

TOWN PLANNING + URBAN DESIGN CONSULTANTS



4 June 2019

Greater Hume Council  
P O Box 99  
HOLBROOK NSW 2644

Attention: Colin Kane, Director of Environment & Planning

Dear Colin,

**VARIATION OF RESTRICTIVE COVENANT TO PERMIT A RURAL DWELLING  
WALLA WALLA-JINDERA ROAD, WALLA WALLA**

We act for the landowner in this matter and have been instructed to seek Council's consent to vary a restrictive covenant preventing the erection of a dwelling on a rural lot near Walla Walla. The variation is necessary as it prevents application of the current planning provisions that would allow a dwelling on the land.

The land subject to the covenant is Lot 1 in DP1079397 (see attached) and has an area of 75.45 hectares. It is currently zoned RU1 Primary Production under Greater Hume Local Environmental Plan 2012 (GHLEP) and was created by a (re)subdivision in 2004 (Ref: 317-03/04) under the previous planning instrument (Hume Local Environmental Plan 2001).

A dwelling is currently permissible on the lot under the GHLEP as it is vacant and was *"created before this Plan commenced and on which the erection of a dwelling house or dual occupancy was permissible immediately before that commencement"* (clause 4.2A(3)(b)). A dwelling was permissible under the previous planning instrument as it was a lot *"created by development consent for subdivision under a previous or current environmental planning instrument and is at least 0.4 hectares"* (clause 15(2)).

The restrictive covenant (see attached) was imposed as a condition of consent on the subdivision that created the lot, to prevent this process (boundary realignments) from being used at the time to create rural lots with the opportunity for a dwelling that otherwise would not qualify.

The GHLEP has since replaced the instrument under which the consent was granted and must now be given preference in consideration of the permissibility of dwellings within rural zones.

Clause 1.9A of the GHLEP provides for the suspension of covenants in the event a restriction conflicts with the planning provisions (e.g. preventing something that is permissible). Council can disregard a covenant in these circumstances, unless it has been imposed by the Council itself, as is the case here.

However, on the covenant Council is nominated as the *"authority empowered to release, vary or modify the restriction on use"*. Hence Council can acknowledge the permissibility of a dwelling under the current GHLEP by using its authority to release the lot from the restriction. It is important to

Habitat Planning  
Suite 1, 622 Macaulay Street  
Albury NSW 2640  
p 02 6021 0662 f 02 6021 0663  
habitat@habitatplanning.com.au  
habitatplanning.com.au

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note that in doing so, Council is not in any way breaching the provisions of the current planning instrument.

I trust that the above information is adequate for you to recommend to Council that the restrictive covenant be set aside in this instance.

Yours faithfully,



Warwick Horsfall

**Director**

encl Title & covenant

cc Cameron Odewahn



# TITLE SEARCH

Title Reference: 1/1079397

LAND AND PROPERTY INFORMATION NEW SOUTH WALES - TITLE SEARCH

FOLIO: 1/1079397

SEARCH DATE	TIME	EDITION NO	DATE
25/11/2013	3:57 PM	3	31/3/2006

LAND

LOT 1 IN DEPOSITED PLAN 1079397  
AT WALLA WALLA  
LOCAL GOVERNMENT AREA GREATER HUME SHIRE  
PARISH OF CASTLESTEAD COUNTY OF HUME  
TITLE DIAGRAM DP1079397

FIRST SCHEDULE

CAMERON KEITH ODEWAHN (TA AC211903)

SECOND SCHEDULE (3 NOTIFICATIONS)

- 1 RESERVATIONS AND CONDITIONS IN THE CROWN GRANT(S)
- 2 LAND EXCLUDES MINERALS BY THE CROWN GRANT OF PORTION 244 AND IN THE AREA GRANT OF 11.39 HA (28 ACRES 0 ROODS 22 PERCHES) AFFECTING THE PARTS SHOWN SO INDICATED IN THE TITLE DIAGRAM
- 3 DP1079397 RESTRICTION(S) ON THE USE OF LAND

NOTATIONS

UNREGISTERED DEALINGS: NIL

\*\*\* END OF SEARCH \*\*\*

PRINTED ON 25/11/2013

\* ANY ENTRIES PRECEDED BY AN ASTERISK DO NOT APPEAR ON THE CURRENT EDITION OF THE CERTIFICATE OF TITLE.  
WARNING: THE INFORMATION APPEARING UNDER NOTATIONS HAS NOT BEEN FORMALLY RECORDED IN THE REGISTER.

**INSTRUMENT SETTING OUT TERMS OF RESTRICTIONS INTENDED TO BE  
CREATED PURSUANT TO SECTION 88B, CONVEYANCING ACT, 1919.**

(Sheet 1 of 2 sheets)

**DP1079397**

Plan of subdivision of Lot 2 DP.431208,  
Lots 214 & 215 DP.753731, Lots 7, 14 & 15  
DP.134614, Lot 1 DP.172573 & land in C/T  
Vol.6649 Fol.4 covered by Council's  
Certificate No. 1/05 Dated 14 January,  
2005

**Full name and address of owner of the  
land.**

Mr Keith William Odewahn  
"Dallaroo"  
WALLA WALLA NSW 2659

And

Mr Alan Hubert Odewahn  
"Bona Vista"  
WALLA WALLA NSW 2659

**PART 1**

**1. Identity of restriction to be created  
and firstly referred to in the plan:**

Restriction on the use of land.

**Schedule of Lots affected.**

**Lots Burdened.**

**Lots Benefited.**

Lots 1 and 2

Greater Hume Shire Council

**PART 2**

**1. Terms of restriction firstly referred to in the plan.**

No additional dwelling may be erected on the land as a result of the registration of  
this plan.

**Name of authority empowered to release, vary or modify the restriction on use  
thirdly referred to in the plan.**

Greater Hume Shire Council.

**INSTRUMENT SETTING OUT TERMS OF RESTRICTIONS INTENDED TO BE  
CREATED PURSUANT TO SECTION 88B, CONVEYANCING ACT, 1919.**

(Sheet 2 of 2 sheets)

**Plan:**

Plan of subdivision of Lot 2 DP.431208,  
Lots 214 & 215 DP.753731, Lots 7, 14 & 15  
DP.134614, Lot 1 DP.172573 & land in C/T  
Vol.6649 Fol.4 covered by Council's  
Certificate No.

**DP1079397**

Signed in my presence by **KEITH WILLIAM ODEWAHN** and **ALAN HUBERT ODEWAHN** who are personally known to me.

Signature of witness

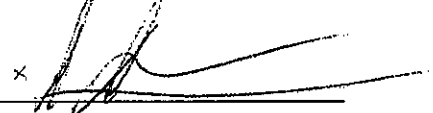


Kerenza Melloney Brown  
Law Clerk

568 Kiewa Street Albury 2640

Name and qualification of witness (BLOCK LETTERS)

Proprietors



KEITH WILLIAM ODEWAHN  
BY HIS ATTORNEY  
CAMERON KEITH ODEWAHN  
UNDER POWER OF  
ATTORNEY BOOK 440  
NO 614

Signed

Authorised Officer, Greater Hume Shire Council.

REGISTERED AW 03.03.2005

DP1079397  
 Registered: LW 03.03.2005  
 C.A. SEE CERTIFICATE  
 Title System: TORRENS  
 Purpose: SUBDIVISION  
 Ref. Map: PARISH (10)  
 Last Plan: DP431208 2023.1658

PLAN OF SUBDIVISION OF LOT 2  
 DP.431208, LOTS 214 & 215  
 DP.753731, LOTS 7, 14 & 15  
 DP.134614, LOT 1, DP.172573  
 & LAND IN C/T Vol16648 Fol.4

Lengths are in metres.  
 Reduction Ratio: 1:2500

LGA: GREATER HUME  
 Locality: WALLA WALLA  
 Parish: CASTLESTEAD  
 County: HUME

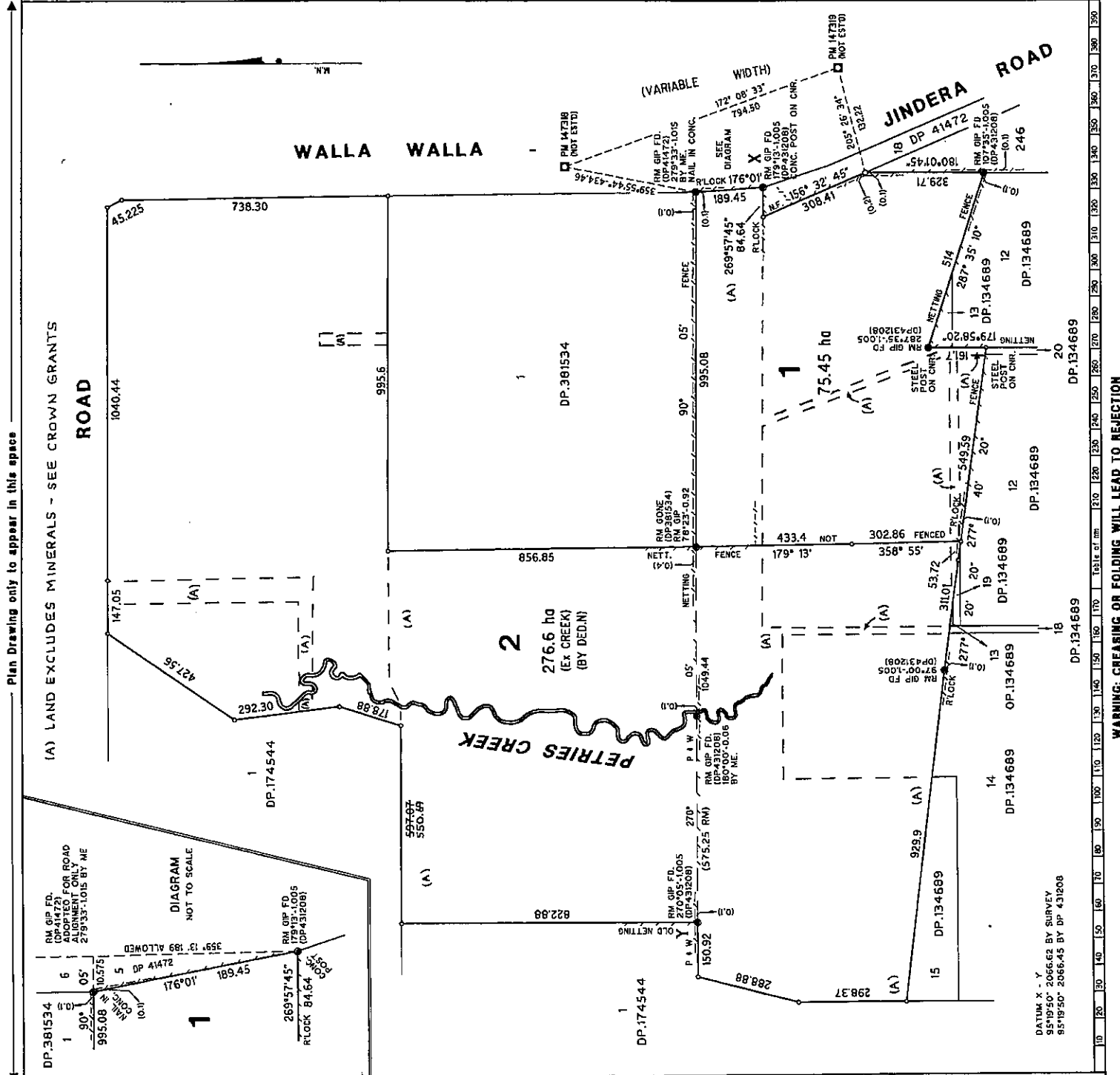
This is Sheet 1 of my plan in ZWO - BRRS (delete if applicable)  
 I, **PAIRICK FRANCIS ESLER**  
 of 45/46-2, 46/46C, 48A, 48/48B, 48/48C, 48/48D, 48/48E, 48/48F, 48/48G, 48/48H, 48/48I, 48/48J, 48/48K, 48/48L, 48/48M, 48/48N, 48/48O, 48/48P, 48/48Q, 48/48R, 48/48S, 48/48T, 48/48U, 48/48V, 48/48W, 48/48X, 48/48Y, 48/48Z, 48/48AA, 48/48AB, 48/48AC, 48/48AD, 48/48AE, 48/48AF, 48/48AG, 48/48AH, 48/48AI, 48/48AJ, 48/48AK, 48/48AL, 48/48AM, 48/48AN, 48/48AO, 48/48AP, 48/48AQ, 48/48AR, 48/48AS, 48/48AT, 48/48AU, 48/48AV, 48/48AW, 48/48AX, 48/48AY, 48/48AZ, 48/48BA, 48/48BB, 48/48BC, 48/48BD, 48/48BE, 48/48BF, 48/48BG, 48/48BH, 48/48BI, 48/48BJ, 48/48BK, 48/48BL, 48/48BM, 48/48BN, 48/48BO, 48/48BP, 48/48BQ, 48/48BR, 48/48BS, 48/48BT, 48/48BU, 48/48BV, 48/48BW, 48/48BX, 48/48BY, 48/48BZ, 48/48CA, 48/48CB, 48/48CC, 48/48CD, 48/48CE, 48/48CF, 48/48CG, 48/48CH, 48/48CI, 48/48CJ, 48/48CK, 48/48CL, 48/48CM, 48/48CN, 48/48CO, 48/48CP, 48/48CQ, 48/48CR, 48/48CS, 48/48CT, 48/48CU, 48/48CV, 48/48CW, 48/48CX, 48/48CY, 48/48CZ, 48/48DA, 48/48DB, 48/48DC, 48/48DD, 48/48DE, 48/48DF, 48/48DG, 48/48DH, 48/48DI, 48/48DJ, 48/48DK, 48/48DL, 48/48DM, 48/48DN, 48/48DO, 48/48DP, 48/48DQ, 48/48DR, 48/48DS, 48/48DT, 48/48DU, 48/48DV, 48/48DW, 48/48DX, 48/48DY, 48/48DZ, 48/48EA, 48/48EB, 48/48EC, 48/48ED, 48/48EE, 48/48EF, 48/48EG, 48/48EH, 48/48EI, 48/48EJ, 48/48EK, 48/48EL, 48/48EM, 48/48EN, 48/48EO, 48/48EP, 48/48EQ, 48/48ER, 48/48ES, 48/48ET, 48/48EU, 48/48EV, 48/48EW, 48/48EX, 48/48EY, 48/48EZ, 48/48FA, 48/48FB, 48/48FC, 48/48FD, 48/48FE, 48/48FF, 48/48FG, 48/48FH, 48/48FI, 48/48FJ, 48/48FK, 48/48FL, 48/48FM, 48/48FN, 48/48FO, 48/48FP, 48/48FQ, 48/48FR, 48/48FS, 48/48FT, 48/48FU, 48/48FV, 48/48FW, 48/48FX, 48/48FY, 48/48FZ, 48/48GA, 48/48GB, 48/48GC, 48/48GD, 48/48GE, 48/48GF, 48/48GG, 48/48GH, 48/48GI, 48/48GJ, 48/48GK, 48/48GL, 48/48GM, 48/48GN, 48/48GO, 48/48GP, 48/48GQ, 48/48GR, 48/48GS, 48/48GT, 48/48GU, 48/48GV, 48/48GW, 48/48GX, 48/48GY, 48/48GZ, 48/48HA, 48/48HB, 48/48HC, 48/48HD, 48/48HE, 48/48HF, 48/48HG, 48/48HH, 48/48HI, 48/48HJ, 48/48HK, 48/48HL, 48/48HM, 48/48HN, 48/48HO, 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48/48UL, 48/48UM, 48/48UN, 48/48UO, 48/48UP, 48/48UQ, 48/48UR, 48/48US, 48/48UT, 48/48UU, 48/48UV, 48/48UW, 48/48UX, 48/48UY, 48/48UZ, 48/48VA, 48/48VB, 48/48VC, 48/48VD, 48/48VE, 48/48VF, 48/48VG, 48/48VH, 48/48VI, 48/48VJ, 48/48VK, 48/48VL, 48/48VM, 48/48VN, 48/48VO, 48/48VP, 48/48VQ, 48/48VR, 48/48VS, 48/48VT, 48/48VU, 48/48VV, 48/48VW, 48/48VX, 48/48VY, 48/48VZ, 48/48WA, 48/48WB, 48/48WC, 48/48WD, 48/48WE, 48/48WF, 48/48WG, 48/48WH, 48/48WI, 48/48WJ, 48/48WK, 48/48WL, 48/48WM, 48/48WN, 48/48WO, 48/48WP, 48/48WQ, 48/48WR, 48/48WS, 48/48WT, 48/48WU, 48/48WV, 48/48WW, 48/48WX, 48/48WY, 48/48WZ, 48/48XA, 48/48XB, 48/48XC, 48/48XD, 48/48XE, 48/48XF, 48/48XG, 48/48XH, 48/48XI, 48/48XJ, 48/48XK, 48/48XL, 48/48XM, 48/48XN, 48/48XO, 48/48XP, 48/48XQ, 48/48XR, 48/48XS, 48/48XT, 48/48XU, 48/48XV, 48/48XW, 48/48XX, 48/48XY, 48/48XZ, 48/48YA, 48/48YB, 48/48YC, 48/48YD, 48/48YE, 48/48YF, 48/48YG, 48/48YH, 48/48YI, 48/48YJ, 48/48YK, 48/48YL, 48/48YM, 48/48YN, 48/48YO, 48/48YP, 48/48YQ, 48/48YR, 48/48YS, 48/48YT, 48/48YU, 48/48YV, 48/48YW, 48/48YX, 48/48YY, 48/48YZ, 48/48ZA, 48/48ZB, 48/48ZC, 48/48ZD, 48/48ZE, 48/48ZF, 48/48ZG, 48/48ZH, 48/48ZI, 48/48ZJ, 48/48ZK, 48/48ZL, 48/48ZM, 48/48ZN, 48/48ZO, 48/48ZP, 48/48ZQ, 48/48ZR, 48/48ZS, 48/48ZT, 48/48ZU, 48/48ZV, 48/48ZW, 48/48ZX, 48/48ZY, 48/48ZZ

PAIRICK FRANCIS ESLER  
 Surveyor  
 17/11/2004

Plans used in preparation of survey/compilation:  
 DP.431208, DP.381534

PANEL FOR USE ONLY for statements of intention to dedicate public roads, to create public reserves, or to create public easements or restrictions on the use of land or positive easements.  
 PURSUANT TO SECTION 88B OF THE CONVEYANCING ACT 1919, IT IS INTENDED TO CREATE:  
 1) RESTRICTION ON THE USE OF LAND.

Distance of 100.00 m from the boundary of the survey to the boundary of the adjacent survey.  
 03.03.2005



SIGNATURE AND SEALS ONLY.

*[Signature]*

KEITH WILLIAM COLEMAN BY  
 HIS ATTORNEY CAMERON SCOTT  
 60 ELMWOOD UNDER HAWK OF PITCAIRNEY  
 8002 4440 N.O. 614

Crown Lands Office Approval  
 Land Districts  
 Paper No.  
 Field Book

Subdivision Certificate  
 I certify that the provisions of s.1092 of the Environmental Planning and Assessment Act 1979 have been satisfied in relation to:  
 • the proposed subdivision;  
 • the proposed road;  
 • the subdivision is for lease purposes in accordance with s.23K of the Conveyancing Act 1919.

Consent Authority: *[Signature]*  
 Date of Consent: 14/11/2004  
 Subdivision No.: 1079397  
 File No.: 206662  
 Note: The plan is to be lodged electronically in the Land Titles Office. It should include a signature in an electronic or digital format approved by the Registrar-General.  
 A scale indicator is compulsory.

DATUM X - Y  
 95°19'50" 206662 BY SURVEY  
 85°19'50" 206664 BY DP 431208

WARNING: CREASING OR FOLDING WILL LEAD TO REJECTION

SURVEYORS REFERENCE 10444



Greater  
Hume  
Council

All correspondence  
PO Box 99 Holbrook NSW 2644

P 02 6036 0100 or 1300 653 538  
E mail@greaterhume.nsw.gov.au  
greaterhume.nsw.gov.au

ABN 44 970 341 154

Mr Warwick Horsfall  
Habitat Planning  
Suite 1/622 Macauley Street  
ALBURY NSW 2640

Dear Sir/Madam

**Variation of Restrictive Covenant to Permit a Rural Dwelling – Lot 1 DP 1079397 Walla Walla Jindera Road Walla Walla**

I refer to your letter dated 4 June 2109 which seeks Council's agreement to remove a restrictive covenant on the land title of the abovementioned allotment which prevents the erection of a dwelling.

In response to your request it is advised that the imposition of the covenant on the title was a condition of consent of the notice of determination of development application consent no 317-03/04. The assessing officer at that time is recorded on file indicating that the covenant is required as:

*"The purpose of the restriction was not to create the opportunity for a dwelling under clause 15(2)(1)(a) because none currently exist".*

Clause 15(2)(1)(a) is a reference to the former Hume Local Environment Plan 2001 which has been repealed and its replacement is the Greater Hume Local Environment Plan 2012 (the LEP). Clause 4.2 A of the LEP provides the circumstances whereby development consent can be given for the erection of a dwelling on Land zoned RU1, RU4 and R5. As the above mentioned allotment is zoned RU1 and the allotment is beneath the minimum lot size then the provision of this Clause 4.2A(3)(b) are relevant to your request and it is shown below:

- 3 Development consent must not be granted for the erection of a dwelling house or dual occupancy on land in a zone to which this clause applies, and on which no dwelling house or dual occupancy has been erected, unless the land:
  - b. is a lot created before this Plan commenced and on which the erection of a dwelling house or dual occupancy was permissible immediately before that commencement.

It is apparent in relation to the abovementioned allotment that the provision of 4.2A(3)(b) are not able to be met as the erection of dwelling house was not permissible immediately before the commencement of the LEP. Consequently, Council is not prepared to remove the restrictive covenant on the abovementioned allotment.

It is advised that you may seek a legal opinion as to whether Council erred in restricting the ability to develop a dwelling on the abovementioned allotment when issuing the development consent that permitted the creation of the abovementioned allotment under the provisions of the Hume Local Environment Plan 2001. Consideration of the contents of that legal opinion by Council could result in it reassessing its position as to whether a dwelling is permissible under Clause 4.2A(3)(b) of the LEP.

Should you require further information please contact Colin Kane, Director Environment & Planning, on 6044 8928 or email [ckane@greaterhume.nsw.gov.au](mailto:ckane@greaterhume.nsw.gov.au).

Yours faithfully



Colin Kane  
**Director Environment & Planning**  
GREATER HUME COUNCIL

14 June 2019

Our Ref: CK:SG:10063162/P317-7619





Department  
of Industry

Reference: WA06H179

Your Ref:

27 August 2018

Resent 17.10.18

Cameron Odewahn

By Email: [cam.odewahn@gmail.com](mailto:cam.odewahn@gmail.com)

Dear Cameron

**Request to purchase Crown land being Lot 18 DP 41472 and Lot 246 DP 753731 at Walla Walla**

Thank you for enquiring about the purchase of Crown land.

The land is reserved for the purpose of (Future Public Requirements, Public recreation, insane asylum etc.). Disposal of this land is inconsistent with the principles of the *Crown Land Management Act 2016*

Consequently, the Department of Industry – Lands & Water cannot progress your request.

In the meantime you may continue to utilise the land under your existing tenure agreement.

Should you require any further information, please feel free to contact sales and disposal team quoting reference (15/08868) on 1300 886 235 or at [Cl.sales@crowmland.nsw.gov.au](mailto:Cl.sales@crowmland.nsw.gov.au)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Virginia Rodway'.

Virginia Rodway  
**Senior Property Development Officer**  
**Lands and Water Division**



The rural living alternative.

In reply please quote: DJS:PE:P. 20387-0  
Contact: Dennis Salzke-Spurr

**Hume Shire Council**  
ABN. 41 697 879 124

**Offices**  
539-541 Kiewa Street  
Albury NSW 2640

**Correspondence**  
Please address all  
correspondence to the:  
General Manager  
Hume Shire Council  
PO Box 70  
Albury NSW 2640

**Phone**  
(02) 6051 3900

**Fax**  
(02) 6021 6852

**Email**  
mail@humeshire.nsw.gov.au

**Website**  
www.humeshire.nsw.gov.au

**CONSENT NO: 317-03/04**

**ENVIRONMENTAL PLANNING & ASSESSMENT ACT, 1979**

**NOTICE TO APPLICANT OF DETERMINATION**

**OF A DEVELOPMENT APPLICATION**

Applicant's Name and Address: **ESLER & ASSOCIATES  
SURVEYORS  
PO BOX 3055  
ALBURY NSW 2640**

Being the applicant in respect of Development Application No 317-03/04

Pursuant to Section 81(1)(a) of the Act, notice is hereby given of the determination by Hume Shire Council, as the consent authority, of the Development Application No 317-03/04 relating to the land described as follows:

**LOTS 1 & 2 DP431208 LOT 1 DP172573 LOTS 14/15 DP134614  
LOTS 214 & 215 DP753731 JINDERAWALLA ROAD  
PARISH OF CASTLESTEAD**

For the following development:

**BOUNDARY ADJUSTMENT**

The Development Application has been determined by **granting of consent** subject to the following conditions:

1. Consolidation and boundary adjustment shall be in accordance with the approved plan and the following conditions.
2. An instrument under Section 88B of the Conveyancing Act shall be imposed on the new titles created that prevent the construction of any additional dwellings as a result of this consolidation and boundary adjustment.

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**CONSENT NO: 317-03/04**

3. All easements necessary to ensure the supply of services and access shall be provided.
4. No trees shall be removed from the land without the written permission of Council.
5. This approval shall expire if the development hereby permitted is not commenced within five (5) years of the date hereof or any extension of such period the Council may allow.

***The reason for the imposition of the above consent conditions is as follows:-***

- i. to ensure compliance with the terms of the environmental planning instruments;
- ii. having regard to Council's duties of consideration under Section 79C of the Environmental Planning and Assessment Act 1979, as well as Section 80A which authorises the imposing of the consent conditions; and
- iii. having regard to the circumstances of the case and the public interest.

**ENDORSEMENT OF DATE OF CONSENT: 21 APRIL 2004**

**IMPORTANT: You are advised to read these notes in addition to the Conditions of your consent.**

- 1) Section 97 of the Environmental Planning and Assessment Act confers on the applicant who is not satisfied with the determination of the consent authority a right of appeal to the Land and Environment Court exercisable within 12 months of receipt of this notice.
- 2) If you are dissatisfied with the determination of the consent authority, Section 82A of the Environmental Planning and Assessment Act 1979 gives the applicant a right of review by Council within 28 days of the date of determination.
- 3) This consent shall be effective and operative from the endorsement date of this consent; however should an appeal be lodged against Council's determination of the application, the consent shall cease to be, or shall not become operative, until that appeal is determined. See Section 83 of the Act.
- 4) For information about the circumstances in which this consent may lapse; about commencement of a development granted consent; about extension of the consent; and about the circumstances in which

CONSENT NO: 317-03/04

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Council may require completion of the development, see Section 95 of the Act.

- 5) For information about the procedure for the modification of this consent by Council, see Section 96 of the Act.
- 6) Any person who contravenes this notice of determination of the abovementioned development application shall be guilty of a breach of the Environmental Planning and Assessment Act, 1979, and shall be liable to a monetary penalty and for a restraining order which may be imposed by the Land and Environment Court.

  
.....  
DENNIS SALZKE-SPURR  
MANAGER ENVIRONMENTAL SERVICES

21 April 2004

DA # 10.2019.68  
ANNEXURE 2

# 352282

GREATER HUME SHIRE COUNCIL  
JINDERA CUSTOMER SERVICE  
CENTRE

PO Box 360,  
Jindera.  
NSW 2642

17 JUN 2019



Residence: 105 Mitchell Street,  
Jindera. NSW 2642.

Dear Ms Sharyn Coulston,                      **Your Reference    SC; SLG:P10068443**  
Environmental Health & Building Surveyor.  
Greater Hume Shire,

Thank you for your notification. Council does not always do this although your letter implies that doing so is required. We were not advised of the proposed construction of a new dwelling in Adams Street although the then vacant block shared a fence with our dwelling – but we were advised of additions to that dwelling.

We are disappointed that yet another challenge to stormwater flows and sound echoes is planned. We understand that this area is zoned for residential purposes and that “a man’s shed” falls within that description.

Stormwater issues, which are compounding at our residence, are being discussed with Mr Blackie. An additional building can only adversely affect the water table, surface flows and subsequent evaporation.

Attitudes today imply that the lowest cost defines the item to be chosen. Unfortunately this approach can lead to other issues. With this in mind I note that Shed Boss, the proposed contractor did not bother to determine the direction of North. Given this attention to detail there may unfortunately be some later issues with that construction.

Yours faithfully,



Monty Newman.  
16 June 2019

### LANDSCAPING SCHEDULE

- PITOSPORUM 'JAMES STIRLING' 5m
- ⊗ GREVILLEA 'GROSBIE MORRISON' 1.2m
- HEBE PINGUIPOLIA 'PAGEI' 1.0m
- ⊕ DIOSMA 'VIGARIS' 0.6m

ASSORTED GROUND COVERS & SHRUBS ON BARK CHIPS.

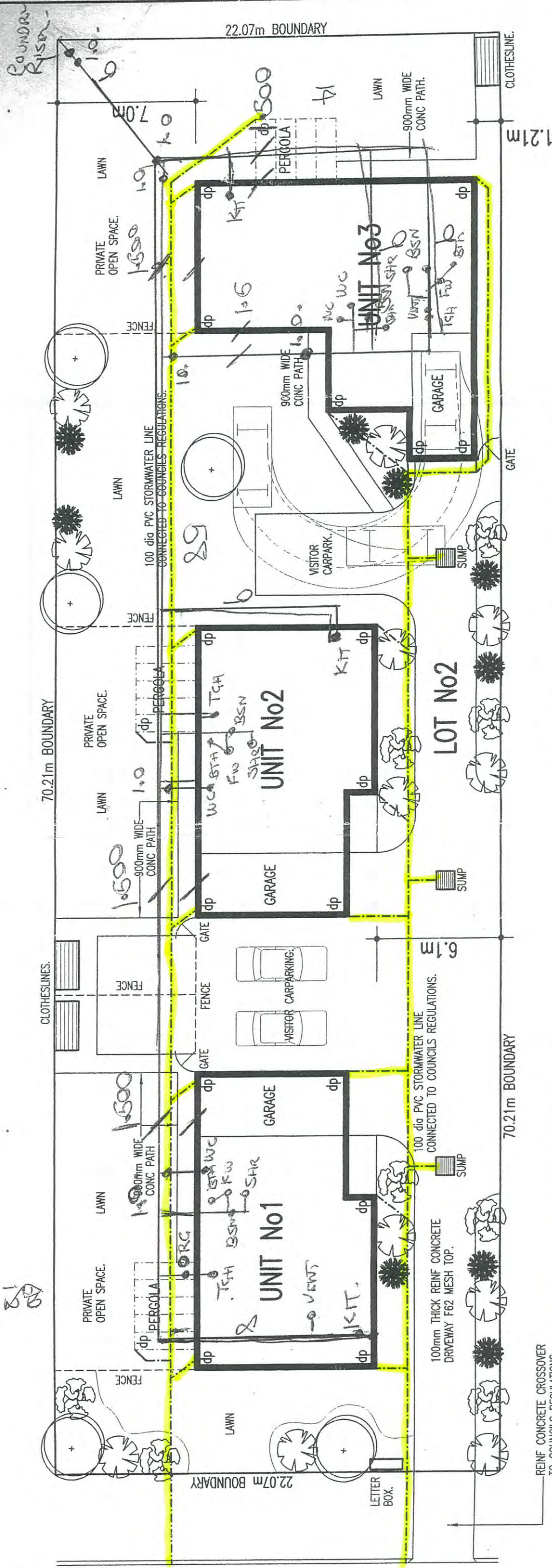
1740s  
144  
72  
72  
18  
18  
18

### AREA TABULATIONS

SITE AREA-	1549m
COMMON AREA-	681.01m
<b>UNIT ONE</b>	
LIVING-	97.15m
GARAGE-	23.5m
PORCH-	4.11m
PRIVATE SPACE-	127.4m
<b>UNIT TWO</b>	
LIVING-	97.15m
GARAGE-	23.5m
PORCH-	4.11m
PRIVATE SPACE-	127.4m
<b>UNIT THREE</b>	
LIVING-	119.4m
GARAGE-	20.1m
PRIVATE SPACE-	224.17m

11911  
20029  
20041  
20046

5.0m      7.6m      8.0m      7.06m



*Indicates existing stormwater system*

## SITE PLAN 1:200

Copyright Reserved - no portion of these drawings may be reproduced by any process whatsoever without the written consent  
**PROPOSED UNIT DEVELOPMENT.**  
**AT: LOT 2 MITCHELL STREET JINDERA.**  
**FOR: J. SNELL & J. BROADSTOCK.**

REVISIONS	SHEET: ONE.
The builder shall verify all levels & measurements on site before ordering materials or the start of construction.	DATE: FEB'04.
	JOB: 04-02.

ANNEXURE



Circular No. 11-26  
Date 21 September 2011  
Doc ID. A258780

Contact Helen Damaschin  
02 4428 4212  
helen.damaschin@dlg.nsw.gov.au

## WARD BOUNDARY AND NAME CHANGES

The council of an area that is divided into wards is required by section 211 of the *Local Government Act 1993* to keep ward boundaries under review. If a review is undertaken and a council is required to alter its ward boundaries due to a difference of greater than 10% in the number of electors between wards, the council is required to, among other things, consult the Australian Statistician and the NSW Electoral Commission.

To ascertain if there is a difference greater than 10% in the number of electors between wards, councils need to determine the percentage variation between the number of electors between wards. For example:

Area with 4 wards, with total of 10,000 electors in the Area:

Ward 1 = 2,630 electors)	Difference between wards 1 and 2 (greatest and least numbers of electors) =263, or 10% of 2,630.
Ward 2 = 2,367 electors)	

Ward 3 = 2,553 electors

Ward 4 = 2,450 electors

Total: 10,000

In the above example, the arrangement does not result in a variation of more than 10% between the number of electors and each ward of the Area. If however the variation becomes greater than 10%, councils are required to alter their ward boundaries in compliance with section 211 of the Act.

Councils will be aware that the recent changes to the Act provide for the transfer of the conduct of council elections, constitutional referendums and polls from the Commission to councils. The amendments also provide that councils have an option of engaging the services of the Commission for the purpose of conducting their elections, referendums and polls.

These changes do not affect the Electoral Commissioner's responsibilities in relation to the preparation and supply of composite electoral rolls to councils.

Ward naming and renaming information is required within a specific timeframe for council election purposes. In particular, this information is integral to the production of electoral rolls.

The Electoral Commissioner has advised that the closing date for submission of ward boundary alteration proposals is 31 December 2011.

Councils submitting ward boundary alteration proposals that also intend to submit ward name changes must do so by the 31 December deadline.

The Commission has fixed the closing date for submission of proposed ward name changes that are not connected with a section 211 ward boundary alteration review to be 29 February 2012.

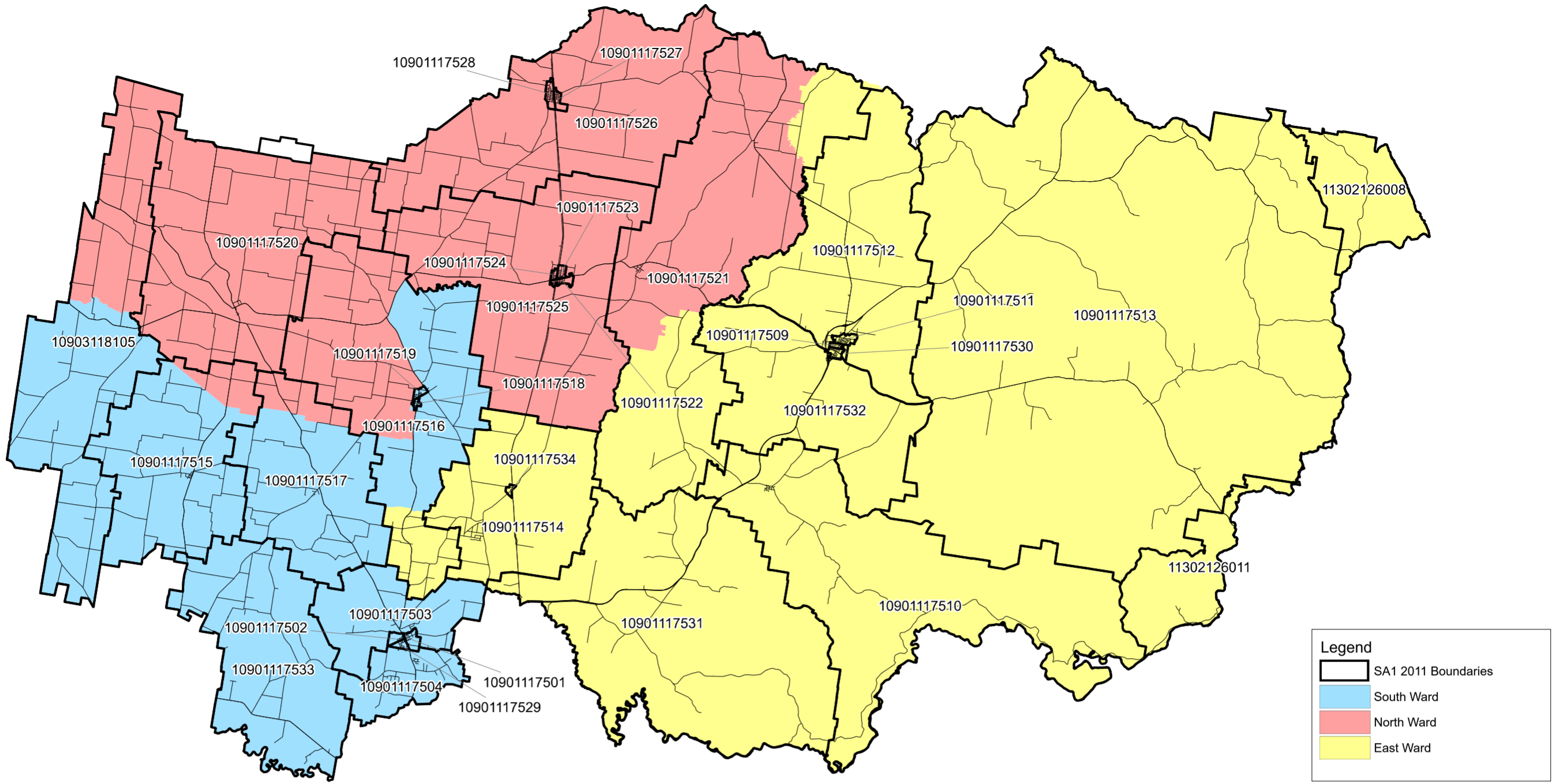
For further information about submission of ward boundary and ward name change proposals, please contact Bronwyn Butland at the NSW Electoral Commission on telephone 02 9290 5928 or via email to: [bronwyn.butland@elections.nsw.gov.au](mailto:bronwyn.butland@elections.nsw.gov.au).



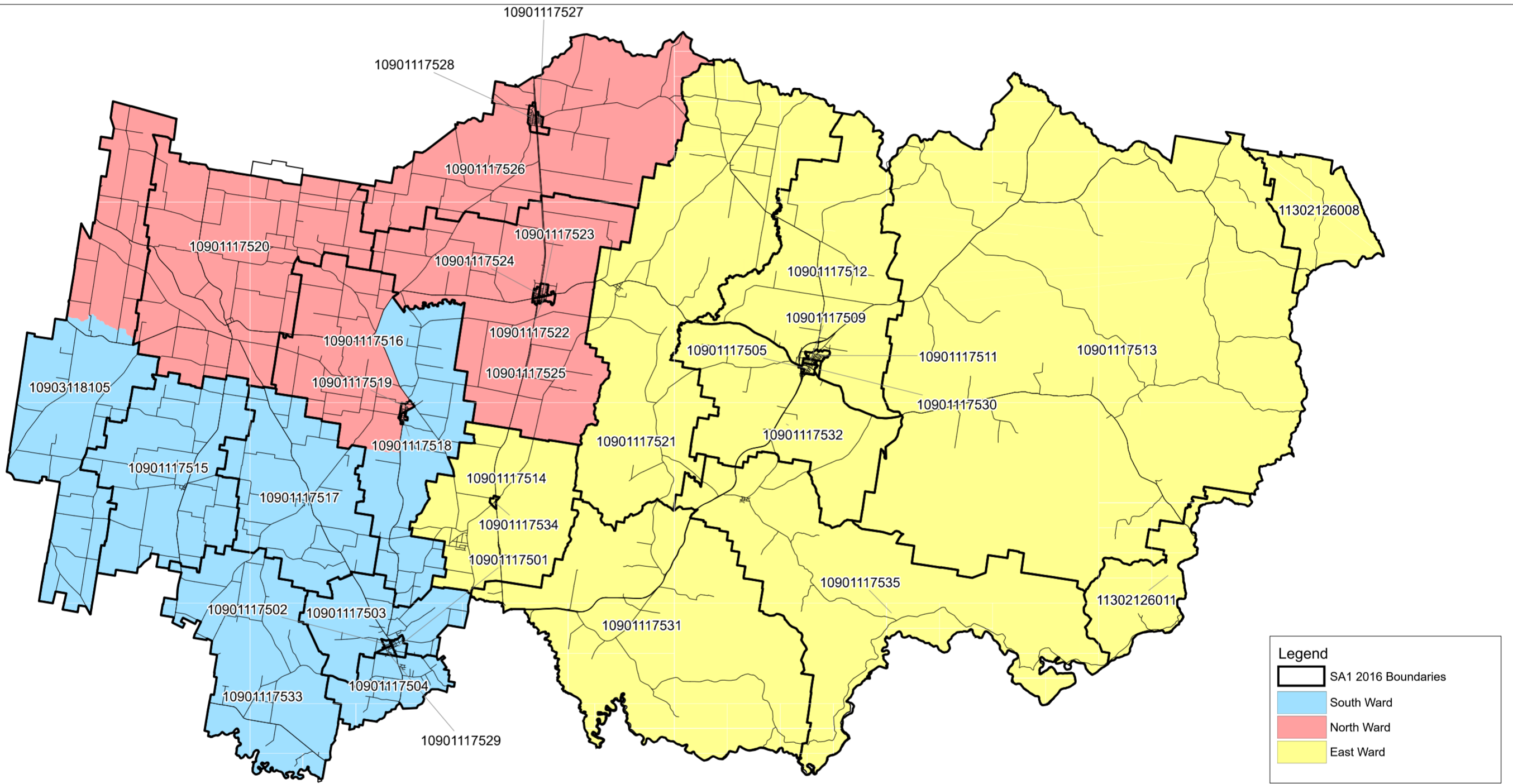
**Ross Woodward**  
**Chief Executive, Local Government**  
**A Division of the Department of Premier and Cabinet**



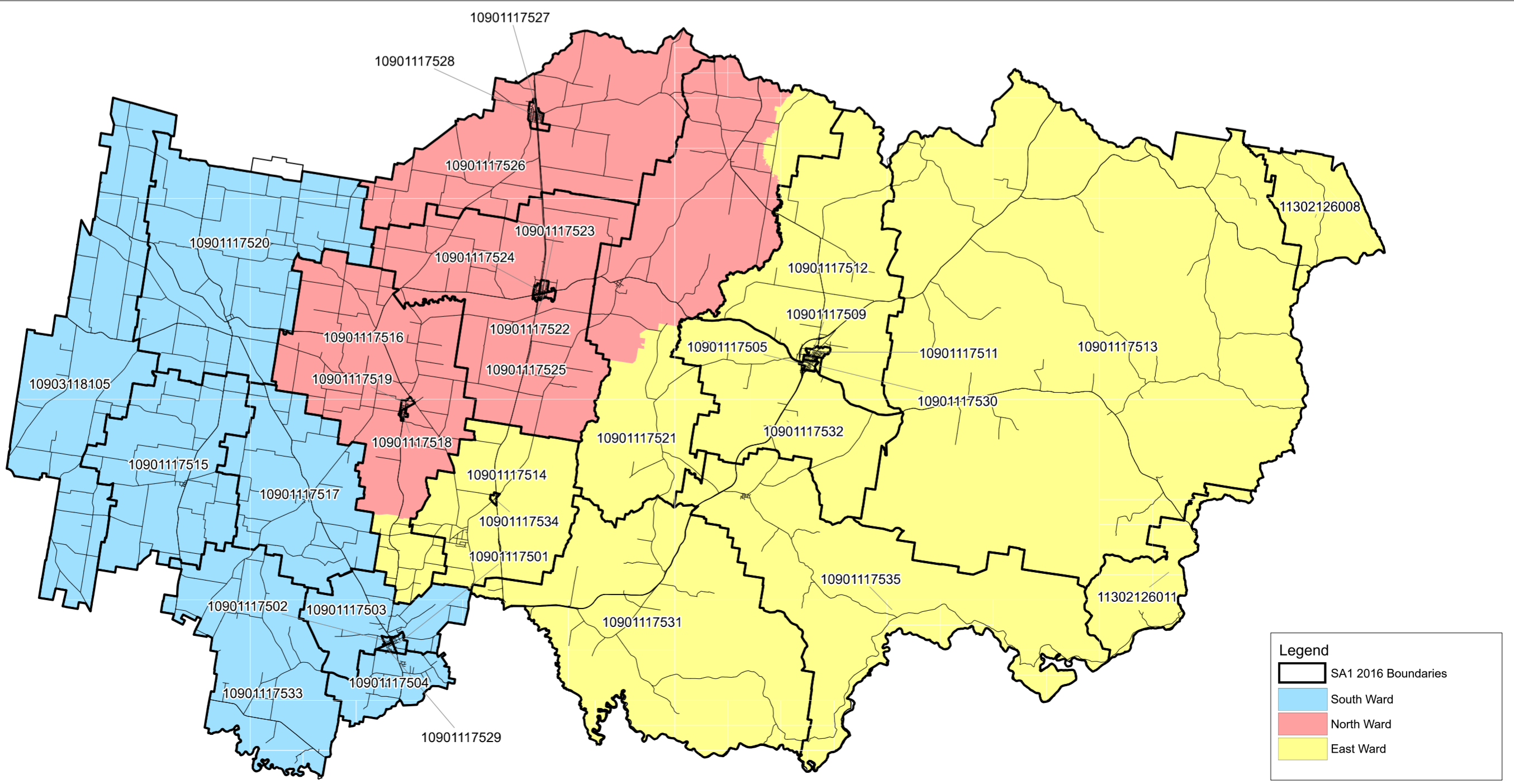
Original



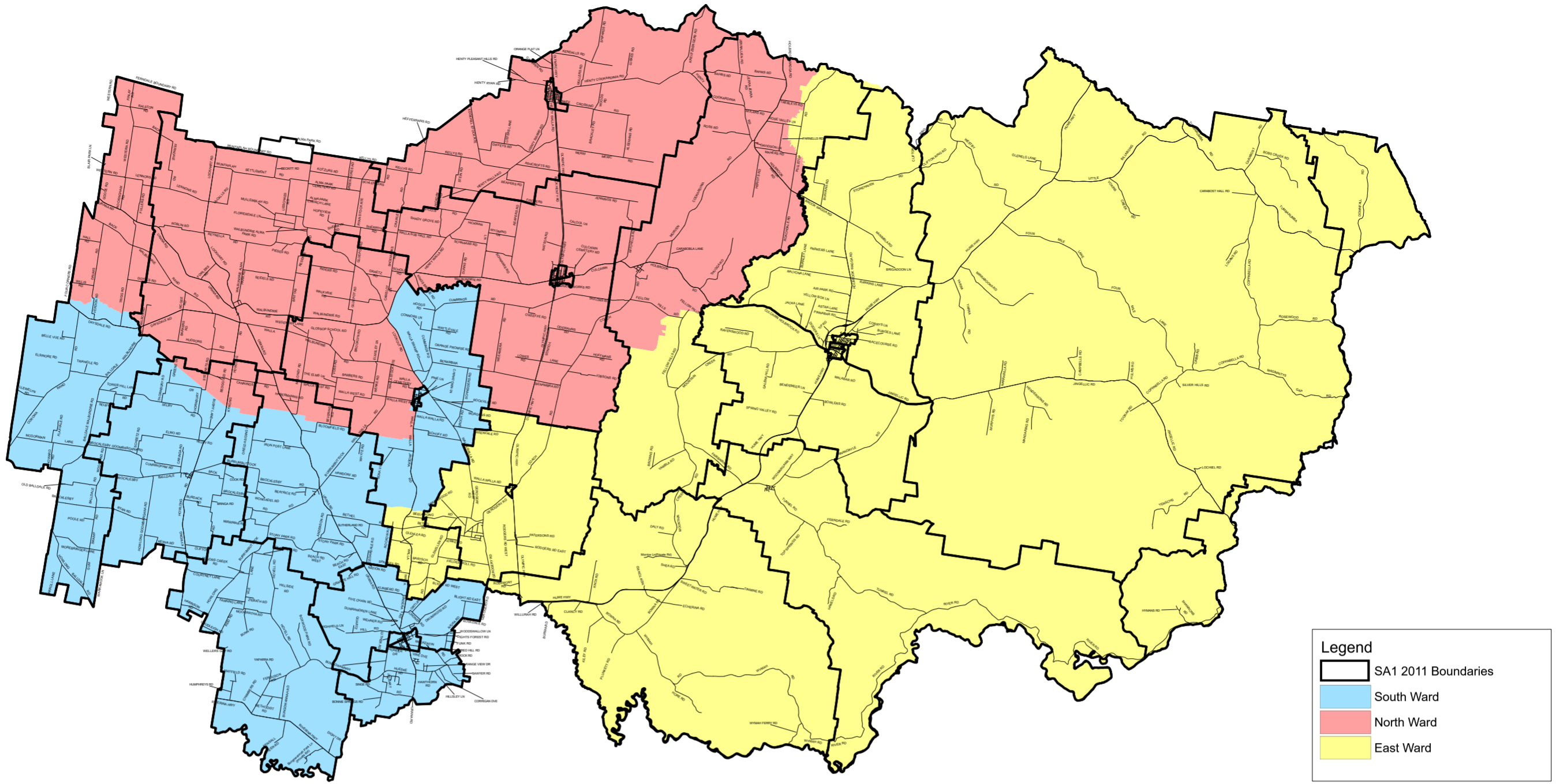
Option 1



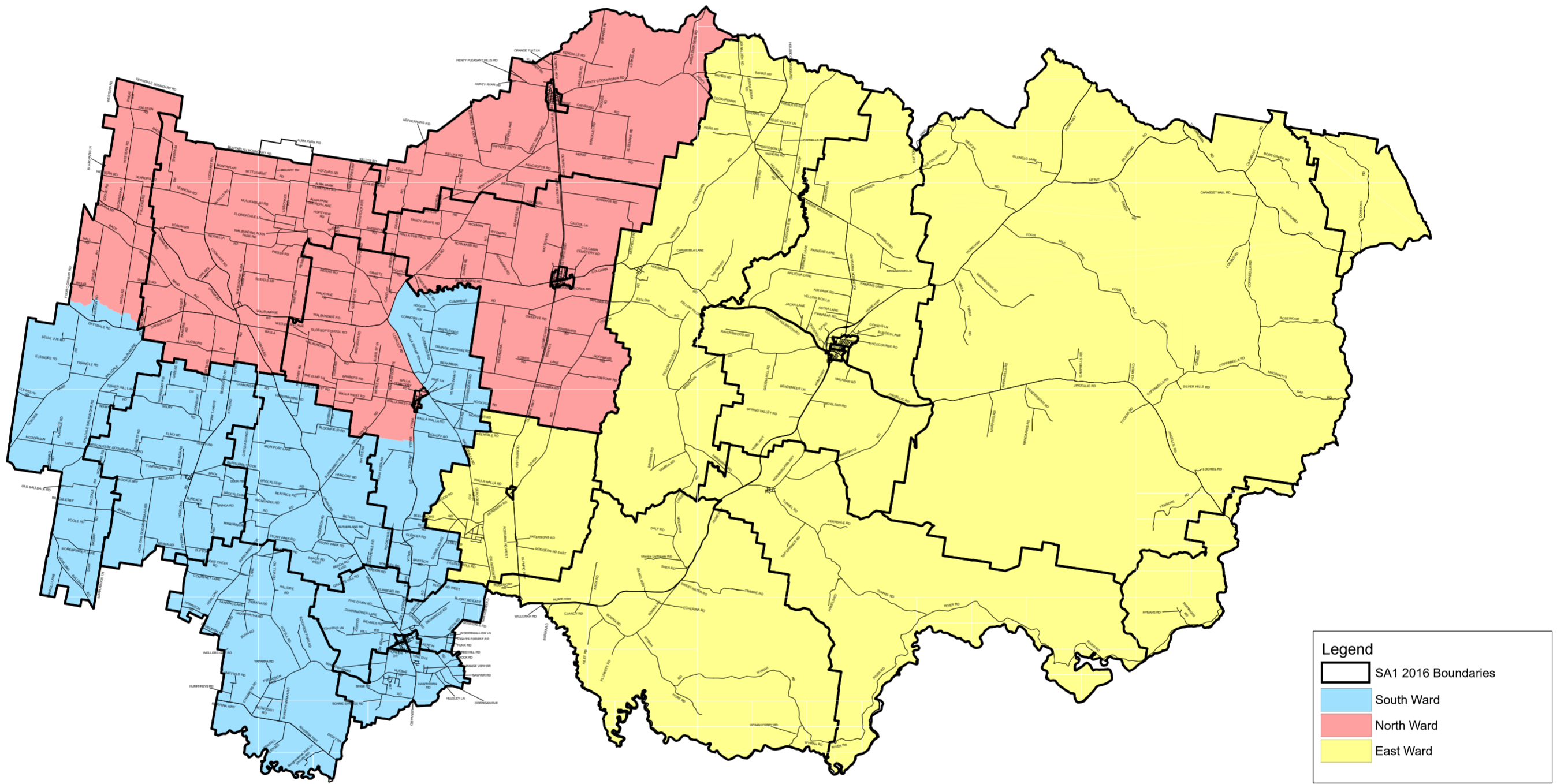
Option 2



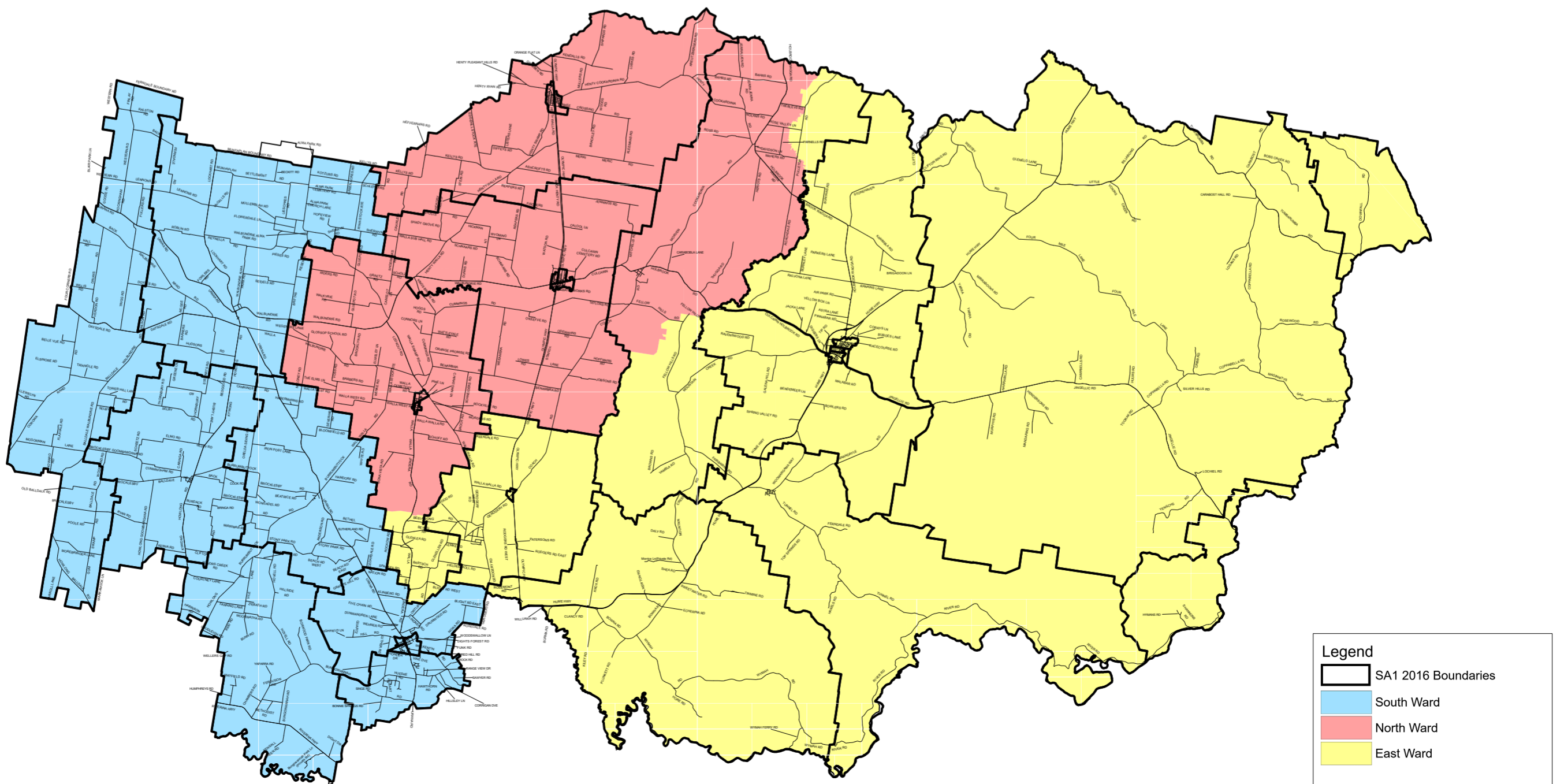
Original



Option 1



Option 2



## WARD ELECTOR TABLE

Ward name	SA1	Enrolment	Total SA1s	Total Enrolment	Option 1	Comment	Option 2	Comment
					0		0	
East	1-11-75-05	328			328		328	
East	1-11-75-09	295			295		295	
East	1-11-75-11	319			319		319	
East	1-11-75-12	199			199		199	
East	1-11-75-13	268			268		268	
East	1-11-75-14	331			331		331	
East	1-11-75-16	102			0	To South	102	
East	1-11-75-21	61			61		0	To North
East	1-11-75-21	0			153	From North	0	
East	1-11-75-31	249			249		249	
East	1-11-75-32	122			122		122	
East	1-11-75-34	78			78		78	
East	1-11-75-35	183			183		183	
East	1-12-60-08	9			9		9	
East	1-12-60-11	16			16		16	
East			14	2560	2611		2499	
North	1-11-75-15	15			0	To South	15	
North	1-11-75-16	82			82		82	
North	1-11-75-17	7			0	To South	0	To South
North	1-11-75-18				193	From South	193	From South
North	1-11-75-19				189	From South	189	From South
North	1-11-75-20	139			139		0	To South
North	1-11-75-21	153			0	To East	153	
North	1-11-75-21						61	From East
North	1-11-75-22	285			285		285	
North	1-11-75-23	269			269		269	
North	1-11-75-24	249			249		249	
North	1-11-75-25	238			238		238	
North	1-11-75-26	190			190		190	
North	1-11-75-27	263			263		263	
North	1-11-75-28	428			428		428	
North	1-11-81-05	36			36		0	To South
North			13	2354	2561		2615	
South	1-11-75-01	332			332		332	
South	1-11-75-02	176			176		176	
South	1-11-75-03	341			341		341	
South	1-11-75-04	410			410		410	
South	1-11-75-15	113			113		113	
South	1-11-75-15				15	From North		
South	1-11-75-16	88			88		88	
South	1-11-75-16				102	From East		
South	1-11-75-17	264			264		264	
South	1-11-75-17				7	From North	7	From North
South	1-11-75-18	193			0	To North	0	To North
South	1-11-75-19	189			0	To North	0	To North
South	1-11-75-20						139	From North
South	1-11-75-29	331			331		331	
South	1-11-75-33	185			185		185	
South	1-11-81-05	75			75		75	
South	1-11-81-05						36	From North
South			12	2697	2439		2497	
Greater Hume East			15	2560	2611		2499	
Greater Hume North			13	2354	2561		2615	
Greater Hume South			12	2697	2439		2497	
ALL			39	7611	7611		7611	

Elector numbers as at 27 June 2019

# STRONGER COUNTRY COMMUNITIES FUND

2019 Program Guidelines

\$50 million  
for youth projects

\$50 million  
for community  
projects



## MESSAGE FROM THE DEPUTY PREMIER

The NSW Government has a strong track record of delivering infrastructure to meet the pressing needs of regional communities across NSW. We have upgraded roads, refurbished and built new schools and hospitals, improved sporting fields and playgrounds, added accessible facilities to community buildings and brought real, tangible benefits to the people of regional NSW.

This fund means that we are listening to communities and responding to their needs. Through the Stronger Country Communities Fund, we have already provided \$300 million to local infrastructure projects that people use every day – like footpaths, playgrounds and sports facilities – in every Local Government Area in regional NSW.

I am very proud of the projects we have delivered, and will continue to deliver, through the Stronger Country Communities Fund. Since 2017, we have supported more than 1,000 local projects that make regional communities even better places to call home.

In Round One, we invested \$100 million to improve community facilities such as town halls, recreation facilities, shared paths and playgrounds. Through Round Two, we invested a further \$200 million to provide more high quality community and sports-related infrastructure.

Round Three will provide an additional \$100 million for community projects in regional NSW. This includes at least \$50 million for youth-related projects and it brings the total value of the Regional Growth Fund to \$1.7 billion.

These may include indoor sports programs, creative arts and culture projects, mentoring and skills training services, and will reflect the unique conditions and needs of young people in the regions.

A handwritten signature in black ink, appearing to read 'John Barilaro'. The signature is fluid and cursive, with a prominent 'J' and 'B'.

**The Hon John Barilaro, MP**

Deputy Premier

Minister for Regional NSW, Industry and Trade



## MESSAGE FROM THE MINISTER

As the NSW Government's first Minister for Regional Youth, I am pleased to be driving NSW's first Regional Youth Strategy, a strategy that focuses on improving the liveability of regional NSW for the youth of today and into the future.

As someone who has raised children in regional NSW I understand the need to provide quality resources and facilities so young people can stay in their hometown to study, to work and eventually raise a family. Regional youth are resilient and smart and it is our mission to help them fulfil their dreams locally.

Our government recognises the need for greater focus and investment in regional NSW and therefore has made connecting young people with quality services and opportunities, no matter where in NSW they live, a top priority. No one in regional NSW should have to choose between access to basic services and where they live and work.

Our government is establishing a Regional Youth Taskforce which will bring together young people from across the state to guide meaningful and relevant change. Through the taskforce, regional youth will be given the opportunity to provide feedback on the strategy and its implementation in their local communities.

The focus on young people for Round Three of the Stronger Country Communities Fund will actively encourage local governments and community organisations to engage with and deliver projects that reflect the needs and wants of local youth. It's a chance for us to quickly deliver the infrastructure and programs we know are most important to young people living in our regional communities.

Together we will build a sustainable legacy of programs and facilities that allow young people in regional NSW to remain local by providing them with the support, opportunities and services they need to thrive.

**The Hon Bronnie Taylor, MLC**  
Minister for Mental Health  
Minister for Regional Youth  
Minister for Women

## WE'RE HERE TO HELP

Get in touch with the  
Regional NSW team

[regionalsw.business@dpc.nsw.gov.au](mailto:regionalsw.business@dpc.nsw.gov.au)  
1300 679 673

# GUIDELINES

## Fund overview

The Stronger Country Communities Fund was established in 2017 by the NSW Government to help deliver local projects to regional communities. The objective of the fund is to provide projects that improve the lives of people who live in regional areas.

Round Three of the Fund will see another \$100 million made available for projects that improve the lives and wellbeing of regional NSW communities. This includes a dedicated \$50 million for projects for young people.

### Stronger Country Communities Fund 2019 has:

- \$50m focused on young people aged 12-24
- a broader scope of eligible projects

## Fund objectives

The objectives of the fund are:

1. to boost the liveability of communities in regional areas by providing new or upgraded social and sporting infrastructure or community programs that have strong local support
2. to provide programs and infrastructure that enhance opportunities for young people to be work ready and thrive in regional NSW.

## Key dates

Applications open	9am, Monday 1 July 2019
Applications close	5pm, Friday 27 September 2019
Eligibility, assessment and approval process	October 2019 to January 2020
Announcement of successful projects	From January 2020



## Funding available

There is a total of \$100 million available in Round Three, including at least \$50 million for projects that improve the lives of young people (12-24 years old). The remaining funding can be provided for other local community and sporting infrastructure, street beautification, and community programs and events.

Funds will be split across regional NSW according to a funding formula based on population and the cost of construction in each Local Government Area. Each eligible council will be informed in writing of the funding available for their Local Government Area.

## Grant amounts

Projects must seek grant funding of \$50,000 or more. Projects requiring grant funding of more than \$1 million will only be considered where there is a financial co-contribution of at least 25 per cent of the total grant amount. The financial co-contribution may be from the applicant or other funding sources, but must be confirmed.

Where a sports project is seeking over \$1 million in grant funding, the applicant must obtain a letter of support from the relevant NSW state sporting organisation.

All projects must commence within 12 months of the funding deed being signed and be completed within three years of the project announcement.

**\$50M**  
YOUTH-RELATED  
INFRASTRUCTURE  
AND PROGRAMS



**\$50M**  
LOCAL COMMUNITY  
INFRASTRUCTURE AND  
PROGRAMS





# ELIGIBILITY CRITERIA

## Eligible applicants

Eligible applicants are:

- the 93 regional NSW councils, regional Joint Organisations of councils, the Lord Howe Island Board and the Unincorporated Far West groups
- incorporated, not-for-profit organisations or other organisations that have a public purpose and carry out activities in NSW, including Local Aboriginal Land Councils.

Applicants must hold an Australian Business Number (ABN), Australian Company Number (ACN) or be registered under the *Associations Incorporation Act 2009*. Applicants must have or be able and willing to purchase at least \$20 million public liability insurance. The cost of public liability insurance can be included in the project budget as part of the administration costs.

Ineligible applicants are:

- an individual or group of individuals
- an unincorporated organisation
- a for-profit commercial organisation.

## What types of projects are eligible?

Projects must be located in one of the 93 regional NSW Local Government Areas, Lord Howe Island or the Unincorporated Far West. Projects in metropolitan Sydney, Newcastle and Wollongong are not eligible. For a full list of eligible Local Government Areas, please visit [nsw.gov.au/regional-growth-fund-eligibility](https://nsw.gov.au/regional-growth-fund-eligibility)

### Youth-related projects must be for:

- development of new or upgrades to existing infrastructure for young people; or
- delivering programs for young people.

Youth-related projects must be aligned to the areas of community, wellbeing, connectivity and work readiness.

### General community amenity projects must be for:

- construction of new, or upgrades to existing, local community infrastructure
- construction of new, or upgrades to existing, local sporting infrastructure

- capital works related to street beautification and other public places that promote the health, happiness and wellbeing of the community
- delivering programs that benefit the local community
- infrastructure to assist the delivery of general community programs.

Projects must deliver benefits and outcomes that contribute to the program objectives. Applicants will be expected to establish monitoring procedures to demonstrate the delivery of the expected benefits.

Applicants should work with their Local Member of Parliament and their local communities to identify the priority needs for their area and ensure projects put forward for funding have demonstrated community support.

## What are eligible project costs?

Project costs may include those associated with:

- building local infrastructure
- building a new website or app
- delivering programs
- exhibition displays
- hosting an event.

# EXAMPLES OF YOUTH PROJECTS

Area of focus	Programs/Events	Infrastructure
<p><b>COMMUNITY:</b> Enhancing young people's artistic, civic, cultural, leadership, recreational and sporting development.</p>	<ul style="list-style-type: none"> <li>• Youth events or youth-led festivals</li> <li>• Sporting programs e.g. midnight basketball</li> <li>• Creative arts</li> <li>• Holiday and after-school-hours activities</li> </ul>	<ul style="list-style-type: none"> <li>• Creative audio arts infrastructure e.g. recording studio</li> <li>• Visual arts infrastructure e.g. wet space art studio</li> <li>• Performing arts infrastructure e.g. rehearsal and performance space for dance and drama</li> <li>• Active spaces e.g. youth centres</li> </ul>
<p><b>WELLBEING:</b> Supporting young people to understand, improve and maintain their physical and mental health.</p>	<ul style="list-style-type: none"> <li>• Social inclusion programs</li> <li>• Support groups</li> <li>• Resilience building events</li> </ul>	<ul style="list-style-type: none"> <li>• Wellbeing hub fitout e.g. upgrade an existing space to create a place where health service providers can provide services for young people</li> <li>• Youth centre fitout</li> <li>• Multi-service hub fitout</li> <li>• Safe spaces</li> <li>• Sport facilities for young people</li> </ul>
<p><b>CONNECTIVITY:</b> Providing young people access to activities and digital options.</p>	<ul style="list-style-type: none"> <li>• Driver training support</li> <li>• Night-time outreach bus</li> <li>• Technology training or events (e.g. coding camps)</li> <li>• Apps or websites for young people</li> </ul>	<ul style="list-style-type: none"> <li>• Interactive digital spaces fitouts in youth or community centres</li> </ul>
<p><b>WORK READY:</b> Supporting young people to pursue further education and training to develop key employability skills.</p>	<ul style="list-style-type: none"> <li>• Job readiness training events and expos</li> <li>• Life skills events</li> <li>• Training cafes (youth-run)</li> <li>• Entrepreneurial mentoring and/or pitch platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Study space fitouts</li> </ul>

# EXAMPLES OF COMMUNITY AMENITY

Community Programs and Events	Community Amenity and Community Service Infrastructure
<ul style="list-style-type: none"> <li>• Community events or film festivals</li> <li>• Aboriginal and Torres Strait Islander community cultural education program for Indigenous and non-Indigenous participants</li> <li>• Multicultural festivals</li> <li>• Intergenerational activities – sharing knowledge through activity-based experience</li> <li>• Environmental education and working bees</li> </ul>	<ul style="list-style-type: none"> <li>• Community centres and halls</li> <li>• Libraries</li> <li>• Community amenities and barbecue/picnic areas</li> <li>• Recreation facilities</li> <li>• Club houses, change rooms, canteens</li> <li>• Murals or community art instalments</li> <li>• Memorials or statues</li> <li>• Emergency Services infrastructure e.g. aerodrome water refilling</li> <li>• Surf Life Saving Club infrastructure</li> <li>• Aquatic facilities and pools</li> <li>• Amenities for participants and spectators</li> <li>• Playgrounds, parks, shared paths and fixed fitness stations</li> <li>• Seating, planting boxes, landscaping and paving</li> <li>• Street lighting</li> <li>• Street/footpath reconfigurations</li> <li>• Shade cloth, awnings and pergolas</li> <li>• Public toilets</li> <li>• Infrastructure for health and community services facilities, e.g.               <ul style="list-style-type: none"> <li>• domestic violence centres for women</li> <li>• homeless shelters</li> <li>• men’s sheds</li> <li>• children special needs premises</li> <li>• aged care facilities</li> </ul> </li> <li>• Infrastructure upgrade to local community radio station facilities</li> <li>• Town and tourism signage</li> <li>• Main street beautification projects</li> </ul>

# CONSULTATION

## Ineligible projects

Projects are not eligible for funding if they are:

- located outside an eligible Local Government Area
- exclusively for planning activities e.g. master planning or heritage studies
- for the maintenance or construction of local roads or other ongoing core service infrastructure works that are the ordinary responsibility of council or other levels of government
- for the delivery of essential or core government services that should be funded from another source, such as local government, the NSW Government or the Australian Government
- seeking retrospective funding to cover any project component that is already complete before funding is announced
- seeking grant funding for ongoing staff or operational costs beyond three years from project announcement for programs; or any ongoing staff or operational costs for infrastructure projects
- for a general works package without specific scope, costs and location e.g. 'upgrading lighting at sports ovals' without identifying the work required, number of sites or the locations
- exclusively for marketing, branding, advertising or product promotion
- providing direct commercial and/or exclusive private benefit to an individual or business
- not clearly providing benefits that will significantly contribute to the objectives of the fund.

## What makes a project viable?

A project will be considered viable if it:

- has a realistic budget based on quotes or reasonable assumptions
- is cost-effective and represents value for money
- can be delivered within three years of announcement of funding
- demonstrates access to the necessary expertise and support to deliver the project
- does not require ongoing funding from the NSW Government
- demonstrates how it will be operated and/or maintained when the project is completed (where applicable).

Consultation is an important part of the process to ensure that project applications are for infrastructure and programs that help to make regional communities even better places to live. Consultation will be different depending on whether the application is for general community or youth specific funding.

Applicants will be required to provide evidence of consultation and support for the projects they submit, such as:

**Community infrastructure and programs – engagement through council's Community Strategic Plan, online surveys, letters of support, or other documents demonstrating community support for the projects.**

**Youth infrastructure and programs – engagement with local youth councils, interviews or online surveys with young people, or evidence of consultation in a council's youth strategy.**



# THE APPLICATION PROCESS

## What needs to be included in an application?

### All applications should provide:

- a detailed project scope
- a project plan
- a clear and detailed project budget
- information on how infrastructure will be operated and/or maintained when it is complete (if applicable)
- landowner consent (if applicable)
- a letter of support from the relevant NSW state sporting organisation if a sports-related project is seeking over \$1 million in grant funding (if applicable)
- evidence of community consultation and strong community support for the project
- a plan for how data will be collected to demonstrate the project is meeting the program objectives and providing outcomes for the community
- **for all youth infrastructure and program applications:** information on how the project will benefit young people, how it aligns with the areas of focus and how young people have been involved in the development of the proposal
- **for all community amenity and infrastructure applications:** information on how the project will help boost the liveability of the local community and evidence of how the project will meet a community need and has community support, including who and how many people in the community will benefit.

### Is there support available for completing an application?

To help applicants prepare, there are published materials on the website, including project plan and budget templates and an application checklist.

Webinars will be held during the application open period to assist in application development and your local Business Development Manager will be able to provide information on the program to assist applicants to develop applications. If you do not know your local Business Development Manager, please contact [regionalsw.business@dpc.nsw.gov.au](mailto:regionalsw.business@dpc.nsw.gov.au) for a referral. The webinars will be recorded and made available on the website.

## What is the assessment process?

Projects and applicants will be assessed for:

### Eligibility

- Projects (including all project elements) are eligible for funding.
- The applicant is an eligible organisation.
- Young people have been involved in the development of youth-related projects.

### Viability

- Projects can be delivered by the applicant on time and within the funding available.
- The department may seek information from relevant NSW Government departments to verify the viability of a project or youth or community organisation. The department retains the discretion to disclose information to these agencies where relevant.

### Community support

- The project has demonstrated community support.
- Government Members of Parliament will be asked to review each project to verify community support and identify any issues that may affect viability.

### Alignment with objectives

- The project clearly demonstrates that anticipated community benefits from the project will directly contribute to the objectives of the fund.
- For youth projects, the project clearly aligns with at least one of the youth areas of focus: community, wellbeing, connectivity and work readiness.

The department may request additional information or clarification from applicants to assist in the assessment.

A prioritised list of projects for each Local Government Area will be submitted to the Deputy Premier, Minister for Regional New South Wales, Industry and Trade, based on this assessment and the amount of funding provided to youth projects. The department may recommend part-funding of projects where there is insufficient funding available for the whole project or where only a component of the project is approved for funding.

The Deputy Premier will consider the prioritised list of eligible and viable projects with community support and make final approvals in consultation with the Minister for Regional Youth.

## Can ineligible projects be referred to a more appropriate funding program?

Yes. Projects that are more suitable for other NSW Government programs may be referred to those programs. Applications that are referred will be subject to the full assessment criteria of the other NSW Government program to which they are referred. Applicants may need to update their application to meet the criteria of the referred program. The referred application will not be given preferential treatment over any other application but will be considered on merit in accordance with the guidelines for that particular program.

## What happens if the project is successful?

- Successful applicants must not make financial commitments for funded activities until funding deeds have been executed.
- Requests for variations or changes to the project will only be considered in limited circumstances.
- Grants will be paid via milestone payments set out in the funding deed.
- Successful applicants will be required to pay back unspent funds or those funds which have not been spent in accordance with the funding deed.
- Successful applicants will be required to submit project progress reports to the NSW Government as outlined in the funding deed.
- Successful applicants will be required to participate in a program evaluation to determine the extent to which their projects have contributed to the objectives of the fund. The evaluation will require applicants to provide evidence of how projects have resulted in a measurable

change to the lives of local residents/young people that is consistent with the objectives of the fund.

- Any information submitted by an applicant may be used for promotional material prepared by the NSW Government.
- All recipients of NSW Government funding should acknowledge this financial support as per the *Funding Acknowledgement Guidelines for Recipients of NSW Government Grants* available at [communications.dpc.nsw.gov.au/branding](https://communications.dpc.nsw.gov.au/branding)



## FIND OUT MORE

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## B Council bill impacts

Table B.1 below sets out the indicative bills for councils under our draft recommendations. It also compares these to the actual bills councils received for the 2016-17 elections and the indicative bills councils would receive under the NSWEC's proposal for the 2020 elections.

**Table B.1 Comparison of indicative bills with 2016-17 actual bills (\$'000)**

Council	2016-17 bill	NSWEC proposed	IPART recommended	Difference – IPART vs 2016-17		Difference – IPART vs NSWEC proposed	
				(\$'000)	%	(\$'000)	%
Albury City Council	236	298	388	152	64%	90	30%
Armidale Regional Council	169	230	269	100	59%	39	17%
Ballina Shire Council	227	289	371	144	63%	82	28%
Balranald Shire Council	19	27	33	13	67%	6	22%
Bathurst Regional Council	236	310	376	140	59%	66	21%
Bayside Council	636	782	1,019	383	60%	238	30%
Bega Valley Shire Council	212	272	332	120	57%	59	22%
Bellingen Shire Council	80	104	131	51	64%	27	26%
Berrigan Shire Council	55	77	88	33	60%	11	15%
Blacktown City Council	1,306	1,573	2,125	819	63%	551	35%
Bland Shire Council	44	62	72	29	66%	10	16%
Blayney Shire Council	45	61	76	31	68%	15	25%
Blue Mountains City Council	384	469	617	233	61%	148	32%
Bogan Shire Council	25	37	41	16	64%	5	12%
Bourke Shire Council	26	40	43	17	65%	3	8%
Brewarrina Shire Council	17	27	30	13	72%	3	10%
Broken Hill City Council	131	180	202	70	54%	22	12%



Council	2016-17 bill	NSWEC proposed	IPART recommended	Difference – IPART vs 2016-17		Difference – IPART vs NSWEC proposed	
				(\$'000)	%	(\$'000)	%
Burwood Council	157	201	249	92	59%	49	24%
Byron Shire Council	178	225	288	110	62%	63	28%
Cabonne Shire Council	93	129	151	58	62%	21	17%
Camden Council	329	403	539	209	64%	136	34%
Campbelltown City Council	605	724	1,003	398	66%	279	39%
Canada Bay City Council	435	540	671	237	54%	131	24%
Canterbury-Bankstown Council	1,447	1,777	2,316	868	60%	539	30%
Carrathool Shire Council <sup>a</sup>	4	3	18	13	318%	15	507%
Central Coast Council	1,599	2,149	2,617	1,018	64%	468	22%
Central Darling Shire Council							
Cessnock City Council	288	359	465	176	61%	106	29%
Clarence Valley Council	272	341	438	166	61%	97	28%
Cobar Shire Council	30	35	45	15	51%	10	30%
Coffs Harbour City Council	421	538	668	247	59%	130	24%
Coolamon Shire Council <sup>a</sup>	9	8	29	20	220%	20	254%
Coonamble Shire Council	27	38	46	18	67%	8	20%
Cootamundra-Gundagai Council	73	98	119	46	63%	21	21%
Cowra Shire Council	87	118	139	51	59%	20	17%
Cumberland Council	799	998	1,312	513	64%	313	31%
Dubbo City Council	291	379	462	170	59%	83	22%
Dungog Shire Council	59	86	98	39	65%	12	14%
Edward River Council	61	84	98	37	61%	15	18%

Council	2016-17 bill	NSWEC proposed	IPART recommended	Difference – IPART vs 2016-17		Difference – IPART vs NSWEC proposed	
				(\$'000)	%	(\$'000)	%
Eurobodalla Shire Council	245	309	387	142	58%	78	25%
Fairfield Council							
Federation Council	78	103	126	48	61%	22	22%
Forbes Shire Council	58	76	94	36	63%	17	23%
Georges River Council	620	784	998	378	61%	214	27%
Gilgandra Shire Council	32	45	52	21	65%	8	17%
Glen Innes Severn Council	55	73	90	35	64%	17	23%
Goulburn Mulwaree Council	161	206	256	95	59%	50	24%
Greater Hume Shire Council	58	77	97	39	66%	19	25%
Griffith City Council	146	193	229	82	56%	36	19%
Gunnedah Shire Council							
Gwydir Shire Council	38	52	62	25	66%	10	20%
Hawkesbury City Council	348	440	558	210	60%	118	27%
Hay Shire Council	24	34	39	15	64%	5	16%
Hilltops Council	143	199	219	76	53%	20	10%
Hornsby Shire Council	685	855	1,095	410	60%	240	28%
Hunters Hill Council	74	95	122	48	65%	27	28%
Inner West Council	899	1,123	1,411	512	57%	288	26%
Inverell Shire Council	96	127	153	57	59%	26	21%
Junee Shire Council	33	44	55	22	69%	11	26%
Kempsey Shire Council							
Kiama Municipal Council	171	228	255	84	49%	28	12%
Ku-ring-gai Council	558	694	880	322	58%	186	27%
Kyogle Council	54	71	89	35	66%	18	26%

Council	2016-17 bill	NSWEC proposed	IPART recommended	Difference – IPART vs 2016-17		Difference – IPART vs NSWEC proposed	
				(\$'000)	%	(\$'000)	%
Lachlan Shire Council	35	45	59	24	69%	14	31%
Lake Macquarie City Council							
Lane Cove Council	192	256	297	106	55%	42	16%
Leeton Shire Council	54	69	93	38	70%	23	34%
Lismore City Council	229	291	375	146	64%	85	29%
Lithgow City Council	106	143	182	76	72%	39	27%
Liverpool City Council	866	1,069	1,416	550	64%	347	32%
Liverpool Plains Shire Council	49	65	81	32	64%	16	24%
Lockhart Shire Council	18	24	34	16	86%	10	41%
Maitland City Council							
Mid-Coast Council	528	732	846	318	60%	114	16%
Mid-Western Regional Council	146	190	227	82	56%	37	19%
Moree Plains Shire Council	91	126	142	51	55%	16	13%
Mosman Municipal Council	171	219	268	96	56%	48	22%
Murray River Council	87	126	135	48	55%	9	7%
Murrumbidgee Shire Council	20	28	42	22	115%	14	49%
Muswellbrook Shire Council	86	108	137	51	59%	28	26%
Nambucca Shire Council	119	153	192	73	61%	39	25%
Narrabri Shire Council	82	109	129	48	58%	20	19%
Narrandera Shire Council	42	56	68	27	64%	12	22%
Narromine Shire Council	38	49	64	26	68%	15	30%
Newcastle City Council	755	1,032	1,261	506	67%	229	22%
North Sydney Council	371	472	578	207	56%	106	22%

Council	2016-17 bill	NSWEC proposed	IPART recommended	Difference – IPART vs 2016-17		Difference – IPART vs NSWEC proposed	
				(\$'000)	%	(\$'000)	%
Northern Beaches Council	1,122	1,361	1,808	686	61%	446	33%
Oberon Council	37	51	62	25	67%	11	21%
Orange City Council	238	318	381	143	60%	64	20%
Parkes Shire Council	95	127	150	55	57%	23	18%
Parramatta City Council	873	1,065	1,378	506	58%	313	29%
Penrith City Council							
Port Macquarie- Hastings Council	447	559	713	266	60%	153	27%
Port Stephens Council	402	562	649	247	61%	87	16%
Queanbeyan City Council	324	420	512	188	58%	92	22%
Randwick City Council	644	792	994	350	54%	202	25%
Richmond Valley Council	131	169	211	81	62%	43	25%
Ryde City Council	449	559	729	280	62%	170	30%
Shellharbour Council	362	455	578	216	60%	123	27%
Shoalhaven Council	516	639	843	328	64%	204	32%
Singleton Council	121	154	196	75	62%	42	27%
Snowy Monaro Regional Council	158	222	241	83	52%	19	8%
Snowy Valleys Council	75	95	126	51	67%	31	33%
Strathfield Municipal Council	175	221	271	95	54%	50	23%
Sutherland Shire Council	984	1,147	1,591	607	62%	444	39%
Sydney City Council	986	1,177	1,462	476	48%	285	24%
Tamworth Regional Council	317	404	502	185	58%	98	24%
Temora Shire Council	39	52	65	26	66%	13	24%

Council	2016-17 bill	NSWEC proposed	IPART recommended	Difference – IPART vs 2016-17		Difference – IPART vs NSWEC proposed	
				(\$'000)	%	(\$'000)	%
Tenterfield Shire Council	52	75	86	34	66%	11	14%
The Hills Shire Council	732	908	1,182	450	61%	274	30%
Tweed Shire Council	514	653	806	292	57%	153	23%
Upper Hunter Shire Council	86	115	139	53	61%	24	21%
Upper Lachlan Shire Council	53	72	87	34	65%	15	21%
Uralla Shire Council	38	51	65	27	71%	14	28%
Wagga Wagga City Council	319	399	502	183	57%	103	26%
Walcha Council	18	23	33	15	85%	10	43%
Walgett Shire Council	36	50	60	24	66%	11	21%
Warren Shire Council	14	19	28	14	96%	9	49%
Warrumbungle Shire Council	72	101	113	41	58%	12	12%
Waverley Council	309	390	487	179	58%	98	25%
Weddin Shire Council	27	38	47	20	72%	9	23%
Wentworth Shire Council	43	60	69	26	61%	10	16%
Willoughby City Council	349	448	550	201	58%	102	23%
Wingecarribee Shire Council	263	334	417	154	59%	83	25%
Wollondilly Shire Council	249	324	406	157	63%	82	25%
Wollongong City Council	966	1,198	1,584	617	64%	385	32%
Woollahra Municipal Council	337	433	508	171	51%	75	17%
Yass Valley Council	95	125	151	56	59%	26	20%

<sup>a</sup> Coolamon and Carrathool council elections in 2016-17 were uncontested. As such, the 2016-17 bills do not reflect the costs of undertaking full elections.

**Note:** Excludes councils that did not engage NSWEC as the election service provider in 2016-17, namely: Fairfield, Gunnedah, Kempsey, Lake Macquarie, Maitland and Penrith councils, and Central Darling Shire Council which did not hold an election in 2016-17.

**Source:** 2016 NSWEC Local Government Elections Supplementary Report; 2016 NSWEC Local Government Elections Supplementary Report; IPART calculations.



# Proposed Road Closing - Schoff



Aerial imagery copyright NSW LPI Accuracy of data subject to change

500 m

2-Jul-2019



bil_yer	met_num	tar_dsc	rea_typ	rea_dte	act_rea	met_con	avg_con	Consumption
Year	Meter No	Tariff	Type	Date	Reading	Cons	Dly Avg	Billed (kls)
2019	8695	Business	1	28/05/2019	1056	112	1.3333	112
2019	8695	Business	1	05/03/2019	944	305	3.1122	305
2019	8695	Business	1	27/11/2018	639	68	0.8095	68
2019	8695	Business	1	04/09/2018	571	6	0.0619	6
2018	8695	Business	1	30/05/2018	565	0	0	0
2018	8695	Business	1	06/03/2018	565	16	0.1509	16
2018	8695	Business	1	20/11/2017	549	8	0.1053	8
2018	8695	Business	1	05/09/2017	541	3	0.0333	3
2017	8695	Business	1	07/06/2017	538	10	0.1176	10
2017	8695	Business	1	14/03/2017	528	30	0.3371	30
2017	8695	Business	1	15/12/2016	498	367	3.67	367
2017	8695	Business	1	06/09/2016	131	0	0	0
2017	8695	Business	9	31/05/2016	131	0	0	0
2017	8695	Business	1	06/09/2016	131	0	0	0
2016	8695	Business	1	31/05/2016	131	26	0.4194	26
2016	8695	Business	1	30/03/2016	105	2	0.0165	2
2016	8695	Business	1	30/11/2015	103	7	0.0778	7
2016	8695	Business	1	01/09/2015	96	0	0	0
2015	8695	Business	1	01/06/2015	96	4	0.0482	4
2015	8695	Business	1	10/03/2015	92	18	0.1636	18
2015	8695	Business	1	20/11/2014	74	13	0.1566	13
2015	8695	Business	1	29/08/2014	61	11	0.129	11
2014	8695	Business	1	05/06/2014	50	0	0	0
2014	8695	Business	1	21/03/2014	50	28	0.275	28
2014	8695	Business	1	09/12/2013	22	0	0	0
2014	8695	Business	1	29/08/2013	22	0	0	0
2013	8695	Business	1	07/06/2013	22	0	0	0
2013	8695	Business	1	12/03/2013	22	10	0.102	10
2013	8695	Business	1	04/12/2012	12	0	0	0
2013	8695	Business	1	28/08/2012	12	0	0	0
2012	8695	Business	1	05/06/2012	12	6	0.061	6
2012	8695	Business	1	28/02/2012	6	0	0	0
2012	8695	Business	1	06/12/2011	6	1	0.01	1
2012	8695	Business	1	30/08/2011	5	0	0	0
2011	8695	Business	1	07/06/2011	5	0	0	0
2011	8695	Business	1	02/03/2011	5	0	0	0
2011	8695	Business	1	02/12/2010	5	0	0	0
2011	8695	Business	1	31/08/2010	5	1	0.012	1
2010	8695	Business	1	08/06/2010	4	0	0	0
2010	8695	Business	1	02/03/2010	4	0	0	0
2010	8695	Business	1	23/12/2009	4	0	0	0
2010	8695	Business	1	08/12/2009	4	0	0	0
2010	8695	Business	1	01/09/2009	4	0	0	0
2009	8695	Business	1	10/06/2009	4	0	0	0
2009	8695	Business	1	03/03/2009	4	0	0	0
2009	8695	Business	1	09/12/2008	4	0	0	0
2009	8695	Business	1	02/09/2008	4	0	0	0
2008	8695	Business	1	11/06/2008	4	4	0.041	4
2008	8695	Business	1	05/03/2008	0	0	0	0
2008	8695	Business	1	11/12/2007	0	0	0	0
2008	8695	Business	1	06/11/2007	0	0	0	0

## Customer Service Policy

Document Name	Document Version Number	Review Date
Customer Service Policy	Insert Version Number Here	Click Here to Enter Date
Date Adopted	Minute Number	Status
Click Here to Enter Date	Insert Minute Number Here	Revised

### Purpose

Greater Hume Shire Council is committed to providing a high level of service to our customers by ensuring service delivery in a professional and timely manner.

Council is committed to addressing and resolving enquiries and complaints, improving customer service delivery and increasing community satisfaction.

### Scope

This policy applies to Councillors, staff, **volunteers** and contractors at Greater Hume **Shire** Council who deal with customers, members of the public, other agencies, service providers, community organisations or other members of staff.

### Definitions

**EDRMS** – Electronic Document Records Management System (InfoXpert) is a type of content management system and refers to the combined technologies of document management and records management systems as an integrated system.

### Policy Content

Greater Hume Council is committed to delivering a quality customer service that is equitable for all customers. We understand that customers have an expectation that they receive the best possible service that can be practically achieved.

We aim to deliver service in a friendly, knowledgeable and professional manner. Councillors and staff will endeavour to:

~~In general Councillors and staff will endeavour to:~~

- Treat customers with respect, courtesy, patience, sensitivity and attentiveness
- Listen to what customers have to say and determine the exact nature of the request
- Respond to customer enquiries promptly and efficiently
- Provide clear, concise and accurate advice and information
- Handle customer requests and enquiries with discretion
- Make impartial and ethical decisions
- Use information and Council resources responsibly and efficiently
- Advise the community of major policy and procedural changes and consult with the community on major decisions that may affect them
- Act in accordance with the law and Council's Code of Conduct
- **Maintain** privacy and confidentiality.

Customers can help Council by:

- Treating staff and Councillors with respect, courtesy and patience
- Clearly articulating enquiries, problems and complaints
- Providing sufficient information to enable a response
- Adhering to Council policies and procedures
- Recognising that Council does not have unlimited resources and will set priorities
- Using Council assets and services responsibly, safely and within the guidelines set
- Acting in accordance with State and Federal laws
- Being attentive and not using mobile phones while being served.



## Customer Service Policy

In its aim towards efficiency and in the interest of customers, Council reserves the right to limit the use of staff and resources on false or unreasonable demands.

### Types of Customer Service

#### In Person

In serving members of the public who come to Council seeking information or to transact business we will:

- Provide professional and courteous customer service
- Make staff available for interviews on request (making a mutually convenient appointment time if the staff member is not available), or by prior arrangement during Council's hours of business
- Where appropriate, make appointments to visit a customer external to Council's facilities
- Speak clearly and deal with visitors calmly, courteously and patiently, even when visitors are angry, aggressive or distressed.

#### Telephone Calls

Telephone calls are an important way in which customers communicate with the Council. We undertake to:

- Advise all callers of the name of the person answering the call, or making the call where it is outgoing from Council
- Answer all calls promptly and efficiently, providing clear and concise information, and redirecting the call to the appropriate officer where necessary
- Speak clearly, deal with customers calmly, courteously and patiently, even when the callers are angry, aggressive or distressed
- Put calls on hold for the minimum amount of time possible
- Ensure all messages include details of the caller's name, contact number and message as well as details of who took the message and when
- Respond to telephone messages within one business day, or if this is not possible give clear advice to the caller about when the caller can expect a response
- Record all significant calls in the form of a written file note in Council's official Electronic Document Records Management System (EDRMS).

#### Written Correspondence

Council recognises the importance of written correspondence, including letters, facsimiles and email messages and will provide clear, concise and prompt responses. We will:

- Respond to written correspondence by telephone where appropriate and record the response in Council's EDRMS
- Reply to correspondence within ten working days. Complex matters may take longer to finalise or may need to be referred to a Council meeting. Under these circumstances an interim response prior to completion is required, either in writing or by telephone and should be documented
- Ensure that all outward correspondence includes the name and contact details of the officer dealing with the matter.

#### After Hours Emergencies

At certain times it is necessary to contact the Council outside of normal business hours. At these times we undertake to:

- Respond to messages left on the answering machine within one business day
- Redirect after hours calls, through our message service, to the Officer on Duty. Ranger and Overseer on Duty.
- Respond to calls based on the severity of the emergency, prevailing circumstances and public safety. Prioritisation will be based on written standards incorporated into Council's strategic business plans and standard operating procedures. Where necessary work will be carried out immediately or scheduled for completion during normal working hours

## Customer Service Policy

- Non urgent enquiries will be referred to the appropriate staff member and dealt in accordance with Council's comment and complaint handling procedures.

### Comments & Complaints

If you are pleased with our level of service, then please take a moment to let us know. We value your feedback, either in person, by mail, telephone, fax or email, as it gives us the opportunity to recognise and reward excellent service by our staff.

Complaints or suggestions are also welcome as they provide us with an opportunity to improve customer service levels. If you are aware of a problem or dissatisfied about a specific Council decision, policy, procedure, charge, staff member or quality of service please let us know in the following ways:

- Contact us in writing by, mail, fax or email
- Staff receiving your comment will register it and ensure that it is resolved as quickly as possible
- If the issue cannot be resolved by the person you first speak to, you may be referred to a manager or someone in a specialist area who will be responsible for resolving your complaint
- Upon completion of the investigation, and within ten working days, you will receive a reply outlining any action taken or what will be done to resolve the matter.

Complaints relating to employees of Greater Hume Shire Council shall be submitted in writing and dealt with in accordance with Council's Complaint Against Staff Policy, as adopted.

If you are not satisfied with the response you receive, you can appeal to the General Manager or Council's Public Officer who will review the decision and report back to you as soon as possible and within 28 days.

If you are still not satisfied with the response you may be able to take your complaint to the Department Office of Local Government, the Independent Commission Against Corruption or the NSW Ombudsman depending on the issue involved.

### Customers who make unreasonable demands

Customers who make unreasonable demands include members of the public whose demands on Council start to significantly and unreasonably divert Council's resources away from other functions or create the inequitable allocation of resources to other customers. Such demands may result from the amount of information requested, the nature or scale of services sought or the number of approaches seeking information, assistance or service.

If, in the opinion of the General Manager, a customer is making unreasonable demands on Council and the customer continues to write, telephone, email and or visit the Council the following actions may be taken;

- The General Manager may write to the customer advising them of the Council's concern and requesting that they limit and focus their requests and that if the customer continues to place unreasonable demands on the organisation Council may;
  - Not respond to any future correspondence and only take action where, in the opinion of the General Manager, the correspondence raises specific, substantial and serious issues; or
  - Only respond to certain number of requests in a given period.
- The customer will be given the opportunity to make representations about Council's proposed course of action and will be referred to Council's Code of Conduct for options available to them by way of formal complaint about particular staff or via submissions they might make to the NSW Ombudsman.
- If, in the opinion of the General Manager, a customer is constantly raising the same issues with different staff the General Manager may notify the customer that;

## Customer Service Policy

- Only a nominated staff member will deal with them in the future;
- They must make an appointment with that person if they wish to discuss their matter;
- or
- All future contact with Council must be in writing.
- The General Manager will advise Councillors of any correspondence issued in accordance with the above clauses.

### Customers who are rude, abusive or aggressive

If in the opinion of any staff member, rude, abusive or aggressive comments or statements are made in telephone conversations or interviews, the staff member may:

- Warn the customer that if the behaviour continues, the conversation or interview will be terminated
- Terminate the conversation or interview if the rude, abusive or aggressive behaviour continues after a warning has been given.

Rude abusive or aggressive behaviour may include rude or otherwise vulgar noises, expressions or gestures, verbal abuse of a personal or general nature, intimidating, threatening or offensive behaviour, physical violence against property, or physical violence against a person.

Where a conversation or interview is terminated, the staff member will inform their supervisor of the incident and make a diary note of the event. Where appropriate, the Supervisor will discuss the matter with their Director to determine what action should be taken with respect to the customer's behaviour.

### Vexatious Complainants

If, in the opinion of the General Manager, a person continues to make representation by way of correspondence, telephone, email or personal representation, that has no basis in fact and/or is considered to be undertaken with frivolous or mischievous motives then the General Manager may declare such a person to be a vexatious complainant. The General Manager may take the same action as outlined above "Customers who cannot be satisfied".

### General

In all situations referred to in this policy, adequate documentary records must be made and maintained in the appropriate Council file.

### Links to Policy

Code of Conduct  
Grievance Policy & Procedure  
Bullying & Harassment Policy  
Internal Reporting & Public Interest Disclosures Policy  
Complaints Against Staff Policy  
Complaints Handling Policy  
Records Management Policy  
Access to Information Policy

### Links to Procedure

Customer Service Standards  
Privacy Management Plan  
Records Management Procedure  
GIPA Information Public Access (GIPA) Guide

### Links to Forms

Nil.

**References**

Nil.

**Responsibility**

General Manager  
Director Corporate and Community Services  
Director Engineering  
Director Environment and Planning  
All Managers

**Document Author**

Manager Corporate Services

**Relevant Legislation**

Privacy and Personal Information Protection Act 1998  
Protected Disclosures Act 1994  
Government Information (Public Access) Act 2009

**Associated Records**

Nil.

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