plus Moree Plains and Gwydir. The group is working through strategic issues, governance structures and regional priorities. They are looking at enabling legislation to support the Joint Organisation

### **(b) Friendly Faces Helping Hands**

RESOLVED That Country Mayors Association congratulate and support Friendly Faces and Helping Hands by

- (1) Asking Councils to actively support Friendly Faces Helping Hands by individual Council website promotion and literature distribution and
- (2) Getting country Mayors Association and individual councils to write to the Australian Government through their local MP's and state senators to amend Australian Taxation Laws to accommodate Deductible Gift Recipient Status for organisations such as Friendly Faces Helping Hands (Narrabri Shire Council/Wagga Wagga City Council)

### **(c) Flooding and Water Issues**

Shoalhaven City Council asked if the State wide issues of inundation and flooding could be addressed by the Association An invitation to be forwarded to Minister for the Environment to attend the next meeting

### **(d) FAG Grants**

RESOLVED that the ALGA be requested to advise information regarding work undertaken by them on indexation and the redistribution of Financial Assistance Grants (Berrigan Shire Council/Moree Plains Shire Council)

There being no further business the meeting closed at 12.10pm.

Cr Mathew Dickerson  
Acting Chair – Country Mayor's Association of NSW



**MINUTES OF MEETING**

**COWAL GOLD MINE  
COMMUNITY ENVIRONMENTAL MONITORING  
AND CONSULTATIVE COMMITTEE (CEMCC)**

**Wednesday 4 March 2014**  
**9.00 am – Cowal Gold Mine**  
**Minutes taken by: Shane Goodwin**

**Attendees:**

Independent Chair:	Margaret MacDonald-Hill (MMH)
Barrick:	Garry Pearson (GP), Shane Goodwin (SG)
Community Members:	Angus Stitt (AS), Lucy Buttenshaw (LB) and Dave Carter (DC)
Bland Shire Council:	Neil Pokoney (NP)
Forbes Shire Council:	Graeme Miller (GM)
Lake Cowal Foundation:	Daryl Nielsen (DN)

**Apologies:** Jenene McGrath, Bruce Dent, Cr Graham Scott, David Carter, Ally Coe, Cr Brian Mattiske, Cr Leeanne Hampton.

<b>ITEM</b>	<b>ACTION</b>
<p><b>1.0 Welcome</b></p> <p>Independent Chair, Margaret MacDonald-Hill opened the meeting at 9.08 am.</p>	
<p><b>2.0 Declaration of Interest</b></p> <p>Margaret MacDonald-Hill declared her interest as Independent Chair of the CEMCC, appointed by the Director General of the Department of Planning and Infrastructure. For record purposes, Margaret advised the committee she is a member of the Mine Subsidence Board. Margaret also declared that she receives payment via a Trust established by the Bland Shire Council for her work as Chair of the CEMCC.</p> <p>For a full Declaration of Interest for all members, see Attachment A</p>	
<p><b>3.0 Business Arising from previous Minutes</b></p> <p>Nil</p>	



## Correspondence

### In

22/12/14 - email Barrick NF&O incident report  
13/2/15 - email Barrick on Revised RMP& Long term Land Use Strategy  
13/2/15 - email Barrick NF&O incident report  
2/3/15 - email Barrick on Revised Decommissioning Strategy for Water Management Structures & Long term Management of Final Void and Lake Protection Bund

### Out

16/2/15 - email to CEMCC Revised RMP & Long term Land Use Strategy  
2/3/15 - forward email 2/3/15 to CEMCC

## 4.0 Reports

**Shane Goodwin** provided a detailed account of Barrick Cowal's Community Relations Activities over the past three months – See the attached presentation for more information (Attachment B). He also provided a briefing on Barrick's recent Q4 2014 Results Announcement which included comments relevant to the ongoing ownership of the Cowal Gold Mine.

- Community Relations activities
- Complaints/Grievances
- Upcoming activities
- Cowal Partnering Program

### Complaints/Grievances

The 5 complaints received since the last meeting were from five individual stakeholders:

- The complaints received relate to:
  - Driver behaviour (3)
  - Employee behaviour (1)
  - Property damage (1)

<p><b>Garry Pearson</b> provided a detailed account of Barrick Cowal’s Environment Department Activities over the past three months – See the attached presentation for more information (Attachment C).</p>	
<p><b>5.0 General Business</b></p> <p>It was requested that future meeting minutes include a list of Common Acronyms and their definitions (Attachment D)</p> <p>2015 Preliminary Meeting Schedule:</p> <ul style="list-style-type: none"> <li>• 4 March, 2015 – Cowal Gold Mine</li> <li>• 3 June 2015, Venue TBA</li> <li>• 9 September 2015, Venue TBA</li> <li>• 2 December 2015, Venue TBA</li> </ul>	
<p><b>6.0 Meeting Closed –11.45am</b></p> <p>Available CEMCC Members were invited to go on a guided tour of the Cowal Gold Mine following the meeting.</p>	
<p><b>7.0 Next Meeting</b></p> <p>Wednesday 3<sup>rd</sup> June 2015, at Bland Shire Council Chambers, West Wyalong.</p>	



**ATTACHMENT A – CEMCC MEMBERS’ DECLARATIONS OF INTEREST**

# Community Environmental Monitoring and Consultative Committee (CEMCC)

Declarations of interest:

***Margaret MacDonald-Hill - Independent Chair***

- ***Appointed by DG of DP&E, paid via Trust administered by Bland Shire Council***
- ***Member of the Mine Subsidence Board***

***Angus Stitt – Community Representative, West Wyalong***

- Receives reimbursement of travel costs for attending CEMCC meetings, from time to time

***Lucy Buttenshaw – Community Representative, West Wyalong***

- Nil

***Jenene McGrath – Community Representative, West Wyalong***

- Nil

***David Carter – Community Representative, Condobolin***

- Nil

***Bruce Dent – Lake Cowal Landholders Association***

- Noise Mitigation Agreement in accordance with Development Consent Conditions
- Receives reimbursement of travel costs for attending CEMCC meetings, from time to time

***Neil Pokoney – Bland Shire Council Representative***

- Barrick is a ratepayer within the Bland Shire
- Barrick has entered into a Roads Maintenance MOU with Bland Shire Council
- Barrick has provided financial support for certain community events, initiatives, and infrastructure operated by the Bland Shire Council

***Graham Scott – Lachlan Shire Council Representative***

- Barrick has been a ratepayer within the Lachlan Shire
- Barrick is a customer (subscriptions and advertising) of The Lachlander newspaper, of which, Cr Scott is the Editor
- Barrick has entered into a Roads Maintenance MOU with Lachlan Shire Council
- Barrick has provided financial support for certain community events, initiatives, and infrastructure operated by the Lachlan Shire Council

***Brian Mattiske – Forbes Shire Council Representative***

- Barrick is a ratepayer within the Forbes Shire
- Barrick pays annual easement payments to the Forbes Shire Council for properties owned by Council
- Barrick pays annual easement payments to entities which Mr Mattiske maintains a financial interest in for properties owned by those entities
- Barrick pays an annual fee for Temporary Water Transfer Agreements to entities which Mr Mattiske maintains a financial interest
- Barrick has provided financial support for certain community events, initiatives, and infrastructure operated by the Forbes Shire Council

***Graeme Miller – Forbes Shire Council Representative***

- Barrick is a ratepayer within the Forbes Shire
- Barrick pays annual easement payments to the Forbes Shire Council for properties owned by Council
- Barrick has provided financial support for certain community events, initiatives, and infrastructure operated by the Forbes Shire Council

***Daryl Nielsen – Lake Cowal Foundation and Independent Scientist***

- Receives reimbursement of travel costs for attending CEMCC meetings, from time to time
- Director of Lake Cowal Foundation which receives annual payments from Barrick

***Ally Coe – Wiradjuri Condobolin Corporation***

- Wiradjuri Condobolin Corporation receives compensation payments in accordance with Native Title requirements
- Wiradjuri Condobolin Corporation is a contractor to Barrick at the Cowal Gold Project

**ATTACHMENT B – COMMUNITY RELATIONS DEPARTMENT PRESENTATION**



**Community Relations** 

- Community Relations Team activities
- Complaints/Grievances
- Upcoming activities
- Cowal Partnering Program

2

## Activities since the last CEMCC Meeting:

- 2014 Employee and Contractor Christmas Parties
- 2015 Wiradjuri Scholarships
- 2014 Cowal Partnering Program – Round 1
- Q4 2014 Barrick Announcement
- Cowal Update distributed to stakeholders
- ETBC and CPCC Meetings with Wiradjuri Condobolin Corporation

## Upcoming activities:

- Triennial Native Title Deed Implementation Review
- Presentation of Annual Native Title Deed Implementation Report

**BARRICK Cowal Update**  
February 2015 Edition

**Road Safe September back for sixth successful year**

**INSIDE**

- Emergency Mobilisation Approved 4
- Approved Barrick Cowal Community Development Activities in 2014 1
- Open Day @ Mt Alexander 2
- Where are a Celebration from Barrick Cowal Update? 5
- Construction Report received at the Cowal Open 30
- Our Young Heroes featured with 10 Cowal Update 10
- Our Young Heroes featured with 10 Cowal Update 10
- Our Young Heroes featured with 10 Cowal Update 10
- Our Young Heroes featured with 10 Cowal Update 10

## Complaints/Grievances



- CGM received five (5) complaints since the last meeting of the CEMCC which was held on 3 December 2014.
- The five complaints received relate to:
  - Driver behaviour: 3
  - Employee behaviour: 1
  - Property damage: 1
- The complaints were from a selection of stakeholders:
  - Complainant A: 20% (1)
  - Complainant B: 20% (1)
  - Complainant C: 20% (1)
  - Complainant D: 20% (1)
  - Complainant E: 20% (1)

15

## Complaints/Grievances



### Employee Behaviour:

- The Complainant attempted to call the Cowal Gold Mine's Community Relations Manager directly at 10:53am on 04/12/2015 and left a message on the automated answering service.
- The Community Relations Manager returned the Complainant's call at 11:46am on the same day.
- The Complainant advised that they were dissatisfied with the outcome of an engagement between the Complainant and a representative of the Cowal Gold Mine.
- The Complainant advised that the Mine's representative had contacted the Complainant to request that the Complainant remove their stock (cattle) from Cowal Gold Mine Mining owned land.
- The Complainant went on to state that the Cowal Gold Mine's representative had said they would remove the stock themselves to the nearby travelling stock route unless the complainant promptly removed the stock.
- The Complainant expressed their dissatisfaction with the nature of the conversation.
- The Community Relations Manager apologised to the Complainant and advised the Cowal Gold Mine personnel would not take action to have the stock moved to the travelling stock route. The Cowal Gold Mine would simply rely on the Complainant to remove their own stock from the mine-owned land when safe to do so.
- The Complainant and The Community Relations Manager discussed what other actions could be taken to prevent stock from moving onto Cowal Gold Mine owned land as Lake Cowal was receding and fencing was inadequate to prevent unwanted stock movement.
- Fencing is planned to be undertaken by the end of the year (2014) with costs shared between the Cowal Gold Mine and the Complainant.
- The call ended with the Community Relations Manager reiterating the earlier apology and reassuring the Complainant that the stock would not be moved by Cowal Gold Mine personnel.
- The cattle were removed by the Complainant and boundary fencing completed in 2014.

16

## Complaints/Grievances



### Property Damage:

- The Complainant called the CGM's Senior Community Relations Advisor at approximately 12:45pm on 29/01/2015 to advise that an exploration drill-rig had damaged one of the water pipes on his property.
- Barrick's representative asked when the Complainant thought that the damage may have occurred and the Complainant responded that it could have occurred prior to Christmas (2014).
- Barrick's representative responded that he was unaware of any exploration activity occurring on the property either before Christmas or since that time, however Barrick's representative undertook to seek confirmation of this and get back to the Complainant.
- Barrick's representative contacted the Complainant again via telephone at 1:10pm on 29/01/2015 to confirm that no Barrick personnel or equipment had entered the Complainant's property either in late 2014 or early 2015.
- The Complainant advised that they had seen drill rigs on the property and identified other nearby properties where drill rigs had been seen. Barrick's representative was able to confirm that Barrick was not undertaking exploration activities on those named properties.
- The Complainant and Barrick's representative agreed that the drill rigs seen by the Complainant may have been operated by another exploration company, not related to Barrick. The Complainant undertook to undertake further investigations of their own and provide further feedback to Barrick if required. It was agreed that it seemed likely that Barrick was not responsible for the property damage initially reported as part of this complaint.

7

## Complaints/Grievances



### Driver Behaviour:

- The Complainant called the CGM's Community Relations Manager directly on 30/01/2015 to complain about a contractor vehicle which was assumed to be delivering fuel to the Cowal Gold Mine travelling at an estimated 80km/h in a 50km/h zone.
- Barrick's representative undertook to investigate the details on which contractor/driver would be responsible for the observed driving behaviour.
- Barrick's representative attempted to contact the Complainant via telephone at 10:45am on 30/01/2015 however there was no answer so a detailed message was left on the automated answering service.
- Barrick's representative contacted the Complainant via telephone at 4:00pm on 30/01/2015. Barrick's representative sought confirmation of the truck's colour for positive confirmation of the responsible vehicle.
- Barrick's representative advised that the responsible contractor/driver would be contacted directly and counselled on the importance of complying with signed speed limits in the community. The Complainant agreed with this approach to resolving their complaint.
- Barrick's representative contacted the Contractor responsible for the identified vehicle and received follow-up advice on 02/02/2015 that the vehicle's satellite tracking data indicated that the vehicle had not exceeded the 50km/h limit. The contractor also advised that the responsible driver had been interviewed and counselled on the importance of obeying signed speed limits.

8



## Complaints/Grievances



### Driver Behaviour:

- The Complainant called the CGM's Community Relations Manager at approximately 12:10pm on 16/02/2015 to complain that a Coaster Bus used by the Cowal Gold Mine to transport workforce to and from the mine was parking inconveniently in front of the complainant's home.
- The Complainant identified a number of other locations on the same street that could be used as alternatives for parking the bus.
- The CGM's representative apologised for any inconvenience and undertook to instruct the bus users not to park in front of the complainant's home (address provided by the complainant). The Complainant agreed with this approach.
- The CGM's representative provided his contact details to the complainant and invited the complainant to contact him directly should the bus be parked inconveniently again in future.
- Bus users received written instruction on 16/02/2015 that the bus should not be parked in front of the Complainant's house.
- No further complaint has been received regarding this issue.

9

## Complaints/Grievances



### Driver Behaviour:

- The Complainant called the CGM's Community Relations Manager directly on 17/02/2015 to complain about a CGM workforce vehicle (private vehicle) which was observed to be driving too closely behind other vehicles on dusty, unsealed roads with poor visibility.
- The Complainant advised that by driving too closely behind other vehicles on unsealed roads, it was difficult for oncoming traffic to see properly due to the dust.
- The CGM's representative apologised for any inconvenience and asked if the complainant was able to identify the vehicle through identifiable signage or markings. The Complainant advised that they were not able to identify the vehicle as it was a privately owned and driven vehicle.
- The CGM's representative undertook to remind the workforce of the importance of driving safely, especially on unsealed roads via one of the site's regular internal communication methods. The Complainant accepted this approach to dealing with the issue.
- The CGM's representative also advised that the CGM had recently taken the step of imposing and administrative speed limit of 80km/h for all workforce transport buses (12 and 21 Seaters) on unsealed roads.
- The Complainant then enquired as to whether their Complaint would be recorded and reported per the requirements of the CGM's Development Consent Conditions. The CGM's Representative responded that all community complaints and concerns are documented and published monthly on the Barrick website. The web address was provided to the Complainant.
- An instruction regarding safe driving on local roads was included in the CGM General Manager's Weekly Newsletter to the entire workforce distributed on 20/02/2015.

10

## ***Cowal Partnering Program Application Round 1 2015***



11

## Cowal Partnering Program

- Throughout 2013-14, the CR Team have worked to change the CPP to improve the program outcomes for both Barrick and the community.
- Following changes have now fully implemented:
  - Funding rounds
  - Standardised application form
  - Standardised internal assessment form
  - Information sessions at West Wyalong, Condobolin and Forbes
  - Advertising across all three Shires
- These changes have resulted in the highest number of applications we have ever received, and most consistently high quality
- The changes to the Cowal Partnering Program were recently awarded a Barrick Global Excellence Award for Corporate Social Responsibility

12

## New applications



New applications for discussion:

- Aboriginal Culture Officer – Bland Shire Council
- Federal Government Mobile Phone Black Spot Programme – Jemalong Irrigation Ltd
- Artefacts Tourism/Heritage Display – West Wyalong Local Aboriginal Land Council
- Ben Hall Festival and Heritage Week 2015 – Forbes Shire Council
- Improvements to Rotary Park – Rotary Club (West Wyalong Branch)
- Brower's Walk – Can Assist West Wyalong
- West Wyalong District Transport Group
- Mining Down the Lachlan – Condobolin and District Historical Society
- PPE for VET Program – Condobolin High School

13

## Bland Shire Council



### Aboriginal Culture Officer

#### Project Summary:

Part funding of an Aboriginal Culture Officer at Council. The part time position would act as a cultural advisor, undertake mapping of culturally significant landscapes and act as a network liaison with other Indigenous organizations in the area.

The outcomes of the proposal will include:

Strengthening partnerships between Bland Shire Council and various community organisations

Support the BSC Community Strategic Plan

Support with planning and environmental goal within the Local Environment Plan

Amount requested: \$30,000

14

## Jemalong Irrigation Limited



### Federal Government Mobile Black Spot Program

#### Project Summary:

Construction of new infrastructure as part of the Federal Government Mobile Phone Black Spot Programme. The criteria for the grant from the Government requires third-party contributions (financial or in-kind) be identified prior to submission of application.

Current partners include:

- Forbes Shire Council
- Lachlan Shire Council
- Vast Solar
- Rural Fire Service
- SES

The mobile phone coverage improvements would benefit residents and businesses in a 30 km radius of the proposed towers at Jemalong and Manna Mountain, including residents of both Lachlan and Forbes Shires.

Amount requested: \$30,000

15

## West Wyalong Local Aboriginal Land Council



### Artefact Tourism and Heritage Display

#### Project Summary:

The project aims to raise local awareness of Indigenous heritage and history in the Bland Shire. The project will involve improvements to the WWLALC to better serve the community and improve access to indigenous culture.

Improvements to the WWLALC include:

- Display cases for artefacts - \$6,000
- Audio recordings relating the artefacts - \$10,000
- Indigenous artwork on exterior wall to promote Visitor Centre - \$6,000
- Project Management - \$3,000

Amount requested: \$25,000

16

## Ben Hall Festival and Heritage Week

### Project Summary:

Forbes Shire Council in celebrating the 150 anniversary of the death of Ben Hall as part of Heritage Week. The event will include A Ben Hall Bus Tour, Preview of the feature film "The Legend of Ben Hall" and Heritage Advisor workshops.

The Festival will draw visitors from across the State and provide a benefit to the local economy, as well as recognizing an important part of local heritage.

Funds will be used for:

- Band - \$2,500
- Colonial Show - \$4,050
- Wagon Rides - \$1,200
- Authors - \$500
- Stage - \$3,300
- Advertising - \$2,000

Amount requested: \$13,550

17

## Upgrades to Rotary Park

### Project Summary:

Improvements to Rotary Park, which is located between Wyalong and West Wyalong.

The improvements will include landscaping, additional shade and works to existing picnic area. The project will benefit locals and tourists passing through town, by providing good quality area to stop and rest. The location of the rest area would enhance Council's work with the Wetland area.

A time capsule will also be buried at the time of works.

Amount requested: \$6,000

18

## Can Assist – West Wyalong



### Brower's Walk

#### Project Summary:

Brower's Walk is an annual fundraising event started by an employee of Barrick Cowal. The charity walk is from Wargin to Top Town Tavern. The event has been run very successfully for several years

The event raises money to support local families who are affected by cancer, and is primarily used for:

- Travel and accommodation during treatment
- Pharmaceutical needs
- Hire of medical equipment

Amount requested: Not specified

19

## West Wyalong and District Community Transport Group



### Operation of Community Transport

#### Project Summary:

The organisation provides approximately 10 social bus outings for elderly people and those with mental health issues.

Given the increasingly elderly population of West Wyalong, this group provides an essential service in improving the quality of life for a large number of residents across the Bland Shire.

The service provides transport for:

- Medical appointments
- Social outings
- Family gatherings
- Funerals
- Hospital visits

Amount requested: Not specified

20

## Condobolin and District Historical Society

### Mining down the Lachlan – Past, Present and Future

#### Project Summary:

Expansion to the "Mining along the Lachlan - Past, Present and Future" permanent display at the Condobolin Museum. The funds will be used to purchase a new display case and associated signage.

The funds will be used for the following:

- New glass display case (with shelves, lighting and safety glass) - \$2,435
- Adhesive vinyl lettering - \$325

Barrick have previously supported the commencement of this permanent display in 2014 with \$1,200

Amount requested: \$2,778

21

## Condobolin High School

### PPE for Vocational and Educational Training Program

#### Project Summary:

Condobolin High School runs a Vocational and Educational Training course, where students undertake work placements. Often, these placements require students to wear PPE, such as steel-capped boots or clogs (catering placements).

The application also sought funds to attend two Job Expo's and hold one in Condobolin at the WSC.

#### Amount requested:

- \$1,260 - steel capped boots
- \$1,619 - catering clogs
- \$200 – Attendance at Forbes Tertiary Awareness Day
- \$400 – Attendance at Orange Jobs Expo
- \$500 – Holding a Jobs Expo at the Wiradjuri Study Centre, Condobolin

22

Questions...





**ATTACHMENT C – ENVIRONMENTAL DEPARTMENT PRESENTATION**



Cowal Gold Project  
Environmental Management  
CEMCC Meeting 04 March 2015

## Environmental Management Overview

- Environmental Policy (September 2014)
- Environmental Incidents
- Environmental Summary
- Government Interactions
- Cyanide Management
- 2015 Look Ahead





## Barrick Environmental Policy

Barrick Gold Corporation believes that wise environmental stewardship is based on careful work planning, diligent implementation, thoughtful assessment of performance and a desire to improve over time.

Successful implementation of our plans results in some disturbance to our natural environment. However, Barrick believes that we can contribute to the sustainable development of our host communities. We are committed to meeting the needs of current members of that community without jeopardizing the ability of future generations to meet their needs.

Therefore, we believe Barrick must:

Regularly communicate this policy to those who work at Barrick, their families, and our host communities.

Establish, document and maintain an environmental management system and clearly defined environmental requirements.

Educate our people, their families, and our neighboring communities about our systems and practices.

Insist that those who provide services or products adhere to our environmental policy and practices.

Ensure that our leadership and our people understand, support and maintain our environmental management system.

Provide our managers and supervisors the authority and resources necessary to implement our environmental management system and associated environmental standards and practices.

Apply proven management practices to prevent pollution or other environmental impacts, when practical, or to mitigate our impacts.

Set and review environmental objectives and targets aimed at continual improvement.

Conduct periodic reviews of our operations to monitor environmental performance and to guide its environmental management program.

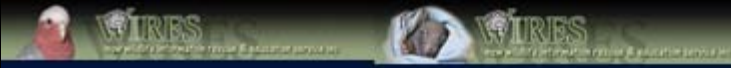
Fully comply with all applicable environmental laws, regulations and other environmental obligations.

Work with governmental and civic leaders, environmental groups, and other concerned parties to develop a mutual understanding of environmental issues.

Kelvin Duchinsky  
Co-President

Jim Gowans  
Co-President


September 2014



**BEEP  
FOR  
BIRDS  
Use car  
horn to  
Scare**

## Environmental Incidents


- **Reportable Incidents**  
All incidents related to death of native fauna on the mining lease.
- **December 2014**
  - 1 Welcome Swallow – Leach Tails Thickener covered in mud.
  - 1 Australian Wood Duck – squashed into Western Haul Road.
  - 1 Galah – deceased in sticky wet clay of Southern Lowflow Diversion Channel.
  - Thirteen (13) native animals rescued - x9 Long-necked Turtles in Mining and Processing works; x1 Nankeen Kestrel – Processing; x1 Bearded Dragon – Processing; x1 Wallaby –inside TSP fence; x1 Microbat on Franna Crane headlight. WIREs.
  - **Pest Control:**
    - Addressing feral cats numbers.
    - Mouse baiting continuing. No mice since 2012 mini-plague.
  - 1080 Fox baiting resumed 08 September 2014 (50 blue chicken wings).
  - Findone baits for Rabbits (30 kg green carrots).
  - **Mammal Aid:** Two (2) requests – juvenile rabbit – West Wyalong; x1 Wedge-tailed Eagle - Burcher - WIREs.
- All incidents were reported to Government agencies in accordance with regulatory approvals. Deceased fauna were forwarded to Veterinary Clinic to confirm cause of death. No death was associated with chemical toxicity & no further action necessary.



# Environmental Incidents

**BEEP  
FOR  
BIRDS**  
 Use car  
horn to  
Scare

- **Reportable Incidents**  
All incidents related to death of native fauna on the mining lease.
- **January 2015**
  - 2 Silver Gulls – Pond D6 natural causes during heat wave.
  - 1 Magpie-lark – bitumen access road.
  - 1 Noisy Miner – bitumen access road.
  - 1 Willie Wagtail – main administration car park.
  - 1 Murray River Short-necked Turtle – Mine haul road.
  - 1 Emu – bitumen access road.
  - 1 juvenile Brown Snake – concrete bunded area inside Process Plant.
  - Three (3) native animal rescued – x1 juvenile Emu; x1 Brown Snake and x1 Microbat . WIREs Calls.
  - Pest Control:
    - Addressing feral cats numbers.
    - Mouse baiting continuing. No mice since 2012 mini-plague.
  - 1080 Fox baiting resumed 08 September 2014 (suspended for start of New Year).
  - Findone baits for Rabbits (suspended for start of New Year).
  - Mutual Aid: Nil (0) – WIREs.
- All incidents were reported to Government agencies in accordance with regulatory approvals. Deceased fauna were forwarded to Veterinary Clinic to confirm cause of death. No death was associated with chemical toxicity & no further action necessary.



# Environmental Incidents

**BEEP  
FOR  
BIRDS**  
 Use car  
horn to  
Scare

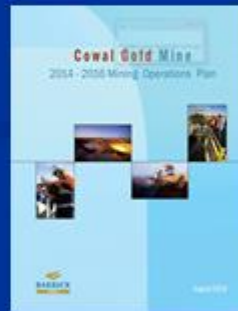
- **Reportable Incidents**  
All incidents related to death of native fauna on the mining lease.
- **February 2015**
  - 2 Apostlebirds – bitumen access road.
  - 1 Bush Wallaby – bitumen access road.
  - 1 Noisy Miner – bitumen access road.
  - 1 Australian Magpie – Exploration Driller’s Yard near edge Lake Cowal.
  - 1 juvenile Brown Snake – concrete bunded area inside Process Plant.
  - Four (4) native animals rescued - x3 juvenile Brown Snakes; x1 Pied Butcherbird; . WIREs.
  - Pest Control:
    - Mouse baiting continuing. No mice since 2012 mini-plague.
  - 1080 Fox baiting resumed 08 September 2014 (suspended for start of New Year).
  - Findone baits for Rabbits (suspended for start of New Year).
  - Mutual Aid: Nil (0) – requests – WIREs.
- All incidents were reported to Government agencies in accordance with regulatory approvals. Deceased fauna were forwarded to Veterinary Clinic to confirm cause of death. No death was associated with chemical toxicity & no further action necessary.

# Sat Image February 2014 Lake level (2010 – 2014)



## Environmental Summary

- MOP approved by DRE (09 October) – August 2016.
  - 22 July 2014 MOD11 (s75W) request process).



D1 = E42 Pit Void. D2 = Permanent water management structures. D3 = Infrastructure areas.  
D4 = TSFs. D5 = WREs. D6 = Final woodland cover corridor. D7 = new Lake Cowal foreshore.

## Regulatory Inspections

- s75W Closure Security Bond Review (20 April 2010):
  - Bonded amount at AUD 63.5 million from July 2009.
  - AUD 58.25 m – adequate Security.
- Varied EPL11912 in effect from 4 February 2015
  - (name and noise locations/ frequency changed);
  - x3 EPA Officers Audit (26-27 February 2015); and
  - MOD11 variation request of EPL to follow DP&E app of Revised EMPs (MOD11).



## Regulatory Inspections

- MOD11 – by end-July 2015 – VPA with DP&E
- Offset Areas (440 ha):
  - extra 230 ha added MOD11.
  - Separate Security Bond (DP&E).



# CEMCC response

CGM revised Strategy for Decommissioning of Water Management Structures & revised Strategy Long-term Management of Final Void and LPB (March 2015).



## SWE south (Jan – Nov 2014)



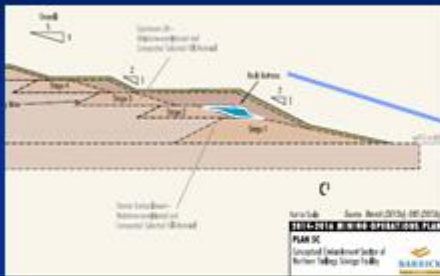
## PWE s-east (Sept 2014)



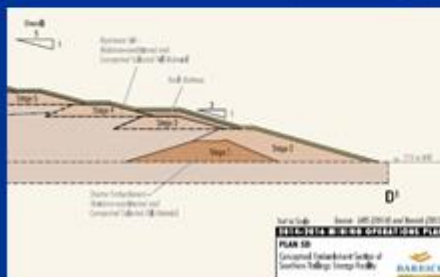
12 ha direct seeding trial works on the inside of PWRE 2015.

This area has been re-worked by covering it with the STSF buttress pre-strip works cover materials.

## Dynamic Stability Buttrressing



1<sup>st</sup> buttress works for NTSE



Commenced the 5<sup>th</sup> Lift STSF, and STSF rock buttress works (1:5,000 year earthquake design mitigation).

Barrick Corporate FOS is 1.5 (Code is 1.3)



# Regulatory Inspections

- **11<sup>th</sup> Independent Monitoring Panel:**
  - After lodgment of Annual Review (MOD11 – by the end of May 2015);
  - After 2015 IEA (20-22 April 2015).
  - Likely August 2015.
- **All relevant govt depts 2015 visit**
  - After lodgment of Annual Review.
  - Likely mid-June 2015.



# EMPs status update

- DP&E verbal instruction to use as approved (26 Sept. 2013).
  - FMP, ESCP, SWMP, CMP, HWCMP, BlastMP, NMP, ROMP.
- MOD11 (22 July 2014), sets the path forward to submit revised EMPs. Delivery date has recently been revised to end-May 2015. All will be held on [www](http://www).



16

## 2,000 native tube stock

29 August 2014



23 January 2015



## Environmental Summary

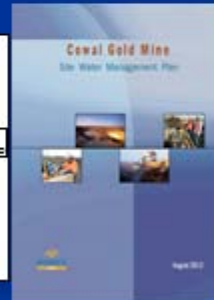
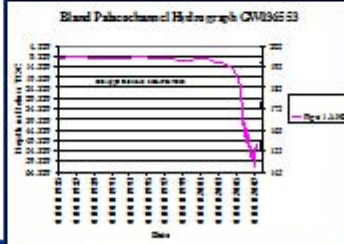
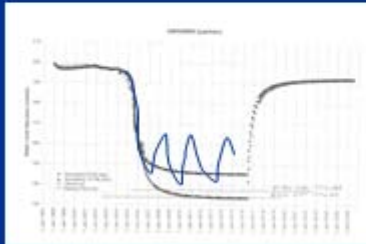
- Lake Blast loggers working well. SAROS mtce in Oct 2014.
- Blast activities - 100% compliance with 120 dB(L).
  - Ongoing communications with neighbours.



# Water Supply



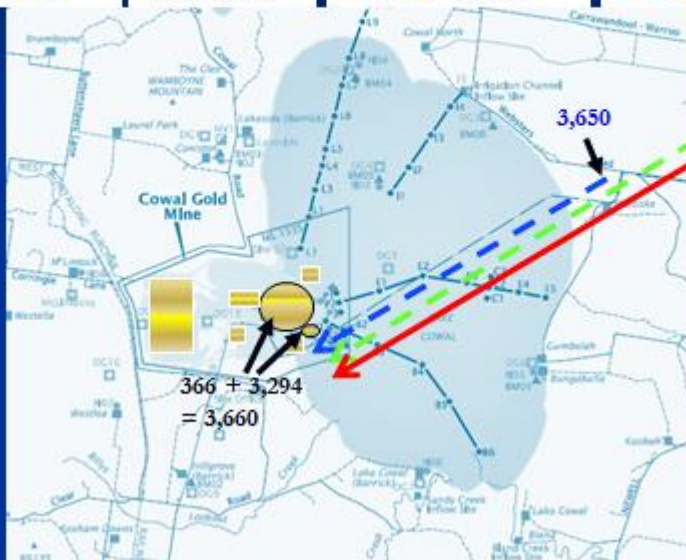
- Pond D9 half full (capacity of 690ML).
- 2,000 ML High Security Lachlan Reg Rv water in 2014.
- Saline water started (ESB). New RO Plant running.



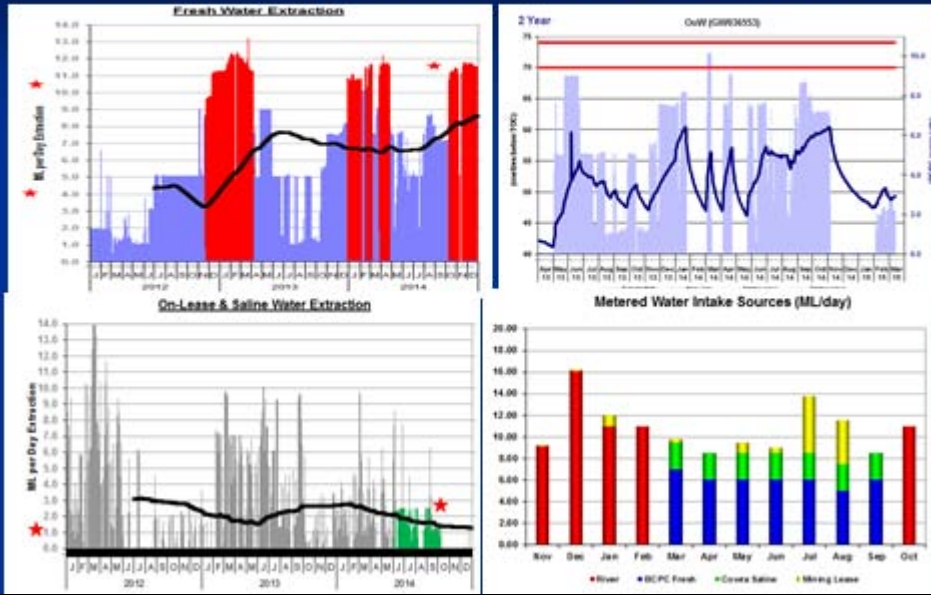
208mRL - 134 = 74m below surface (notify Govt / Users).  
70 m below is preliminary water support (already doing).

# Groundwater Sources

- ESB
- BCPC
- Pit/ Rain
- River



# Fresh Water Intake Reduction



# Weather forecast 2015

## CW Slopes & Plains 12-month rainfall forecast



**Rainfall deciles**

- 10 Well above normal
- 9-9 Above normal
- 4-7 Near normal
- 2-3 Below normal
- 1 Well below normal

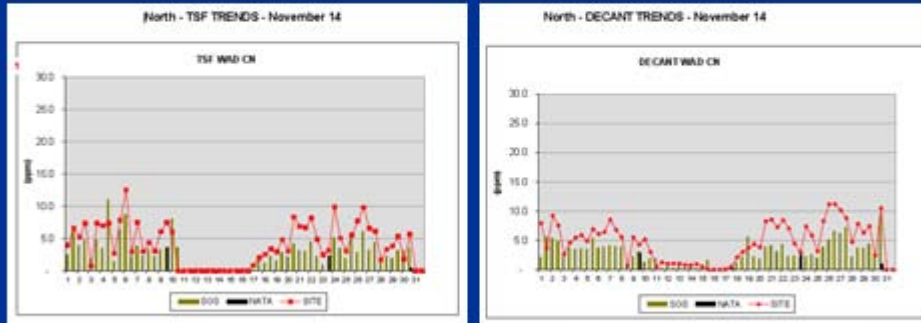
[eldersweather.com.au](http://eldersweather.com.au)

**Long Range Disclaimer**

The forecast information contained on the Elders Weather website, while believed to be reasonably made at the time of publication, is subject to change. In particular, 28 day and 12 month rain forecasts, given the range of the forecast, do not contain a guarantee of rain on any day and will contain some degree of inaccuracy. You should always seek updated professional weather advice before taking any action dependent on certain weather conditions prevailing. Liability for any errors or omissions, including that arising as a result of Elders negligence, (except any statutory liability which cannot be excluded) is excluded by Elders Limited, its associates, officers, directors, employees and agents.

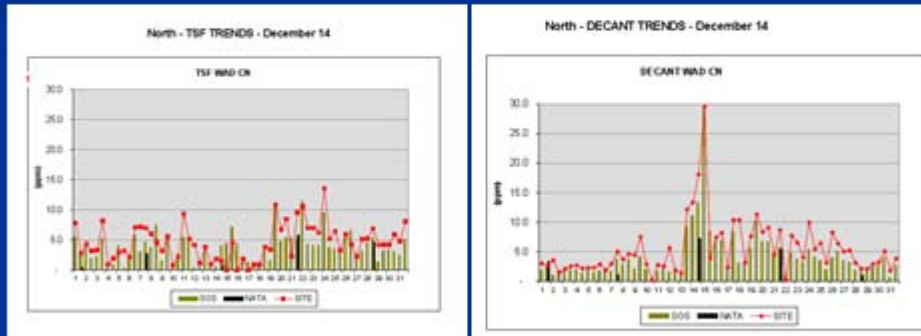
# Cyanide Monitoring Results

November 2014 – TSF - Decant



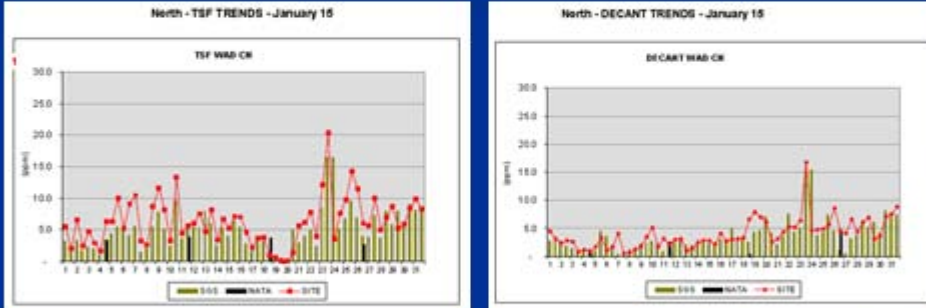
# Cyanide Monitoring Results

December 2014 – TSF - Decant



# Cyanide Monitoring Results

January 2015 – TSF - Decant



## CN SMBS Win – Win Waste Mgt



# Env Dept Happenings



## Team Cowal – Enviros

- 2015 targets in progress

Environmental Management  
**RESPONSIBLE  
MINING**  
Cowal Gold Mine 2015

*Continual improvement*

KPI	Measure	Status
Standards Implementation	Biodiversity	●
	Climate Change	●
	Environmental Incident Reporting	●
	Water Conservation	●
	Mine Closure	●
Closure	Reclamation Cost Estimate	●
	Closure Plan	●
EMS	Major Non-conformances	●
Cyanide Code (Audit 19-21 Nov 2013)		●
Certified to ISO 14001:2004		●



## Member's info supply

Barrick Toronto direct link to the Cowal web page:

<http://www.barrick.com/operations/australia/cowal>



**BARRICK** | [HOME](#) | [OPERATIONS](#) | [RESPONSIBILITY](#) | [CONTACT](#)

Home > Operations > Assets > COWAL

## Cowal

The Cowal mine is located in Central New South Wales, Australia, approximately 32 kilometers north of West Wyalong and approximately 350 kilometers west of Sydney. Cowal is an open pit operation, mined by a fleet of dump trucks, excavators and ancillary equipment.

Cowal produced 297,000 ounces of gold in 2013 at all-in sustaining costs of \$746 per ounce. Proven and probable mineral reserves as at December 31, 2013, were 1.8 million ounces of gold.

**Performance**

**297,000**  
Ounces of gold produced in 2013

**1,800,000**  
Ounces of proven and probable gold reserves

- Extension Modification – Environmental Assessment, September 2013
- Environmental Monitoring Data
- Complaints Register
- Independent Monitoring Panel
- E42 Modified Request - Environmental Assessment, October 2009
- Environmental Management Plans
- Pollution Incident Response Management Plan

# Look Ahead

## Key Environmental Issues

**BARRICK COWAL**

- Lake Cowal to dry state – biological cycle.
- March 2015 ambient noise survey.
- Approval of all Revised Cowal EMPs (end-May, 2015).
- Ongoing rehabilitation trial & maintenance works
- Next CEMCC Meeting (03 June 2015).

**BARRICK** BARRICK'S VISION is to be the world's best gold mining company by operating in a safe, profitable and responsible manner.

**STRATEGIC OBJECTIVES**

<b>People and Performance</b> Attract, develop and retain the best people to drive superior performance and innovation.	<b>Operational Excellence</b> Improve operational performance through innovation and continuous improvement.	<b>Financial Stewardship</b> Maximize shareholder value through responsible financial management and capital allocation.	<b>Responsible Leadership</b> Lead by example, promoting integrity, transparency and accountability.
--	---	---	---

**2014 PRIORITIES**  
Through Barrick for Superior Advantage

<b>Operational Excellence</b> Improve operational performance through innovation and continuous improvement.	<b>Financial Stewardship</b> Maximize shareholder value through responsible financial management and capital allocation.	<b>Responsible Leadership</b> Lead by example, promoting integrity, transparency and accountability.
---	---	---

**2014 KEY RESULTS**  
Production: 297,000 ounces of gold  
Operating Costs: \$746 per ounce  
Reserves: 1.8 million ounces of gold

**Integrity**

**Respect and Open Communications**

**Responsibility and Accountability**

**Teamwork**

**Create Shareholder Value**



**ATTACHMENT D – GLOSSARY OF COMMONLY USED TERMS**



## 8 GLOSSARY OF TERMS

<b>AER</b>	Annual Environmental Return (EPA)
<b>AEMR</b>	Annual Environmental Management Report (DTIRIS [DRE] coordinated for DP&I and other regulators)
<b>ANZECC</b>	Australian New Zealand Environmental Conservation Council
<b>ARD</b>	Acid Rock Drainage
<b>ARMCANZ</b>	Agriculture and Resource Management Council of Australia and New Zealand
<b>ARI</b>	Annual Recurrence Interval
<b>ASWAT</b>	Aggregate Stability in Water
<b>AWS</b>	Automatic Weather Station
<b>BB</b>	Barrick Buddies
<b>BCPC</b>	Bland Creek Paleochannel
<b>BDHS</b>	Bland District Historical Society
<b>BLMP</b>	Blast Management Plan
<b>BMP</b>	Bushfire Management Plan
<b>BSC</b>	Bland Shire Council
<b>CEMCC</b>	Community Environmental Monitoring & Consultative Committee
<b>CGM</b>	Cowel Gold Mine
<b>CHESS</b>	Community Relations, Health, Environmental, Safety and Security
<b>CIL</b>	Carbon in Leach
<b>CLM</b>	Contaminated Land Management
<b>CMP</b>	Cyanide Management Plan
<b>CMS</b>	Chemical Management Strategy
<b>CPCC</b>	Cowel Project Coordinating Committee (WCC - Barrick)
<b>CWHC</b>	Cowel Partnering Program
<b>CRMA</b>	Cowel Risk Management Application
<b>CSIRO</b>	Commonwealth Scientific and Industrial Research Organisation
<b>CW</b>	Compensatory Wetland
<b>CWHC</b>	Cowel West Homestead Complex
<b>CWMP</b>	Compensatory Wetland Management Plan
<b>DMP</b>	Department of Mines & Petroleum
<b>DP&amp;I</b>	Department of Planning and Infrastructure
<b>DECCW</b>	Department of Environment, Climate Change and Water (now EPA)
<b>DII</b>	Department of Industry and Investment - Minerals Resources (DTIRIS)
<b>DPI</b>	Department of Primary Industries – Agriculture, Fisheries
<b>DTIRIS-MR</b>	Department of Trade, Investment and Regional Infrastructure Services – Mineral Resources
<b>DSC</b>	Dams Safety Committee
<b>EA</b>	Environmental Assessment
<b>EC</b>	Electrical Conductivity
<b>EEC</b>	Ecologically Endangered Community
<b>EFA</b>	Ecosystem Function Analysis
<b>EIS</b>	Environmental Impact Statement
<b>EMP</b>	Environmental Management Plan
<b>EMS</b>	Environmental Management System
<b>EMSS</b>	Environmental Management System Standards
<b>EPA</b>	Environment Protection Authority
<b>EPL</b>	Environment Protection License
<b>ERO</b>	Emergency Response Officer
<b>ERP</b>	Emergency Response Plan (see PIRMP)
<b>ERT</b>	Emergency Response Team
<b>ESCP</b>	Erosion and Sediment Control Program
<b>ESB</b>	Eastern Saline Borefield
<b>ESCMP</b>	Erosion and Sediment Control Management Plan
<b>ETBC</b>	Employment Training Business Council (WCC – Barrick)
<b>FFMP</b>	Flora and Fauna Management Plan
<b>FOR</b>	Fuel and Oils Register
<b>FRP</b>	Final Rehabilitation Plan
<b>GDP</b>	Ground Disturbance Protocol

<b>GEM</b>	Geo-Environmental Management
<b>GFZ</b>	Gilmore Fault Zone
<b>HMP</b>	Heritage Management Plan
<b>HSR</b>	Hazardous Substances Register
<b>HWCMP</b>	Hazardous Waste and Chemical Management Plan
<b>HSDG</b>	Hazardous Substances and Dangerous Goods
<b>HSDGR</b>	Hazardous Substances and Dangerous Goods Register
<b>IACHMP</b>	Indigenous Archaeology and Cultural Heritage Management Plan
<b>ICMC</b>	International Cyanide Management Institute Code for Cyanide Management
<b>IEA</b>	Independent Environmental Audit
<b>IMP</b>	Independent Monitoring Panel
<b>INP</b>	Industrial Noise Policy
<b>ISO 14001</b>	International Standards Organisation – Best Practice Environmental Management Standard
<b>KPI</b>	Key Performance Indicator
<b>LCCC</b>	Lake Cowal Conservation Centre
<b>LCF</b>	Lake Cowal Foundation
<b>LCMA</b>	Lachlan Catchment Management Authority. Now reformed as LLS.
<b>LEP</b>	Local Environment Plan
<b>LHPA</b>	Livestock Health and Pest Authority – now LLS (formerly RLPB).
<b>LIDAR</b>	Light detection and ranging. High-speed aerial laser pulses to generate 3-D shot (3-D ± 0.1 m).
<b>LOR</b>	Limit of Reporting
<b>LPB</b>	Lake Protection Bund
<b>LPMBP</b>	Monitoring Programme for Lake Protection Bund, Water Storage and Tailings Structures and Pit-Void Walls
<b>LFA</b>	Landscape Function Analysis
<b>LLS</b>	Local Land Service. Late 2013 replacement of LHPA, LCMA and DPI-Agriculture entities. Lake Cowal sits across the LLS Riverina & LLS Central-west zones (roughly on a north-south line).
<b>LMP</b>	Land Management Plan
<b>LSMP</b>	Landscape Management Plan
<b>MIC</b>	Maximum Instantaneous Charge
<b>ML</b>	Mega Litres = 1 Million Litres
<b>m</b>	metres
<b>ML</b>	Mining Lease
<b>MOP</b>	Mining Operations Plan
<b>MSDS</b>	Material Safety Data Sheet
<b>NAF</b>	Non Acid Forming (rock acid forming potential)
<b>NGER</b>	Australia's National Greenhouse and Energy Reporting Scheme
<b>NMP</b>	Noise Management Plan
<b>NoW</b>	New South Wales Office of Water (formerly DWE within OEH - EPA).
<b>NPI</b>	National Pollutant Inventory
<b>NPWS</b>	National Park and Wildlife Service
<b>NSWFR</b>	NSW Fire and Rescue (formerly NSW Fire Brigade)
<b>NTSF</b>	Northern Tailings Storage Facility
<b>NWRE</b>	Northern Waste (rock) Emplacement
<b>OEH</b>	Office of Environment and Heritage
<b>OSCAR</b>	Australian Online System for Comprehensive Activity Reporting
<b>PIRMP</b>	Pollution Incident Response Management Plan (see ERP)
<b>PPE</b>	Personal Protective Equipment
<b>PRA</b>	Preliminary Risk Assessment
<b>PWRE</b>	Perimeter Waste (rock) Emplacement
<b>RAB</b>	Rotary Air Blast
<b>Registered Site</b>	Registered Site (NSW) NPW Act
<b>RFS</b>	NSW Rural Fire Service
<b>RIMS</b>	Barrick Responsibility Information Management System
<b>RL</b>	Relative Level metres
<b>ROMP</b>	Rehabilitation and Offset Management Plan
<b>RVEP</b>	Revegetation Enhancement Project
<b>SDS</b>	Manufacturer's Safety Data Sheet
<b>SMBS</b>	Sodium metabisulphite (cyanide destruct reagent replacing Caro's Acid)
<b>SOE</b>	State of the Environment

<b>SOI</b>	Southern Oscillation Index
<b>SSMP</b>	Soil Stripping Management Plan
<b>STSF</b>	Southern Tailings Storage Facility
<b>SWRE</b>	Southern Waste (rock) Emplacement
<b>SWGMBMP</b>	Surface Water, Groundwater, Meteorological and Biological Monitoring Programme
<b>SWMP</b>	Site Water Management Plan
<b>THMS</b>	Transport of Hazardous Materials Study
<b>TIB</b>	Temporary Isolation Bund
<b>TNMP</b>	Traffic Noise Management Plan
<b>TSF</b>	Tailings Storage Facility
<b>TSMP</b>	Threatened Species Management Protocol
<b>TSMS</b>	Threatened Species Management Strategy
<b>TSP</b>	Total Suspended Particulates
<b>TSR</b>	Travelling Stock Route
<b>UCDS</b>	Up Catchment Diversion System
<b>VCP</b>	Vegetation Clearance Permit
<b>VCP</b>	Vegetation Clearance Protocol
<b>VPA</b>	Voluntary Planning Agreement
<b>WAD</b>	Weak Acid Dissociated
<b>WCC</b>	Wiradjuri Condobolin Corporation
<b>WCCHC</b>	Wiradjuri Condobolin Cultural Heritage Company
<b>WIRES</b>	Wildlife Information Rescue and Education Service

**MINUTES OF THE BLAND SHIRE HERITAGE ADVISORY COMMITTEE HELD IN THE COMMITTEE ROOM ON WEDNESDAY 4 FEBRUARY 2015 COMMENCING AT 5:10PM**

---

**Present:** Pam Butcher (Chair), Cr Liz McGlynn, Cr Peter Grellman, Dot Smith, David Scobie, Lesley Duncan

**Apologies:** Nil

**CONFIRMATION OF MINUTES**

Moved by Cr McGlynn and seconded by Cr Grellman that the minutes of the meeting held on 3 December 2014 be taken as read and confirmed.

**CARRIED**

**ITEM 1 MATTERS ARISING FROM MINUTES**

Nil

**ITEM 2 CORRESPONDENCE**

Correspondence In

- Nil

Correspondence Out

- Nil

**ITEM 3 HERITAGE ADVISORY REPORT**

Below is a summary of the Heritage Advisor's visit for December 2014 and February 2015:

**3 December 2014 Visit**

- Research for awning replacement and verandah reinstatement at prominent Main Street building.

**4 February 2015 Visit**

- Notes prepared for building owner of prominent Main Street building for verandah reinstatement.
- Notes prepared for building owner of Main Street building (western end) to replace damaged awning.
- Site visit of the completed work at Metropolitan Hotel.

**ITEM 4 HERITAGE ASSISTANCE FUND**

- No Heritage assistance fund applications were received.

**ITEM 6 PROJECTS**

- Nil

**ITEM 7 GENERAL BUSINESS**

- **National Trust Heritage Festival:** It was discussed at the meeting to screen the movie 'The Water Diviner' as to movie reflects this year's theme of Conflict and Compassion.
- **Heritage Funding:** Cr McGlynn requested that consideration be given to the funding of verandah projects in the next budget review.
- Display Cabinet in Foyer: A short

**ITEM 7 DATE OF NEXT MEETING**

The next meeting will be held on 15 April 2015 commencing at 5.00 pm.

**ITEM 8 CLOSE**

There being no further business the meeting closed at 5:55 pm.

## SECTION 2 – OFFICE OF THE GENERAL MANAGER

---

### 9.1 Monthly Status Report

*Our leadership*

*Setting a benchmark for community standards*

*Vision: A well run council acting as the voice of the community*

*DP14.3 Ensure the General Manager takes on a high level role in implementing the Community Strategic Plan and associated documents*

**Author:** Executive Assistant

**Officer's Recommendation:**

**That the information contained in the April 2015 monthly status report be received and noted.**

**Introduction**

At its June 2011 meeting Council approved for the submission of a "Monthly Status Report" to each ordinary Council meeting for effective monitoring and recording of Council's decisions and actions taken.

This course of action creates greater transparency for staff responsible for implementing Council decisions and provides Councillors with a more accurate outcome of their decision making process.

When the action required from each decision is completed the item will be deleted from the report.

**Conclusion**

The actions taken by staff in implementing Council decisions and detailed in the Monthly Status Report be received and noted.

**Financial Implications**

Nil to this report

# MONTHLY STATUS REPORT - COUNCIL MEETING RESOLUTIONS FOR ACTION

Blue shading indicates action completed

## COUNCIL RESOLUTIONS 28 OCTOBER 2014

Item Number	Action By	Council Resolution/Action Required	Outcome
Strategic Property Purchase - 184 Main Street - 19102014	GM	That a further report be submitted to the February 2015 Council meeting regarding the future use of this site taking into account the results of the community survey in respect to the establishment of a Visitor Information Centre and that such report also include a detailed analysis of the cost of maintaining the site.	18/11: report to the February 2015 Council meeting <b>3/2: pending results of visitor and cultural services surveys</b>

## COUNCIL RESOLUTIONS 18 NOVEMBER 2014

Item Number	Action By	Council Resolution/Action Required	Outcome
Future Airport use - 20112014	GM	That Council commences immediate investigations into the possible rezoning of the airport land to Industrial uses.	2/12: DCCDS investigating planning aspects, DAES investigating CASA requirements, other factors being determined 3/2: still awaiting information from CASA 17/2: initial information gathered based on recent discussions, to be presented to the March Council Workshop. 23/2/15: Initial information gathered based on recent discussions, to be presented to the March Council Workshop <b>30/3: Report to March Council meeting</b>



## COUNCIL RESOLUTIONS 17 FEBRUARY 2015

Item Number	Action By	Council Resolution/Action Required	Outcome
Better Practice Review - Final Report - 06022015	GM	1 That the Final report of the Better Practice Review conducted in May 2014, by the NSW Office of Local Government, be received and noted; 2. That a copy of the report be posted on council's website; 3. That the general manager commences immediate implementation of the 'action plan' and that progress reports be submitted to council until the entire 'action plan' has been completed. 4. That the NSW Office of Local Government be formally advised of the tabling of this report.	23/2/15: Matter to be referred to the March Workshop 30/3: Presented to March Council meeting for ongoing implementation and monitoring
Achievement In Art Award - Ralph Tikerpae - 18022015	DCCDS	That Council consider formally recognising Ralph Tikerpae for his achievements in art through the provision of a special award.	Staff working on award for presentation. <b>3/3: Discussions held at Cultural Committee meeting. 30/03 R Tikerpae has declined any form of recognition. Complete</b>

## COUNCIL RESOLUTIONS 17 MARCH 2015

Item Number	Action By	Council Resolution/Action Required	Outcome
LGNSW's State Election Priorities 2015 - 03032015	GM	1 That Bland Shire Council supports LGNSW's State Election Priorities 2015 and seeks an official response from its local state members and other candidates contesting the 2015 NSW Election, including their position on the issue of forced council amalgamations. 2. That Bland Shire Council supports LGNSW's 'no forced amalgamations' media campaign through social media, media and any other channels as recommended by the CEO/General Manager.	30/3: LGNSW and Katrina Hodgkinson advised

Fit For The Future - A Review Of Local Government In NSW (March 2015) - 08032015	GM	1. That the information regarding progress with the Fit for the Future self improvement proposal be received and noted. 2. That council take into consideration the Fit for the Future benchmarks during the preparation of the draft budget for 2015/16. 3. That council adopt the draft Charter for the Riverina Pilot Joint Organisation.	30/3: REROC advised, FFTF progress report to be provided to April Council meeting
LGNSW State Election Priorities - 11032015	GM	That Bland Shire Council support the LGNSW State Election Priorities by way of the issue of mayoral messages in the media and letters to all candidates for the seat of Cootamundra.	30/3: LGNSW and Katrina Hodgkinson advised
Indigenous Advisory Committee - 12032015	GM	1. That the Indigenous Advisory Committee be dismantled and in its place an Indigenous Liaison Committee be established; 2. That the new Indigenous Liaison Committee consists of the following members: All members of the LALC Board, the mayor of the day, at least two councillors and the general manager of the day. 3. That the general manager be delegated authority to establish this committee in consultation with the WW LALC.	
Indigenous Advisory Committee - 13032015	GM	that council nominate Cr McGlynn and Cr Grellman for membership of the Indigenous Liaison Committee.	
Request For Donation - Proposed Golf Pro-Am Event - 14032015	DCCDS	1. That Council support the request from the West Wyalong Services and Citizens Club Golf Club for a donation towards expenses in organising a pro-am golf tournament over the weekend of 30-31 May 2015. 2. That a donation of \$7,000.00 be made for this purpose from the 'promote tourism' budget allocation for 2014/15. 3. That the funds be allocated on the receipt of authorised invoices. 4. That the Golf Club ensures that Bland Shire Council is recognised as a major sponsor of this event.	30/03/2015 Letter advising sponsorship sent. Awaiting Tax Invoice for payment. Complete

<p>Making Of Rates &amp; Charges 2015/16 - 16032015</p>	<p>DCCDS</p>	<p>That the Council makes the rates and charges for the year 2015/2016 to allow for inclusion in the 2015/16 budget preparation.</p>	<p>Complete. Included in Draft Budget documents.</p>
<p>Making Of Rates &amp; Charges 2015/16 - 17032015</p>	<p>DCCDS</p>	<p>ORDINARY RATE A. That it is hereby RECOMMENDED that Ordinary Rates be made for the year commencing on 1 July 2015 on all rateable land within the area of the Council of Bland as follows: (a) Farmland Rate A base amount of seventy eight dollars (\$78.00) per assessment plus an ad-valorem amount of point zero zero six three three one cents (0.006331c) in the dollar on the land value of all rateable land categorised as farmland, the base amount to yield two point nine three percent (2.93%) of the total amount payable by the levying of the Farmland rate. (b) Mining Rate A base amount of one hundred and sixty seven dollars (\$167.00) plus an ad-valorem amount of point zero one zero one cents (0.01010c) in the dollar on the land value of all land categorised as mining land, the base amount to yield three point zero zero percent (3.00%) of the total amount payable by the levying of the mining rate. (c) Gold Mining Rate A base amount of one hundred and sixty seven dollars (\$167.00) plus an ad-valorem amount of point zero four seven four three one cents (0.047431c) in the dollar on the land value that is categorised as gold mining land, the base amount to yield zero point zero two percent (\$0.02%) of the total amount payable by the levying of the mining rate.</p>	<p>Complete. Included in Draft Budget documents.</p>

<p>Making Of Rates &amp; Charges 2015/16 - 18032015</p>	<p>DCCDS</p>	<p>B. That it is hereby RECOMMENDED that Ordinary Rates be now made for the year commencing on 1 July 2015 on all rateable land within the area of the Council of Bland as follows: (a) Residential Rate A base amount of seventy eight dollars (\$78.00) per assessment plus an ad-valorem amount of point zero zero seven zero three two cents (0.007032c) in the dollar on the land value of all rateable land categorised as residential, the base amount to yield twenty nine point nine two percent (29.92%) of the total amount payable by the levying of the Residential rate. (b) Business Rate A base amount of one hundred and forty four dollars (\$144.00) plus an ad-valorem amount of point zero one two eight six three cents (0.012863c) in the dollar on the land value of all land categorised as business land, the base amount to yield twenty seven point one eight percent (27.11%) of the total amount payable by the levying of the Business Rate. But excepting there—from any land within the following areas of the Council of Bland which are hereby taken to be separate centres of population for the purposes of Section 529 (2) (b) of the Local Government Act 1993; and centres of activity for the Purposes of Section 529 (2) (d) of that Act: * Land within the West/Wyalong Differential General Rating District as defined in the minutes of the meeting of the Council held on the 8 December 1992. * Land within the Town Improvement District of Barmedman as defined in the minutes of the meeting of the Council held on 8 November 1940 and notified in the NSW Government Gazette of 15 November 1940. * Land within the Town Improvement District of Ungarie as defined in the minutes of the Meeting of the Council held on 10 December 1926 and notified in the NSW Government Gazette of 24 December 1926.</p>	<p>Complete. Included in Draft Budget documents.</p>
---	--------------	---	--

<p>Making Of Rates &amp; Charges 2015/16 - 19032015</p>	<p>DCCDS</p>	<p>WEST WYALONG - WYALONG THAT Ordinary Rates be now made on all rateable land within that part of the area of the Council of Bland within the West Wyalong/Wyalong Differential General Rating District as defined in the Minutes of the Council held on 8 December 1992, as follows: (a) Residential (West Wyalong/Wyalong) Rate A base amount of one hundred and forty four dollars (\$144.00) per assessment plus an ad-valorem amount of point zero one two six eight five cents (0.012685c) in the dollar on the land value of all rateable land, the base amount to yield twenty two point five five percent (22.55%) of the total amount payable by the levying of the Residential (West Wyalong/Wyalong) rate. (a) Business (West Wyalong/Wyalong) Rate A base amount of one hundred and sixty seven dollars (\$167.00) per assessment plus an ad-valorem amount of point zero two one three two zero cents (0.021320c) in the dollar on the land value of all rateable land categorised as business land, the base amount to yield eleven point four six percent (11.46%) of the total amount payable by the levying of the Business (West Wyalong/Wyalong) rate.</p>	<p>Complete. Included in Draft Budget documents.</p>
<p>Making Of Rates &amp; Charges 2015/16 - 20032015</p>	<p>DCCDS</p>	<p>BARMEDMAN THAT Ordinary Rates be now made on all rateable land within that part of the area of the Council of Bland within the Town Improvement District of Barmedman as defined in the Minutes of the Council held on 8 November 1940 and notified in the NSW Government Gazette on the 15 November 1940, as follows: (a) Residential (Barmedman) Rate A base amount of seventy eight dollars (\$78.00) per assessment plus an ad-valorem amount of point zero two one five one seven cents (0.021517c) in the dollar on the land value of rateable land, that is categorised as residential land, the base amount to yield thirty seven point one five percent (37.15%) of the total amount payable by the levying of the Residential (Barmedman) rate. (a) Business (Barmedman) Rate A base amount of seventy eight dollars (\$78.00) per assessment plus an ad-valorem amount of point zero two two five zero five cents (0.022505c) in the dollar on the land value of all rateable land categorised as business land, the base amount to yield thirty five point thirty four percent (35.34%) of the total amount payable by the levying of the Business (Barmedman) rate.</p>	<p>Complete. Included in Draft Budget documents.</p>

Making Of Rates & Charges 2015/16 - 21032015	DCCDS	<p>UNGARIE THAT Ordinary Rates be now made on all rateable land within that part of the area of the Council of Bland within the Town Improvement District of Ungarie as defined in the Minutes of the meeting of the Council held on 10 December 1926 and notified in the NSW Government Gazette of the 24 December 1926, as follows: (a) Residential (Ungarie) Rate A base amount of seventy eight dollars (\$78.00) per assessment plus an ad-valorem amount of point zero four zero three six seven cents (0.040367) in the dollar on the land value of all rateable land, the base amount to yield thirty five point two nine percent (35.29%) of the total amount payable by the levying of the Residential (Ungarie) rate. (a) Business (Ungarie) Rate A base amount of seventy eight dollars (\$78.00) per assessment plus an ad-valorem amount of point zero four three two seven four cents (0.043274) in the dollar on the land value of all rateable land categorised as business land the base amount to yield twenty nine point zero zero percent (29.00%) of the total amount payable by the levying of the Business (Ungarie) rate.</p>	Complete. Included in Draft Budget documents.
Making Of Rates & Charges 2015/16 - 22032015	DCCDS	That consideration of the 2015/16 Sewer Special Rate, Domestic Waste Management Charge and Trade Waste Charge be deferred.	To be presented to April budget meeting
Rezoning of Airport Land - 23032015	DCCDS	That Council resolves to prepare a planning proposal to rezone Lot 10 DP1141509 and Lot 11 DP1141509 from SP2 Infrastructure to IN1 General Industrial.	30/03 Initial discussion with Planning underway.
Visitor Information Centre - 24032015	GM	1 That the information regarding the Visitor Information Centre options be received and noted. 2. That the Council indicate its preferred option for a Visitor Information Centre in the Bland Shire.	
Visitor Information Centre - 25032015	GM	3 That Council operate a visitor information centre from 184 Main Street West Wyalong 4. That a detailed report be developed to fully cost the proposal, including facilities and services.	
Cultural Development Grant - Ungarie Town Band - 26032015	DCCDS	That Council approve the Cultural Development Grant application from the Ungarie Town Band for the amount of \$1000.	Complete.

Visitor Economy & Tourism Advisory Committee of the Whole - 28032015	GM	1 That Council receive and note the attached Visitor Economy & Tourism Advisory Committee of the Whole minutes for the meeting held on 10 March 2015. 2. That Council consider the individual recommendations from the Visitor Economy & Tourism Advisory Committee of the Whole meeting held on 10 March 2015.	30/3: noted and recommendations in hand
Visitor Economy & Tourism Advisory Committee of the Whole Item 6 - Draft Visitor Economy & Tourism Advisory Committee of the Whole Terms of Reference - 29032015	GM	1 That the amendments on the Draft VETACW Terms of Reference for the Open Forum be considered. 2. That the Committee adopt the Draft Visitor Economy & Tourism Advisory Committee of the Whole Terms of Reference including amendments from this meeting. 3. That the Draft Visitor Economy & Tourism Advisory Committee of the Whole Terms of Reference be provided to Council for consideration.	30/3: Terms of Reference updated, arrangements for April meeting in hand
Visitor Economy & Tourism Advisory Committee of the Whole Item 10 - Bland Shire's Relationship with Dull and Boring - 30032015	GM	That further concepts be developed to promote the Bland, Dull and Boring relationship.	30/3: concepts being investigated
Visitor Economy & Tourism Advisory Committee of the Whole Item 11 – Investigating / Developing Projects Within the Bland Shire - 31032015	GM	That Council consider the previously approved projects for consideration and any additional specific events / activities to be listed as actions within the Council's 2015/16 Operational Plan.	30/3: Projects to be further considered and presented to Council budget workshop on 14 April
Visitor Economy & Tourism Advisory Committee of the Whole Item 12 – Review of VETACW Meeting Frequency and Cycle - 32032015	GM	1 The Visitor Economy & Tourism Advisory Committee of the Whole combine with the Economic Development Advisory Committee of the Whole. 2. That the meeting frequency change from monthly to bi-monthly for the Economic Development, Visitor Economy & Tourism Advisory Committee of the Whole.	30/3: Terms of Reference updated, arrangements for April meeting in hand
Visitor Economy & Tourism Advisory Committee of the Whole Item 12 – Review of VETACW Meeting Frequency and Cycle - 33032015		That the Draft Visitor Economy & Tourism Advisory Committee of the Whole Terms of Reference be reviewed to include these changes.	30/3: Terms of Reference updated, arrangements for April meeting in hand

Strategic Property Purchase #3 - 35032015	GM	That Council delegate authority to the general manager to negotiate the purchase of this particular property (#3) to an amount of 10% either side of the listed price and subject to the ability for council to accept the transfer of the existing licence agreement.	30/3: Agent advised
---	----	--	---------------------



## 9.2 Fit For The Future – A Review Of Local Government In NSW (April 2015)

*Our leadership*

*Setting a benchmark for community standards*

*Vision: A well run council acting as the voice of the community*

*DP14.1 Ensure councillors are provided with appropriate support and resources to carry out their civic duties.*

**Author:** General Manager

### **Officer's Recommendation:**

**That the information regarding progress with the Fit for the Future self improvement proposal be received and noted.**

### **Introduction**

#### Council Improvement Proposal

Based on advice from the Office of Local Government (OLG) Bland Shire Council has confirmed that it will complete the 'council improvement proposal.

The outcome of the 'self assessment' tool provided by the OLG has shown that council meets only two (2) of the seven (7) benchmark criteria. A copy of the summary of the criteria results is included as an attachment to this report.

A more detailed analysis of the seven (7) criteria will have been undertaken at the budget workshop held on 14 April 2015. In order for council to be identified as being 'fit for the future' some tough decisions will need to be made in respect to future budgets, particularly in the area of less expenditure on new capital items and more expenditure on asset renewal and maintenance.

#### Joint Organisations

Council at its March meeting resolved to adopt the draft charter for the Riverina Pilot Joint Organisation and there will be a meeting held in Gundagai on 23 April to determine the next step in this process.

### **Conclusion**

The deadline for submission of council's self improvement proposal is 30 June 2015. After this date an independent panel will review all submissions and then determine which councils are 'Fit for the Future'.

I will present a draft of council's submission to the May Ordinary Council meeting.

**Financial Implications**

Nil to this report.

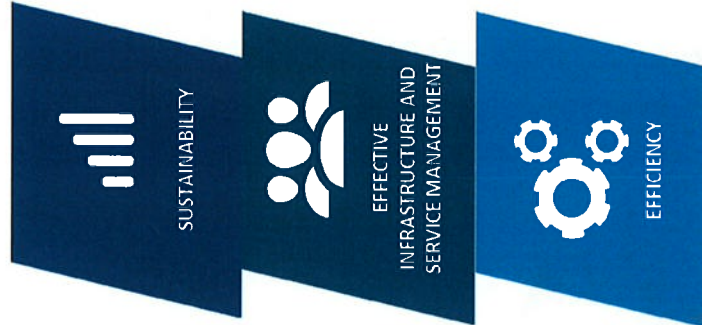
**Bibliography**

- September 2014 Ordinary Council Meeting
- October 2014 Extraordinary Council Meeting
- November 2014 Ordinary Council Meeting
- December 2014 Ordinary Council Meeting
- February 2015 Council Workshop
- February 2015 Ordinary Council Meeting
- March 2015 Ordinary Council Meeting
- April 2015 Budget Workshop



# Criteria Results

## Bland Shire Council



BENCHMARK	RESULT	MEETS FFTF BENCHMARK
Operating Performance Ratio (greater or equal to break-even average over 3 years)	-0.116	NO ❌
Own Source Revenue Ratio (greater than 60% average over 3 years)	35.93%	NO ❌
Building and Infrastructure Asset Renewal Ratio (greater than 100% average over 3 years)	40.05%	NO ❌
Infrastructure Backlog Ratio (less than 2%)	2.64%	NO ❌
Asset Maintenance Ratio (greater than 100% average over 3 years)	73.60%	NO ❌
Debt Service Ratio (greater than 0 and less than or equal to 20% average over 3 years)	1.13%	YES ✅
A decrease in Real Operating Expenditure per capita over time	Decreasing	YES ✅

### OVERALL RESULT



The Council does not meet all seven of the Fit for the Future Criteria

# SECTION 3 – CORPORATE, COMMUNITY & DEVELOPMENT SERVICES

---

## 9.3 Financial Statements – March 2015

*Our leadership*

*Setting a benchmark for community standards*

*Vision: A well run council acting as the voice of the community*

*DP14.4 Ensure the long term financial sustainability of Council through effective and prudent financial management.*

**Author:** Director Corporate, Community & Development Services

**Officer's Recommendation:**

1. That Council receive and note the statement of Bank Balances, Rates Collections and Investments for the month of March, 2015
2. That Council confirms the payment of accounts, for the period 01 March to 31 March 2015, summarised in the accounts summary totalling \$4,001,393.38

**STATEMENT OF BANK BALANCES, RATES COLLECTIONS AND INVESTMENTS FOR THE MONTH OF MARCH, 2015.**

**BANK BALANCES AS AT 31 March, 2015**

<b>ACCOUNT</b>	<b>BALANCE</b>
General Fund	\$ 200,557.61
BCard	\$ 15,990.00
	<b>\$ 216,547.61</b>
Invested Funds	
Fixed Deposits	\$10,500,000.00
Deposits at Call	\$ 2,263,608.75
	<b>\$12,763,608.75</b>
Net Balance	<b>\$12,980,156.36</b>
Percentage of investment to Net Balance	98.33%

---

MINUTES OF THE ORDINARY MEETING OF THE COUNCIL OF BLAND HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 21 APRIL 2015

.....  
MAYOR

**STATEMENT OF BANK BALANCES AS AT 31.03.15**  
**SUBMITTED TO THE ORDINARY MEETING APRIL, 2015**

Balance as at 01.03.15 \$1,441,183.96

**Add Receipts**

For month of March 2015 \$ 2,760,767.03

Includes

<b>Receipt Date.</b>	<b>Receipt Name</b>	<b>Received Total</b>
31/03/2015	Bank of Queensland	\$ 1,000,000.00
03/03/2015	ING Bank Investment Redemption	\$1,000,000.00

**Less Payments**

For month of March 2015 \$4,001,393.38

Includes

<b>Payment Date.</b>	<b>Payee Name</b>	<b>Payment Total</b>
05/03/2015	Wagga Motors Pty Ltd	\$591,276.00
31/03/2015	NAB TD Settlement	\$1,000,000.00
04/03/2015	Rural Bank of Adelaide	\$1,000,000.00

Cash Balance \$ 200,557.61

Limit of Overdraft Arranged with Bank \$ 350,000.00

## ACCOUNTS SUMMARY

The following is a summary of accounts paid for the period March 01, 2015 to March 31, 2015.

I CERTIFY,

That the accounts included in the accounts summary and totalling as detailed under:-

<b>Fund</b>	<b>Voucher No.s</b>	<b>Total</b>
Cheques	024455 - 024490	\$79,316.44
Auto-pay      Creditors	E003767 – E004058	\$3,384,881.26
Auto-pay      Payroll	01/03 – 29/03	\$ 528,531.92
March Bank Charges & Commission etc		\$1,385.08
Direct Debits	Repayments & Vehicle Lease	\$7,278.68
		<b>\$ 4,001,393.38</b>

1. Are fully supported by vouchers and invoices and have been fully registered.
2. The responsible officer concerned has certified that the goods for which respective accounts are submitted have been rendered to order and/or that the services for which respective accounts are submitted have been rendered according to order.
3. Official orders have been issued for the supply of such goods and services. The goods for which respective accounts are submitted have been checked with the entries in the goods order book.
4. The prices and computations of every account are correct.
5. The prices for the goods supplied or services rendered under the contract or quotation in accordance therewith and in all cases the prices charged are according to order and as far as I am able to ascertain fair and reasonable.
6. The provisions of the Local Government Act, 1993 and Regulations in connection therewith have been complied with.

Further I also certify that the Ledger has been reconciled with the bank statements for the last preceding monthly period.

.....  
Director of Corporate, Community & Development Services

---

MINUTES OF THE ORDINARY MEETING OF THE COUNCIL OF BLAND HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 21 APRIL 2015

.....  
MAYOR

**CERTIFICATE OF GENERAL MANAGER**

This accounts summary, a copy of which was submitted to each member of Council on the 21 April 2015, has been checked and is fully supported by vouchers and invoices. These vouchers have been duly certified as to receipt of goods, the rendition of services, to prices and computations, and to costings.

.....  
General Manager

**CERTIFICATE OF CHAIRMAN OF ORDINARY MEETING**

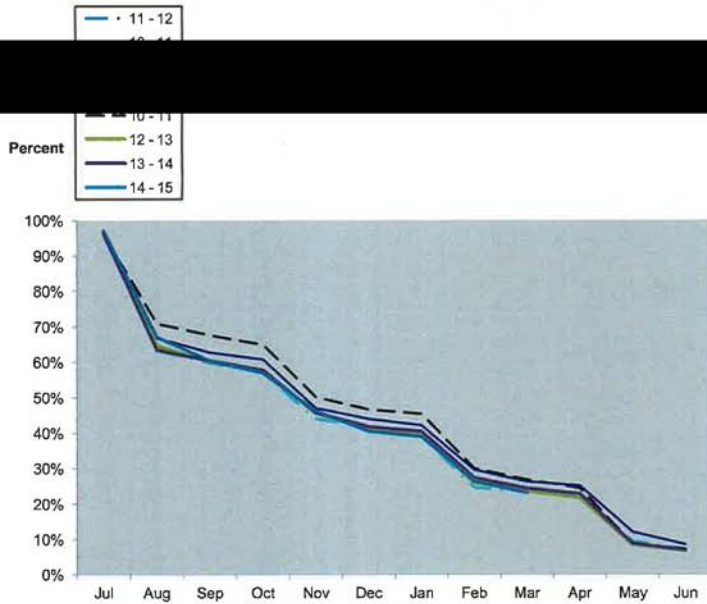
I certify that this accounts summary, covering amounts totalling \$ 4,001,393.38 was submitted to the Ordinary Meeting on the 21 April 2015 and that the amounts are presented to Council for confirmation of payment.

.....  
Chairman of Ordinary Meeting

**STATEMENT OF RATES AS AT 31 March 2015**

RATE	Levy	Arrears	Adjustments	Interest	Total	Pension Rebate	Collections	Balance	2014-15	2013-14
General	\$6,004,291.81	\$353,068.17	-\$4,496.43	\$19,396.87	\$6,372,260.42	-\$78,324.70	-\$4,926,602.59	\$1,367,333.13	24.82%	25.68%
Sewerage	\$1,245,540.00	\$145,938.73	\$1,722.03	\$8,322.42	\$1,401,523.18	-\$37,424.77	-\$979,106.15	\$384,992.26	31.71%	32.81%
Garbage/Services/Legal	\$846,662.00	\$157,784.54	\$32,920.67	\$8,543.39	\$1,045,910.60	-\$47,552.56	-\$701,570.31	\$296,787.73	32.91%	34.68%
Overpayments	\$0.00	\$0.00					-\$45,687.71	-\$45,687.71		
<b>TOTALS:</b>	<b>\$8,096,493.81</b>	<b>\$656,791.44</b>	<b>\$30,146.27</b>	<b>\$36,262.68</b>	<b>\$8,819,694.20</b>	<b>-\$163,302.03</b>	<b>-\$6,652,966.76</b>	<b>\$2,003,425.41</b>	<b>26.43%</b>	<b>27.26%</b>

% of Rates



Debt Analysis	Properties	Balance
Sale of Land	0	\$0.00
Future Sale of Land	59	\$444,539.94
Future Sale of Land Arrangements	52	\$114,530.24
Debt Collection	61	\$31,494.02
Centrepay	133	\$337,605.59
	42	\$37,983.55
<b>Total</b>	<b>288</b>	<b>\$521,613.40</b>

*AR 2/4/15*

*[Signature] 2/4/15*



**INVESTMENTS**

The following table gives details of Council's Funds invested at 31st March 2015. The funds consist of monies from the Bank Accounts of the Trust Funds, Reserve Accounts, Sewerage Fund and Combined General Account.

DATE	INVESTED WITH WHOM	INVESTED AMOUNT	TERM	YIELD	DATE DUE
05-August-2014	Bank of QLD (Floating Rate Note)	1,000,000.00	731 days	0.95% + BBSW	05-August-2016
04-March-2015	Rural Bank (Term Deposit)	1,000,000.00	120 days	3.05%	02-July-2015
17-March-2015	ING Bank (Term Deposit)	1,000,000.00	185 Days	3.03%	14-September-2015
04-December-2014	NAB (Term Deposit)	1,000,000.00	182 Days	3.56%	04-June-2015
31-January-2015	NAB (Term Deposit)	1,000,000.00	90 days	3.26%	01-May-2015
22-January-2015	NAB (Term Deposit)	1,000,000.00	182 days	3.52%	23-July-2015
18-November-2014	NAB (Term Deposit)	1,500,000.00	182 days	3.57%	19-May-2015
01-February-2015	Westpac (Term Deposit)	1,000,000.00	184 days	3.43%	01-August-2015
14-October-2014	ME Bank (Term Deposit)	1,000,000.00	182 days	3.50%	14-April-2015
31-March-2015	NAB (Term Deposit)	1,000,000.00	184 days	3.00%	01-October-2015
	ANZ Deposit at Call	50,711.59	Cash at Call		
	CBA Deposit at Call	2,212,897.16	Cash at Call		
	<b>TOTAL:</b>	<u>12,763,608.75</u>			

I certify that the above investments have been made in accordance with Section 625 of the Local Government Act 1993, the Regulation and Council's Investment Policies.

Lehman Brothers Managed Funds 192,000.00 Managed Funds

I certify that the above investment has been reconciled with Council's General Ledger Accounts.

\_\_\_\_\_  
Director Corporate Community & Development Services

## 9.4 Internal Reporting Policy & Complaints Handling Policy

*Our leadership*

*Setting a benchmark for community standards*

*Vision: A well run council acting as the voice of the community*

*DP18.1 Development, implement and promote best practice governance policies and procedures.*

**Author:** Director Corporate, Community & Development Services

**Officer's Recommendation:**

**That Council adopts the Internal Reporting Policy and the Complaints Handling Policy.**

### **Introduction**

The current Protected Disclosure Policy requires updating due to changes made to the Public Interest Disclosures Act 1994 (previously Protected Disclosures Act). The Act sets out the system under which public officials can make complaints about the functioning of Council in a way that minimises the risk of reprisal. Staff can make disclosures about serious maladministration, corrupt conduct, serious and substantial waste and a failure to properly fulfil functions under the Government Information (Public Access) Act 2009.

The Complaints Handling Policy sets out Council's system of complaints handling at Bland Shire Council to ensure that concerns are treated seriously and that complaints are addressed promptly and fairly. The objectives of this policy are:

- To promote a high standard of customer service in all areas of Council's operations by responding effectively and positively to complaints received.
- To ensure that complaints are managed in a manner that endeavours to provide satisfaction to complainants.
- To inform Council's customers and residents of the process when complaints are received.
- To recognise the importance of complaints in providing feedback about Council's services and performance, and to utilise that information to improve services and identify appropriate training needs.

The Office of Local Government requires Council to have both policies.

### **Conclusion**

The policies have been updated based on the recent model policy and guidelines issued by Ombudsman NSW and the Office of Local Government.



## POLICY STATEMENT

# INTERNAL REPORTING POLICY

**POLICY ADOPTED:** 18 February 2014

---

### 1. Policy Objective

The purpose of the Public Interest Disclosures Act, 1994 (the PID Act) is to ensure that staff and councillors who make disclosures under the legislation receive protection from reprisals, and that the matters raised in the disclosures are properly investigated. The policy is to ensure the full protection and maintenance of confidentiality to staff and councillors who wish to make a disclosure. Staff or councillors who take detrimental action, as defined in the Act, against another person in reprisal for a public interest disclosure will face disciplinary action.

Bland Shire Council is committed to the aims and objectives of the Public Interest Disclosures (PID) Act. Under the recent amendments to the Act, Council has increased reporting obligations and a much stronger role in protecting those who help to expose corrupt practices, serious or substantial waste, maladministration or breaches of the Government Information (Public Access) Act – GIPA.

The policy is supported by procedures based on the Ombudsman's guidelines. This internal reporting policy should be read in conjunction with the Council's Code of Conduct, Complaints Handling Policy & Grievance Policy as well as read in conjunction with the other reference as listed within this policy.

Employees who come forward and report wrongdoing are helping to promote integrity, accountability and good management within the council and Council is committed to supporting and protecting staff and councillors if they report wrongdoing.

This policy is strongly endorsed by the Mayor and General Manager and shows Council's commitment to high standards of ethical and accountable conduct and that any form of wrongdoing will not be tolerated.

### 2. Policy Statement

Bland Shire Council does not tolerate corrupt conduct, maladministration, serious and substantial waste of public money or government information contravention. Council is committed to providing services to the community of Bland Shire in an ethical and accountable manner by:

- creating a climate of trust, where staff are comfortable and confident about reporting wrongdoing,
- encouraging staff to come forward if they have witnessed what they consider to be wrongdoing within the council,
- keeping the identity of the staff member disclosing wrongdoing confidential, wherever possible and appropriate,
- protecting staff who make disclosures from any adverse action motivated by their report
- dealing with reports thoroughly and impartially and if some form of wrongdoing has been found, taking appropriate action to rectify it,
- keeping staff who make reports informed of their progress and the outcome,
- encouraging staff to report wrongdoing within the council, but respecting any decision to disclose wrongdoing outside the council – provided that disclosure outside the council is made in accordance with the provisions of the PID Act,

- ensuring managers and supervisors at all levels in the council understand the benefits of reporting wrongdoing, are familiar with this policy and procedure, and aware of the needs of those who report wrongdoing,
- providing adequate resources, both financial and human, to:
  - encourage reports of wrongdoing,
  - protect and support those who make them,
  - provide training for key personnel,
  - investigate allegations,
  - properly manage any workplace issues that the allegations identify or create
  - correct any problem that is identified;
- review the policy periodically to ensure it is relevant and effective.

Councillors and staff are encouraged to observe their duty to report all forms of wrongdoing and will fully support any staff member or Councillor who wishes to utilise the Public Interest Disclosures Act to make disclosures within the parameters of the Act.

### 3. Responsibilities

Under the PID Act any public official may make public interest disclosures. This includes public servants, Council employees, Councillors, MP's, and any other persons who have public official functions or act in a public official capacity.

This policy will apply to:

- both council staff and councillors
- permanent employees, whether full-time or part-time
- temporary or casual employees
- consultants
- individual contractors working for council
- volunteers

A public official may make a public interest disclosure about a NSW agency (including a Council) even if that person has never been or is not longer employed by that agency or Council.

All staff at Bland Shire Council are encouraged to report known and suspected incidences of corrupt conduct, maladministration, serious and substantial waste of public money or government information contravention and other wrongdoing in accordance with this policy.

All staff are reminded that this policy is just one of several relating to conduct, grievances and complaints – details of which appear in the reference list and can also be accessed on Council's website and InfoXpert.

Staff and councillors are encouraged to support those who have made reports of wrong doing, as well as protect and maintain their confidentiality. They must not victimise or harass anyone who has made a report.

Reports to Ombudsman by Council:

1. Each public authority must provide a report under this section to the Ombudsman for each **6 six** month period.
2. The report is to provide statistical information on the public authority's compliance with its obligations under this Act during the **6 six** month period to which the report relates.
3. The report is to be provided to the Ombudsman within 30 days after the end of the **6 six** month period to which the report relates, or by such later time as the Ombudsman may approve.
4. In this section, "**6 six** month period" means the period of **6 six** months ending on 30 June and 31 December each year.

The roles and responsibilities of officers of Bland Shire Council who can receive a public interest disclosure are detailed in section 8, "Who can receive a report within Bland Shire Council".

## 4. Recommended Practices

Any suspected wrongdoing you see within the Bland Shire Council should be reported. Reports regarding the five categories of serious wrongdoing – corrupt conduct, maladministration, serious and substantial waste of public money, government information contravention, and local government pecuniary interest contravention – will be dealt with under the PID Act as public interest disclosures and according to this policy.

### a. Corrupt conduct

Corrupt conduct is the dishonest or partial exercise of official functions by a public official.

For example, this could include:

- the improper use of knowledge, power or position for personal gain or the advantage of others
- acting dishonestly or unfairly, or breaching public trust
- a council official using their position in a way that is dishonest, biased or breaches public trust.

For more information about corrupt conduct, see the NSW Ombudsman's guideline on [what can be reported](#).

### b. Maladministration

Maladministration is conduct that involves action or inaction of a serious nature that is contrary to law, unreasonable, unjust, oppressive or improperly discriminatory or based wholly or partly on improper motives.

For example, this could include:

- making a decision and/or taking action that is unlawful
- refusing to grant an approval for reasons that are not related to the merits of their application.

For more information about maladministration, see the NSW Ombudsman's guideline on [what can be reported](#).

### c. Serious and substantial waste in local government

Serious and substantial waste is the uneconomical, inefficient or ineffective use of resources that could result in the loss or wastage of local government money. This includes all revenue, loans and other money collected, received or held by, for or on account of the council.

For example, this could include:

- poor project management practices leading to projects running over time
- having poor or no processes in place for a system involving large amounts of public funds.

For more information about serious and substantial waste, see the NSW Ombudsman's guideline on [what can be reported](#).

### d. Government information contravention

A government information contravention is a failure to properly fulfil functions under the *Government Information (Public Access) Act 2009* (GIPA Act).

For example, this could include:

- destroying, concealing or altering records to prevent them from being released
- knowingly making decisions that are contrary to the legislation
- directing another person to make a decision that is contrary to the legislation.

For more information about government information contravention, see the NSW Ombudsman's guideline on [what can be reported](#).

### e. Local government pecuniary interest contravention

A local government pecuniary interest contravention is a failure to fulfil certain functions under the *Local Government Act 1993* relating to the management of pecuniary interests. These include obligations to lodge disclosure of interests returns, lodge written declarations and disclose pecuniary interests at council and council committee meetings. A pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person.

For example, this could include:

- a senior council staff member recommending a family member for a council contract and not declaring the relationship
- a general manager holding an undisclosed shareholding in a company competing for a council contract

For more information about local government pecuniary interest contravention, see the NSW Ombudsman's guideline on [what can be reported](#).

#### **f. Other wrongdoing**

Although reports about the previous four categories of conduct can attract the specific protections of the PID Act, you should report all activities or incidents that you believe are wrong.

For example, these could include:

- harassment or unlawful discrimination
- reprisal action against a person who has reported wrongdoing
- practices that endanger the health or safety of staff or the public.

These types of issues should be reported to a supervisor, in line with the Bland Shire Council's policies.

These types of issues should be reported to a supervisor, in line with Bland Shire Council's policies including such things as grievance and harassment handling – these are listed in the reference section below.

Even if these reports are not dealt with as public interest disclosures, the Bland Shire Council will consider each matter and make every attempt to protect the staff member making the report from any form of reprisal.

### **5. When will a report be protected?**

A disclosure will be protected by the act if it is information that the person making it honestly believes, on reasonable grounds, shows or tends to show one of the types of conduct that disclosures can be made about – corrupt conduct (s. 10), maladministration (s.11), serious and substantial waste of public money (s.12 and s. 12B) or government information contravention (s. 12D).

Bland Shire Council will support any person that reports wrongdoing. For a report to be considered a public interest disclosure, it has to meet all of the requirements under the PID Act.

These requirements are:

- The person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing. (The Ombudsman Guidelines provides further detail on when a report will be protected.)
- The report has to be made to a position nominated in this policy (see section 8) or an investigating authority (see section 8 below)

Reports by staff will not be considered to be public interest disclosures if they:

- mostly question the merits of the Council policy
- are made with the sole or substantial motive of avoiding dismissal or other disciplinary action.

### **6. How to make a report**

A report regarding wrongdoing can be made in writing or verbally. Council encourages the report to be made in writing as this can help to avoid any confusion or misinterpretation.

If a report is made verbally, the person receiving the report must make a comprehensive record of the disclosure and ask the person making the disclosure to sign this record. The individual making the report should keep a copy of this record.

The process for making an internal public interest disclosure at Bland Shire Council are outlined in the Internal Reporting Procedure.

## **7. Can a report be anonymous?**

All information regarding anonymous reports and confidentiality is detailed within the Internal Reporting procedure.

## **8. Who can receive a report within the Bland Shire Council**

Staff are encouraged to report general wrongdoing to your supervisor. However the PID Act requires that for a report to be a public interest disclosure, it must be made to a public official in accordance with the council's disclosure procedures - this means this policy and any supporting procedures.

Any supervisor who receives a report that they believe may be a public interest disclosure must refer the individual making the report to one of the positions listed below. The broader responsibilities of these positions will be outlined in the procedures supporting this policy.

If your report involves a councillor, you should make it to the general manager. If your report relates to the general manager, you should make it to the Mayor.

The following positions are the only staff within the Bland Shire Council who can receive a public interest disclosure in accordance with the Act and this policy. Further information is available in the Internal Reporting procedure regarding responsibilities of officers.

### **a. General Manager**

You can report wrongdoing directly to the General Manager. The general manager is responsible for:

- deciding if a report is a public interest disclosure
- determining what needs to be done next, including referring it to other authorities
- deciding what needs to be done to correct the problem that has been identified
- ensuring there are systems in place in to support and protect people who report wrongdoing
- dealing with disclosures made under the council's code of conduct in accordance with the council's adopted code of conduct procedures
- referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

**Contact:**        **Ray Smith**  
                         **Ph: 02 6972 2266**

### **b. Mayor**

If you are making a report about the general manager, you should make your report to the Mayor. The Mayor is responsible for:

- deciding if a report is a public interest disclosure
- determining what needs to be done next, including referring it to other authorities
- deciding what needs to be done to correct the problem that has been identified
- dealing with disclosures made under the council's code of conduct in accordance with the council's adopted code of conduct procedures.

The Mayor must make sure there are systems in place within *Bland Shire Council* to support and protect people who report wrongdoing.

If the report is about the General Manager, the Mayor is also responsible for referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

**Contact:**        **Cr N Pokoney**  
                         **Ph: 02 6972 2435    M: 0424 365 011**

### **c. Disclosures coordinator**

The disclosures coordinator has a central role in dealing with reports made by staff and councillors. The disclosures coordinator receives the complaint, assess it, and refers it to the people within or contracted by the council to be dealt with appropriately.

**Contact:** **Raewyn Galton**  
**Ph: 02 6972 2266**

### **d. Disclosure Officers**

All Directors and Managers are designated disclosure officers and they are responsible for receiving, forwarding and/or acting upon disclosures made in accordance with the policy.

All designated disclosure officers, and their positions within the organisation are listed in the Internal Reporting procedure.

## **9. Who can receive a report outside of the Bland Shire Council**

Staff and councillors are encouraged to report wrongdoing within the Bland Shire Council, but internal reporting is not your only option. If you follow the guidance below, you can make a public interest disclosure to:

- an investigating authority. If your report is about both the General Manager and the Mayor, you may wish to consider making the report to an investigating authority.

In relation to council, these authorities are:

- the Independent Commission Against Corruption (ICAC) — for corrupt conduct
- the Ombudsman — for maladministration
- the Auditor General – for serious and substantial waste
- the Division of Local Government, Department of Premier and Cabinet — for disclosures about local government agencies
- the Information Commissioner — for disclosures about a government information contravention
- a Member of Parliament or a journalist, but only in limited circumstances. These circumstances are outlined in the Internal Reporting procedure.

## **10. Feedback to the individual who reported wrongdoing**

The individual who reported wrongdoing will be told what is happening in response to their report. When a report is made, you will be given:

- an acknowledgement that your disclosure has been received
- the timeframe for when you will receive further updates
- the name and contact details of the people who can tell you what is happening.

The PID Act requires that you are provided with an acknowledgement letter and a copy of this policy within 45 days after you have made your report. Council will attempt to get this information to you within five working days from the date you make your report.

When a decision is made about how the report will be dealt with, you will be provided information regarding the decision and process to be followed:

This information will be given to you within 10 working days from the date you make your report.

## **11. Protection against reprisals**

The PID Act provides protection for people reporting wrongdoing by imposing penalties on anyone who takes detrimental action substantially in reprisal for them making the public interest disclosure. It may also be a breach of the Council's Code of Conduct.



Bland Shire Council will not tolerate any reprisal action against a person who report wrongdoing. The criminal penalties that can be imposed include imprisonment or fines. Detrimental action is also misconduct that justifies disciplinary action. People who take detrimental action against someone who has made a disclosure can also be required to pay damages for any loss suffered by that person.

Detrimental action means action causing, comprising or involving any of the following:

- injury, damage or loss
- intimidation or harassment
- discrimination, disadvantage or adverse treatment in relation to employment
- dismissal from, or prejudice in, employment
- disciplinary proceedings.

#### **a. Protection against legal action**

If you make a disclosure in accordance with the PID Act, you will not be subject to any liability and no action, claim or demand can be taken against you for making the disclosure. You will not have breached any confidentiality or secrecy obligations and you will have the defence of absolute privilege in defamation.

## **12. Support for those reporting wrongdoing**

The Bland Shire Council will make sure that staff who have reported wrongdoing, regardless of whether they have made a public interest disclosure, are provided with access to any professional support they may need as a result of the reporting process – such as stress management, counselling services, legal or career advice.

All supervisors must notify the disclosures coordinator if they believe a staff member is suffering any detrimental action as a result of disclosing wrongdoing.

## **13. Sanctions for making false or misleading disclosure**

It is important that all staff and councillors are aware that it is a criminal offence under the PID Act to wilfully make a false or misleading statement when reporting wrongdoing. It may also be a breach of the Council's Code of Conduct and may result in disciplinary action. In the case of councillors, such disciplinary action may be taken under the misconduct provisions of the Local Government Act 1993 and may include suspension or disqualification from civic office.

## **14. Support for the subject of a report**

Bland Shire Council is committed to ensuring people who are the subject of a report of wrongdoing are treated fairly and reasonably. If you are the subject of a report, you will be:

- treated fairly and impartially
- told your rights and obligations under our policies and procedures
- kept informed during any investigation
- given the opportunity to respond to any allegation made against you
- told the result of any investigation.

## **15. Review**

This policy will be reviewed by council annually. For any advice or guidance about this review, contact the NSW Ombudsman's Public Interest Disclosures Unit.

## **16. References:**

Staff can access advice and guidance about the PID Act from Bland Shire Council Disclosures Coordinator – Corporate Services Coordinator. A copy of the procedures accompany this policy are located in *InfoXpert*

– *Policy Register – Procedures*. Staff and councillors can also access advice and guidance from the disclosures coordinator and the NSW Ombudsman's website at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).

References for this procedure include, but are not limited to:

**Bland Shire Council Policy and Procedures:**

Internal Reporting Procedure  
Code of Conduct  
Complaints Handling Policy  
Grievance Policy  
Code of Meeting Practices  
Children's Services Policies  
Bullying and Harassment Policy  
Fraud Prevention and Control Policy  
Procurement Policy  
Competitive Neutrality Complaints Policy  
Internet and Computer Usage Policy

**External Resources:**

Public Interest Disclosures Act 1994  
NSW Ombudsman: Public Interest Disclosures Guidelines 2013  
NSW Ombudsman: Model Internal Reporting Policy 2013  
Ombudsman's fact sheet: Thinking about reporting serious wrongdoing?  
Ombudsman's fact sheet: Public Interest Disclosures  
Ombudsman's fact sheet: Am I dealing with a public interest disclosure  
Work Health & Safety Act 2011

The contact details for external investigating authorities that staff and councillors can make a public interest disclosure to or seek advice from are listed below.

**For disclosures about corrupt conduct:**

Independent Commission Against Corruption (ICAC)  
Phone: 02 8281 5999  
Toll free: 1800 463 909  
Tel. typewriter (TTY): 02 8281 5773  
Facsimile: 02 9264 5364  
Email: [icac@icac.nsw.gov.au](mailto:icac@icac.nsw.gov.au)  
Web: [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)  
Address: Level 21, 133 Castlereagh Street, Sydney NSW 2000

**For disclosures about maladministration:**

NSW Ombudsman  
Phone: 02 9286 1000  
Toll free (outside Sydney metro): 1800 451 524  
Tel. typewriter (TTY): 02 9264 8050  
Facsimile: 02 9283 2911  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
Address: Level 24, 580 George Street, Sydney NSW 2000

**For disclosures about serious and substantial waste:**

Auditor-General of the NSW Audit Office  
Phone: 02 9275 7100  
Facsimile: 02 9275 7200  
Email: [mail@audit.nsw.gov.au](mailto:mail@audit.nsw.gov.au)  
Web: [www.audit.nsw.gov.au](http://www.audit.nsw.gov.au)  
Address: Level 15, 1 Margaret Street, Sydney NSW 2000

**For disclosures about local government agencies:**

~~Division Office~~ of Local Government in the Department of Premier and Cabinet  
Phone: 02 4428 4100  
Tel. typewriter (TTY): 02 4428 4209  
Facsimile: 02 4428 4199  
Email: [dlg@dlg.nsw.gov.au](mailto:dlg@dlg.nsw.gov.au)  
Web: ~~[www.dlg.nsw.gov.au](http://www.dlg.nsw.gov.au)~~ [www.olg.nsw.gov.au](http://www.olg.nsw.gov.au)  
Address: 5 O'Keefe Avenue, Nowra, NSW 2541

**For disclosures about police misconduct:**

Police Integrity Commission (PIC)

Phone: 02 9321 6700

Toll free: 1800 657 079

Facsimile: 02 9321 6799

Email: [contactus@pic.nsw.gov.au](mailto:contactus@pic.nsw.gov.au)Web: [www.pic.nsw.gov.au](http://www.pic.nsw.gov.au)Address: Level 3, 111 Elizabeth Street, Sydney  
NSW 2000**For disclosures about breaches of the GIPA Act:**

Information Commissioner

Toll free: 1800 463 626

Facsimile: 02 8114 3756

Email: [aicinfo@oic.nsw.gov.au](mailto:aicinfo@oic.nsw.gov.au)Web: [www.oic.nsw.gov.au](http://www.oic.nsw.gov.au)Address: Level 11, 1 Castlereagh Street, Sydney  
NSW 2000**Authorisation:**

<b>Status</b>	<b>Committee</b>	<...When was this approved...>	
	<b>Manex</b>	<...When was this approved...>	
<b>Owner</b>	<b>Director Corporate, Community &amp; Development Services</b>		
<b>EDRMS Doc. ID</b>	403923		
<b>Superseded Policy</b>			
<b>Date of Adoption/ Amendment</b>	<b>Revision Number</b>	<b>Minute Number</b>	<b>Review Date</b>
20 September 2011	0		
18 February 2014	1		February 2015

<b>Related Council Policy / Procedure</b>



## POLICY STATEMENT

# COMPLAINTS HANDLING

**POLICY ADOPTED:** 18 February 2014

---

### 1. Policy Objectives

The objectives of this policy are:

- To promote a high standard of customer service in all areas of Council's operations by responding effectively and positively to complaints received.
- To ensure that complaints are managed in a manner that endeavours to provide satisfaction to complainants.
- To inform Council's customers and residents of the process when complaints are received.
- To recognise the importance of complaints in providing feedback about Council's services and performance, and to utilise that information to improve services and identify appropriate training needs.

### 2. Policy Statement

The Complaints Handling Policy sets out Council's system of complaints handling at Bland Shire Council to ensure that concerns are treated seriously and that complaints are addressed promptly and fairly.

The Policy aims to:

- Identify areas that need improvement
- Create opportunity to provide service and satisfaction to a dissatisfied customer
- Provide an effective mechanism for managing complaints:

This policy incorporates the essential features of an effective complaints management system as described in the [Division Office](#) of Local Government and NSW Ombudsman Practice Note No. 9 *Complaints Management in Councils*. This policy should be read in conjunction with Practice Note No. 9 and other relevant policies such as the Code of Conduct and Internal Reporting Policy.

### 3. Definitions

**Complaint:** A complaint is defined as an expression of dissatisfaction with the council's decisions, policies, procedures, charges, employees, agents or the quality of the services it provides.

#### **4. Responsibilities**

This policy covers all complaints made to Council regarding its operations and personnel other than:

- A request for Council services (unless it is a second request, where there was no response to the first)
- A request for documents, information or explanation of policies or procedures
- A request for the Council to exercise a regulatory function (unless it is a second request, where there was no response to the first)
- The lodging of an appeal or an objection in accordance with statutory process, standard procedure or policy( unless this is recorded as a complaint about the council's decision making)
- A submission relating to the exercise of a regulatory function (eg an objection to a development application or a submission to a policy)

#### **5. Recommended Practices**

The following principles apply to Bland Shire Council complaints policy:

- Any person, group or organisation (or their representative) using Council's services or impacted by Council's decisions, action or lack of action, has to right to lodge a complaint.
- Staff will be trained to receive complaints whether presented in person at Council offices, by telephone or in writing (fax, email, letter). Staff will record the complaint and initiate appropriate action.
- If the matter falls outside this policy staff will assist in directing the person to the appropriate person or authority to assist with any request for service as warranted.
- All complaints will be acknowledged within 10 working days and every endeavour made to finalise them within 20 working days.
- If Council is unable to resolve the matter to the complainants satisfaction advice will be given as to how they may pursue their complaint further or referred to the appropriate statutory authority.
- Complainants will not be subject to disadvantage or victimisation pursuant to the lodging of a complaint and any such allegation received will be investigated by the General Manager.
- Confidentiality will be maintained where warranted and/or specifically requested by the complainant, in accordance with relevant legislation and policies.
- Anonymous complaints will be accepted however Council's ability to investigate will be dependent on the information supplied.
- Reports on numbers and types of complaints received will be monitored by Manex on a quarterly basis.

## **5.1 Complaints Made to Councillors**

In many instances complaints are made directly to Councillors rather than Council officers. In such cases the complaint needs to be registered and dealt with in accordance with the above processes. Councillors are requested to encourage the complainant to contact the Council office if they have not previously made the complaint to Council, so that the matter can be recorded and followed up.

## **5.2 Identifying Complaints**

Staff will obtain sufficient information to allow the type of complaint to be identified.

Where a member of the public reports any matter related to fraud, corruption, criminal or unethical conduct the matter is to be reported immediately to the General Manager. The General Manager has a statutory obligation to report such matter to the Independent Commission Against Corruption.

Where a member of the public reports matters related to maladministration or serious and substantial waste the matter is to be reported immediately to the General Manager. The General Manager has a duty to report such matter to the NSW Ombudsman.

A Competitive Neutrality Complaint is difficult to identify as the concept is based on the “level playing field” concept or the concept that businesses which are publicly owned have no net competitive advantage over a business that is privately owned. Where Council competes in the market place it should do so without utilising their public position to gain an unfair advantage over a private sector competitor.

Competitive Neutrality Complaints should be referred immediately to a Manager, Director or Council’s Public Officer. Competitive Neutrality is one of the principles of competition policy and dealing with the complaint requires a detailed understanding of the policy and its ramifications.

Complaints involving criminal activity are to be immediately referred to the General Manager for further referral to the Police.

Council’s are public sector agencies for the purposes of the Privacy and Personal Information Protection Act 1998 and a person may seek an internal review by a council if a breach of any of the information protection principles applying to the Council.

## **5.3 Media comment about Council business or matters before Council**

Only the General Manager or staff with delegated authority can make public comment about Council business, Council decisions or matters before Council. Refer to Communications policy for further information.

## **5.4 How to lodge a complaint**

Council will respond to complaints whether they are provided in writing (using customer feedback form or in a letter, fax, email or verbally (in person or by telephone).

However, if a complaint cannot be resolved at the frontline, ie at the first tier, then Council requests the complaint be submitted in writing.

All complaints in relation to the following matters must be in writing:

Issue	Reason why complaints of this nature are required in writing
Complaints about staff	To ensure confidentiality of the complaint
Complaints about Council's assessment and regulatory processes	Certain aspects of statutory assessment and regulatory processes may involve court action

Complaints can be made to Council:

In writing

- The General Manager, Bland Shire Council, PO Box 21, West Wyalong NSW 2671
- Fax (02) 6972 2145
- Email – [council@blandshire.nsw.gov.au](mailto:council@blandshire.nsw.gov.au)

In Person

- Speak to a Customer Service Officer at Administrative Building, 2-6 Shire Street, West Wyalong; or
- Make an appointment to speak to the staff member with whom you have been dealing, or with their Manager

By Telephone

- Council Office, West Wyalong on 02 6972 2266

Note: Dependant on the seriousness or complexity of the complaint. The complainant may be requested to submit the complaint in writing with all relevant information.

### **Anonymous complaints**

Generally Council will only act on anonymous complaints where there is sufficient information in the complaint to enable an investigation to be conducted.

### **Non Council Issues**

For matters that are not within Council's jurisdiction the complainant will be informed by Council staff of the name, telephone number and any other relevant details of the appropriate organisation (if known).

### **Registration of Complaints**

Upon receipt of a complaint, the relevant staff member must ensure the complaint is appropriately registered and marked for immediate follow up action.

### **Complaints Handling Process**

Council has adopted a three tier approach to handling complaints. This approach aims to have the complaint resolved as quickly as possible by the person who provided the service or who dealt with the issue. The table below outlines the three tiers and the complaint lodgement process.

Tier	Responsibility
<b>1<sup>st</sup> – Frontline Complaints Handling</b>	
Registration and attempted resolution by frontline staff or referral to an appropriate person or agency to deal with the issue (eg Code of Conduct issues, protected disclosures, allegations of corrupt conduct) Complainants are encouraged to provide feedback and/or to lodge their complaint with the officer who provided the	All Staff

service or who dealt with the issue, as this is more likely to result in a speedy resolution of the complaint.	
<b>2<sup>nd</sup> – Internal Senior Officer Review</b>	
<p><b>Option 1</b> If the complainant remains unsatisfied after speaking to the officer who delivered the service or dealt with the issue, or if they feel uncomfortable approaching the officer, then they may lodge the complaint with a more senior officer or request that the matter be reviewed by a more senior officer.</p> <p>The name and contact details of the relevant Manager or Director can be obtained from the Customer Service area.</p>	Managers and Directors
<p><b>Option 2</b> If the complainant remains unsatisfied with the outcome – or if the complaint is about a staff member – the complaint will be submitted to the General Manager. If the complaint is about the General Manager then the complaint will be submitted to the Mayor or an external agency.</p>	General Manager/Mayor
<b>3<sup>rd</sup> – External Agency Review</b>	
<p>If the complaint cannot be resolved to the customer's satisfaction through Council's internal complaints handling system, the complainant may be referred to an outside agency, to an alternative dispute resolution procedure, or as a last resort, may be referred to a legal service.</p> <p>It should be noted that where, on Council's assessment, the complaint concerns or may concern corrupt conduct, it should be reported to ICAC at the first tier stage as outlined above.</p>	

Complaints, dependant on their nature, can be referred to the following external agencies for an external review:

<p><b>Independent Commission Against Corruption (ICAC)</b> Phone: 02 8281 5999 Toll free: 1800 463 909 Tel. typewriter (TTY): 02 8281 5773 Facsimile: 02 9264 5364 Email: <a href="mailto:icac@icac.nsw.gov.au">icac@icac.nsw.gov.au</a> Web: <a href="http://www.icac.nsw.gov.au">www.icac.nsw.gov.au</a> Address: Level 21, 133 Castlereagh Street, Sydney NSW 2000</p>	Matters concerned corrupt conduct, which is defined as dishonest or partial exercise of any official functions by a public official.
<p><b>Auditor-General of the NSW Audit Office</b> Phone: 02 9275 7100 Facsimile: 02 9275 7200 Email: <a href="mailto:mail@audit.nsw.gov.au">mail@audit.nsw.gov.au</a> Web: <a href="http://www.audit.nsw.gov.au">www.audit.nsw.gov.au</a> Address: Level 15, 1 Margaret Street, Sydney NSW 2000</p>	For disclosures about serious and substantial waste



<p><b>NSW Ombudsman</b>  Phone: 02 9286 1000  Toll free (outside Sydney metro): 1800 451 524  Tel. typewriter (TTY): 02 9264 8050  Facsimile: 02 9283 2911  Email: <a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a>  Web: <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>  Address: Level 24, 580 George Street,  Sydney NSW 2000</p>	<p>Matters concerned maladministration</p>
<p><b>Division Office of Local Government in the Department of Premier and Cabinet</b>  Phone: 02 4428 4100  Tel. typewriter (TTY): 02 4428 4209  Facsimile: 02 4428 4199  Email: <a href="mailto:dlg@dlg.nsw.gov.au">dlg@dlg.nsw.gov.au</a>  Web: <a href="http://www.olg.nsw.gov.au">www.olg.nsw.gov.au</a>  Address: 5 O'Keefe Avenue, Nowra, NSW 2541</p>	<p>Matters concerned a serious breakdown in Council's operations, if the Council as a whole is not operating satisfactorily or pecuniary interest matters</p>
<p><b>Information &amp; Privacy Commission</b>  Toll free: 1800 463 626  Facsimile: 02 8114 3756  Email: <a href="mailto:oiinfo@oic.nsw.gov.au">oiinfo@oic.nsw.gov.au</a>  Web: <a href="http://www.oic.nsw.gov.au">www.oic.nsw.gov.au</a>  Address: Level 11, 1 Castlereagh Street,  GPO Box 7011  Sydney NSW 2000</p>	<p>Breaches of the Government Information (Public Access) Act 2009  Breaches of the Privacy and Personal Information Act 1998</p>
<p><b>Anti-Discrimination Board</b>  Level 4, 175 Castlereagh St, Sydney NSW 2000  PO Box A2122, Sydney South NSW 1235  Phone (02) 9268 5555  Fax (02) 9268 5500  TTY (02) 9268 5522  Phone (02) 9268 5544  Toll free 1800 670 812 (for regional NSW only)  Email enquiries: <a href="mailto:adbcontact@agd.nsw.gov.au">adbcontact@agd.nsw.gov.au</a>  Email complaints:  <a href="mailto:complaintsadb@agd.nsw.gov.au">complaintsadb@agd.nsw.gov.au</a></p>	<p>Matters relating to discrimination, disability and harassment</p>
<p><b>Australian Competition &amp; Consumer Commission</b>  Level 20  175 Pitt Street  Sydney NSW 2000  GPO Box 3648  Sydney NSW 2001  Ph: (02) 9230 9133  Fax: (02) 9223 1092</p>	<p>Competitive neutrality complaints</p>

## Managing Unreasonable Conduct by Complainants

Refer Council's Policy: Dealing with Unreasonable Complainants

**References:**

Complaints Management in Councils **Department Office** of Local Government/NSW  
 Ombudsman Practice Note No. 9  
 Effective Complaint Handling Guidelines – 2<sup>nd</sup> Edition – NSW Ombudsman  
 Complaints Handling Procedure – Bega Valley Shire Council  
 Complaints Handling Policy – Strathfield Council  
 Bland Shire Council Communication Policy

**Authorisation:**

<b>Status</b>	<b>Committee</b>	N/A	
	<b>Manex</b>	N/A	
<b>Owner</b>	<b>Director Corporate, Community &amp; Development Services</b>		
<b>EDRMS Doc. ID</b>	403922		
<b>Superceded Policy</b>			
<b>Date of Adoption/ Amendment</b>	<b>Revision Number</b>	<b>Minute Number</b>	<b>Review Date</b>
18 February 2014	0		February 2015

<b>Related Council Policy / Procedure</b>
Customer Requests/Complaints Procedure
Dealing with Unreasonable Complainants
Bland Shire Council Code of Conduct
Internal Reporting Policy
Privacy Management Plan
Communication Policy

## 9.5 Strengthening Communities – Western Wheelers Car Club

*Our leadership*

*Setting a benchmark for community standards*

*Vision: A well run council acting as the voice of the community*

*DP 15.3 Assist and/or foster community events and initiatives through Council sponsored grants/sponsorship opportunities*

**Author:** Community Relations Officer

**Officer's Recommendation:**

**That Council approves a Strengthening Communities grant of \$1488 to the Western Wheelers Car Club to assist with establishment costs.**

**Introduction**

Newly established West Wyalong based pre 1980's car club, Western Wheelers, has applied for a Strengthening Communities grant from Bland Shire Council to assist with start up costs.

The club is open to all car enthusiasts, including projects cars, and aims to facilitate a family focused community spirit, provide a bank of technical and creative advice for members and hold various events and activities to benefit the wider Bland Shire community.

The Western Wheelers are seeking a contribution of \$1488 from Council to assist with the club's start up insurance costs. Once insurance is secured, the club will be able to establish community and business partnerships as well as plan and provide activities and events. Initial discussions have already been held with representatives from Events West Wyalong, the West Wyalong Show Society and neighbouring car clubs to support and enhance existing community events and develop new local and regional events through inter-club activities.

The club aims not only to provide activities and events for its members and their families but to enrich opportunities for interested residents and visitors. Driving activities and events will be provided and promoted in a safe and structured format.

Through the development of club events and activities the concept and benefits of events tourism will also be promoted and supported. The development of the club supporters/sponsorship program will also encourage local purchasing.

The Club will foster social interaction and connectivity for its members, who it is expected will be predominantly middle aged males. Over time the club aims to be able to 'give back' to the community through supporting local charity groups/organisations.

**Conclusion**

The Western Wheelers Car Club will provide various economic and social benefits to the Bland Shire. The provision of a Strengthening Communities grant will enable the club to begin to recruit new members and establish community events and activities.

**Financial Implications**

Council has funds available in its Donations budget to support the request.

## **SECTION 4 – REPORTS FOR INFORMATION**

---

**Officer's Recommendation:**

**That the following reports, provided for information only, be received and noted:**

- **9.6 – Asset & Engineering Services Report**
- **9.7 - Community Services Report**
- **9.8 - Bland Shire Library Monthly Update**
- **9.9 - Children Services Monthly Update**
- **9.10 - Development Services Activities/Statistics for March 2015**
- **9.11 - Economic Development & Tourism Report – April**

## 9.6 Asset & Engineering Services Report

*Our infrastructure*

*Reviewing, renewing & improving our core community assets*

*Vision: Maintaining and improving the Shire's assets and infrastructure in a changing climate*

13. Ensure that public places and facilities are well maintained and easily accessible.

**Author:** Director – Engineering Services

### Introduction

The following work was carried out:-

#### 1. NATIONAL AND STATE ROAD MAINTENANCE

Routine maintenance as per single invitation contract carried out on MR57 South and SH17.

#### 2. REGIONAL ROADS MAINTENANCE

Bitumen patching carried out on MR231 and MR371.

#### 3. LOCAL ROADS CONSTRUCTION - RTR

Reconstruction of 1.2 km of curves on Kolkilbertoo Road is in progress. Second run of gravel has been completed

#### 4. SHIRE ROADS MAINTENANCE

Bitumen patching carried out on the following;

- Kikoiria Road
- Quandialla Road
- Wamboyne Road

#### Wet Grading

Buddigower Road  
Buggajool Road  
O'Briens Lane  
Tyndalls Lane

Guide posting has been done on a number of rural sealed roads, minor gravel patching and drainage works has been done on a number of unsealed roads within the shire.

Line marking has been completed on Lake Cowal Road.

#### 5. VILLAGE MAINTENANCE

- All parks mown and tidied
- Village main streets swept and rubbish removed
- Trees trimmed and fallen branches picked up
- Village entrances and streets mown and trimmed
- All village park play grounds inspected for safety
- Irrigation checks carried out at Barmedman, Tallimba, Ungarie and Mirrool
- Ungarie C.W.A hall irrigation line repaired
- Tallimba park valve repaired

**6. PARK MAINTENANCE**

- McCann park, Barnado park and small parks and areas mown, trimmed and maintained
- council chambers and H.A.C.C Maintenance carried out
- All park lawn areas aerated
- Barnado park water line repairs carried out and main line valve replaced
- Parks main line repaired after blow out

**7. OVALS MAINTENANCE**

- Maintenance to sporting ovals and surrounds
- Maintenance to lawn and monument cemetery
- Maintenance to Herridge park, Cooinda park, Rotary park and Wyalong court house
- Herridge park sprinklers replaced
- Ovals and pump sheds irrigation checks carried out
- Line marking on ovals for touch foot ball, cricket, athletics and rugby league
- Ron Crowe oval broken valve replaced and over sown with rye grass for winter
- Cooinda park trees watered
- McAlister oval over sown with rye grass for winter

**8. TOWN MAINTENANCE**

- Main street gardens tidied, watered and replanted
- Star lane cleaned and tidied
- Town areas mown and trimmed
- Town trees trimmed and watered when needed
- Small pot holes repaired in roads
- Clean out town drains
- West Wyalong and Wyalong spraying on nature strips carried out
- Rotary park irrigation set up
- Maintenance carried out at wet lands
- Town entrances rubbish pick up and removal
- Pavement grinding West Wyalong main st

## 9.7 Community Services Report

*Our people*

*Our greatest and most important asset*

*Vision: A strong, healthy, connected and cohesive community*

*DP3. Nurture a strong sense of community and enrich the cultural life for the residents of the Bland Shire*

**Author:** Community Development Officer and Community Relations Officer

### **Youth engagement**

Bland Shire Community Services staff have partnered with the West Wyalong High School to establish a Youth focus group consisting of 8 young people (4 male and 4 female) from years 7 to 10 to assist Council in identifying the most effective methods of engaging local youth. Sessions are being conducted on a weekly basis with three meetings held to date. Council staff have received extremely valuable feedback from the young people in the group thus far, with the group continuing to meet weekly following the April School holidays.

Young people have identified face to face methods of communication as being most effective when working with youth. It was further reported that they do not believe paper based surveys hold a lot of value and noted that surveys are often not completed properly by young people. Social media platforms such as Facebook and Instagram were further identified as an effective method of getting information to young people in a timely and efficient manner. The group further stated that they believe a specific youth focused Facebook page is necessary for Council and noted that information about upcoming youth events and youth related issues should be included on the page. The young people reported that they are interested in assisting Council staff with the coordination of youth focused events, with the group further noting that they believe that Bland Shire should also have a Youth Advisory Council. They stated that they are aware that Council and Council decisions have a significant impact on the lives of youth and would like youth to have more of a voice on issues that affect the community and particularly on issues that affect youth. The sports stadium issue was noted as being of significance to young people and it was reported by all members that they believe they should have been directly consulted regarding the proposed upgrades to the stadium.

The group noted that that would like Council to be more involved in and connected with the High School through means of hosting “inspirational guest speakers” and other self improvement and leadership workshops and activities on a monthly or bi monthly basis with a focus on issues such as careers and life skill building, public speaking, anti bullying and mental health. A number of recreational activities were further reported as being of interest to the young people in the group, with an overwhelmingly favourable response to the issue of a having a movie theatre in West Wyalong, as well as sporting activities of all kinds. It was identified by those attending the session that they see the lack of business and decline of business within the community as a significant issue. They further reported that they believe there are not enough job opportunities locally for young people. Participants reported that they see the mine as playing a huge factor in the sustainability of the community and reported that they see people leaving the community in the future due to the lack of businesses and availability of services locally.

The information gathered through the focus groups will be utilised in the development of a specific Bland Shire Council youth strategy.



## **Holiday activities**

### **NRMA Driving School**

The ever popular NRMA driving instructors were back in West Wyalong on Tuesday, April 7 to deliver driving lessons to local youth within the community. The NRMA Safer Driving School is at the forefront of safer driver training with only the highest quality driving instructors on hand to deliver both manual and automatic transmission lessons to local young people. The best practice curriculum maintains a focus on low risk driving techniques to assist students in becoming safer drivers for life and allows young local drivers to absorb the valuable experience of the highly skilled NRMA trained instructors.

### **Junior chef experience**

As part of the April school holiday program 12 eager and enthusiastic participants ventured to Food I Am cooking school in Wagga on Thursday, April 9 for a junior chef experience. The young chefs were able to try their hands at cooking a number of tasty dishes with San choy bau, two types of sausage rolls and chocolate fondant all on the menu for the day. The class provided a practical, educational and highly enjoyable experience for attendees with all recipes easily re-created at home. Following the cooking class the young people were able to sit down to a delicious lunch prepared entirely by themselves. A stop at the Botanical Gardens was next on this list and certainly proved popular with young people first snacking on their self prepared chocolate fondants and then having free time to play in the park which boasts an extensive range of play equipment.



### **Glam Photography sessions**

On Monday, April 13 Bland Shire Council community Services staff hosted a free glamour and photography session at 184 Main street West Wyalong as part of our annual youth week activities. 13 young participants enjoyed a day full of pampering by a professional glam team consisting of a hair dresser and beauty therapist from local businesses followed by a photo shoot from a local photographer. Participants received 3-5 finished images following the session. This was a great opportunity for young people to get some fabulous professional images to last a lifetime and was made possible by Youth Week funding received by Bland Shire Council.

### **9D Cinema and Airborne Gymnastics**

Friday, April 17 will see us head to Wagga for a fun filled day. Participants will enjoy an action packed morning spent at Airborne Gymnastics and an afternoon of high thrill fun experiencing the Riverina's first 9D action Cinema. Participants can expect to be overwhelmed with stimulating and exciting 3D movies with motion seats, leg sweepers, wind, fog, lightning, vibrations, water and bubbles! Following the cinema experience attendees will try their luck at ten pin bowling. A stop over at McDonalds for lunch is also sure to be a hit.

### **Ungarie Amazing Race/Harmony Day celebrations**

Bland Shire Community Services staff were thrilled to be invited to attend the Harmony Day celebrations at Ungarie Central School on Friday, March 20. The students were first supplied with a BBQ lunch prepared by Bland Shire Council staff to ensure they were fuelled up and ready for the Amazing Race event. Participants were broken into teams of 10 with students ranging from kindergarten to year 10 in each group. Teams competed in a number of challenges including jigsaws, a blind folded maze and lolly separating. The event demonstrated a great display of teamwork and inclusion by the students of Ungarie Central School with all contestants given the chance to participate thoroughly. The Amazing Race proved to be a fantastic Harmony Day event and one that Bland Shire Council staff were delighted to be involved in.



### **Seniors Week**

Bland Shire Council hosted the biggest program of events ever to celebrate Seniors Week last month with six events held in the space of seven days. More than 50 seniors attended a screening of the new release movie 'When the Queen Came to Town' and high tea at the Council Chambers to commence the week. The event attracted fantastic feedback from participants. Celebrations moved outdoors the following day with a guided tour of The Wetlands and barbecue lunch. About 40 seniors enjoyed the tour, led by Council's Leon Sharpe, and subsequent performance from the Wyalong Public School choir. The West Wyalong Men's Shed held a well attended open day on Wednesday, March 18, with a number of new faces joining members for lunch and a tour of the facilities. An open day was held at the West Wyalong Community Care Centre the following day before Heartmoves open days were held in West Wyalong and Ungarie on Friday, March 20.

The week culminated with the annual Bland Shire Seniors luncheon and awards at the Services and Citizens Club which was attended by more than 200 seniors.



### **Target rally**

Bland Shire Council staff from community services and the Office of the General Manager worked closely with Business West Wyalong to organise the save Target rally in West Wyalong on Thursday, April 9. Staff assisted with the creation, distribution and collection of petitions as well as the general co-ordination of the rally. The event was a huge success with approximately 400 people in attendance in the middle of a regular work day. With the assistance of Council staff the event also attracted considerable media attention before, during and after the event.



### **Show Day holiday**

Minister for Industrial Relations, the Honourable Andrew Constance, has formally advised Bland Shire Council that a part day public holiday has been appointed on Wednesday, September 2 for the purpose of the West Wyalong Show. The part day public holiday will apply between the hours of 12 noon and 6pm within the West Wyalong/Wyalong and Tallimba Town Improvements Districts of the Bland Shire. The declaration followed an extensive community consultation process from Council, which demonstrated strong community support for the retention of the part day holiday. A further consultation process will be required by the State Government to support any future application for a public holiday in 2016.

## 9.8 Bland Shire Library Monthly Update

*Our people*

*Our greatest and most important asset*

*Vision: A strong, healthy, connected and cohesive community*

*DP 3.4 Monitor and provide up to date and relevant resources and programs within the library*

*DP 4.4 Provide and monitor quality library services to the aged, people with disability, young people and families*

**Author:** Senior Library Assistant

### **Riverina Regional Library Update**

A stocktake of Bland Shire Library's collection was recently undertaken by Riverina Regional Library. Brian Plumber, Support and eServices Coordinator (RRL) was notably impressed with the maintenance of the collection.

### **History Talk**

In the lead up to ANZAC Day, Bland Shire Library hosted a history talk about the First Australian Light Horse Regiment – presented by local Wagga author Anne Flood. Anne, whose grandfather served in the First Australian Light Horse Regiment, delivered a powerful and heart wrenching account of the day to day grind and horror of the Gallipoli campaign, as told in the official Brigade War Diaries. Sixty plus people, including a group of students from West Wyalong High School, attended the event which concluded with a light luncheon. From all accounts the history talk was hailed a huge success. A copy of Anne's book 'In the footsteps of the First – 1<sup>st</sup> Australian Light Horse Regiment' is available to the public via Bland Shire Library's local history collection.

### **Knit and Natter**

The library's resident knitting group 'Knit and Natter' has been busy knitting red poppies to be included in the 5000 Poppies project – an ambitious nationwide community tribute of respect and remembrance. The aim of the project is to "plant" a massive field of handmade poppies in Federation Square Melbourne on Anzac Day 2015 as a stunning visual tribute to Australian servicemen and women for more than a century of service in all wars, conflicts and peacekeeping operations.

### **Children's Activities**

Storytime and Baby Bounce continue to be well supported. The recent Easter Storytime session attracted 32 children while Baby Bounce numbers continue to grow with a regular group of 10 participants.

### **National Law Week 11 – 15 May 2015**

Bland Shire Library will take advantage of Law Week to highlight its Legal Information Access Centre Service.

### **Library and Information Week May 25 – 31 May 2015**

The theme this year is 'Imagine'. Bland Shire Library will be holding a number of events during Library and Information Week including Living Libraries, National Simultaneous Storytime and Biggest Morning Tea. The library will also run a number of competitions to coincide with Library and Information Week including a social media based competition – best "selfie" in a library.

---

MINUTES OF THE ORDINARY MEETING OF THE COUNCIL OF BLAND HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 21 APRIL 2015

.....  
MAYOR

**Meetings / Training**

NSW Public Libraries Association South-West Zone Meeting to be held at Harden on Thursday 30 April 2015.

**Conclusion**

The Library team continue to provide quality services meeting both the requirements under the NSW Library Act, Council's policies and procedures and Integrated Planning and Reporting outcomes.

**Financial Implications**

Nil

## 9.9 Children Services Monthly Update

*Our people*

*Our greatest and most important asset*

*Vision: A strong, healthy, connected and cohesive community*

*DP 4.5 - Provide quality and affordable Family Day Care, Mobile Resource Unit, Vacation Care and Preschool services*

**Author:** FDC/MRU Nominated Supervisor/Coordinator

### **Community Expo**

The Children's Services Unit and Community services staff have worked hard organising the recent Community Expo. The Expo was held on Saturday March 21 (Harmony Day). Overall the day was a great success with lots of positive feedback from parents who attended on the day. There were approximately 1200 people that attended on the day along with local market stall holders and stalls from local Community Services Departments. The rides were very popular as well as the entertainment from Toppo School and Bland Preschool. Thank you to Councillor Hampton for officially opening the Community Expo.

### **Mobile Resource Unit**

#### **Playgroups:**

Average attendance numbers for play groups so far this year are as follows:

- West Wyalong 27
- Ungarie 10
- Aria Park 9
- Weethalle 11
- Numbers have been slightly low for Quandialla and Caragabal with an average of 3 children attending per session.

Easter celebrations have been held this month with the service receiving lots of positive feedback from families as to what a great service we provide. Playgroups will finish for term one on 1 April and re commence 20 April 2015.

#### **Ungarie Preschool:**

Preschool enrolments are currently 11 children with two children to commence in Term two. The parent committee have paved the outside of our sandpit in preparation for our winter garden beds and fairy garden. Children have been learning about colours and shapes and showing great interest in caterpillar life cycles. Ungarie Preschool will break for holidays on 2 April and recommence Term two on 23 April 2015.

#### **Vacation Care:**

The April vacation care program has been released with some exciting activities planned. These include a mines tour, picnic at the wetlands, old school craft, excursion to Noah's Ark and much more. Bookings are currently being taken with places still available on some days.

**ITAV**

ITAV staff attended a portal training course in Orange run by Families New South Wales. The course covered information about what is involved in entering information into Family NSW's Portal, which is a funding reporting requirement.

A new session commenced at Mirrool this month with 12 adults and 9 children attending. Tallimba and Mirrool sessions participated in card making sessions with Rhonda Humphries.

**Family Day Care**

All monitoring visits and Educator home safety audits are up to date for the month. The Coordinator attended a bi-regional meeting in Orange this month.

The CSP funding application will be available early April 2015. Family Day Care staff are currently gathering statistics and information to support the application. Parent surveys are currently being put together ready for distribution in April as feedback from these surveys will also be required for the funding application.

Playgroups have been held this month in both Temora and West Wyalong, with Easter celebrations being the focus.

FDC staff have also organised a Scholastic Book Fair and displayed the books at the recent Community Expo. The book fair will be running for the month of April and is being held to encourage and promote literacy skills with the children and families that utilise all of Children's Services.

## 9.10 Development Services Activities/Statistics for March 2015

*Our leadership*

*Setting a benchmark for community standards*

*Vision: A well run council acting as the voice of the community*

*DP17. Lead the community by example with sustainable, effective, efficient and customer focused practices*

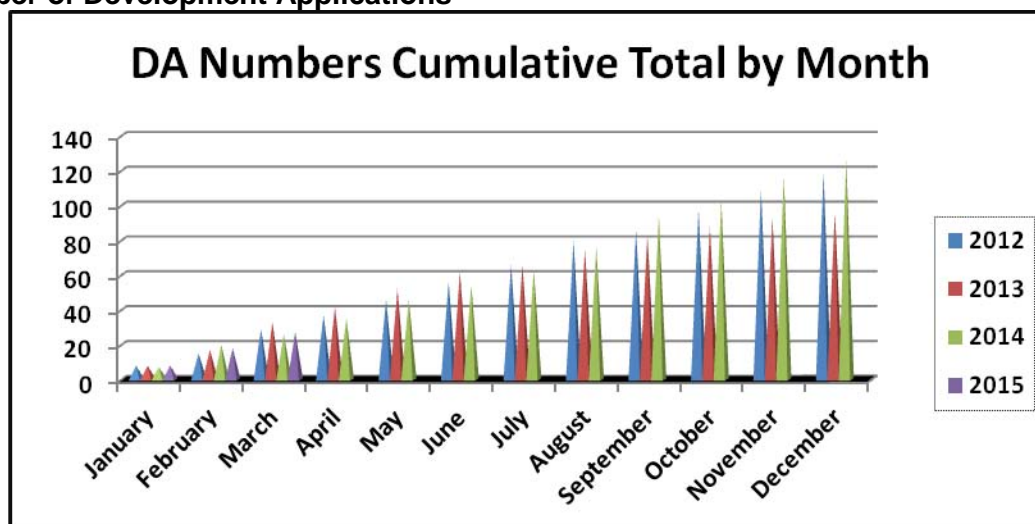
**Author:** Acting Manager Development Services

### Development Applications

The value of development applications received by Council during March 2015 is detailed in the following table.

Development Type	Current Year			
	March 2015		Year to Date 1.01.15 – 31.03.15	
	Number	Value \$	Number	Value \$
Residential	6	567,731	15	636,600
Industrial	Nil	Nil	Nil	Nil
Commercial	3	1,000	10	5,053,600
Rural Residential	Nil	Nil	1	150,000
Subdivisions	Nil	Nil	1	Nil
Other	Nil	Nil	Nil	Nil
<b>TOTAL</b>	<b>9</b>	<b>568,731</b>	<b>27</b>	<b>5,840,200</b>

### Number of Development Applications



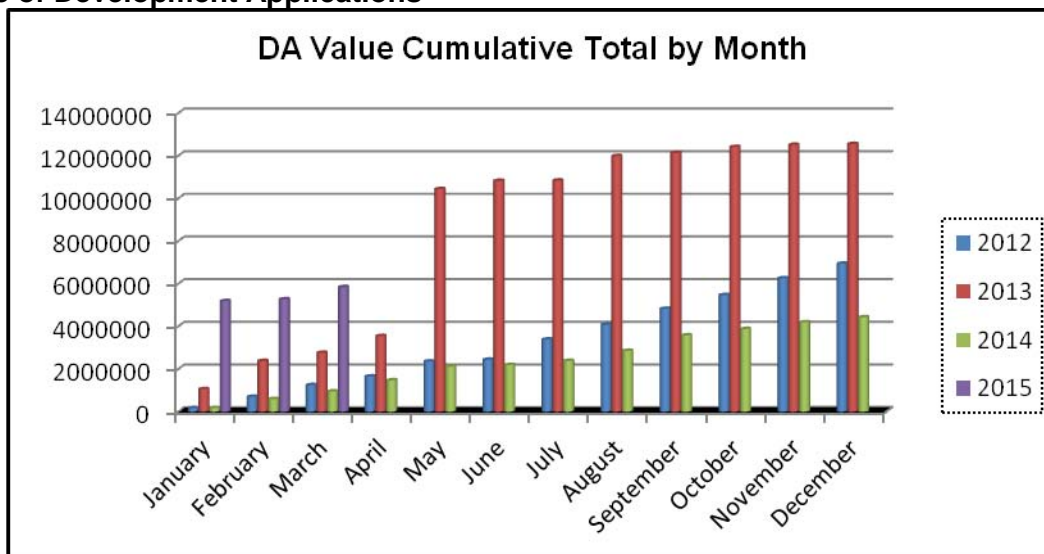
This graph details the cumulative number of development applications received by month comparing 2012 to 2015.

MINUTES OF THE ORDINARY MEETING OF THE COUNCIL OF BLAND HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 21 APRIL 2015

.....  
MAYOR



## Value of Development Applications



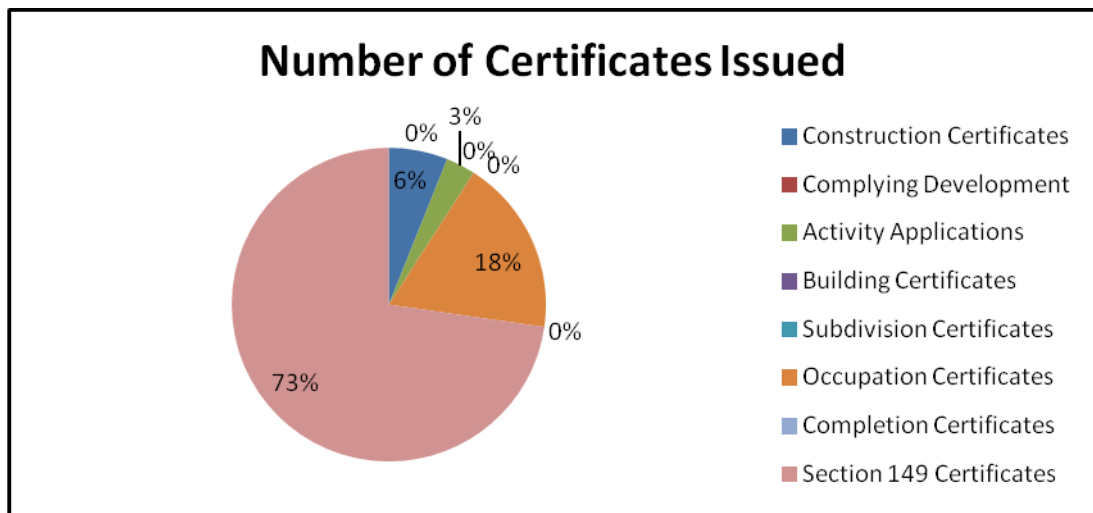
This graph details the cumulative value of development applications received by month comparing 2012 to 2015.

The following Development Applications were determined all by approval during March 2015:

App No.	Property	Development
DA/2015/074	82 Church Street, West Wyalong	Storage shed
DA/2015/076	364 Rutledges Lane, Weethalle	Land use – camping ground
DA/2015/078	123 Railway Road, West Wyalong	Additions to a community building
DA/2015/081	132 Main Street, West Wyalong	Extension of liquor licence trading hours
DA/2015/082	26 Bellarwi Road, West Wyalong	Subdivision – creation of an additional lot
DA/2015/084	275 Neeld Street, West Wyalong	Removal of two (2) trees
DA/2015/087	15 Park Street, West Wyalong	Removal of one (1) tree
DA/2015/088	7 Court Street, West Wyalong	Removal of two (2) trees
DA/2015/090	93 Neeld Street, Wyalong	Removal of one (1) tree

**Certificates issued during March 2015:**

<b>Certificate Type</b>	<b>Number Issued</b>
Construction Certificates	2
Complying Development Certificates	Nil
Activity Applications	1
Building Certificates	Nil
Subdivision Certificates	Nil
Occupation Certificates	6
Completion Certificates	Nil
Section 149 Certificates	24



## Public Health Activities Update

Food Shop Inspections Undertaken in March– Nil

- Number Compliant – Nil
- Number Non-compliant – Nil

No. of “I’m Alert Online Interactive Food Safety Program Users for March- 2 Total - 509

Swimming Pool Inspections Undertaken in March – Nil

- Number Compliant – Nil
- Number Non-compliant – Nil

## Heritage Grant Information – 1/01/2014 – 31/1/2015

Grant No.	Address	Description	Grant Value	Date Completed
HER/2014/006	93-95 Main Street West Wyalong	Repair and alter awning and restore leadlighting	\$10,582.00	16/12/2014
HER/2014/007	93-95 Main Street West Wyalong	Painting of building facade above the awning and verandah	\$7,397.00	
HER/2014/008	169 Main Street West Wyalong	Painting of building facade above the awning and the verandah	\$6,418.50	17/06/2014
HER/2015/001	23 Church Street West Wyalong	Painting of front facade of building and signage	\$2,204.00	
HER/2015/002	176 Main Street West Wyalong	Painting of front facade of building	\$1625.00	

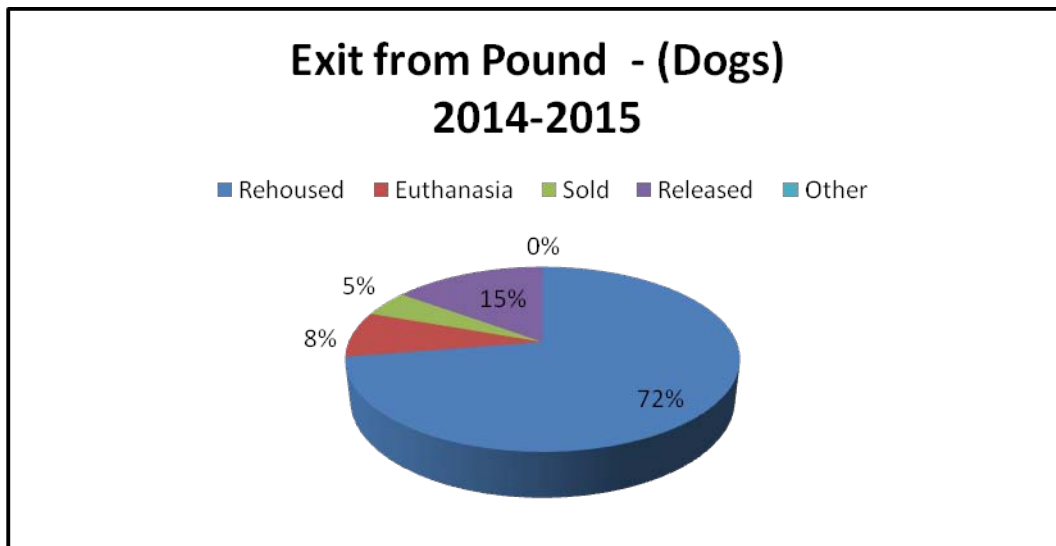
## Companion Animal Activities

The following table summarises the management of companion animals during March 2015:

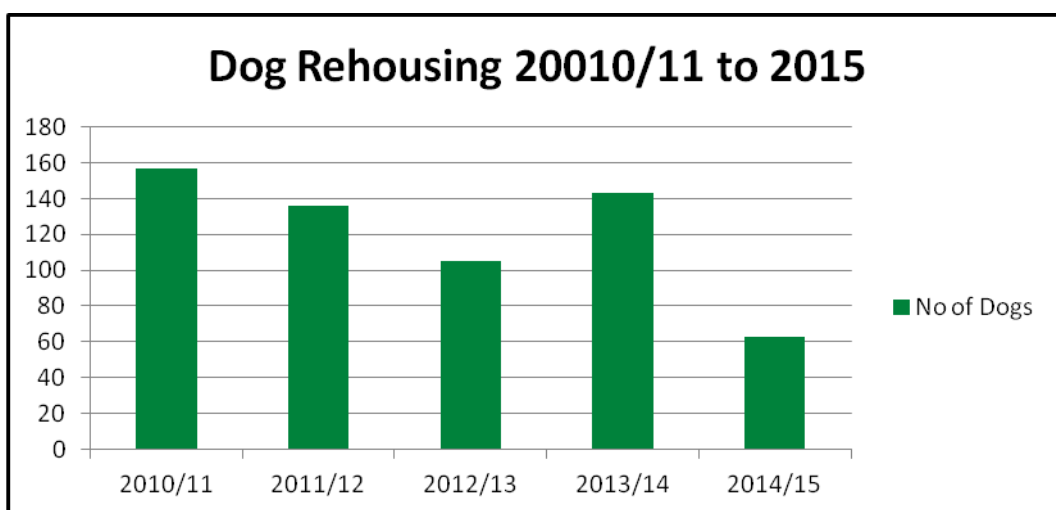
	Dogs	Cats
<b>Seizure Activities:</b>		
Seized	1	0
Returned to Owner	0	0
Transferred to Pound from Seizure Activities	1	0
Animals in Pound at start of Month	6	1
Dumped	7	0
Surrendered	1	0
<b>Total Animals in Pound</b>	<b>15</b>	<b>1</b>
Released to Owner	0	0
Euthanased	1	1
Sold	1	0
Stolen from Pound	0	0
Escaped	0	0
Died at Pound	0	0
Rehoused	11	0
<b>Total Animals Leaving Pound</b>	<b>13</b>	<b>0</b>
Animals in Pound at end of Month	2	0

Animals into Pound - Monthly Cumulative Totals

Month	Dogs	Cats
July	9	0
August	17	6
September	27	8
October	31	16
November	38	21
December	49	23
January	63	26
February	78	32
March	93	32
April		
May		
June		



This chart summarises the methods in which companion animals (dogs) exited the pound for the period 1 July 2014 to 31 March 2015.



This chart summarises the annual rehousing statistics from 2010/11 to 31 March 2015:

#### Break In Figures at Pound

- March - Nil

No. of "I'm Alert Online Responsible Dog Ownership Users for March – Nil Total - 61

## 9.11 Economic Development & Tourism Report - April

*Our prosperity*

*Ensuring a vibrant and sustainable future*

*Vision: Growing our population and jobs*

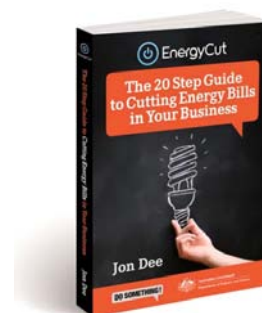
*DP15.0 The proportion of residents satisfied with the level of economic development support Council provides to the business community*  
*DP 16.0 Community satisfaction with the quantity and quality of tourist information and resources provided by Council*  
*19.0 Visitors and tourists are welcomed and make a positive contribution to the community economy*  
*DP19.1 Work with business and property owners to rejuvenate their businesses and shop fronts and encourage the maintenance of buildings with character*  
*DP19.2 Work with the tourism industry to identify and develop products and services that appeal to visitors of the Shire*  
*DP19.3 Visitor information is kept relevant and up to date*  
*DP20.0 Plan for a range of industries that build on the strengths of the Bland Shire to stimulate investment and employment*  
*DP20.1 Encourage and actively seek out business and industry to relocate within the shire*  
*DP20.2 Have ongoing engagement and communication with the shire's existing and prospective industry and business including diversification into alternate industries/businesses*  
*DP20.3 Actively promote the Business Development Assistance to new and existing businesses*

**Author:** Senior Economic Development & Tourism Advisor

### **ENERGY CUT**

Energy Cut is an initiative developed by the not-for profit organisation Do Something, in partnership with the Australian Government's Department of Industry. The goal of this campaign is to reduce the energy use and power bills of small to medium-sized businesses.

Over 70 West Wyalong business representatives have signed up for the Energy Cut presentation that will be held at West Wyalong Services & Citizens Club on Monday 1 June 2015 commencing at 6:00pm.



### **LOCAL GOVERNMENT TOURISM CONFERENCE 2015**

Cr Lord and the Senior Economic Development and Tourism Advisor attended the 2015 Local Government Tourism Conference in Bathurst. The 2015 Conference was held in Bathurst to coincide with its Bicentenary year. The Conference was developed in consultation with key industry partners and Local Government to help our member councils expand their tourism services and grow their economies. Thus the theme for this year was aptly titled: Building Community Capital: social, economic and cultural.

Tourism today is no longer measured merely by visitor numbers and bed nights; it can also generate a legacy for the host community, help in building infrastructure and developing the local economy of an area and region.

Some of the papers and addresses were given by:

- Cr Keith Rhoades AFSM President of LGNSW
- Cr Gary Rush Mayor Bathurst City Council
- Sandra Chipchase Chief Executive Officer Destination NSW
- Di Henry OAM, President Maxxam Events Pty Ltd - Building Community Capital
- Garry O'Dell, Doctoral Candidate Newcastle Business School Faculty of Business and Law University of Newcastle - Local Government Land Use Decision Making for Events in NSW

---

MINUTES OF THE ORDINARY MEETING OF THE COUNCIL OF BLAND HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 21 APRIL 2015

.....  
MAYOR

- Professor Tara Brabazon Professor of Education / Head – School of Teacher Education Charles Sturt University - Small Places, Big Ideas
- Paul Nunnari, Manager Event Access and Inclusion Department of Premier and Cabinet - Accessible Events
- Victoria Erskine Media and Public Relations Officer Bathurst Regional Council - Educational and Cultural Tourism
- Bronwyn White, Principal MyTravelResearch.com -Tapping the Potential of the Visitor Economy's Unrecognised Weapon
- Andrew Mashman, Adjunct Professor School of Marketing and Management Charles Sturt University - Collaboration between Central NSW Tourism, Centroc and CSU students for Tourism
- Michael Huxley, General Manager Museums & Galleries NSW - Adding Value! Economic Impact from Culture and Tourism
- Megan Dixon Principal Consultant Seed Business Solutions - Sports Tourism
- Scott McGregor - Precinct Development and its Relevance for Regional Areas (referencing your DMP)
- Malcolm Auld, author, business owner, direct and digital marketer, keynote speaker and travel agent - The Digital Marketing Dividend