PROPOSED ADDITIONS & ALTERATIONS GRUBBEN ROAD, HENTY NSW

FIRE SERVICES

ABBREVIATIONS.

ABOVE FINISHED FLOOR LEVEL. ABOVE FINISHED GROUND LEVEL C/W COMPLETE WITH. DUCTILE IRON CEMENT LINED. E.W.P. EARTHENWARE PIPE FROM BELOW. FINISHED FLOOR LEVEL FINISHED GROUND LEVEL. F.H.B. F.S. FIRE SERVICE. FINISHED SURFACE LEVEL. GROUND BALL FIRE HYDRANT P.C.W. POTABLE COLD WATER. POLYETHYLENE. P.E-X. CROSS-LINKED POLYETHYLENE. P.V.C. POLYVINYL CHLORIDE. R.EX. REDUCED PRESSURE ZONE DEVICE. SPRINKLER CONTROL VALVE. S.C.V. STOP VALVE. S.V. T/A TO ABOVE. T/B TO BELOW T.B.C. TO BE CONFIRMED.

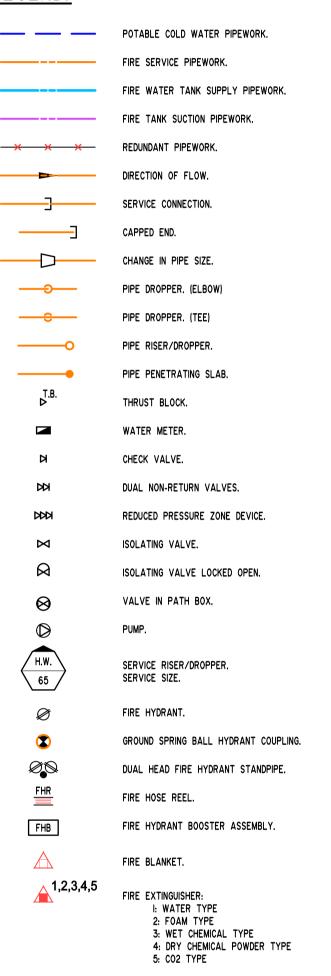
TO FINISHED GROUND LEVEL.

UNPLASTICISED POLYVINYL CHLORIDE.

UNDERGROUND.

U.G.

LEGEND.



- THE HYDRAULIC SPECIFICATION & DESIGN DRAWINGS SHALL BE READ IN CONJUNCTION WITH ACCORDANCE WITH SPECIFICATION AND ALL RELEVANT AUTHORITIES HAVING JURISDICTION AUSTRALIA "BCA", AUSTRALIAN STANDARDS/GUIDE LINES IN PARTICULAR AS-3500, AS-5601, AS-2419, AS-2441 AND ALL OTHER RELEVANT GUIDELINES ASSOCIATED WITH THE WORKS
- THE DESIGN DRAWINGS ARE DIAGRAMMATIC ONLY AND DO NOT SHOW ALL ARCHITECTURAL AND STRUCTURAL DETAILS. ALL LEVELS AND GRADIENTS SHALL BE CONFIRMED ON-SITE PRIOR TO COMMENCEMENT OF WORKS.
- THE DESIGN DRAWINGS PROVIDE APPROXIMATE LOCATIONS AND MIX OF SANITARY FIXTURES AND ADDITIONAL ITEMS REQUIRING CONNECTION TO HYDRAULIC SERVICES. ALLOWANCE SHALL BE MADE FOR ALL DIVERSIONS AND MINOR ADJUSTMENTS OF PIPE WORK AND EQUIPMENT THAT MAY BE NECESSARY TO COMPLETE THE WORKS. THE HYDRAULICS CONTRACTOR SHALL LIAISE WITH ALL ASSOCIATED CONTRACTORS TO ENSURE THAT ANY POTENTIAL CLASHES OF
- FULLY LICENSED PLUMBER IN ACCORDANCE WITH THE DRAWINGS AND SPECIFICATION. REVIEWED AND APPROVED BY THE PROJECT MANAGER AND ALL RELEVANT AUTHORITIES HAVING JURISDICTION OVER THE SITE.
- OF THEIR REQUIREMENTS. IF ANY UNCERTAINTY EXISTS AS TO A SECTION OF THE DESIGN BE NOTIFIED AND WRITTEN APPROVAL OBTAINED PRIOR TO THE COMMENCEMENT OF ANY WORK. NO CLAIMS FOR REDUNDANT WORKS SHALL BE CONSIDERED IF THE CONTRACTOR FAILS TO NOTIFY THE PROJECT MANAGER AND OBTAIN WRITTEN APPROVAL PRIOR THE COMMENCEMENT OF SUCH WORKS.
- ALL PIPE DIMENSIONS SHOWN ON DESIGNS REPRESENT A NOMINAL BORE REQUIREMENT AS GREATER WALL THICKNESS MUST BE SIZED TO MAINTAIN THE INTENDED NOMINAL BORE REQUIREMENT, REFER EQUIVALENT PIPE SIZE TABLE.
- THE CONTRACTOR SHALL ALLOW FOR ALL NECESSARY SAFETY SYSTEMS FOR THE AND SAFETY ACT, INCLUDING BUT NOT LIMITED TO VEHICULAR AND PEDESTRIAN TRAFFIC
- INSTALLATION, INCLUDING ALL SPECIFIED AND REQUIRED PROCEDURES DURING THE CONSTRUCTION PERIOD AND FOR THE DURATION OF THE MAINTENANCE PERIOD. THE
- FIRE STOPPING: PIPES PASSING THROUGH ANY FIRE RATED ELEMENT SHALL BE APPROPRIATELY FILLED USING A SEALANT OF APPROVED MATERIAL AND FITTED WITH AN APPROVED FIRE STOP COLLAR CAPABLE OF COMPLETELY SEALING PIPE PENETRATION UNDER
- PRIOR TO PRACTICAL COMPLETION THE CONTRACTOR SHALL PROVIDE AN INDEPENDENT

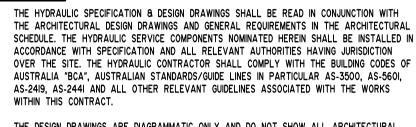
FIRE SERVICE DESIGN PARAMETERS:

- BUILDING CLASS: - FIRE COMPARTMENT SIZE: - > 500m² ≤ 5000m² - ACTUAL FLOOR AREA: - GROUND FLOOR: - TIMEKEEPERS AREA: - TOTAL: - FIRE HYDRANT REQUIREMENT: - 2x ATTACK HYDRANT (BRIGADE/PUMP ASSISTED) (NEW SOUTH WALES) - 5.0 L/sec EACH @ 700 kPa RESIDUAL PRESSURE - TOTAL REQUIRED HYDRANT FLOW: - 10.0 L/sec @ 700 kPa RESIDUAL PRESSURE - FIRE HOSE REEL REQUIREMENT: - 2x (Ø19mm) FIRE HOSE REELS FLOWING SIMULTANEOUSLY - 0.33 L/sec @ 220 kPa INLET PRESSURE (each) - TOTAL REQUIRED HOSE REEL FLOW: - 0.66 L/sec @ 220 kPa INLET PRESSURE - HYENA MODELLING RESULT: - 100% PUMP DUTY: 10.0 L/sec @ 800 kPa - 130% PUMP DUTY: 13.0 L/sec @ 640 kPa (PUMP DUTY REQUIREMENT)

> - 0.0 L/sec @ 372 kPa (STATIC PRESSURE) - 5.0 L/sec @ 275 kPa (STATIC PRESSURE)

- 10.0 L/sec @ 137 kPa (STATIC PRESSURE) - FIRE EXTINGUISHER REQUIREMENT: - AF TYPE IA:4F (3.5 L)

- WATER MAIN TEST RESULTS:



EQUIPMENT OR SERVICE IS SUITABLY AVOIDED. ALL OF THE WORK SHALL BE CARRIED OUT BY, OR UNDER THE FULL SUPERVISION OF, A

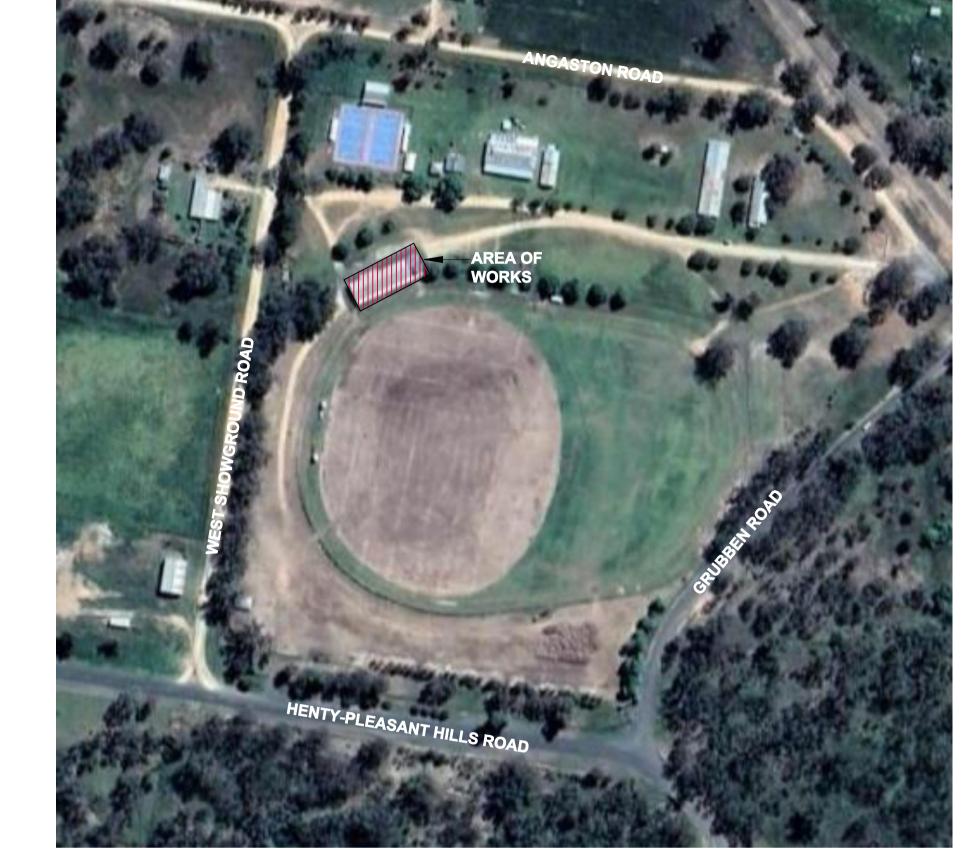
THE HYDRAULICS CONTRACTOR SHALL CARRY OUT NECESSARY LIAISON AND CO-ORDINATION WITH ALL RELEVANT AUTHORITIES AND THE PROJECT MANAGER TO ENSURE SATISFACTION BEING ABLE TO COMPLY WITH THE APPROPRIATE STANDARD, THE PROJECT MANAGER SHALL

FOR COPPER TUBE (UNLESS OTHERWISE STATED). ALTERNATIVE PIPING MATERIALS WITH A

PROPOSED WORKS WITHIN THIS CONTRACT TO COMPLY WITH THE OCCUPATIONAL HEALTH MANAGEMENT, SAFE HANDLING OF MATERIALS, HOT WORKS, CONFINED SPACES, EXCAVATION AT DEPTH, WORKING AT HEIGHTS.

CONTRACTOR SHALL SERVICE THE SYSTEM AT THEIR OWN EXPENSE DURING THE DEFECTS

CERTIFICATION REPORT PREPARED BY A FIRE SERVICES CERTIFIER; AND AN INSTALLATION COMPLIANCE STATEMENT FOR THE WORKS AS INSTALLED FOR COMPLIANCE WITH LOCAL GOVERNMENT, FRNSW AND THE BCA.





DRAWING SCHEDULE:

COVER PAGE - LEGEND & GENERAL NOTES

FIRE SYSTEM - GROUND & TIMEKEEPERS FLOOR PLAN

FIRE HYDRANT HOSE COVERAGES - GROUND & TIMEKEEPERS FLOOR PLAN

FIRE HOSE REEL HOSE COVERAGES - GROUND & TIMEKEEPERS FLOOR PLA

SITE SERVICES - SITE PLAN

DETAIL PAGE OI

DETAIL PAGE 02

DRAWING NO.

8526-F000

8526-FI00

8526-F20I

8526-F300

8526-F30I

LOCALITY MAP

EQUIVALENT PIPE SIZES				
D.N.	C.U.	P.E.	P.B.	X.L.P.
15	15	16	18	16
18	18	20	20	20
20	20	25	22	25
25	25	32	28	32
32	32	40	40	40
40	40	50	50	50
50	50	63	63	63

65 65 75 N/A

80 80 IIO N/A

100 100 125 N/A 150 | 150 | 200 | N/A REFERENCE TABLE I.I IN AS 3500 PART I.2 WATER SUPPLY

CI CONSTRUCTION ISSUE 17-01-2022 L.C. REV REVISION DESCRIPTION DATE | CHANGE NOTE Building Services Group Albury 558 Hume Street, Albury NSW 2640 Ph: 02 60214580 <u>Darwin</u> Suite 4, 60 Winnellie Road, Winnellie NT 0821 Ph: 08 89844246 BUILDING SERVICES CONSULTING ENGINEERING GROUP ☐ MECHANICAL ☐ ELECTRICAL ☐ HYDRAULIC ☐ FIRE ☐ OTHER

HENTY RECREATION COMPLEX

PROPOSED ADDITIONS & ALTERATIONS GRUBBEN ROAD, HENTY NSW

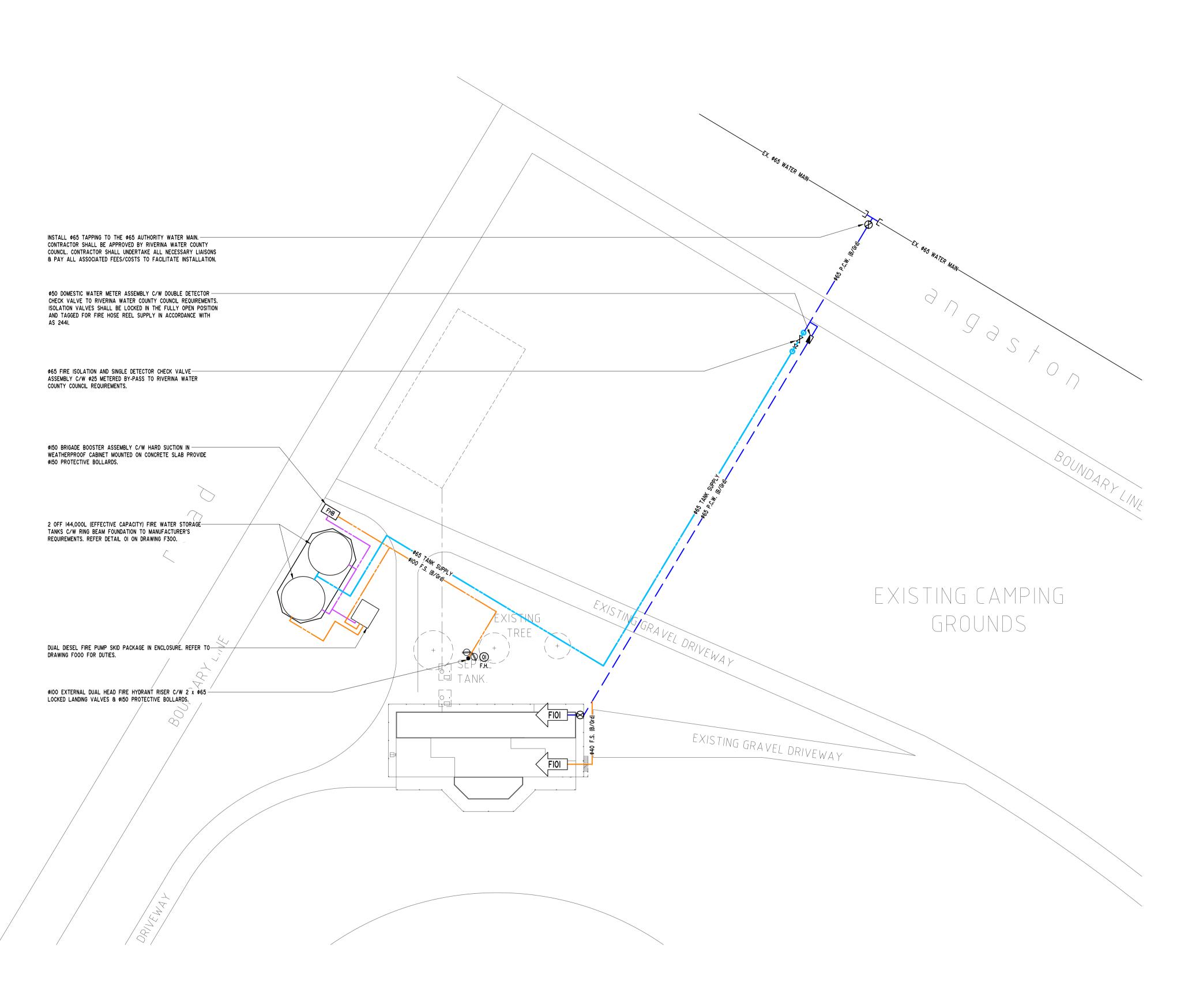
FIRE SERVICES

COVER PAGE LEGEND & GENERAL NOTES Date Drawing Reference 17-12-2021

8526 - FIRE LAYOUT Plotted Date 17-01-2022

8526 - F000

Revision

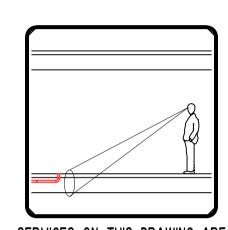


SITE SERVICES - SITE PLAN
SCALE: 1:500 @ AI



USE DIAL BEFORE YOU DIG
INFORMATION. LOCATE ALL SERVICES
BY HAND PRIOR TO EXCAVATION AS
LOCATIONS ARE APPROXIMATE ONLY.
NOTIFY RELEVANT UTILITY/SERVICE
AUTHORITIES AS NECESSARY OF ANY
WORKS TO BE CONDUCTED.

THE CONTRACTOR SHALL PROVIDE FOOTPATH
REINSTATEMENT TO GREATER HUME SHIRE
COUNCIL REQUIREMENTS AND APPROVAL AND PAY
ALL FEES AND COSTS FOR FOOTPATH OPENING
AND REINSTATEMENT. POTHOLE LOCATE ALL
SERVICES WITH HIGH PRESSURE WATER VACUUM
EXCAVATION BEFORE COMMENCEMENT OF WORKS.
NO MECHANICAL EXCAVATION SHALL BE ALLOWED
OVER OR AROUND COMMUNICATION, GAS AND
ELECTRICAL SERVICES. HIGH PRESSURE WATER
VACUUM EXCAVATION ONLY.



SERVICES ON THIS DRAWING ARE SHOWN BELOW THE SLAB & WITHIN THE GROUND UNLESS OTHERWISE NOTED.

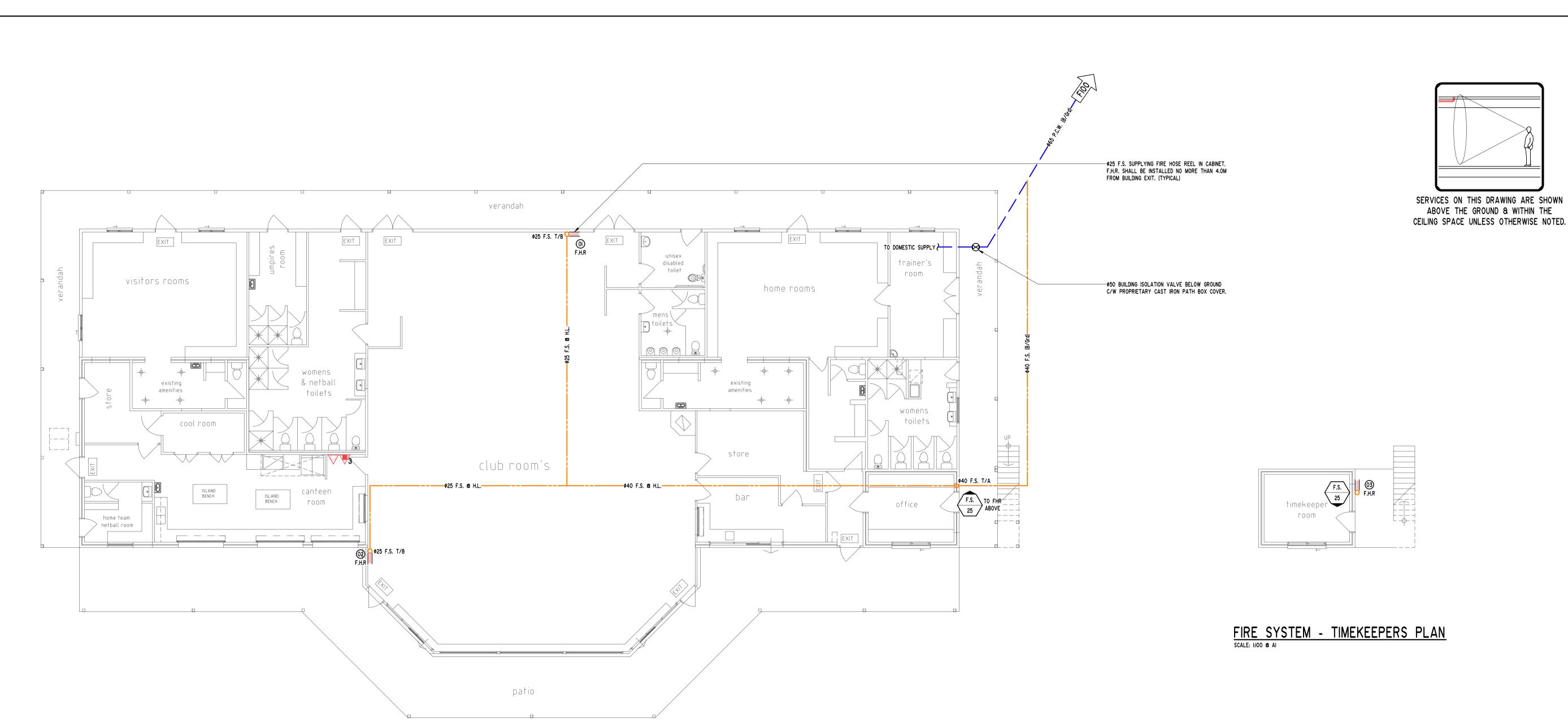




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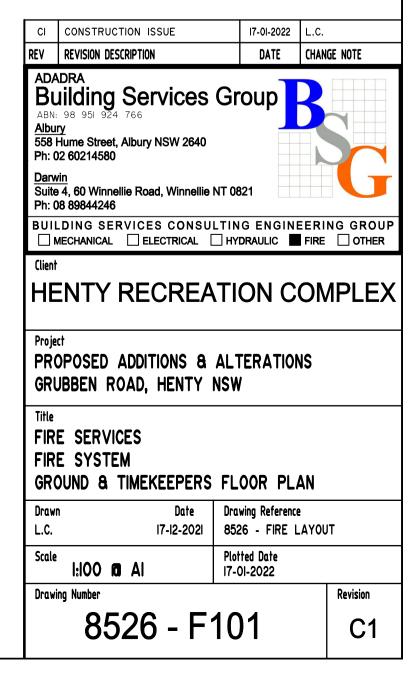
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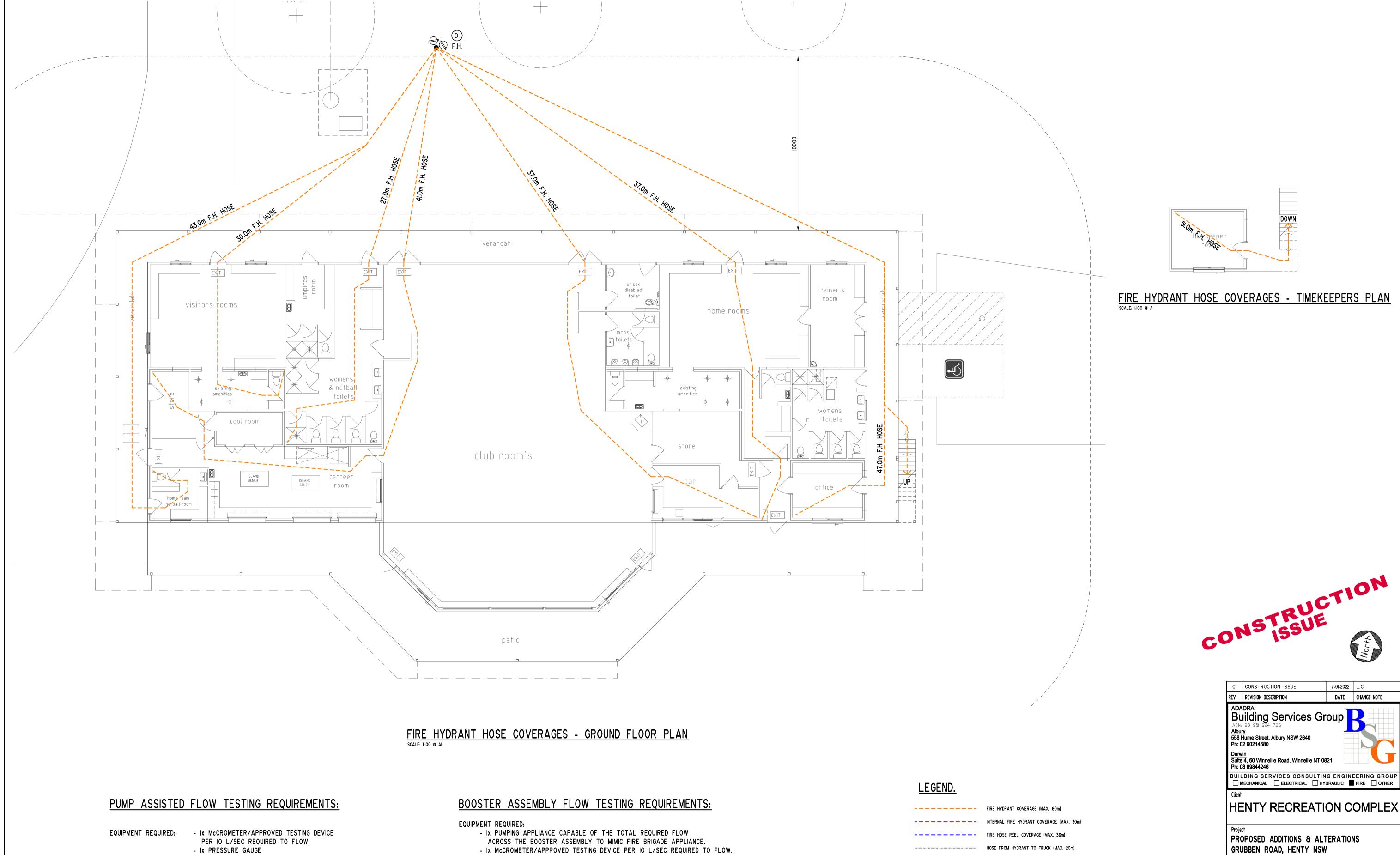
C1











HYDRANT TESTING METHOD:

- I) CONNECT INDIVIDUAL McCROMETER/APPROVED TESTING DEVICE TO THE LANDING VALVES OF THE TWO MOST DISADVANTAGED HYDRANTS.
- 2) CONNECT PRESSURE GAUGE TO ALTERNATIVE LANDING VALVE.
- 3) FLOW MOST DISADVANTAGED HYDRANT LANDING VALVES TO 5 L/sec EACH (IO.O L/sec TOTAL) & MEASURE THE RESIDUAL PRESSURE.

HYDRANT SYSTEM (PUMP ASSISTED) MUST ACHIEVE 10.0 L/sec @ MIN. 700 kPa (RESIDUAL)

- Ix PRESSURE GAUGE

HYDRANT TESTING METHOD:

- I) CONNECT INDIVIDUAL McCROMETER/APPROVED TESTING DEVICE TO THE LANDING VALVES OF THE THREE MOST DISADVANTAGED HYDRANTS.
- 2) CONNECT PRESSURE GAUGE TO ALTERNATIVE LANDING VALVE.
- 3) RUN MOST DISADVANTAGED HYDRANT LANDING VALVES TO 10 L/sec EACH (20 L/sec TOTAL) & MEASURE THE RESIDUAL PRESSURE.

HYDRANT SYSTEM (BRIGADE ASSISTED) MUST ACHIEVE 20 L/sec @ MIN. 700 kPa (RESIDUAL)

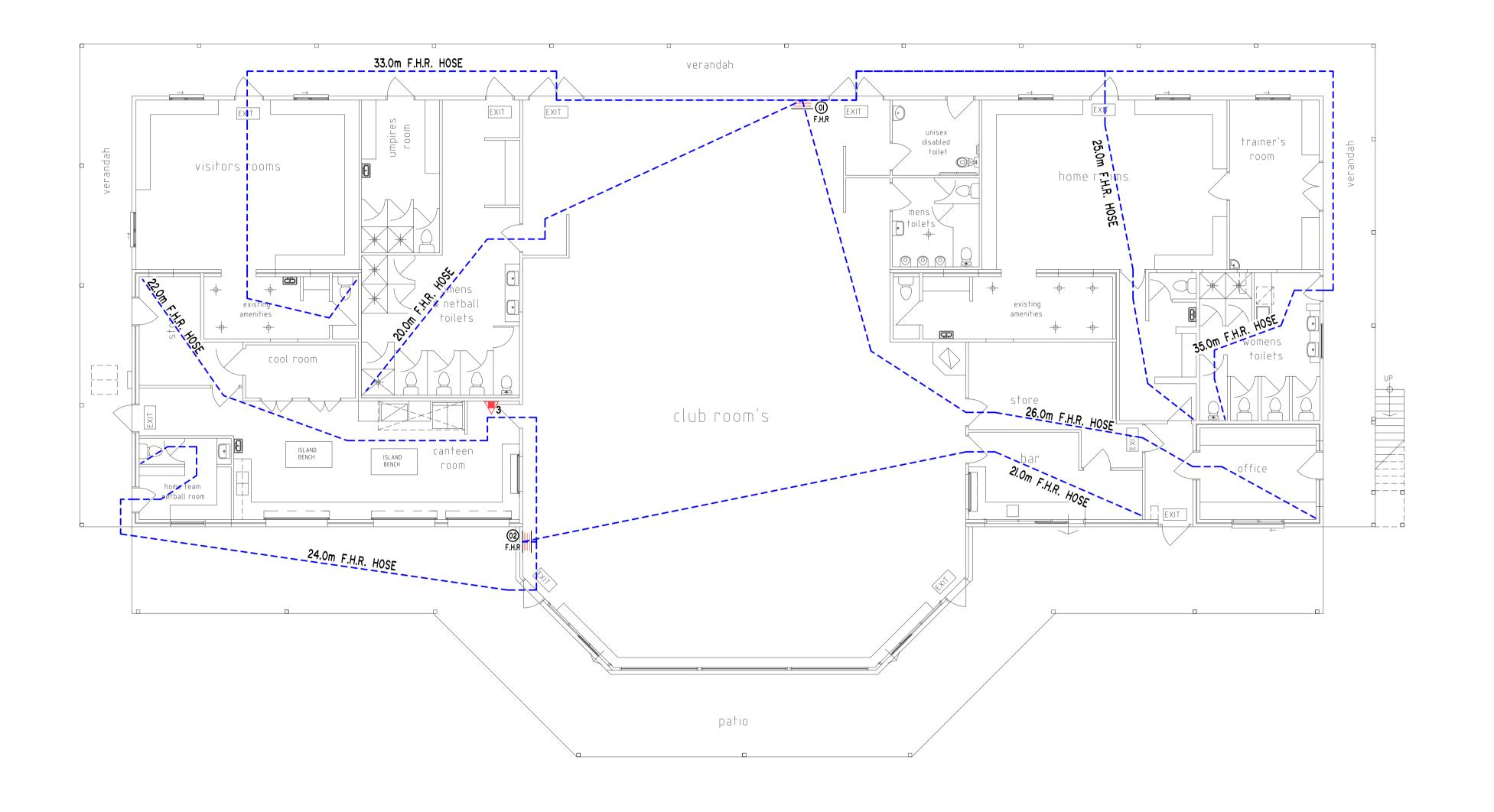
 $\begin{bmatrix} ----- \\ ---- \end{bmatrix} = - \qquad \text{HOSE SPRAY (MAX. IOM F.H./4m F.H.R.)}$ FIRE COMPARTMENT SEPARATION. SMOKE COMPARTMENT SEPARATION. FIRE HYDRANT. DUAL HEAD FIRE HYDRANT STANDPIPE. FIRE HOSE REEL.

FIRE SERVICES FIRE HYDRANT HOSE COVERAGES

GROUND & TIMEKEEPERS FLOOR PLAN Date Drawing Reference 17-12-2021 | 8526 - FIRE LAYOUT Plotted Date 1:100 **(a** Al 17-01-2022 Revision

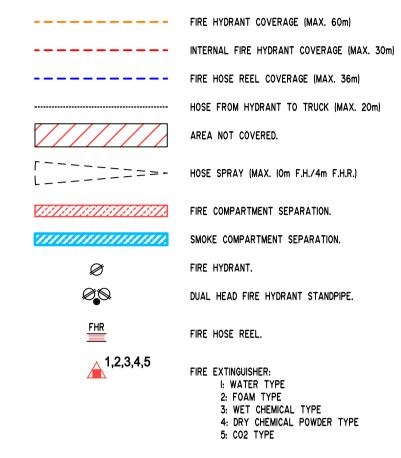
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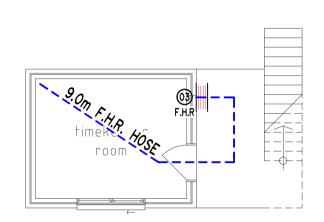
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FIRE HOSE REEL HOSE COVERAGES - GROUND FLOOR PLAN
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LEGEND.

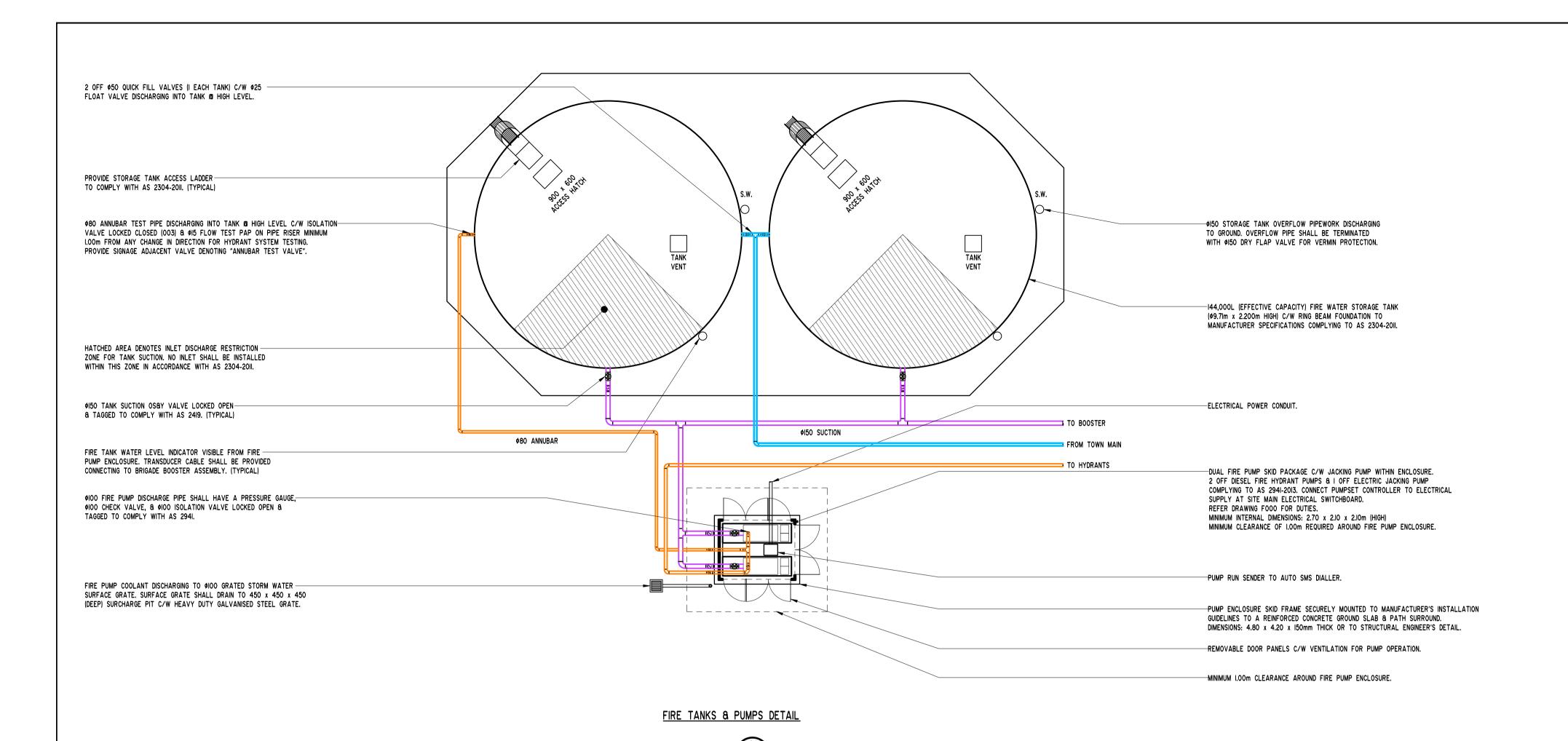


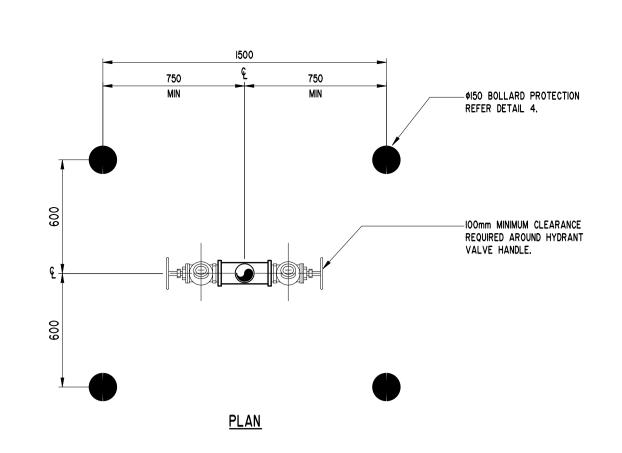


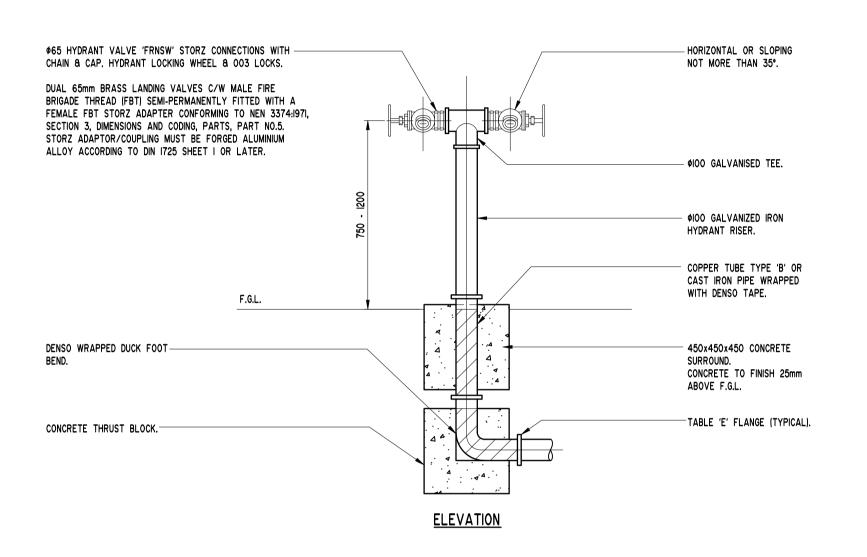
FIRE HOSE REEL HOSE COVERAGES - TIMEKEEPERS PLAN



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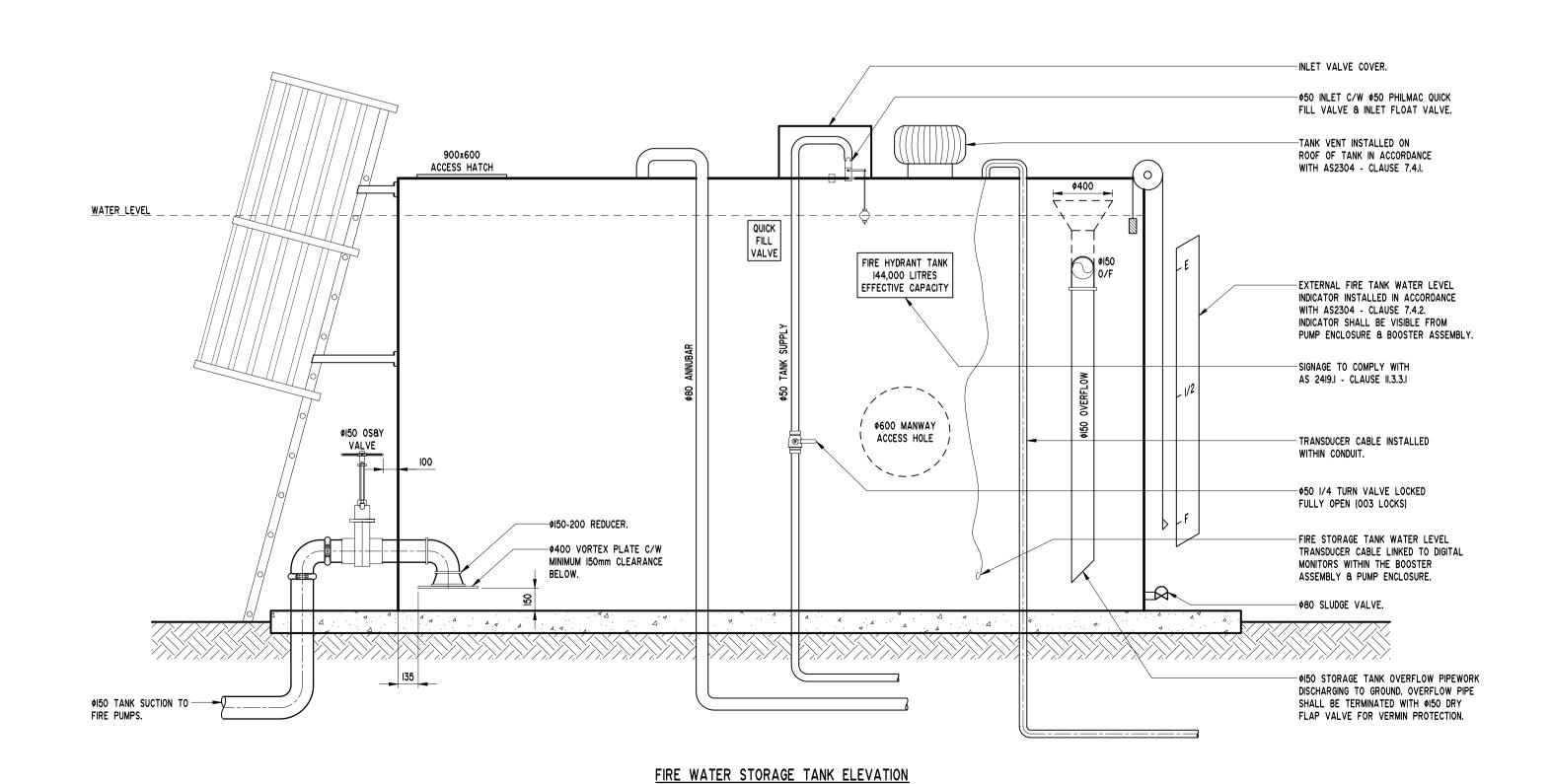


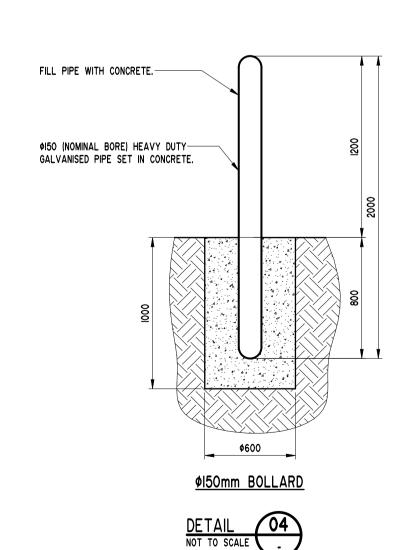




FIRE HYDRANT RISER & BOLLARDS DETAIL







CONSTRUCTION

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REV	REVISION DESCRIPTION	DATE	CHANGE NOTE	
ADADRA Building Services Group ABN: 98 951 924 766 Albury 558 Hume Street, Albury NSW 2640 Ph: 02 60214580 Darwin				
Suite 4, 60 Winnellie Road, Winnellie NT 0821 Ph: 08 89844246 BUILDING SERVICES CONSULTING ENGINEERING GROUP MECHANICAL ELECTRICAL HYDRAULIC FIRE OTHER				

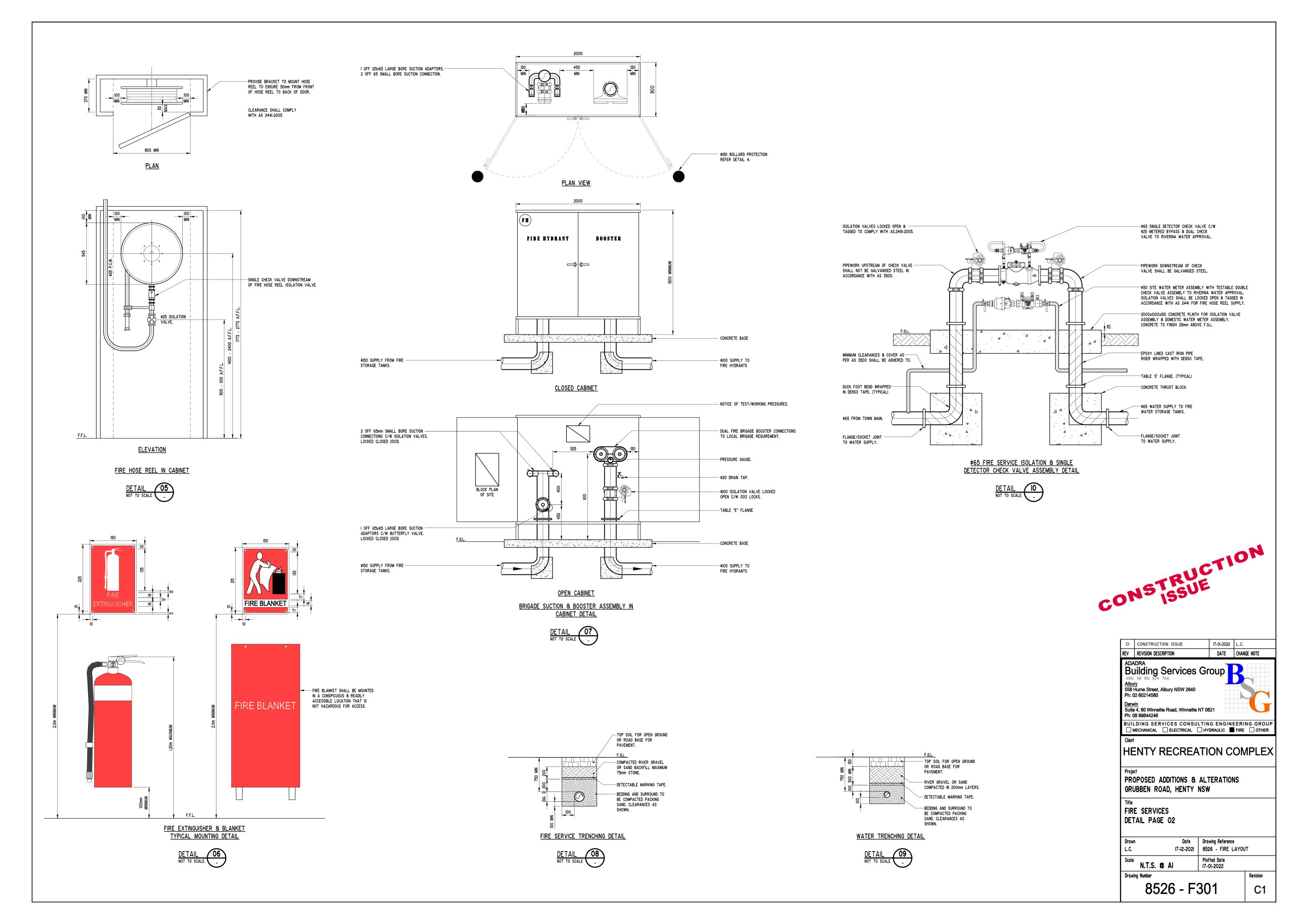
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Proje	ect				
PR	OPOSED	ADDITIONS	8	ALTERATIONS	

GRUBBEN ROAD, HENTY NSW FIRE SERVICES DETAIL PAGE OF

Drawn L.C.		Date 17-12-2021	Drawing Reference 8526 - FIRE LAYOUT		
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8526 - F300

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Draft Payment of Expenses and Provision of Facilities Policy to the Mayor and Councillors Policy

Contents

Policy summary

Part A – Introduction

- 1. Introduction
- 2. Policy objectives
- 3. Principles
- 4. Private or political benefit

Part B - Expenses

- 5. General expenses
- 6. Specific expenses
- 7. Insurances
- 8. Legal assistance

Part C - Facilities

- 9. General facilities for Councillors
- 10. Additional facilities for the Mayor

Part D - Processes

- 11. Approval, payment and reimbursement arrangements
- 12.Disputes
- 13. Return or retention of facilities
- 14. Publication
- 15.Reporting
- 16. Auditing
- 17.Breaches

Part E - Appendix

Appendix I – Related legislation, guidance and policies

Appendix II – Definitions

Policy summary

This policy enables the reasonable and appropriate reimbursement of expenses and provision of facilities to councillors to help them undertake their civic duties.

It ensures accountability and transparency, and seeks to align councillor expenses and facilities with community expectations. Councillors must not obtain private or political benefit from any expense or facility provided under this policy.

The policy has been prepared in accordance with the *Local Government Act 1993* (the Act) and *Local Government (General) Regulation 2021* (the Regulation), and complies with the Office of Local Government's Guidelines for the payment of expenses and provision of facilities to Mayors and Councillors in NSW.

The policy sets out the maximum amounts council will pay for specific expenses and facilities. Expenses not explicitly addressed in this policy will not be paid or reimbursed.

The main expenses and facilities are summarised in the table below. All monetary amounts are inclusive of GST.

Expense or facility	Maximum amount	Frequency
General travel expenses	In accordance with annual budget allocation notionally allocated in the following manner:	Per year
	Mayor – 20% of allocation	
	Deputy Mayor – 10% of allocation	
	Other Councillors – 8% of allocation	
Interstate, overseas and long distance intrastate travel expenses	To be determined by Council resolution on a case by case basis.	Per year
Accommodation	Capital City	\$350 per night
	Regional City	\$250 pn
	Regional area	\$200 pn
Meals and other out of pocket expenses (e.g. reasonable telephone, internet etc., newpapers, tolls and meals and refreshments) not included in conference registration fees.	\$100	Per day
Professional development	\$15,000 for all Councillors, notionally \$1,666 per councillor	Per year
Conferences and seminars	\$12,500 total for all councillors	Per year
ICT expenses	Each Councillor will be provided with a laptop or Ipad.	Per term
	Where an internet connection is required Council will pay 50% of the cost up to \$50 per month.	Per month
	The Mayor is provided with a mobile phone for Council use only.	
Carer expenses (personal or child care)	\$100 per meeting for up to four hours	Per meeting
Private use of motor vehicle	In accordance with Local Government (State) Award 2020	

Additional costs incurred by a councillor in excess of these limits are considered a personal expense that is the responsibility of the councillor.

Councillors must provide claims for reimbursement within three months of an expense being incurred. Claims made after this time may not be approved.

Detailed reports on the provision of expenses and facilities to councillors will be included in the Annual Report which is a publically available. These reports will include expenditure summarised by individual councillor and as a total for all councillors.

Part A - Introduction

1. Introduction

- 1.1. The provision of expenses and facilities enables councillors to fulfil their civic duties as the elected representatives of Greater Hume Council..
- 1.2. The community is entitled to know the extent of expenses paid to councillors, as well as the facilities provided.
- 1.3. The purpose of this policy is to clearly state the facilities and support that are available to councillors to assist them in fulfilling their civic duties.
- 1.4. Council staff are empowered to question or refuse a request for payment from a councillor when it does not accord with this policy.
- 1.5. Expenses and facilities provided by this policy are in addition to fees paid to councillors. The minimum and maximum fees a council may pay each councillor are set by the Local Government Remuneration Tribunal as per Section 241 of the Act and reviewed annually. Council must adopt its annual fees within this set range.

2. Policy objectives

- 2.1. The objectives of this policy are to:
 - enable the reasonable and appropriate reimbursement of expenses incurred by councillors while undertaking their civic duties
 - enable facilities of a reasonable and appropriate standard to be provided to councillors to support them in undertaking their civic duties
 - ensure accountability and transparency in reimbursement of expenses and provision of facilities to councillors
 - ensure facilities and expenses provided to councillors meet community expectations
 - · support a diversity of representation
 - fulfil the council's statutory responsibilities.

3. Principles

- 3.1. Council commits to the following principles:
 - Proper conduct: councillors and staff acting lawfully and honestly, exercising care and diligence in carrying out their functions
 - Reasonable expenses: providing for councillors to be reimbursed for expenses reasonably incurred as part of their role as councillor
 - **Participation and access:** enabling people from diverse backgrounds, underrepresented groups, those in carer roles and those with special needs to serve as a Councillor
 - Equity: there must be equitable access to expenses and facilities for all councillors
 - Appropriate use of resources: providing clear direction on the appropriate use of council resources in accordance with legal requirements and community expectations
 - Accountability and transparency: clearly stating and reporting on the expenses and facilities provided to councillors.

4. Private or political benefit

- 4.1. Councillors must not obtain private or political benefit from any expense or facility provided under this policy.
- 4.2. Private use of council equipment and facilities by councillors may occur from time to time. For example, telephoning home to advise that a council meeting will run later than expected.
- 4.3. Such incidental private use does not require a compensatory payment back to council.
- 4.4. Councillors should avoid obtaining any greater private benefit from Council than an incidental benefit. Where there are unavoidable circumstances and more substantial private use of council facilities does occur, councillors must reimburse the council.
- 4.5. Campaigns for re-election are considered to be a political benefit. The following are examples of what is considered to be a political interest during a re-election campaign:
 - production of election material
 - · use of council resources and equipment for campaigning
 - use of official council letterhead, publications, websites or services for political benefit
 - fundraising activities of political parties or individuals, including political fundraising events.

Part B - Expenses

5. General expenses

- 5.1. All expenses provided under this policy will be for a purpose specific to the functions of holding civic office. Allowances for general expenses are not permitted under this policy.
- 5.2. Expenses not explicitly addressed in this policy will not be paid or reimbursed.

6. Specific expenses

General travel arrangements and expenses

- 6.1. All travel by councillors should be undertaken using the most direct route and the most practicable and economical mode of transport.
- 6.2. Each councillor, including the Mayor will be reimbursed for reasonable travel notionally in accordance with the limits outlined on Page 3. for travel expenses incurred while undertaking official business or professional development or attending approved conferences and seminars within NSW. This includes reimbursement:
 - for public transport fares
 - for the use of a private vehicle or hire car
 - for parking costs for Council and other meetings
 - for tolls
 - · by Cabcharge card or equivalent
 - for documented ride-share programs, such as Uber, where tax invoices can be issued.
- 6.3. Allowances for the use of a private vehicle will be reimbursed by kilometre at the rate contained in the Local Government (State) Award.

Interstate, overseas and long distance intrastate travel expenses

Given Council's location near the Victorian border, travel to Victoria will be considered as general travel. Arrangements and expenses for this travel will be governed by Clauses 6.1-6.3.

- 6.4. In accordance with Section 4, Council will scrutinise the value and need for councillors to undertake interstate and overseas travel. Councils should avoid interstate, overseas and long distance intrastate trips unless direct and tangible benefits can be established for the council and the local community. This includes travel to sister and friendship cities.
- 6.5. Councillors seeking approval for any interstate and long distance intrastate travel must submit a case to, and obtain the approval of, the general manager prior to travel.
- 6.6. Councillors seeking approval for any overseas travel must submit a case to, and obtain the approval of, a full council meeting prior to travel.
- 6.7. The case should include:
 - objectives to be achieved in travel, including an explanation of how the travel aligns with current council priorities and business, the community benefits which will accrue as a result, and its relevance to the exercise of the councillor's civic duties
 - who is to take part in the travel
 - duration and itinerary of travel
 - a detailed budget including a statement of any amounts expected to be reimbursed by the participant/s.
- 6.8. For interstate and long distance intrastate journeys by air of less than three hours, the class of air travel is to be economy class.
- 6.9. For interstate journeys by air of more than three hours, the class of air travel may be premium economy.
- 6.10. For international travel, the class of air travel is to be premium economy if available. Otherwise, the class of travel is to be economy.
- 6.11. Bookings for approved air travel are to be made through the general manager's office.
- 6.12. For air travel that is reimbursed as council business, councillors will not accrue points from the airline's frequent flyer program. This is considered a private benefit.

Travel expenses not paid by Council

6.13. Council will not pay any traffic or parking fines or administrative charges for road toll accounts.

Accommodation and meals

- 6.14. In circumstances where it would introduce undue risk for a councillor to travel to or from official business in the late evening or early morning, reimbursement of costs for accommodation and meals on the night before or after the meeting may be approved by the general manager. This includes where a meeting finishes later that 9.00pm or starts earlier than 7.00am and the councillor lives more than 50 kilometres from the meeting location.
- 6.15. Council will reimburse costs for accommodation and meals while councillors are undertaking prior approved travel or professional development.
- 6.16. The daily limits for accommodation and meal expenses within Australia are to be consistent with those set out on page 3.
- 6.17. The daily limits for accommodation and meal expenses outside Australia are to be determined in advance by the general manager, being mindful of Clause 6.19.

Refreshments for council related meetings

6.18. Appropriate refreshments will be available for council meetings, council committee meetings, councillor briefings, approved meetings and engagements, and official council functions as approved by the general manager.

Professional development

6.19. Council will set aside \$15,000 per annum for Councillor Professional Development (notionally \$1,666 per councillor annually in its budget) to facilitate professional development of councillors through programs, training, education courses and membership of professional bodies.

- 6.20. In the first year of a new council term, Council will provide a comprehensive induction program for all councillors which considers any guidelines issued by the Office of Local Government (OLG). The cost of the induction program will be in addition to the ongoing professional development funding.
- 6.21. Approval for professional development activities is subject to a prior written request to the general manager outlining the:
 - details of the proposed professional development
 - relevance to council priorities and business
 - relevance to the exercise of the councillor's civic duties.
- 6.22. In assessing a councillor request for a professional development activity, the general manager must consider the factors set out in Clause 6.27, as well as the cost of the professional development in relation to the councillor's remaining budget.

Conferences and seminars

- 6.23. Council is committed to ensuring its councillors are up to date with contemporary issues facing council and the community, and local government in NSW.
- 6.24. Council will set aside a total amount of \$12,500 (indexed) annually in its budget to facilitate councillor attendance at conferences and seminars. This allocation is for all councillors. The general manager will ensure that access to expenses relating to conferences and seminars is distributed equitably.
- 6.25. Approval to attend a conference or seminar is subject to a written request to the general manager or approval by Council resolution. In assessing a councillor request, the general manager must consider factors including the:
 - relevance of the topics and presenters to current council priorities and business and the exercise of the councillor's civic duties
 - · cost of the conference or seminar in relation to the total remaining budget.
- 6.26. Council will meet the reasonable cost of registration fees, transportation and accommodation associated with attendance at conferences approved by the general manager. Council will also meet the reasonable cost of meals when they are not included in the conference fees. Reimbursement for accommodation and meals not included in the conference fees will be subject to Clauses 6.18-6.21.

Information and communications technology (ICT) expenses

- 6.27. Council will provide with an a contribution to internet charges as set out on Page 3. This may include either a laptop or tablet device.
- 6.28. Reimbursements will be made only for communications devices and services used for councillors to undertake their civic duties, such as:
 - receiving and reading council business papers
 - correspondence
 - diary and appointment management.
- 6.29. Councillors may seek reimbursement for applications on their mobile electronic communication device that are directly related to their duties as a councillor, within the maximum limit.

Special requirement and carer expenses

- 6.30. Council encourages wide participation and interest in civic office. It will seek to ensure council premises and associated facilities are accessible, including provision for sight or hearing impaired councillors and those with other disabilities.
- 6.31. Transportation provisions outlined in this policy will also assist councillors who may be unable to drive a vehicle.

- 6.32. In addition to the provisions above, the general manager may authorise the provision of reasonable additional facilities and expenses in order to allow a councillor with a disability to perform their civic duties.
- 6.33. Councillors who are the principal carer of a child or other elderly, disabled and/or sick immediate family member will be entitled to reimbursement of carer's expenses up to a maximum outlined on page 3 for attendance at official business, plus reasonable travel from the principal place of residence.
- 6.34. Child care expenses may be claimed for children up to and including the age of 16 years where the carer is not a relative.
- 6.35. In the event of caring for an adult person, councillors will need to provide suitable evidence to the general manager that reimbursement is applicable. This may take the form of advice from a medical practitioner.

Home office expenses

6.36. Each councillor may be reimbursed for reasonable costs associated with the maintenance of a home office, such as minor items of consumable stationery and printer ink cartridges.

7. Insurances

- 7.1. In accordance with Section 382 of the Local Government Act, Council is insured against public liability and professional indemnity claims. Councillors are included as a named insured on this Policy.
- 7.2. Insurance protection is only provided if a claim arises out of or in connection with the councillor's performance of his or her civic duties, or exercise of his or her functions as a councillor. All insurances are subject to any limitations or conditions set out in the policies of insurance.
- 7.3. Council shall pay the insurance policy excess in respect of any claim accepted by council's insurers, whether defended or not.
- 7.4. The following insurances are also held for Councillors:
 - Councillors and Officers Liability Cover
 - Personal injury whilst on Council business (note that councillors are not covered by workers compensation payments or arrangements)
 - Travel insurance for approved travel on Council business
 - Cover loss or damage for Council property in the possession or control of Councillors.

At any time during the currency of this policy, additional insurance may be taken out to cover Councillors, if and when identified.

8. Legal assistance

- 8.1. Council may, if requested, indemnify or reimburse the reasonable legal expenses of:
 - a councillor defending an action arising from the performance in good faith of a function under the Local Government Act provided that the outcome of the legal proceedings is favourable to the councillor
 - a councillor defending an action in defamation, provided the statements complained of were
 made in good faith in the course of exercising a function under the Act and the outcome of the
 legal proceedings is favourable to the councillor
 - a councillor for proceedings before an appropriate investigative or review body, provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the matter has proceeded past any initial assessment phase to a formal investigation or review and the investigative or review body makes a finding substantially favourable to the councillor.

- 8.2. In the case of a code of conduct complaint made against a councillor, legal costs will only be made available where the matter has been referred by the general manager to a conduct reviewer and the conduct reviewer has commenced a formal investigation of the matter and makes a finding substantially favourable to the councillor.
- 8.3. Legal expenses incurred in relation to proceedings arising out of the performance by a councillor of his or her functions under the Act are distinguished from expenses incurred in relation to proceedings arising merely from something that a councillor has done during his or her term in office. For example, expenses arising from an investigation as to whether a councillor acted corruptly would not be covered by this section.
- 8.4. Council will not meet the legal costs:
 - of legal proceedings initiated by a councillor under any circumstances
 - of a councillor seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation
 - for legal proceedings that do not involve a councillor performing their role as a councillor.
- 8.5. Reimbursement of expenses for reasonable legal expenses must have Council approval by way of a resolution at a council meeting prior to costs being incurred.

Part C - Facilities

9. General facilities for all councillors

Facilities

- 9.1. Council will provide the following facilities to councillors to assist them to effectively discharge their civic duties:
 - [where relevant, include the following point:] a councillor common room appropriately furnished to include telephone, photocopier, printer, desks, computer terminals, pigeon holes and appropriate refreshments (excluding alcohol)
 - * access to shared car parking spaces while attending council offices on official business
 - · personal protective equipment for use during site visits
 - a name badge which may be worn at official functions, indicating that the wearer holds the office of a councillor and/or mayor or deputy mayor.
- 9.2. Councillors may book meeting rooms for official business in a specified council building at no cost. Rooms may be booked through a specified officer in the mayor's office or other specified staff member.
- 9.3. The provision of facilities will be of a standard deemed by the general manager as appropriate for the purpose.

Stationery

- 9.4. Council will provide the following stationery to councillors each year:
 - letterhead, to be used only for correspondence associated with civic duties
 - business cards
 - up to [insert] ordinary postage stamps
 - up to finsert] Christmas or festive cards per year for councillors and finsert] for the mayor.
- 9.5. As per Section 4, stamps shall only be used to support a councillor's civic duties. Councillor mail will only be posted using the stamps provided. Any stamps not used will not be carried over to the next year's allocation.

Administrative support

- 9.6. Council will provide administrative support to councillors to assist them with their civic duties only. Administrative support may be provided by staff in the mayor's office or by a member of council's administrative staff as arranged by the general manager or their delegate.
- 9.7. As per Section 4, council staff are expected to assist councillors with civic duties only, and not assist with matters of personal or political interest, including campaigning.

10. Additional facilities for the mayor

- 10.1. [Where a vehicle is provided to the mayor, include Clauses 10.1-10.4] Council will provide to the mayor a maintained vehicle to a similar standard of other council vehicles, with a fuel card. The vehicle will be supplied for use on business, professional development and attendance at the mayor's office.
- 10.2. The mayor must keep a log book setting out the date, distance and purpose of all travel. This must include any travel for private benefit. The log book must be submitted to council on a monthly basis.
- 10.3. The mayoral allowance will be reduced to cover the cost of any private travel recorded in the log book, calculated on a per kilometre basis by the rate set by the Local Government (State) Award.
- 10.4. A parking space at council's offices will be reserved for the mayor's council-issued vehicle for use on official business, professional development and attendance at the mayor's office.
- 10.5. [Where relevant, include the following clause] Council will provide the mayor with a furnished office incorporating a computer configured to council's standard operating environment, telephone and meeting space.
- 10.6. In performing his or her civic duties, the mayor will be assisted by the Executive Assistance Governance and other staff as determined by the General Manager to provide administrative and secretarial support as required.
- 10.7. As per Section 4, staff are expected to work on official business only, and not for matters of personal or political interest of the Mayor, including campaigning.

Part D - Processes

11. Approval, payment and reimbursement arrangements

- 11.1. Expenses should only be incurred by councillors in accordance with the provisions of this policy.
- 11.2. Approval for incurring expenses, or for the reimbursement of such expenses, should be obtained before the expense is incurred.
- 11.3. Up to the maximum limits specified in this policy, approval for the following may be sought after the expense is incurred:
 - local travel relating to the conduct of official business
 - carer costs
 - for ICT devices and services,.
- 11.4. Final approval for payments made under this policy will be granted by the general manager or their delegate.

Direct payment

11.5. Council may approve and directly pay expenses. Requests for direct payment must be submitted to the General Manager for assessment against this policy using the prescribed form, with sufficient information and time to allow for the claim to be assessed and processed.

Reimbursement

11.6. All claims for reimbursement of expenses incurred must be made on the prescribed form, supported by appropriate receipts and/or tax invoices and be submitted to the General Manager.

Advance payment

- 11.7. Council may pay a cash advance for councillors attending approved conferences, seminars or professional development.
- 11.8. The maximum value of a cash advance is \$100 per day of the conference, seminar or professional development to a maximum of \$300.
- 11.9. Requests for advance payment must be submitted to the General Manager] for assessment against this policy using the prescribed form with sufficient information and time to allow for the claim to be assessed and processed.
- 11.10. Councillors must fully reconcile all expenses against the cost of the advance within one month of incurring the cost and/or returning home. This includes providing to council:
 - a full reconciliation of all expenses including appropriate receipts and/or tax invoices
 - reimbursement of any amount of the advance payment not spent in attending to official business or professional development.

Notification

- 11.11.If a claim is approved, council will make payment directly or reimburse the councillor through accounts payable.
- 11.12. If a claim is refused, council will inform the councillor in writing that the claim has been refused and the reason for the refusal.

Reimbursement to council

- 11.13.If council has incurred an expense on behalf of a councillor that exceeds a maximum limit, exceeds reasonable incidental private use or is not provided for in this policy:
 - · council will invoice the councillor for the expense
 - the councillor will reimburse council for that expense within 14 days of the invoice date.
- 11.14.If the councillor cannot reimburse council within 14 days of the invoice date, they are to submit a written explanation to the general manager. The general manager may elect to deduct the amount from the councillor's allowance.

Timeframe for reimbursement

11.15. Unless otherwise specified in this policy, councillors must provide all claims for reimbursement within three months of an expense being incurred. Claims made after this time cannot be approved.

12. Disputes

- 12.1. If a councillor disputes a determination under this policy, the councillor should discuss the matter with the general manager.
- 12.2. If the councillor and the general manager cannot resolve the dispute, the councillor may submit a notice of motion to a council meeting seeking to have the dispute resolved.

13. Return or retention of facilities

13.1. All unexpended facilities or equipment supplied under this policy are to be relinquished immediately upon a councillor or mayor ceasing to hold office or at the cessation of their civic duties.

- 13.2. Should a councillor desire to keep any equipment allocated by council, then this policy enables the councillor to make application to the general manager to purchase any such equipment. The general manager will determine an agreed fair market price or written down value for the item of equipment.
- 13.3. The prices for all equipment purchased by councillors under Clause 13.2 will be recorded in Council's annual report.

14. Publication

14.1. This policy will be published on council's website.

15. Reporting

- 15.1. Council will report on the provision of expenses and facilities to councillors as required in the Act and Regulations.
- 15.2. Detailed reports on the provision of expenses and facilities to councillors will be publicly tabled at a council meeting every six months and published in full on council's website. These reports will include expenditure summarised by individual councillor and as a total for all councillors.

16. Auditing

16.1. The operation of this policy, including claims made under the policy, will be included in council's audit program and an audit undertaken at least every two years.

17. Breaches

- 17.1. Suspected breaches of this policy are to be reported to the general manager.
- 17.2. Alleged breaches of this policy shall be dealt with by following the processes outlined for breaches of the Code of Conduct, as detailed in the Code and in the Procedures for the Administration of the Code.

PART E – Appendices

Appendix I: Related legislation, guidance and policies

Relevant legislation and guidance:

- Local Government Act 1993, Sections 252 and 253
- Local Government (General) Regulation 2021, Clauses 217 and 403
- Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors in NSW, 2009
- Local Government Circular 09-36 Guidelines for Payment of Expenses and Facilities
- Local Government Circular 05-08 legal assistance for Councillors and Council Employees.

Related Council policies:

· Code of Conduct

Appendix II: Definitions

The following definitions apply throughout this policy.

Term	Definition	
accompanying person	Means a spouse, partner or de facto or other person who has a close personal relationship with or provides carer support to a councillor	
appropriate refreshments	Means food and beverages, excluding alcohol, provided by council to support councillors undertaking official business	
Act	Means the Local Government Act 1993 (NSW)	
clause	Unless stated otherwise, a reference to a clause is a reference to a clause of this policy	
Code of Conduct	Means the Code of Conduct adopted by Council or the Model Code if none is adopted	
Councillor	Means a person elected or appointed to civic office as a member of the governing body of council who is not suspended, including the mayor	
General Manager	Means the general manager of Council and includes their delegate or authorised representative	
incidental personal use	Means use that is infrequent and brief and use that does not breach this policy or the Code of Conduct	
long distance intrastate travel	Means travel to other parts of NSW of more than three hours duration by private vehicle	
maximum limit	Means the maximum limit for an expense or facility provided in the text and summarised in Appendix 1	
NSW	New South Wales	
official business	Means functions that the mayor or councillors are required or invited attend to fulfil their legislated role and responsibilities for council or re in a direct benefit for council and/or for the local government area, an includes:	
	meetings of council and committees of the whole	
	meetings of committees facilitated by council	
	civic receptions hosted or sponsored by council	
	meetings, functions, workshops and other events to which attendance by a councillor has been requested or approved by council	
professional development	Means a seminar, conference, training course or other development opportunity relevant to the role of a councillor or the mayor	
Regulation	Means the Local Government (General) Regulation 2005 (NSW)	
year	Means the financial year, that is the 12 month period commencing on 1 July each year	

To the General Manager - Steve

Dear Steve-

on behalf of colcairn Lithean church, I would like to ask that you please give reconsideration to the water and sewage bill which was recently reversed - for 'dates' 8/21 > 11/21.

The bill total is for \$4630-23. Which is astounding for a little church - but we acknowledge the water metre readings seem to be accurate - as we were notified and have 5 bequently fixed a water leak.

We would like 'you to please consider reducing the "Non-residental Sewer Usuage Chage which is based on water consumption - and this account comes to \$1715, because of the high water consumption.

Holn all previous years our water usuage is approx IKL, and the who total account is less than \$10.

We would appreciate your consideration on this matter, as we are and would be happy with any leeway you feel you would be able to grant to us.

Thanks

Brenda Clarke. 0481480428 culcairn Lutheran church



PO Box 99 Holbrook NSW 2644

39 Young St 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

Water Account

1st July 2021 to 30th June 2022

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Lutheran Church Culcairn C/- Mrs Rhonda Hartley PO Box 128 **CULCAIRN NSW 2660**



Please notify Council in writing of any changes to mailing address.

No further notice Will be given

Assessment No.

10106730

Posting Date :

15/12/2021

Due Date

20/01/2022

Billing Period

October 2021 to December 202

Description & Location of Property

Lutheran Church 2 Henty Street CULCAIRN NSW 2660

Meter Number

21271

Lot: A DP: 400208

Opening Date

24/08/2021

Opening Read

Closing Date

16/11/2021

Year to Date Consumption

Closing Read

1612

Usage

1150

1150

\$350.00 \$2,565.00 \$1,715.23

200 WATER UNITS CONSUMED @ \$1.75/KL 950 WATER UNITS CONSUMED @ \$2.7/KL Non-Residential Sewer Usage Charge 1150KL x \$1.57/KL x 0.95 (SDF)

462

Direct Debit Arrangement is in place

Deduct payment since 14/12/2021

Due Date

20/01/2022

Total Amount

Due

\$4,630.23

Simple interest is charged daily on overdue amounts at 6%

There is no GST payable on this notice.

See over for payment options

Steven Pinnuck General Manager

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Register now at greaterhume.enotices.com.au with eNotices reference number:

6C3BEA1EAQ

Biller Code: 545863 Ref20106738

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Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au.

BPAY View® - View and pay this bill using internet banking. **BPAY View Registration No.20106738**

00000507 20106738



Direct Debit Arrangement is in place

Greater Hume Council - WATER

PAYMENT ADVICE

Please tick if receipt is required

Name

Lutheran Church Culcairn

Assessment Number

10106730

Total Amount

\$4,630,23

Due Date

20/01/2022

Amount Paid







PO Box 99 Holbrook NSW 2644

39 Young St 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

Water Account

1st July 2020 to 30th June 2021

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Lutheran Church Culcairn C/- Mrs Rhonda Hartiey PO Box 128 **CULCAIRN NSW 2660**

019

R3_209

No further notice Will be given

Assessment No.

10106730

Posting Date

24/06/2021

Due Date

16/07/2021

Billing Period

April 2021 to June 2021

Please notify Council in writing of any changes to mailing address.

Description & Location of Property

Lutheran Church 2 Henty Street CULCAIRN NSW 2660 Lot: A DP: 400208

Meter Number

21271

Opening Date 22/02/2021

Opening Read

Closing Date

Closing Read

Usage

17/05/2021 Year to Date Consumption

2

1 WATER UNITS CONSUMED @ \$1.7/KL Non-Residential Sewer Usage Charge 1KL x \$1.54/KL x 0.95 (SDF)

461

\$1.70 \$1.46

Direct Debit Arrangement is in place

Deduct payment since	Due Date	Total	
16/06/2021	16/07/2021	Amount Due	\$3.16

Simple interest is charged daily on overdue amounts at 0% from 1/7/2020-31/12/2020 and then 7% from 1/1/2021 to 30/6/2021 There is no GST payable on this notice.

See over for payment options

Steven Pinnuck

General Manager

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D21BC3AE8E



Biller Code: 545863 Ref20106738

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01 00000507 20106738



Direct Debit Arrangement is in place

Greater Hume Council - WATER

PAYMENT ADVICE

Please tick if receipt is required

Name

Lutheran Church Culcairn

Assessment Number

10106730

Total Amount

\$3.16

Due Date

16/07/2021

Amount Paid



Document Name	Document Version Number	Review Date
Complaints Handling Policy		June 2023
Date Adopted	Minute Number	Status
Click here to enter a date.		

Purpose

The purpose of this policy is to describe the way in which complaints will be handled to improve the performance of and increase the level of public confidence in Council.

Greater Hume Shire Council aims to provide the best possible service to its customers. Council is committed to addressing and resolving enquiries and complaints, improving customer service delivery and increasing community satisfaction.

Complaints generally occur when the expectations of the customer have not been met. This policy has been formulated to ensure all complaints and requests are dealt with in a timely and effective manner, and to ensure that information that can assist the organisation to improve is captured in a form that enables easy and useful analysis.

Effective complaints management benefits the organisation in some important ways:

- it allows the customer to provide input into service delivery and improvement
- we obtain valuable feedback on our performance
- it allows us to identify areas, processes or skills that need improvement
- it gives us a second chance to serve and satisfy, or clarify issues for dissatisfied customers.

Scope

This policy applies to Councillors and staff at Greater Hume who deal with customers, children services staff including Family Day Care Educators, members of the public, other agencies, service providers/contractors, community organisations or other members of staff.

This policy applies to complaints received in all areas of the organisation.

Definitions

Competitive neutrality:

The principle that Council businesses should not operate with any unfair competitive advantage.

Complaint:

An expression of dissatisfaction made to or about an organisation (Council), related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. with Council's level and quality of service, employees, or policies and procedures affecting an individual customer or group of customers. Reference - Australian and New Zealand Standard Guidelines for complaint management in organisations - AS/NZS 10002:2014

Compliment:

A statement of satisfaction about services provided by Council.

Grievance:

An expression of dissatisfaction by an employee of Council about the way in which they have been treated by another member of staff (including a supervisor).

Protected disclosure:

An allegation of corrupt conduct, maladministration, and serious and substantial waste that may be subject to the Protected Disclosures Act.

Greater Hume Council

Complaints Handling Policy

Reportable conduct:

Assault, ill treatment or neglect, or exposing or subjecting a minor to behaviour that psychologically harms the child. Only reportable conduct in relation to a member of staff constitutes a complaint under this policy.

The Children's Guardian Act 2019 defines reportable conduct as:

- a sexual offence
- sexual misconduct
- ill-treatment of a child
- neglect of a child
- an assault against a child
- an offence under s 43B (failure to protect) or s 316A (failure to report) of the Crimes Act 1900.
- behaviour that causes significant emotional or psychological harm to a child; and
- Any offence under section 43B or 316A of the Crimes Action 1900, whether or not, with the consent of the child.

Reportable Allegation:

Inappropriate behaviour that is detrimental to a child or young person. The victim of the inappropriate behaviour must be aged less than 18 years at the time of the incident. Only a reportable allegation in relation to a member of staff constitutes a complaint under this policy. A reportable allegation is an allegation that an employee has engaged in conduct that may be reportable conduct.

Reportable Conviction:

A reportable conviction means a conviction (including a finding of guilt without the court proceeding to a conviction), in NSW or elsewhere, of an offence involving reportable conduct.

Request:

A request for the provision of services (including the provision of information), a report about damaged or faulty infrastructure, or a report requiring action by Council's Compliance section eg. noise, pollution, dogs, food premises etc.

Policy Content

Standards for Handling Complaints

We recognise the value of complaints as an important tool in monitoring and responding to customer and community expectations, and will deal with them in the following way:

Our commitment to resolving complaints

- We will take complaints seriously and investigate them thoroughly to achieve a mutual resolution within an agreed timeframe;
- We will provide adequate training, resources and authority to deal with complaints.

Our commitment to customer service

• The person dealing with the complaint will provide their name and contact details;

Electronic Version is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy verify that it is the current version.

- We will be fair, courteous, respectful and professional in our response;
- We will provide accurate information and advice about a customer's obligations and entitlements;
- We will respect the privacy and confidentiality of information received as much as we can. We cannot, however, guarantee confidentiality because we may have statutory obligations or other information disclosure requirements.

What we ask of our customers

A customer normally needs to provide:



- Full details of their name, address and telephone number before a complaint can be registered, except for those anonymous complaints outlined below;
- Sufficient details for action on the complaint to be undertaken.

Defining complaints

What is a complaint?

A complaint is any expression of dissatisfaction with Council's:

- **Policies and procedures** usually related to dissatisfaction with service charges, policy decisions or an agreed practice covered by a policy or procedure.
- **Employees** usually related to dissatisfaction with the behaviour of a Council employee.
- Quality of service generally related to the quality of the finished job (eg. not up to an expected standard, poor workmanship) or the length of time taken to complete the job or provide the service (eg. non-compliance with our service standards).

The complaints outlined above fall into the category of general complaints, which are dealt with and resolved inside the organisation. There are other types of complaints, described below, which have external reporting requirements, or may need to be dealt with by an agency other than Council.

What is not a complaint?

A complaint is not:

- a request for services;
- a request for information or explanation of policies, procedures or decisions of council;
- a request for information regarding Council assets or services;
- a request for maintenance of council housing and other assets;
- an expression concerning the general direction or the performance of Council or its elected representatives;
- reports of hazards (eg. fallen trees), damaged or faulty infrastructure (eg. potholes);
- reports about neighbours, noise, dogs, unauthorised building work or similar issues that fall into the regulatory aspect of our services;

Many of the issues above are called 'complaints' when a customer contacts us. They are called 'complaints' because a customer is unhappy about the situation and wants something done. To us, however, the 'complaint' is a **request** for action. The actions we take to resolve many 'complaints' are an everyday part of organisational life for us due to the nature of services we provide.

This terminology does not reduce the importance of the issue, nor does it change the actions we will take. It does, however, help us differentiate between a **complaint** and a **request** so that we can register the issue appropriately on our Customer Action Request System.

In general, most 'true' complaints, as defined above, are about staff behaviour, quality of service, council policy, or the outcome of a decision.

Types of complaints

General complaints

General complaints cover a wide range of issues that can be resolved inside the organisation. They will be dealt with in accordance with this policy. Each area of council may develop their own specific procedures for dealing with general complaints in relation to the services that they provide.

Children Services have specific procedures to address complaints and feedback regarding centre based and family day care services.

We will do all we can to resolve a complaint, but there may be times where a decision or outcome cannot be changed, or where a complaint is not justified. Customers who have made a general



complaint and are dissatisfied with the outcome can take the matter further by contacting the Department of Local Government, the Independent Commission Against Corruption (ICAC), the NSW Ombudsman, or the Anti-Discrimination Board.

We will provide these customers with information about their rights to refer their complaint to another agency, and continue to deal with them in a courteous, respectful and professional manner.

Complaints with statutory reporting requirements

There are a range of issues that may need to be dealt with and resolved inside the organisation and may also have external reporting requirements. These include:

Protected disclosures

The Protected Disclosures Act 1994 aims to encourage and facilitate the disclosure, in regard to public interest, of corrupt conduct, maladministration and serious and substantial waste. Council's Protected Disclosures Procedure outlines how Protected Disclosures are to be dealt with and is contained in the Code of Conduct, which is available on Council's website. The Code of Conduct includes detailed definitions of what constitutes corrupt conduct, maladministration, and serious and substantial waste.

Complaints that may be Protected Disclosures are to be referred to the Protected Disclosure Coordinator who will also notify the General Manager that a protected disclosure has been made.

Complaints concerning councillors

Complaints concerning councillors, including allegations of a breach of the Code of Conduct such as a pecuniary conflict of interest, are to be referred to the General Manager. The Code of Conduct outlines how such complaints are to be dealt with.

Allegations under the Child Protection legislation

Complaints relating to Child Protection are to be dealt with in accordance with Council's Child Protection Policy & Procedures and Child Safe requirements. Complaints with mandatory reporting requirements are reportable allegations and reportable conduct in relation to a member of staff. In accordance with the Child Protection Policy & Procedures, the allegation or conduct must immediately be reported to the Director Corporate Services and General Manager, who must notify the Ombudsman Office of the Children's Guardian within 7 business days of becoming aware of a reportable allegation, as soon as practicable.

A report of a child at risk, of a reportable allegation, or of reportable conduct to Council, that is not related to a Council policy, service or member of staff, constitutes a request.

• Competitive neutrality complaints

Competitive neutrality complaints are to be referred to the Director Corporate Services. The Local Government Act 1993 requires that Competitive Neutrality Complaints be reported in Council's Annual Report.

Privacy complaints

Complaints relating to privacy and breaches of the Privacy and Personal Information Protection Act 1998 are to be referred to the Privacy Contact Officer who will notify Privacy NSW, the relevant Director and the General Manager. The Privacy Management Plan outlines how these complaints should be dealt with.

• Grievance complaints

Grievance complaints are to be referred to the Human Resources Officer, and will be dealt with in accordance with the Grievance Policy.

Anonymous Complaints

While anonymous complaints will be recorded, we will generally only act on them where the matter is relatively serious and there is sufficient information in the complaint to enable an investigation to



be undertaken. Anonymous complaints are always to be referred to the relevant Director for a decision as to the nature of any further action to be taken.

Generally only anonymous complaints involving conduct in breach of the Code of Conduct by staff or Councillors, or child protection concerns will be investigated under this policy.

Malicious, frivolous and vexatious complaints

All complaints received by Council will be treated with the utmost seriousness. However if, following investigation, a complaint is found to be malicious, frivolous or vexatious, Council will take no further action on the complaint. A decision to take no further action will be made by a member of staff at the level of Manager or Higher and the complainant will be informed of the decision in writing.

Recording Complaints

All complaints received by Council will be recorded in Council's electronic document management system and requests will be recorded in Council's Customer Action Request System.

Where a complaint is requesting a service, and there are no prior indications of failure to provide that service to the complainant, the request will be recorded as an 'action request' rather than a complaint.

If Council records indicate that the complainant has made contact with Council on one or more occasions regarding a failure of Council to provide that service, such contact will be recorded as a complaint. Complaints of this nature will be forwarded to the appropriate Departmental supervisor or manager for attention.

Declining a Complaint

Council may determine not to investigate a complaint that:

- is considered frivolous, vexatious or not made in good faith
- involves a matter where a separate statutory review or appeal process exists eg. development and planning appeals
- relates to conduct before a court, coroner or tribunal
- relates to matters under investigation by external oversight bodies such as the NSW Ombudsman, or NSW Police
- relates to the appointment or dismissal of any employee or an industrial or disciplinary issue or internal employee grievances
- relates to a matter awaiting determination by the Council
- relates to the actions or conduct of a private individual; unless it has an impact on the Council
- there is insufficient information available
- the complainant declines or refuses to provide further information
- contains threats made against Councillors or Council officers.

Confidentiality

Council will ensure that confidentiality is maintained in regard to complaints received. Staff receiving and recording complaints alleging corrupt conduct, pecuniary interest, maladministration or improper use of position must ensure that all allegations contained therein, are not discussed other than with the Public Officer and/or General Manager. Council will take all care that the reporting of complaints about Council activities will not result in the complainant experiencing any form of victimisation or retribution as a result of the complaint.

Lodging Complaints

Complaints may be lodged with Council in the following ways:

- By telephone
- In person
- In writing including by email.

Links to Policy

Child Protection Policy & Procedures



Code of Conduct
Grievance Policy & Procedure
National Competition Policy
Bullying & Harassment Policy
Internal Reporting & Public Interest Disclosures Policy
Customer Service Standards
Guarantee of Service Statement
Complaints Against Staff Policy

Links to Procedure

Child Protection Procedure Grievance Policy & Procedure Privacy Management Plan

Greater Hume Children Services - Complaints Handling Procedure

Greater Hume Children Services – Complaints Handling Procedure – Family Day Care Greater Hume Children Services - Complaints Handling Procedure – Centre Based Care

Links to Forms

Nil.

References

Nil.

Responsibility

Director Corporate & Community Services

Document Author

Manager Corporate Services

Relevant Legislation

Children and Young Persons (Care and Protection) Act 1998
Child Protection (Working with Children) Act 2012
Children's Guardian Act 2019
Independent Commission Against Corruption Act 1988
Local Government Act 1993
Privacy and Personal Information Protection Act 1998

Protected Disclosures Act 1994

Disability Act 2012

Australian Human Rights Commission Act 1986

Associated Records

Nil.

Record of Complaints
Complaints Register Children Services
Customer Action Request System



Document Name	Document Version Number	Review Date
Internal Reporting (Public Interest Disclosures) Policy		
Date Adopted	Minute Number	Status
		Revised

Purpose

The purpose of this policy is to state Council's commitment to the aims and objectives of the Public Interest Disclosures Act 1994 (PID Act), formerly the Protected Disclosures Act 1994.

Council recognises the value and importance of individual staff contributions to administrative and management practices and high standards of ethical and accountable conduct. Council will not tolerate any form of wrongdoing and strongly supports reporting of serious wrongdoing – corrupt conduct, maladministration, serious and substantial waste of public money, and government information contravention.

Council will take all reasonable steps to provide support and protection to staff from any detrimental action in reprisal for making a disclosure. Council acknowledges that Council Officers who come forward and report wrongdoing are helping promote integrity, accountability and good management within the organisation.

The internal reporting system established under this policy is not intended to be used for staff grievances, which should be raised through the Grievance Policy and Procedure. If a staff member makes a report under this policy which is substantially a grievance, the matter will be referred to the People & Culture Officer to be dealt with in accordance with the Grievance Policy and Procedure.

Scope

This policy will apply to:

- Councillors and Council staff (including permanent employees whether full-time or part-time, temporary or casual employees); and
- Other persons engaged by Council (including consultants, individual contractors working for Council and volunteers).

This policy is designed to complement normal communication channels between managers/supervisors and staff/councillors/contractors/consultants and volunteers.

Staff are encouraged to continue to raise appropriate matters at any time with their supervisors but as an alternative have the option of making a protected disclosure in accordance with this Policy.

Definitions

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 to others
- Acting dishonestly or un fairly, or breaching public trust
- A member of the public influencing or trying to influence a public official to use their position in a way that is dishonest, biased or breaches public trust.



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
- awarding contracts and tenders to private parties that are related by family, friendship or association
- failing to make a decision in accordance with official policy for no apparent reason
- issuing an order against a person without giving them procedural fairness
- refusing to grant an approval for reasons that are not related to the merits of their application.

Serious and substantial waste of public money

Serious and substantial waste in is the uneconomical, inefficient or ineffective use of resources that could result in the loss or wastage of public 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:

- misappropriation or misuse of public property
- the purchase of unnecessary or inadequate goods and services
- overstaffing in particular areas or misalignment of duties, skills and remuneration, e.g. staff
 being remunerated for skills that they do not have, but are required to have under the terms or
 conditions of their employment, staff spending a significant proportion of time carrying out tasks
 well under their skill level and paid position level
- programs not achieving their objectives and therefore the program's costs being clearly ineffective and inefficient
- not following a competitive tendering process for a large scale contract
- poor recruiting practices
- having bad or no processes in place for a system involving large amounts of public funds.

Breach of the GIPA Act

A breach of the *Government Information (Public Access) Act 2009 (GIPA Act)* is a failure to properly fulfil functions under the 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
- Intentionally overlooking documents that are clearly covered by an access application.

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 interest's 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.

Other Wrongdoing

Although reports about the previous five categories of conduct 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 accordance with Council's Code of Conduct and Equal Employment Opportunity Policy and Management Plan Policies.

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

Policy Content

Greater Hume Shire Council is committed to acting in accordance with the spirit and letter of the PID Act by:

- Creating a climate of trust, where Council 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
- Encourage staff to report wrongdoing within Council, but respecting any decision to disclose wrongdoing outside Council, provided that disclosure outside Council is made in accordance with the PID Act
- Ensuring managers and supervisors at all levels in Council understand the benefits of reporting wrongdoing, are familiar with this policy, 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
 - o Reassess or review the policy each year to ensure it is still relevant and effective.



Roles and responsibilities

The role of council staff and councillors

Staff and councillors play an important role in contributing to a workplace where known or suspected wrongdoing is reported and dealt with appropriately. All council staff and councillors are obliged to:

- report all known or suspected wrongdoing and support those who have made reports of wrongdoing
- if requested, assist those dealing with the report, including supplying information on request, cooperating with any investigation and maintaining confidentiality
- treat any staff member or person dealing with a report of wrongdoing with courtesy and respect
- respect the rights of any person the subject of reports.

Staff and councillors must not:

- make false or misleading reports of wrongdoing
- victimise or harass anyone who has made a report.

Additionally, the behaviour of all council staff and councillors involved in the internal reporting process must adhere to the Greater Hume Council's code of conduct. A breach of the code could result in disciplinary action.

The role of the Greater Hume Council

The Greater Hume Council has a responsibility to establish and maintain a working environment that encourages staff and councillors to report wrongdoing and supports them when they do. This includes keeping the identity of reporters confidential where practical and appropriate, and taking steps to protect reporters from reprisal and manage workplace conflict.

Council will assess all reports of wrongdoing it receives from staff and councillors and deal with them appropriately. Once wrongdoing has been reported, Council takes 'ownership' of the matter. This means it is up to us to decide whether a report should be investigated, and if so, how it should be investigated and by whom. Council will deal with all reports of wrongdoing fairly and reasonably, and respect the rights of any person the subject of a report.

Council must report on our obligations under the PID Act and statistical information about public interest disclosures in our annual report and to the NSW Ombudsman every six months.

To ensure the Greater Hume complies with the PID Act and deals with all reports of wrongdoing properly, all staff and councillors with roles outlined below and elsewhere in this policy will receive training on their responsibilities.

Roles of key positions

General Manager

The general manager has ultimate responsibility for maintaining the internal reporting system and workplace reporting culture, and ensuring the Greater Hume Council complies with the PID Act. The general manager can receive reports from staff and councillors and has a responsibility to:

- assess reports received by or referred to them, to determine whether or not the report should be treated as a public interest disclosure, and to decide how the report will be dealt with
- deal with reports made under the council's code of conduct in accordance with the council's adopted code of conduct procedures



- ensure there are strategies in place to support reporters, protect reporters from reprisal and manage workplace conflict that may arise in relation to a report
- make decisions following any investigation or appoint an appropriate decision-maker
- take appropriate remedial action where wrongdoing is substantiated or systemic problems are identified
- refer actual or suspected corrupt conduct to the Independent Commission Against Corruption (ICAC)
- refer any evidence of a reprisal offence under section 20 of the PID Act to the Commissioner of Police or the ICAC.

Disclosures Coordinator

The disclosures coordinator has a central role in Council's internal reporting system. The disclosures coordinator can receive and assess reports, and is the primary point of contact in Council for the reporter. The disclosures coordinator has a responsibility to:

- assess reports to determine whether or not a report should be treated as a public interest disclosure, and to decide how each report will be dealt with (either under delegation or in consultation with the general manager)
- deal with reports made under the council's code of conduct in accordance with the council's adopted code of conduct procedures
- coordinate Council's response to a report
- acknowledge reports and provide updates and feedback to the reporter
- assess whether it is possible and appropriate to keep the reporter's identity confidential
- assess the risk of reprisal and workplace conflict related to or likely to arise out of a report, and develop strategies to manage any risk identified
- where required, provide or coordinate support to staff involved in the reporting or investigation process, including protecting the interests of any officer the subject of a report
- ensure the Greater Hume Council complies with the PID Act
- provide six-monthly reports to the NSW Ombudsman in accordance with section 6CA of the PID Act.

Disclosures officers

Disclosures officers are additional points of contact within the internal reporting system. They can provide advice about the system and the internal reporting policy, receive reports of wrongdoing and assist staff and councillors to make reports. Disclosures officers have a responsibility to:

- document in writing any reports received verbally, and have the document signed and dated by the reporter
- make arrangements to ensure reporters can make reports privately and discreetly when requested, if necessary away from the workplace
- discuss with the reporter any concerns they may have about reprisal or workplace conflict
- carry out preliminary assessment and forward reports to the disclosures coordinator or general manager for full assessment.

Mavor

The Mayor can receive reports from staff and councillors about the general manager. Where the Mayor receives such reports, the Mayor has a responsibility to:

- assess the reports to determine whether or not they should be treated as a public interest disclosure, and to decide how they will be dealt with
- deal with reports made under the council's code of conduct in accordance with the council's adopted code of conduct procedures
- refer reports to an investigating authority, were appropriate



- liaise with the disclosures coordinator to ensure there are strategies in place to support reporters, protect reporters from reprisal and manage workplace conflict that may arise in relation to a report
- refer actual or suspected corrupt conduct to the ICAC
- refer any evidence of a reprisal offence under section 20 of the PID Act to the Commissioner of Police or the ICAC.

Supervisors and line managers

Supervisors and line managers play an important role in managing the immediate workplace of those involved in or affected by the internal reporting process. Supervisors and line managers should be aware of the internal reporting policy and are responsible for creating a local work environment where staff are comfortable and confident about reporting wrongdoing. They have a responsibility to:

- encourage staff to report known or suspected wrongdoing within the organisation and support staff when they do
- identify reports made to them in the course of their work which could be public interest disclosures, and assist the staff member to make the report to an officer authorised to receive public interest disclosures under this policy
- implement local management strategies, in consultation with the disclosures coordinator, to minimise the risk of reprisal or workplace conflict in relation to a report
- notify the disclosures coordinator or general manager immediately if they believe a staff member is being subjected to reprisal as a result of reporting wrongdoing, or in the case of suspected reprisal by the general manager, notify the Mayor.

When will a report be treated as a public interest disclosure?

Council will support any member of Council staff who 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 report must be about one of the following five categories of serious wrongdoing corrupt conduct, maladministration, serious and substantial waste of public money, breach of the GIPA Act, or local government pecuniary interest contravention
- the person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing
- the report has to be made to either the general manager or, for reports about the general manager the Mayor, a position nominated in this policy, an investigating authority or in limited circumstances to an MP or journalist

Reports by members of Council staff and Councillors will not be considered to be public interest disclosures if they:

- Mostly question the merits of government policy, including any formal policy adopted by resolution of Council, or
- Are, made with the sole or substantial motive of avoiding dismissal or other disciplinary action.

How to make a report

You can report wrongdoing in writing or verbally. You are encouraged to make a report 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 staff member should keep a copy of this record.



If you are concerned about being seen making a report, ask to meet in a discreet location away from the workplace.

Can a report be anonymous?

There will be some situations where a member of Council staff may not want to be identified when making a report. Although these reports will still be dealt with by Council it is best if the particular member of Council staff identifies themselves. This allows Council to provide the member of staff with any necessary protection and support, as well as feedback about the outcome of any investigation into the allegations.

It is important to realise that an anonymous disclosure may not prevent a person from being identified. If Council's Disclosure Officers do not know who made the report, it is very difficult for them to prevent any reprisal action.

Maintaining confidentiality

Council realises many Council staff will want their report to remain confidential. This can help to prevent any action being taken against staff for reporting wrongdoing.

Council is committed to keeping the identity of the member of Council staff and the fact that they have reported wrongdoing, confidential. However there may be situations where this may not be possible or appropriate. Council's Disclosure Officer will discuss with the staff member whether it is possible to keep their report confidential.

If confidentiality cannot be maintained, Council will develop a plan to support and protect any member of Council staff from risks of reprisal. The staff member will be involved in developing this plan and will also be told if their report will be dealt with under Council's Code of Conduct, as this may mean certain information will have to be tabled at a Council meeting.

If members of Council staff report wrongdoing, they should only discuss their report with those dealing with it. This will include the Disclosures Coordinator and the General Manager. If a report is discussed more broadly, this may affect the outcome of any investigation.

Any staff or Administrators/councillors involved in the investigation or handling of a report, including witnesses, are also required to maintain confidentiality and not disclose information about the process or allegations to any person except for those people responsible for handling the report.

Who can receive a report within council?

Council staff are encouraged to report general wrongdoing to their 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 Council's disclosure procedures. For Council, this means this policy and any supporting procedures.

Any Council supervisor who receives a report that they believe may be a public interest disclosure must refer the staff member making the report to one of the positions listed below. The broader responsibilities of these positions will be outlined in the procedure and guidance material supporting this policy.

If a report by a member of Council staff involves a Councillor, the member of Council staff should make it to the General Manager or the Mayor.

If a report by a Councillor is about another Councillor, the Councillor should make it to the General Manager or the Mayor.



The following positions are the only staff within Council who can receive a public interest disclosure:

General Manager

A report of wrongdoing can be made directly to the General Manager who 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 any problem that has been identified.

The General Manager must make sure there are systems in place in Council to support and protect staff who report wrongdoing. They are also responsible for referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

The General Manager may be contacted on (02) 6036 0100.

Mayor

If a Councillor or a member of Council staff is making a report about the General Manager, the report should be made 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
- Ensuring that there are systems in place in Council to support and protect staff who report wrongdoing
- If the report is about the General Manager, referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

The Mayor may be contacted on (02) 6036 0100.

Disclosures Coordinator

The Disclosures Coordinator has a central role in dealing with reports made by Council staff. The Disclosures Coordinator receives, assesses and refers them to the staff within Council who can deal with them appropriately.

The Disclosures Coordinator (Director Corporate and Community Services) may be contacted on (02) 6036 0180.

Disclosures Officers

Disclosures Officers work with the Disclosures Coordinator, and are responsible for receiving, forwarding and/or dealing with reports made in accordance with this policy.

The Disclosures Officer (Manager Corporate Services) may be contacted on (02) 6036 0116.

Who can receive a report outside of council?

Staff are encouraged to report wrongdoing within Council, but internal reporting is not their only option. The guidance below provides details as to how a report can still be a public interest disclosure:

Council staff can choose to make their report to an investigating authority either initially, or at any stage after an initial report to Council. If the report is about the General Manager or the Mayor, the staff member should consider making it to an investigating authority.



Council staff can also choose to make a report to a Member of Parliament or a journalist, but only in limited circumstances which are outlined below.

Investigating Authorities

The PID Act lists a number of investigating authorities in NSW that Council staff can report wrongdoing to and the categories of wrongdoing each authority can deal with.

In relation to Council, these authorities are:

- The Independent Commission Against Corruption (ICAC) for corrupt conduct
- The NSW Ombudsman for maladministration
- The Office of Local Government-for disclosures about local councils
- The Information Commissioner for disclosures about a government information contravention.

You should contact the relevant authority for advice about how to make a disclosure to them. Contact details for each investigating authority are provided at the end of this policy.

You should be aware that it is very likely the investigating authority will discuss the case with Council. Council will make every effort to assist and cooperate with the investigating authority to ensure the matter is dealt with appropriately and there is a satisfactory outcome. Council will also provide appropriate support and assistance to staff who report wrongdoing to an investigating authority.

Members of Parliament or Journalists

To have the protections under the PID Act, Council staff reporting wrongdoing to a Member of Parliament (MP) or a journalist must have already made substantially the same report to one of the following:

- The General Manager
- A person nominated in this policy
- An investigating authority in accordance with the PID Act.

Also, Council or the investigating authority that received the report must have either:

- Decided not to investigate the matter
- Decided to investigate the matter, but not completed the investigation within six months of the original report
- Investigated the matter but not recommended any action as a result
- Not informed the person who made the report, within six months of the report being made, whether the matter will be investigated.

Most importantly, to be protected under the PID Act, if Council staff report wrongdoing to an MP or a journalist, they will need to be able to prove that they have reasonable grounds for believing that the disclosure is substantially true.

If Council staff reports wrongdoing to a person or an organisation that is not listed above, they will not be protected under the PID Act. This may mean Council staff will be in breach of legal obligations of Councils Code of Conduct by, for example disclosing confidential information.

For more information about reporting wrongdoing to any of the agencies listed above contact the Disclosures Coordinator of the NSW Ombudsman's Public Interest Disclosures Unit. Their contact details are provided at the end of this policy.



Feedback to council staff who report wrongdoing

Council staff who report wrongdoing will be told what is happening in response to their report. When they make a report, they will be given:

- An acknowledgement that their disclosure has been received
- The timeframe for when they will receive further updates
- The name and contact details of the people who can tell you what is happening or handle any concerns you may have.

The PID Act requires that a member of Council staff making a public interest disclosure is provided with an acknowledgement letter and a copy of this policy within 45 days after the person has made their report. Every attempt will be made to provide this information within five working days from the date the report is received.

After a decision is made about how a report will be dealt with, Council staff will be given:

- Information about the action that will be taken in response to their report
- Likely timeframes for any investigation
- Information about the resources available within Council to handle any concerns Council staff may have
- Information about external agencies and services Council staff can access for support.

This information will be given to Council staff within 10 working days from the date they make their report.

During any investigation, Council staff making a disclosure will be given:

- Information on the ongoing nature of the investigation
- Information about the progress of the investigation and reasons for any delay
- Advice if the identity of any member of Council staff needs to be disclosed for the purposes of investigating the matter, and an
- Opportunity to talk about this.

At the end of any investigation, Council staff will be given:

- Enough information to show that adequate and appropriate action was taken and/or is proposed to be taken in response to their disclosure and any problem that was identified
- Advice about whether the staff member of Council will be involved as a witness in any further matters, such as disciplinary or criminal proceedings.

Please note, if you make a report which meets the requirements of the PID Act but the report was made under a statutory or legal obligation or incidental to the performance of your day to day functions, you will not receive an acknowledgement letter or a copy of this policy.

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 protected disclosure.

Council will not tolerate any reprisal action against Council staff who report wrongdoing. The criminal penalties that can be imposed include imprisonment or fines. Detrimental action is also misconduct that justifies disciplinary action. Council staff 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 person who is found to have committed a reprisal offence may face criminal penalties such as imprisonment and/or fines, and may be required to pay the victim damages for any loss suffered as a result of the detrimental action. Taking detrimental action in reprisal is also a breach of the council's code of conduct which 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.

It is important for staff and councillors to understand the nature and limitations of the protection provided by the PID Act. The PID Act protects reporters from detrimental action being taken against them because they have made, or are believed to have made, a public interest disclosure. It does not protect reporters from disciplinary or other management action where the Greater Hume Council has reasonable grounds to take such action.

Responding to reprisals

Council will act to protect those who report wrongdoing from reprisals.

When a report is received, Council will ensure that a thorough risk assessment is conducted. This will identify any risks to the member of Council staff who reported the wrongdoing, as well as strategies to deal with those risks.

If a member of Council staff believes that detrimental action has been or is being taken against them or someone else who has reported wrongdoing in reprisal for making a report, they should tell their supervisor, the Disclosures Coordinator or the General Manager immediately.

All supervisors must report any suspicions they have that reprisal action against a staff member is occurring, or any reports that are made to them, to the Disclosures Coordinator or the General Manager. If the Disclosures Coordinator becomes aware of reprisal action against a person who has made a disclosure, they will:

- Ensure a senior and experienced member of Council staff, who has not been involved in dealing with the initial disclosure, will investigate the suspected reprisal
- Give the results of that investigation to the General Manager for a decision
- Give the results of that investigation to the Mayor for a decision if the allegation of reprisal action is about the General Manager
- If it has been established that reprisal action is occurring against someone who has made a
 disclosure, take all steps possible to stop that activity and protect the member of staff who made
 the disclosure
- Take appropriate disciplinary or criminal action against anyone proven to have taken or threatened any action in reprisal for making a disclosure.

If members of Council staff report reprisal action, they will be kept informed of the progress of any investigation and the outcome.



The General Manager may issue specific directions to help protect against reprisals. If the allegation of reprisal action is about the General Manager, the Mayor may issue similar directions. These may include:

- Issuing warnings to those alleged to have taken reprisal action against the member of Council staff who made the disclosure
- Relocating the member of Council staff who made the disclosure or the subject officer within the current workplace
- Transferring the member of Council staff who made the disclosure or the staff member who is the subject of the allegation to another position for which they are qualified
- Granting the member of Council staff who made the disclosure or the subject officer leave of absence during the investigation of the disclosure.

These directions will only be taken if the member of Council staff who made the disclosure agrees to it. The Disclosures Coordinator will make it clear to other Council staff that this action was taken in consultation with the staff member and with management support, and it is not a punishment.

If a member of Council staff has reported wrongdoing and feels that any reprisal action is not being dealt with effectively, the staff member should contact the Ombudsman or the ICAC, depending on the type of wrongdoing the staff member reported. Contact details for all these investigating authorities are included at the end of this policy.

Protection against Legal Action

If a member of Council staff makes a disclosure in accordance with the PID Act, they will not be subject to any liability and no action, claim or demand can be taken against them for making the disclosure. They will not have breached any confidentiality or secrecy obligations and they will have the defence of absolute privilege in defamation.

Support for those reporting wrongdoing

Council will make sure that members of Council 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.

Council has staff who will support those who report wrongdoing. They are responsible for initiating and coordinating support, particularly those who are suffering any form of reprisal. Contact details for support officers can be obtained can be obtained from the Disclosures Coordinator.

All supervisors must notify the Disclosures Coordinator if they believe a Council Officer is suffering any detrimental action as a result of disclosing wrongdoing.

Sanctions for making false or misleading disclosures

It is important that all staff are aware that it is a criminal offence under the PID Act to wilfully make a false or misleading statement when reporting wrongdoing. The Greater Hume Council will not support staff or councillors who wilfully make false or misleading reports. Such conduct may also be a breach of the code of conduct resulting in disciplinary action. In the case of councillors, disciplinary action may be taken under the misconduct provisions of the *Local Government Act 1993* and may include suspension or disqualification from civic office.

The rights of persons the subject of a report

Council is committed to ensuring staff or councillors who are the subject of a report of wrongdoing are treated fairly and reasonably. This includes keeping the identity of any person the subject of a report confidential, where this is practical and appropriate.



If you are the subject of the report, you will be advised of the allegations made against you at an appropriate time and before any adverse findings. At this time you will be:

- advised of the details of the allegation
- advised of your rights and obligations under the relevant related policies and procedures
- kept informed about the progress of any investigation
- given a reasonable opportunity to respond to any allegation made against you
- told the outcome of any investigation, including any decision made about whether or not further action will be taken against you.

Where the reported allegations against the subject officer are clearly wrong, or have been investigated and unsubstantiated, the subject officer will be supported by Council. The fact of the allegations and any investigation will be kept confidential unless otherwise agreed to by the subject officer.

Support for those reporting wrongdoing

The Greater Hume Council will make sure that staff who have reported wrongdoing, regardless of whether their report is treated as 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 or counselling services.

Access to support may also be available for other staff involved in the internal reporting process where appropriate. Reporters and other staff involved in the process can discuss their support options with the disclosures coordinator.

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

Councils Employee Assistance Provider, Converge International can be contacted on 1300 687 327.

Resources

The contact details for external investigating authorities that members of Council staff 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

National Relay Service: 1300 555 727 ask for 02 8281 5999

Facsimile: 02 9264 5364
Email: icac@icac.nsw.gov.au
Web: www.icac.nsw.gov.au

Address: Level 7, 255 Elizabeth 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

National Relay Service: 1300 555 727 as for 1800 451 524

Facsimile: 02 9283 2911

Email: nswombo@ombo.nsw.gov.au

Web: www.ombo.nsw.gov.au

Address: Level 24, 580 George Street, Sydney NSW 2000



For disclosures about local councils:

Office of Local Government

Phone: 02 4428 4100

Tel. typewriter (TTY): 02 4428 4209

Facsimile: 02 4428 4199 Email: <u>olg@olg.nsw.gov.au</u> Web: www.olg.nsw.gov.au

Address: 5 O'Keefe Avenue, Nowra, NSW 2541

For disclosures about breaches of the GIPA Act:

Information and Privacy Commissioner New South Wales

Toll free: 1800 472 679

Email: ipcinfo@ipc.nsw.gov.au Web: www.ipc.nsw.gov.au

Address: Level 15, McKell Building, 2-24 Rawson Place, Haymarket 17, 201 Elizabeth Street, Sydney

NSW 2000

Links to Policy

Council's Code of Conduct Bribes, Gifts and Benefits Complaints against Staff Fraud Control Policy

Bullying and Harassment Policy

Councillor Access to Information and Staff Policy

Complaints Handling Policy Grievance Policy and Procedure

Links to Procedure

Nil.

Links to Forms

Nil.

References

Nil.

Responsibility

Director Corporate & Community Services

Document Author

Director Corporate & Community Services

Relevant Legislation

Public Interest Disclosures Act 1994 Government Information (Public Access) Act 2009 Local Government Act 1993 Work Health and Safety Act 2011

Ombudsman Act 1976

Independent Commission Against Corruption Act 1988

Associated Records

Nil.



External Grant Applications for Management Committees Policy

Document Name	Document Version Number	Review Date
External Grant Applications for Management Committees Policy		
Date Adopted	Minute Number	Status
		Revised

Purpose

The purpose of this policy is to ensure the effective management of externally provided grants/funding for Committees of Council and to assist Greater Hume organisations improve their existing facilities or develop new facilities. The key aims are to:

- Establish a framework for managing, monitoring and evaluating grants and grant funded initiatives
- Provide framework for consistent, objective analysis aligned to Council's Delivery Program before applying for grants

Scope

This policy applies to all grants, whether match funded or not, that require applications to be made external to Council. The policy applies:

- To all Management Committees of Council
- To all Reference Committees of Council
- · To all sporting organisations utilising Councils facilities
- Where Council is one of a number of partners in a joint external funding application
- Where Council auspices an external grant on behalf of another organisation/s
- Where an application is being made for renewal of a currently held grant
- Where a funding provider approves a grant application with variations to the original proposal

Definitions

Grant - A sum of money given to organisations or individuals for a specific purpose directed at achieving goals and objectives consistent with Council's strategic direction. The recipient is selected on merit against a set of criteria and funding is subject to entering a written agreement with Council that outlines accountability requirements.

Sponsorship - A reciprocal arrangement between individuals, groups or companies and Council, which is documented. It can cover both cash and in-kind considerations. The arrangement is clearly understood by both parties, with clear outcomes and timelines, and articulates the rights and responsibilities on both sides. These outcomes are deliverable and measurable and align with the goals and aspirations of Council.

Specific authority levels exist for Council employees at the initiation, negotiation and sign-off stages of the sponsorship process. Each sponsorship arrangement, when concluded, requires formal feedback and evaluation of the sponsorship arrangement by Council.

Donation - Gifts given in cash or in-kind without return consideration.

Loan - An arrangement in which a lender gives money to a borrower, and the borrower agrees to repay the money, usually along with interest, at some future point in time. Usually, there is a predetermined time for repaying a loan.



External Grant Applications for Management Committees Policy

Policy Content

Eligibility

The land on which the grant/funding and facility development is proposed must be either Council owned or managed land.

A wide variety of projects will be considered for Council endorsement under this policy, however, priority will be given to projects that are characterised by one or more of the following:

- Projects satisfying a community need which are complementary to an existing reserve or facility development eg. minor building additions and projects which compliment existing facilities/reserves.
- Projects that broaden community access and increase opportunities for participation.
- Projects that address issues around safety and risk management.
- Projects that maximise the range of users of the facility.

Council Assessment Criteria

Projects will be assessed against the below criteria:

Community Benefit:

- Demonstrate a direct benefit to the residents of the Greater Hume Council.
- Evidence that supports an anticipated increase in participation rates.
- The extent to which the project maximises the use of the facility.
- That the proposed project is sympathetic to the surrounds of the reserve or building.
- The extent to which projects address the issues of safety and risk management.

Evidence of Need:

- Evidence that demonstrates community support and need for the project.
- Evidence that demonstrates improvement to Council assets.
- The extent to which the project is supported by an adopted concept plan, feasibility assessment and/or linked to any planning process of Council.

Financial Assessment:

- The ability of the project to be completed within the required time frame
- The financial capacity of the Committee of Management or other interested party to fund any additional contribution for the project where applicable.
- The ability of the project or planned stage to be completed within the financial year.
- Grants or other funds available.

Reporting

An Information Report must be provided to Council when:

- External Grant Funding applications are successful or unsuccessful
- A copy of the Grant Application must be provided to Council
- A copy of the Grant Acquittal must be provided to Council upon completion.

Links to Policy

Financial Assistance to Community Groups – Loans Procurement Policy

Links to Procedure

External Grant Application Procedure for Management Committees Greater Hume Management Committee Guidelines Procurement Procedure



External Grant Applications for Management Committees Policy

Links to Forms

Nil.

References

Nil.

Responsibility

Director Corporate and Community Services

Document Author

Manager Corporate Services

Relevant Legislation

Associated Records

Greater Hume Delivery Plan-Program and Operational Plan



Document Control Policy

Document Name	Document Version Number	Review Date
Document Control Policy		Click here to enter a date.
Date Adopted	Minute Number	Status
Click here to enter a date.		Revised

Purpose

It is critical that Greater Hume Council develops and reviews a broad range of Council approved (public) and internal administrative templates including policies, procedures and forms to assist the governance of its operations. Policies and relevant procedures and other supporting documents have been and continue to be developed pursuant to requirements of the Local Government Act 1993 and other relevant legislation.

Of importance is the identification, accessibility and appropriate archival management of such documents at the Council. Evidence of compliance is now a requirement of external authorities and legislation such as:

- Ombudsman Act 1974 1976
- Government Information (Public Access) Act 2009
- Work Health & Safety Act 2011

It is important that document control is applied to policies, procedures and key materials enabling the current version to be readily identifiable by readers and users, as applicable at any specific time, especially for legal, auditing and historical purposes.

Greater Hume Council has standardised documents including policy, procedures, forms and fact sheet templates with appropriate review and documentation control processes, which are in place across all units of the organisation to ensure a Council wide consistent approach.

Scope

This policy applies to controlled documentation that is created, distributed and retained for information and action in Greater Hume Council, including:

- Forms (including Guidelines/Fact Sheets and Web Based Forms)
- Policies
- Procedures
- Primary Templates
- External Documents

Definitions

A Council policy, whether for public or internal administration, sets out Greater Hume Council's position on an issue or set of issues to guide decision making. It is a higher level statement of direction.

A Procedure (or operational guideline) sets out specific responsibilities and processes required to implement a particular Council policy.

Procedures and supporting documentation such as work instructions, forms and templates are as detailed as necessary to enable policy implementation.



Document Control Policy

Policy Content

An efficient, controlled and accessible policy and procedures framework is necessary at Council to:

- · meet compliance requirements of legislation;
- implement the strategies/goals relative to the annual business plans and longer term financial and asset management plans;
- ensure legal compliance with document control and records management requirements and maintain Greater Hume Council's reputation with respect to documentation.

Policies set out Greater Hume Council's position and accepted role on various matters regarding its operation, role and service provision both as they affect the public arena and internal administration.

A Greater Hume Council policy, (public or internal), is a guideline for present and subsequent Councils – it is a starting point, the default position.

Council can make decisions contrary to the policy statement listed. On such occasions Council must record via a resolution by the Elected Council or Manex for public and internal administration as to whether its policy requires review and amendment.

The General Manager and Directors are responsible for the ongoing review of all Council policies to ensure changing legislative and other requirements are met. All superseded policies are archived as they can be required under the Government Information (Public Access) Act 2009 and/or for legal requirements as evidence as to what was Council's policy at a specific point of time.

Currently, the default review period for policies at Greater Hume Council is two years or unless required due to legislation or other compliance requirements. However, Council can review any policy or procedure when and as it sees fit. An appropriate review process, incorporating appropriate levels of public and employee consultation, is in place at Greater Hume Shire Council.

Policies should not document procedural arrangements. This information should be laid out in procedures, work instructions or templates referenced in the policy document.

An efficient policy and procedural framework at Greater Hume Council will assist in the creation of sound governance and positive public perceptions of the shire.

Electronic Version is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy verify that it is the current version.

Links to Policy

Nil, at date adopted.

Links to Procedure

Document & Data Control Procedure Records Management Procedure

Links to Forms

Nil.

References

AS4804: OHS Management Systems ISO31000:2009: Risk Management

Responsibility

Director Corporate & Community Services

Document Author

Document Control Group



Document Control Policy

Relevant Legislation

Local Government Act 1993 Work Health & Safety Act 2011 Government Information (Public Access) Act 2009 State Records Act 1998 Ombudsman Act 1974

Associated Records

Nil.



Recognition of Long Service Policy

Document Control

Document Name	Document Register Number	Review Date
Recognition of Long Service		
Policy		
Date Adopted	Minute Number	Summary of Changes
		Revised

Purpose

Greater Hume Council is committed to ensuring that the contributions of staff members to Greater Hume over a long period of time are recognised and recorded

Scope

This policy applies to employees of Council.

Definitions

Nil, as at date adopted.

Policy Content

All current staff members who have worked continuously at Greater Hume for periods of 10, 15, 20, 25 and 30 years respectively are eligible for recognition under the policy.

Casual service will not be recognised as eligible service, except where such service has been of a continuous nature and recognised for long service leave purposes.

• 10 Years Service

Council will present to all employees who have completed ten (10) years service with Council a framed Certificate of Service. The certificate is to be presented by the Mayor and General Manager at the annual "All Staff" function.

• 15 Years Service

Council will present to all employees who have completed fifteen (15) years service with Council a framed Certificate of Service. The certificate is to be presented by the Mayor and General Manager at the annual "All Staff" function.

• 20 Years Service

Council will present to all employees who have completed twenty (20) years service with Council a framed Certificate of Service. The certificate is to be presented by the Mayor and General Manager at the annual "All Staff" function.

• 25 Years Service

Council will present to all employees who have completed twenty five (25) years service with Council a framed Certificate of Service. The certificate is to be presented by the Mayor and General Manager at the annual "All Staff" function.



Recognition of Long Service Policy

• 30+ Years Service

Council will present to all employees who have completed thirty (30) years service with Council a framed Certificate of Service together with a gift of the employee's choosing up to the value of \$300. The certificate and gift is to be presented by the Mayor and General Manager at the annual "All Staff" function

Recognition in line with that presented at 30 years service will apply in the event of employees reaching forty (40) years service with Council.

• Recognition of Prior Service

For the purposes of this policy, all service with the former Councils of Hume, Culcairn or Holbrook will be deemed as being service with Greater Hume Council.

Links to Policy

Nil, as at date adopted

Links to Procedure

Nil, as at date adopted

References

Nil, as at date adopted

Responsibility

Director Corporate and Community Services

Author

Director Corporate and Community Services

Relevant Legislation

Nil, as at date adopted

Associated Records

NSW Local Government (State) Award 2017



Social Media Policy

Document Name	Document Version Number	Review Date
Social Media Policy		Click here to enter a date.
Date Adopted	Minute Number	Status
Click here to enter a date.		Revised

Purpose

The purpose of this policy is to provide Greater Hume Council (GHC), Councillors and employees with standards of use as they engage in conversations or interactions using digital media. The intention of this policy is to ensure Council's use of social media platforms to communicate with various stakeholder groups is effective, informative and appropriate.

Scope

This policy will apply to all Councillors, Council employees (including permanent, temporary and casual employees as well as volunteers, consultants and contractors to Council).

Definitions

Nil.

Policy Content

The use of social media is expanding rapidly. Government bodies, individuals and organisations are embracing user - generated content, such as social networking, personal websites, discussion forums and message boards, blogs and microblogs.

Council needs to maintain professional standards and be aware of the implications of their actions, as in all professional circumstances, whether an online activity is able to be viewed by the public or is limited to a specific group of people.

Social media represents opportunities to achieve real value by engaging residents, listening more and harnessing local involvement.

Social media can:

- Enable engagement between residents, the community and Council
- Allow Council to be more active in its relationships with residents, partners and other stakeholders
- Has the potential to increase the level of trust in Council
- Reach targeted audiences on specific issues, events and programs
- Provide effective, fast communication channels during crises
- Provide insights into how Council is perceived

Use of social media in the workplace

This policy does not apply to Council employee personal use of social media, where employees make no reference to GHC and do not identify themselves as an employee of GHC or provide information that would enable them to be reasonably identified as a Council employee.

However, employees and Councillors that do comment via social media on issues regarding Council are therefore linked to Council. With this understanding employees and Councillors should be aware that comments made via social media are in the public domain, and use of such should be aligned to Council's Media Policy, Internet Email and Computer Use Policy and Code of Conduct.

Social Media Policy



In such cases, the following rules apply:

- Do not mix the professional and personal issues in ways that are likely to compromise the interests and reputation of GHC
- Do not imply GHC endorsement of your personal views
- Employees and councillors should be aware of the laws covering libel, defamation, privacy and the protection of intellectual property
- Employees and councillors should familiarise themselves with Council's Code of Conduct.
- Activities on social media may be subject to the requirements of the Code of Conduct.
- Employees and councillors who are identified as an employee of GHC, and post comments
 or pictures on social media that negatively impact GHC's reputation or brand and who can
 be identified as an employee of GHC, may be subject to disciplinary action.

Defamatory, disrespectful or deliberately misleading commentary provided on these platforms may bring employees or Councillors in breach of Council's Code of Conduct.

Council's use of social media

The use of social media by Council to achieve its business aims is overseen by the Executive Assistant/Tourism & Promotions. This role is responsible for delegating authority to a restricted number of social media administrators within Council.

Employees and Councillors must NOT set up social media networks without the consultation and permission of the Executive Assistant/Tourism & Promotions and approval of the General Manager. If anyone has setup such a network without permission they should take it down immediately or discuss it with the Executive Assistant/Tourism & Promotions.

The Executive Assistant/Tourism & Promotions may, from time to time, authorise other employees to be social media administrators only when:

- The social media communication requires particular subject matter expertise not available to the employee authorised under this directive.
- There are other benefits in having the social media communication come from another employee.
- The employee presents a strong business case for being a social media administrator.
- The respective social media administrators are responsible for ensuring the appropriateness of published information.

Guidelines for delegated social media administrators are as follows:

- Social media administrators may only comment on topics within their own area of responsibility and only if they have delegated authority to do so.
- Social media administrators should ensure any Council related content that is published, is factually accurate and compliant with GHC policies and management directives (eg on confidentiality, privacy and copyright).
- Social media administrators should not reveal confidential or commercially sensitive information about GHC and only disclose publicly available information.
- If an employee receives an unwanted or threatening comment or approach in social media during the course of working at GHC, for example, from a disgruntled customer, they must report it to their manager in writing immediately (taking a screen shot of the comment will assist).
- Material published on Council's official social media sites must be recorded and stored in compliance with the State Records Act and Councils Records Management Policy and Procedures. Due regard should be given to ensuring this information can be easily located on Magiq Documents. InfoXpert.
- Where information is disseminated using multiple channels, eg Website, YouTube, Blogs etc, a record of where this information is stored should be kept.

Social Media Policy



Moderation of public comments

Whilst Council actively seeks ideas, questions, complaints and feedback from the public, we encourage open conversation and debate, but expect participants to behave in a respectful manner.

Council reserves the right to delete comments that are:

- knowingly false or mischievous complaints or statements about individuals, companies or the government
- misleading, obscene, off-topic, sexist, racist or spam
- promotional or commercial in nature
- unlawful or incite others to break the law
- defamatory or harassing of our employees, volunteers or the participants in our channels
- information that may compromise the safety or security of the public
- repetitive posts copied and pasted or duplicated by single or multiple users
- any other inappropriate content or comments as determined by Greater Hume Council.

Enquiries via social media

Council will try to assist with simple questions or issues, many matters can't be resolved via social media.

Users should contact the Greater Hume Council via email, official website, by phone or in writing if you:

- have an enquiry
- need to request a service
- · would like to give us official feedback
- wish to make a complaint.

Personal Use - general guidelines

GHC recognises that Council employees and Councillors may wish to use social media in their personal lives. The Policy does not intend to discourage nor unduly limit personal expression or online activities.

However, users should recognise the potential for damage to be caused (either directly or indirectly) to the council in certain circumstances via personal use of social media when the user can be identified as a Greater Hume representative. Accordingly, users should comply with this policy to ensure that the risk of such damage is minimised.

Users are personally responsible for the content published in a personal capacity on any form of social media platform.

It is important that employees and Councillors note the following issues.

- Blog comments remain permanently accessible. Tracking tools can identify the contents of a website at a particular date and via ISP addresses, even if the contents are later deleted.
- A search of an organisation's name will produce a full list of any blogged comments about that organisation, so that anyone with internet access can find them.
- Similarly, a search using an email address or individual name will produce a full list of comments and other material made from that address or attributed to that individual.
- Personal revelations and comments, embarrassing photos, etc, that are accessible to current and prospective employers may be detrimental to a person's career prospects, depending on the context.
- Be aware of privacy settings and preferences to restrict access to content.
- Be aware that identifying GHC as your workplace on social media accounts makes you
 easily identifiable as a Council employee eg list Greater Hume Council as your workplace
 on Facebook.





Links to Policy

Records Management Policy
Code of Conduct
Media Policy
Information Technology Security Access Policy
Communications Policy
Internet, Email and Computer Use Policy

Links to Procedure

Information Technology Security Access Procedure Records Management Procedure Performance and Misconduct Procedure

Links to Forms

Nil.

References

Nil.

Responsibility

Director Corporate and Community Services

Document Author

Manager Corporate Services

Relevant Legislation

Local Government Act 1993 State Records Act 1998 Privacy and Personal Information Protection Act 1998

Associated Records

Nil.



Document Name	Document Version Number	Review Date
Hardship Policy		Click here to enter a date.
Date Adopted	Minute Number	Status
Click here to enter a date.		Major Revision

Purpose

Council recognises that there are cases of genuine hardship requiring respect and compassion in special circumstances. This policy establishes guidelines for assessment of hardship applications applying the principles of social justice, fairness, integrity, appropriate confidentiality and compliance with statutory requirements.

Scope

This policy applies to all applications for waiving, deferment and alternative payment arrangements, or writing off of rates, fees, charges and interest accrued on such debts.

Definitions

Ratepayer -The person liable for payment of the rates and charges due and payable on the property for which the hardship is claimed

Eligible Person - A person who is in receipt of a Pension Concession Card issued by Centrelink, the Department of Veterans Affairs or the Department of Veterans Affairs TPI (Totally & Permanently Incapacitated) Gold Card or EDA (Extreme Disability Allowance) Gold Card.

Policy Content

This policy provides a framework for responding to applications from owners/ratepayers and customers experiencing genuine hardship with the payment of their rates, annual charges and fees in accordance with the Local Government Act 1993 (the Act) and the Local Government (General) Regulation 2005 (NSW).

Currently, under the Local Government Act 1993 and the Local Government (General) Regulations 2005, there are options available to provide assistance to ratepayers suffering from genuine financial hardship. The sections which are used on a day to day basis by Council to assist ratepayers are as follows:

- i. Hardship resulting from certain valuation changes (s 601 Local Government Act 1993)
- ii. Agreement as to periodic payment of rates and charges (s 564 Local Government Act 1993)
- iii. Procedures for Writing Off rates and charges (Part 131 Local Government (General) Regulation 2005)
- iv. Writing off of Pensioner rates and charges (s 582 and s 583 Local Government Act 1993)
- v. Writing off or reducing interest accrued on rates or charges on compliance of any agreement (s 564 & 567 Local Government Act 1993
- vi. Deferral of Rates
- vii. Hardship assistance for other adopted Fees & Charges.

i. Assistance in accordance with s 601 of the Local Government Act 1993

Section 601 of the Local Government Act 1993 provides Council with guidance in assisting a ratepayer who may experience hardship due to a valuation change to their land value. This assistance is only available when a later base date valuation is used to what has previously been used by Council for the making and levying of a rate.

Notwithstanding the provision, Council will not consider applications under this provision, as valuations are independently determined by the Valuer General. Council will encourage aggrieved ratepayers to make an appropriate application under the appeal provisions of the NSW Valuation of Land Act 1916.

In addition, it is considered that Council has maximised its scope under the Act to adopt a rating structure that cushions the impact of any change in valuation on rates.



ii. Assistance in accordance with s 564 of the Local Government Act 1993

Section 564 of the Local Government Act 1993, allows Council to accept payment of rates and charges differing to the original four instalments. Council or the ratepayer may initiate a proposal for a formal periodical payment agreement to pay their rates weekly, fortnightly or monthly. In accordance with Section 568 of the Act, payments will be applied towards the payment of rates and charges in the order in which they become due.

iii. Assistance in accordance with Clause 131 of the Local Government (General) Regulations 2005

Clause 131 of the Local Government (General) Regulations 2005 allows a write off of rates and charges by resolution of Council or by order in writing by the General Manager. An amount of rates and charges can be written off under this clause in the following circumstances:

- if there is an error in the assessment,
- if the amount is not lawfully recoverable,
- as a result of a decision of a court,
- or if Council or the General Manager believes an attempt to recover the amount would not be cost effective.

iv. Assistance in accordance with s 582 and s 583 of the Local Government Act 1993

Council may waive or reduce rates, charges and interest due by any ratepayer who is in receipt of a pension, benefit or allowance under the Social Security Act 1991. Under Clause 135 of the Local Government (General) Regulation 2021 a ratepayer can make application for a reduction to their Council rates via a pension concession. The maximum pension concession currently offered by Council is 50% of ordinary rates and charges or a sum of two hundred and fifty dollars whichever is the lessor and 50% of annual water rates and charges or a sum of \$87.50 whichever is the lessor.

v. Assistance in accordance with s 564 and s 567 of the Local Government Act 1993

Council applies interest rates to the maximum allowable under Section 566 of the Act. However, Council may write off accrued interest and costs on rates or charges payable by a person under Section 567 of the Act and the Local Government (General) Regulation 2005 where the ratepayer is experiencing genuine hardship and payment of the accrued interest would cause the ratepayer hardship.

vi. Deferral of Rates & Charges - (Eligible Pensioners only)

A Pensioner may apply to Council seeking deferral of payment of Rates & Charges which are in excess of the amount rebated on the property. Under this option, the pensioner ratepayer's annual rates and charges together with applicable accrued interest, is deferred until the property is sold or, in the event of death, the estate settled. Deferred rate applications only apply to a property owned and occupied by the applicant.

An annual Rates & Charges Notice will continue to be issued during the duration of the deferment. The applicable annual pensioner rebate granted, along with the balance of arrears rates and the New Year levy, will be disclosed on the Notice as required.

The maximum number of years for which rates can be deferred under this Policy is ten years. Should the pensioner wish to continue beyond this period, a payment for the first deferred year's rates will be required. This cycle may continue as long as is required.

The initial application requesting deferral will remain in place until withdrawn by the Pensioner Ratepayer.



vii. Hardship assistance for other adopted Fees & Charges

The General Manager will have the delegated authority to make such decisions in relation to the waiving or reducing of fees up to the amount of \$1,000. For amounts over \$1,000 the decision must be by resolution of Council.

Any application for hardship assistance in relation to Council fees or charges other than annual charges by waiving or reducing fees under Section 610(E) of the Act will be assessed in accordance with the same eligibility criteria used to assess hardship assistance in respect to rates and annual charges.

Assessment & Eligibility

Persons seeking assistance with managing their payments should contact Council in the first instance to discuss their situation. Depending on the circumstances, and if the relief sought is of a short term nature, it may be possible to agree on satisfactory arrangements during those discussions.

Where it becomes evident that the relief sought is of a longer term, or will involve a more complex review of the circumstances, Council's 'Hardship Application Form' must be completed. This Form is in accordance with Section 135 of the Local Government (General) Regulation 2005 under the Local Government Act 1993. Once completed, the form will be assessed by Council staff and discussed with the applicant.

General

All hardship applications will be determined following recommendation by council's Accounting Officer and/or council's Chief Financial Officer.

Financial hardship cases will only be discussed in Closed Council or Committee Meetings.

All hardship applicants shall be advised in writing of Council's decision.

Privacy will be maintained in accordance with the NSW Privacy and Personal Information Protection Act 1998.

Council will assess each application on its own merits and may, at their discretion, choose to allow a payment arrangement for rates payments or write off of interest charges, subject to this Policy.

Links to Policy

Debt Recovery Policy Pensioner Concession Policy

Links to Procedure

Nil.

Links to Forms

Hardship Application Form Pensioner Concession Application Form

References

Debt Management & Hardship Guidelines - Office of Local Government

Responsibility

Director Corporate & Community Services

Document Author

Director Corporate & Community Services





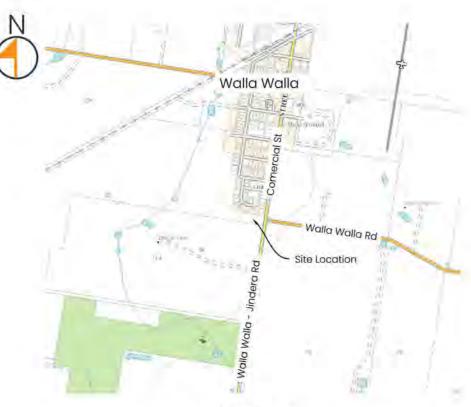
Relevant Legislation

Local Government Act 1993 Local Government Regulations 2005 NSW Valuation of Land Act 1916 Social Security Act 1991 NSW Privacy and Personal Information Protection Act 1998

Associated Records

Privacy Management Plan

Walla Walla Rd Drainage Upgrade



Site Locality Plan NTS

Sheet	Name
G001	Summary Sheet, Locality and Notes
G002	Typical Sections
C001	Key Plan and Legend
C002	Plan and Longitudinal Sections - Sheet 1 of 5
C003	Plan and Longitudinal Sections - Sheet 2 of 5
C004	Plan and Longitudinal Sections - Sheet 3 of 5
C005	Plan and Longitudinal Sections - Sheet 4 of 5
C006	Plan and Longitudinal Sections - Sheet 5 of 5
C020	Channel 1 Cross Sections - Sheet 1 of 4
C021	Channel 1 Cross Sections - Sheet 2 of 4
C022	Channel 1 Cross Sections - Sheet 3 of 4
C023	Channel 1 Cross Sections - Sheet 4 of 4
C024	Channel 2 Cross Sections - Sheet 1 of 1
C040	Setout Details
5001	Culvert Base Slab

General Notes

- These drawings shall not be used for construction until issued as "Approved for Construction" by Partnear.
- These drawings are to be read in conjunction with relevant Specifications and Standard Drawings
- Any discrepancies occurring between drawings or between drawings and specifications, the Contractor shall during tendering assume the larger/greater and any discrepancy shall be referred to the engineers prior to any site works
- All levels shown are to Australian Height Datum (A.H.D.) unless otherwise noted.
- All dimensions are in metres unless otherwise noted.
- All dimensions shall be verified on site prior to commencement of works.
- Drawings must not be scaled.
- Existing services in the vicinity of the works shall be located by the Contractor prior to completion of any works, refer Existing Services notes for further information.
- No vegetation is to be removed unless otherwise noted, where construction or excavation works impact on existing vegetation, works should be carried out to the satisfaction of the Superintendent.
- The Contractor shall erect and maintain shoring, planking and strutting, dewatering devices, barricades, sign, lights etc necessary to keep works in a safe condition
- Notification to the relevant authority shall be given by the Contractor prior to works commencing on any trenches in excess of 1.5m deep.
- The Contractor is responsible for the removal of all rubbish and spoil from site at the completion of works.
- 13. Any disturbed areas are to be hydromulched (or approved equivalent) at the completion of works unless otherwise noted.

Structural General Notes

- 1. The structural work on these drawings has been designed for the following live loads
- 2. During Construction, the Contractor shall be responsible for maintaining the structure and all excavations in a stable condition and ensuring no part is over stressed by construction activities.
- Workmanship and materials are to be in accordance with the relevant Australian Standards, the Building Code of Australia, Occupational Health and Safety Regulations and the local statutory authorities' requirements.
- Any discrepancy or ambiguity between these drawings and other disciplines should be approved by the client and/or Project Manager before work commences.
- No responsibility shall be taken unless the work is inspected and approved during construction. All inspections required shall be confirmed with Partnear 48 hours in advance of time requirement (working days only included).
- Products specified in these drawings must be adopted and departure is only permissible with approval by Partnear.

Concrete Notes

- All workmanship and materials shall be in accordance with AS3600
- Minimum cover (excluding finishes) to all reinforcement including fitments shall be as follows U.N.O for the Base Slab.
- Formed and External:
- Surface Cast Against Ground:
- 3. Laps to bars shall be a minimum for; N12 = 500mm, N16 = 700mm, N20 = 800mm
- 4. Concrete grade shall be N32 and as follows:
- 4.1. Slump:
- 4.2. Aggregate: 20mm
- 5. Concrete must be moist cured by an approved method for seven days after pouring and curing must commence within 2 hours of placement.

Slab on Ground and Footings

- The area of the works is to be stripped of all grass roots, vegetation and compressible topsoil prior to proof rolling and filling.
- Prior to placing any fill, the ground below the slab shall be proof rolled with an approved heavy compactor to achieve a minimum relative compaction of 98% MDD. Any soft, wet or loose material that does not respond to compaction shall be excavated to expose a firm working base and back filled with compacted crushed rock material, well compacted in layers not more than 150mm thick by a mechanical
- Slabs and footings shall be laid on a 0.2mm thick medium impact polyethylene membrane branded continuously as 0.2mm medium impact resistance. Lap 200mm minimum where required and tape at all laps, punctures and penetrations. The membrane is to extend under and to the sides of all slabs, beams and thickenings.

Signage and Line Marking Notes

- All signage and linemarking to be installed as per AS1742.
- Linemarking width to be 100mm and to be painted to match existing.
- Dividing lines to be 9m gap 3m line or to match existing configuration.
- Guideposts to have white and red delineators installed as per AS1742 and be installed at approximately 1.5m from edge of road.

Existing Services

- Underground services shown on these drawings are of varying classifications as per below summary, refer to AS 5488-2013 for further information in relation to tolerances
- Class A: Highest level of accuracy, obtained by exposing the underground service through potholing (or similar) and recording the top of the service as an X,Y,Z
- Class B: Underground service located through electromagnetic pipe and cable locater, ground penetrating radar or similar equipment.
- Class C: Underground service located by reference to DBYD information "connecting the dots" between known/visible assets/markers picked up through feature surveying
- Class D: Lowest level of accuracy, underground services located from DBYD information reliant on offsets from boundaries or similar and should be treated as indicative only
- If no letter is shown on existing information, the default class of the linework is to be assumed as Class D.
- Contractors are advised to complete their own DBYD enquiry to confirm the existence (or lack there of) of the services shown on these drawings as no guarantee is given in regards to the completeness or accuracy of the services shown.

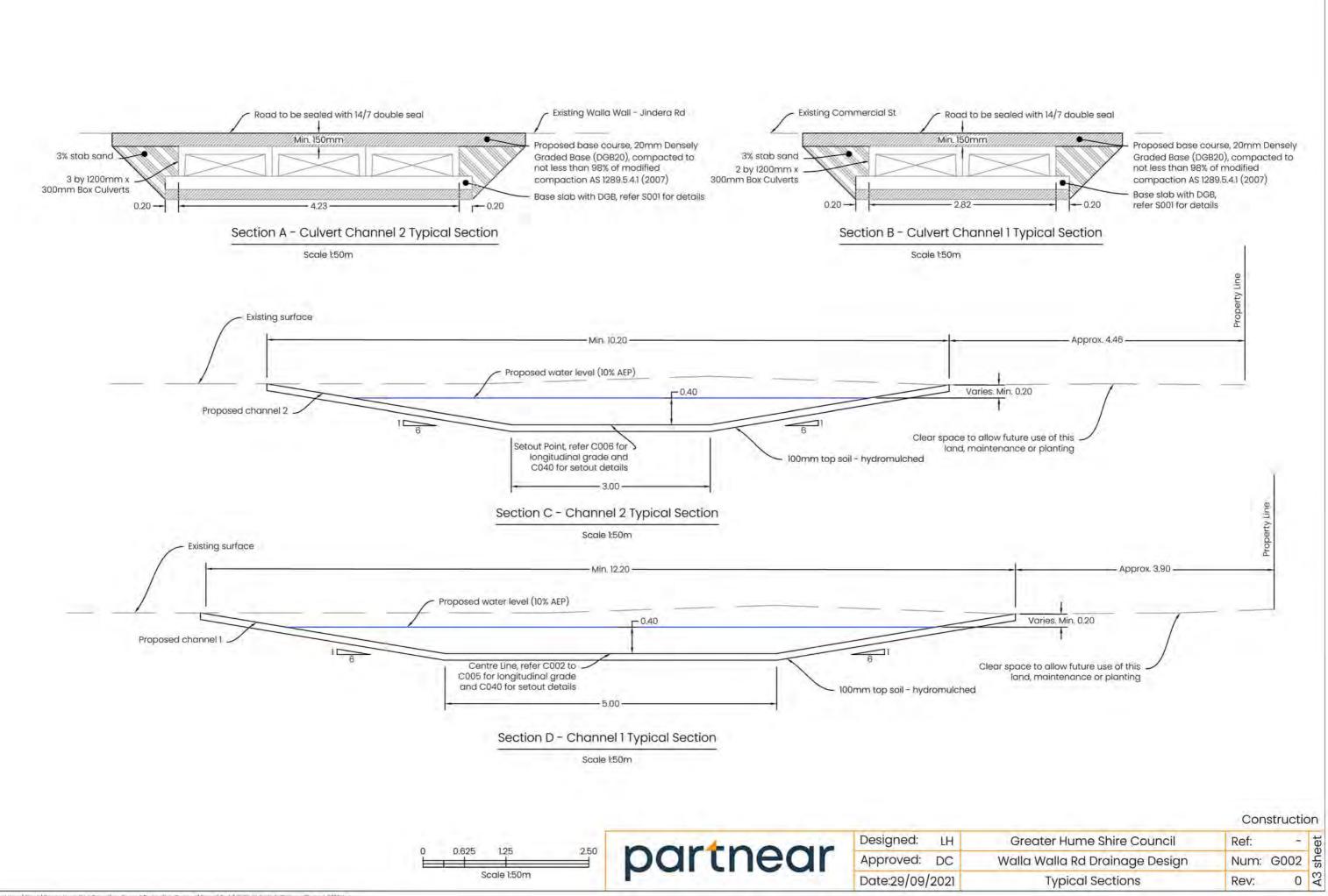
Limitations

- At Partnear, we make a sincere effort to ensure the accuracy of the material described in this drawing set; however, Partnear makes no warranty of accuracy, correctness or that the information contained herein is free from error. To the extent permitted by law, no liability (including liability to any person by reason of negligence) will be accepted by Partnear, its subsidiaries or employees for any direct or indirect loss or damage caused by omissions from or inaccuracies in this document.
- This drawing set expresses the opinions, conclusions and recommendations of Partnear based on the information reviewed, observations and assumptions outlined as of the date indicated. We disclaim any liability arising from error in the assumptions and have no responsibility or obligation to update the information contained herein.
- No part of this document may be photocopied, reproduced, or transmitted, in any form without the prior written permission of Partnear.
- This drawing set may only be relied upon by the client, as noted in the drawing title, based on the agreed scope of work outlined in our engagement and any subsequent
- Partnear reserves the right to change details in this publication without notice

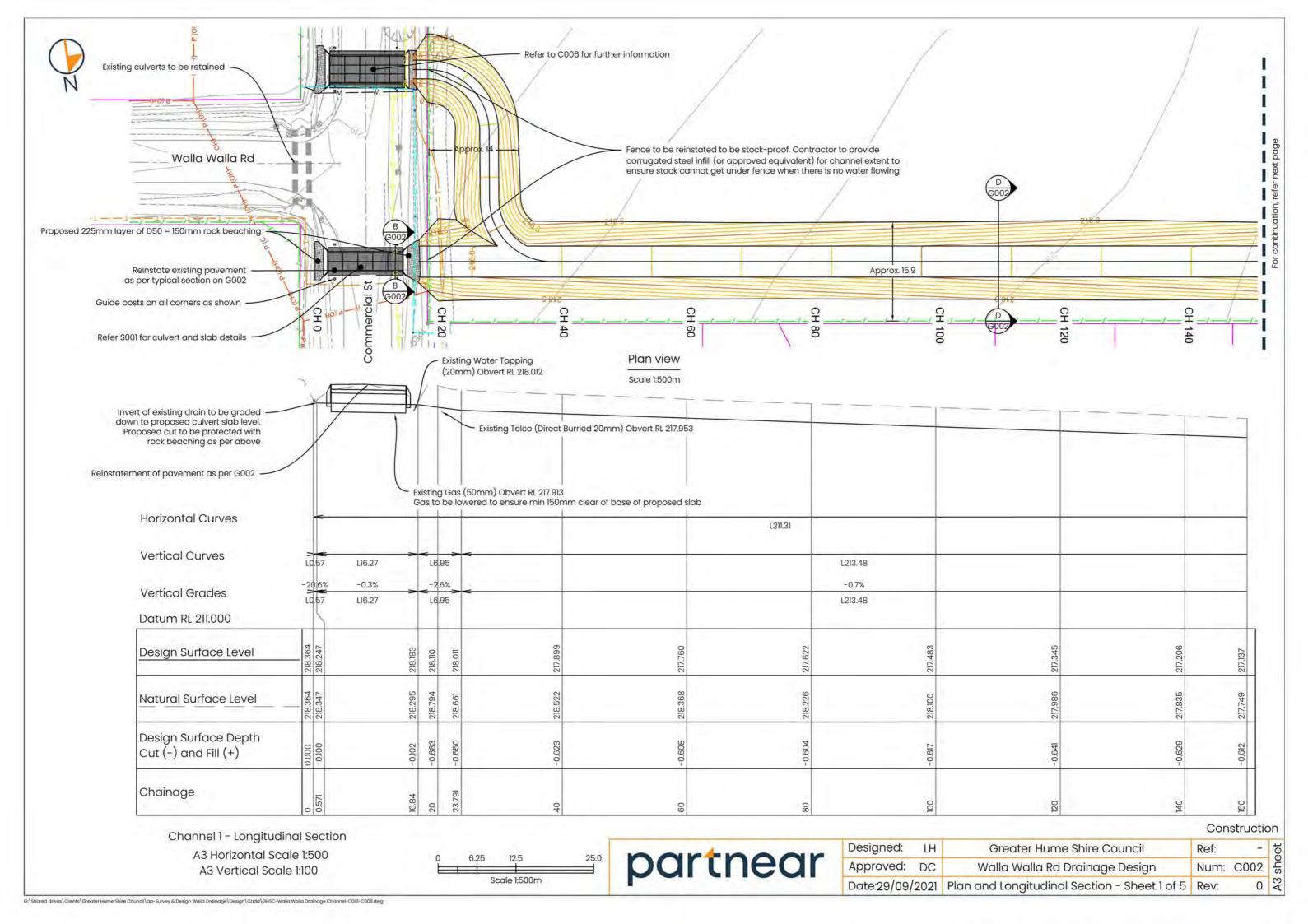
Construction



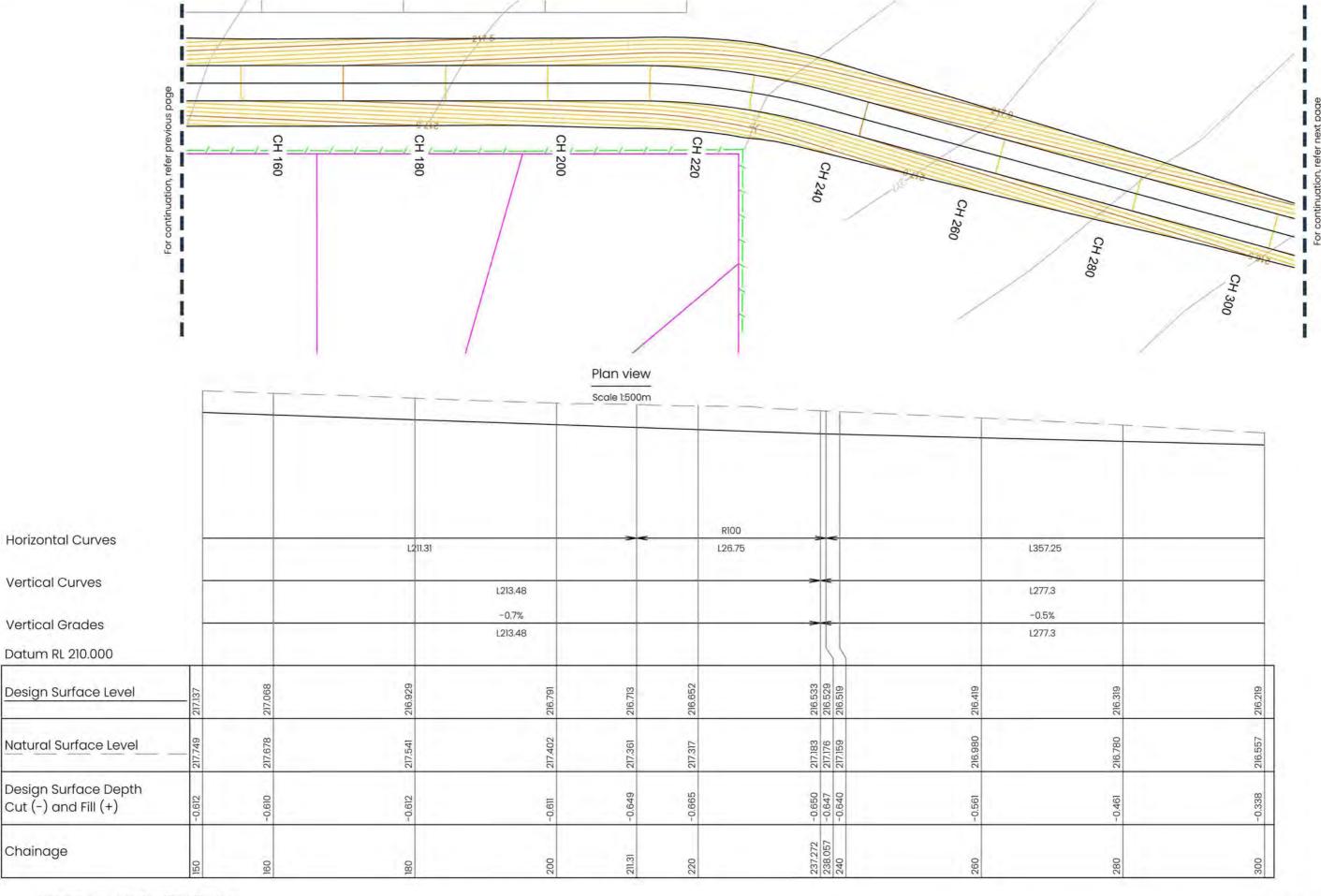
		7- 1-0-0	4 4 4 4 4 4 4	
Designed: LH	Greater Hume Shire Council	Ref: Num:	- 4	et
Approved: DC	Walla Walla Rd Drainage Upgrade	Num:	G001	she
Date:29/09/2021	Summary Sheet, Locality and Notes	Rev:	0	A3



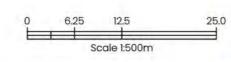








Channel 1 - Longitudinal Section
A3 Horizontal Scale 1:500
A3 Vertical Scale 1:100

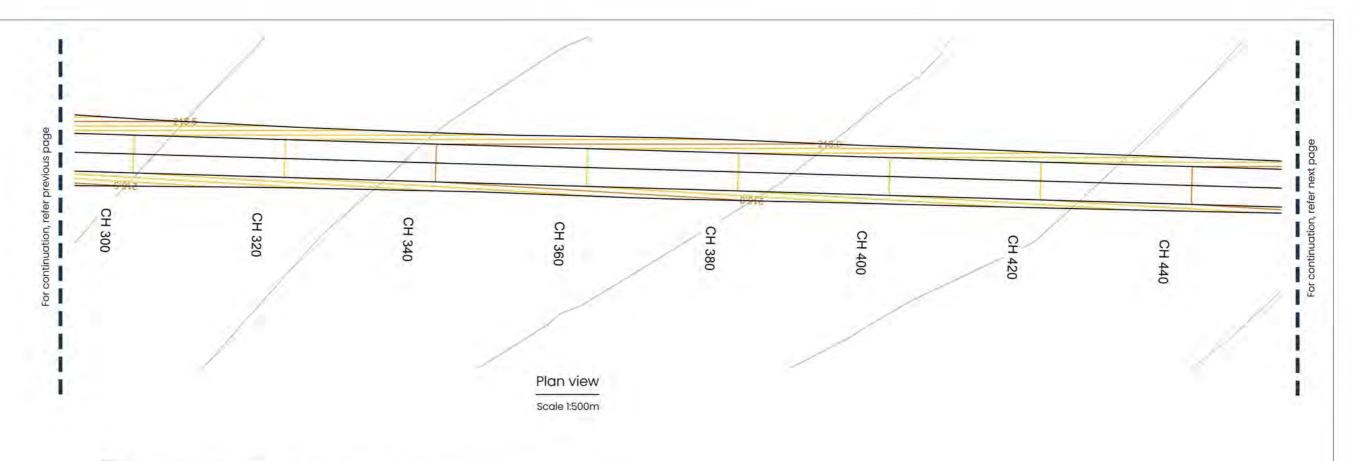


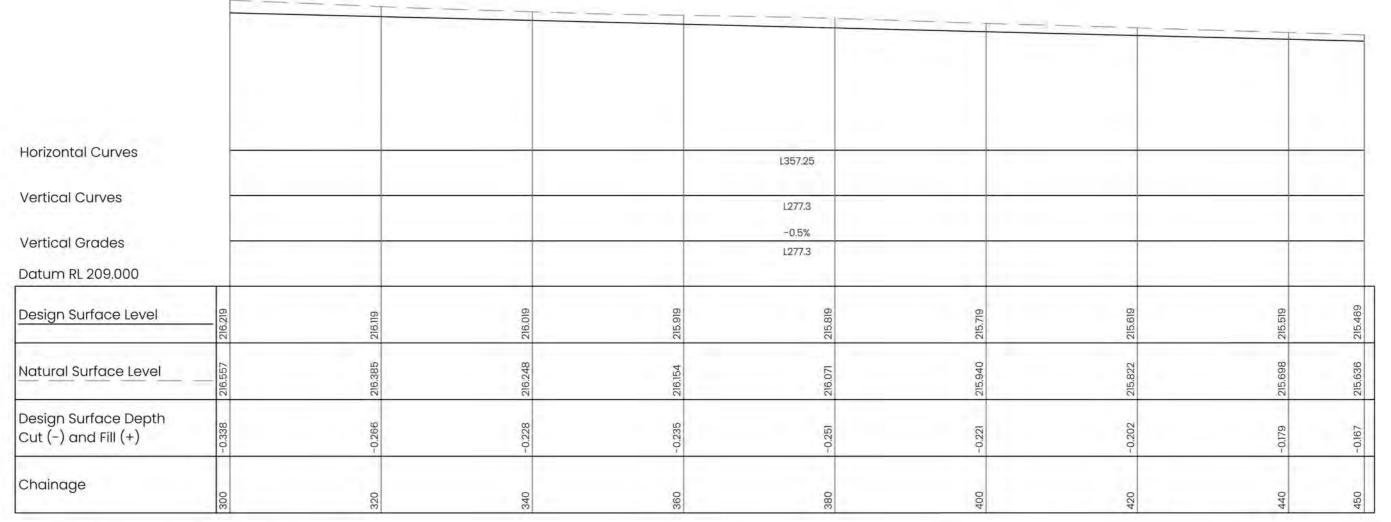


Designed:	LH	Greater Hume Shire Council	Ref:	- C003	et
Approved:	DC	Walla Walla Rd Drainage Design	Num:	C003	she
Date:29/09/	2021	Plan and Longitudinal Section - Sheet 2 of 5	Rev:	0	A3

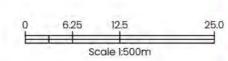
Construction







Channel 1 - Longitudinal Section
A3 Horizontal Scale 1:500
A3 Vertical Scale 1:100

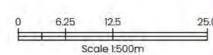




			Con	struction	on
Designed:	LH	Greater Hume Shire Council	Ref:	- 4	eet
Approved:	DC	Walla Walla Rd Drainage Design	Num:	C004	she
Date:29/09/	2021	Plan and Longitudinal Section - Sheet 3 of 5	Rev:	0	A3

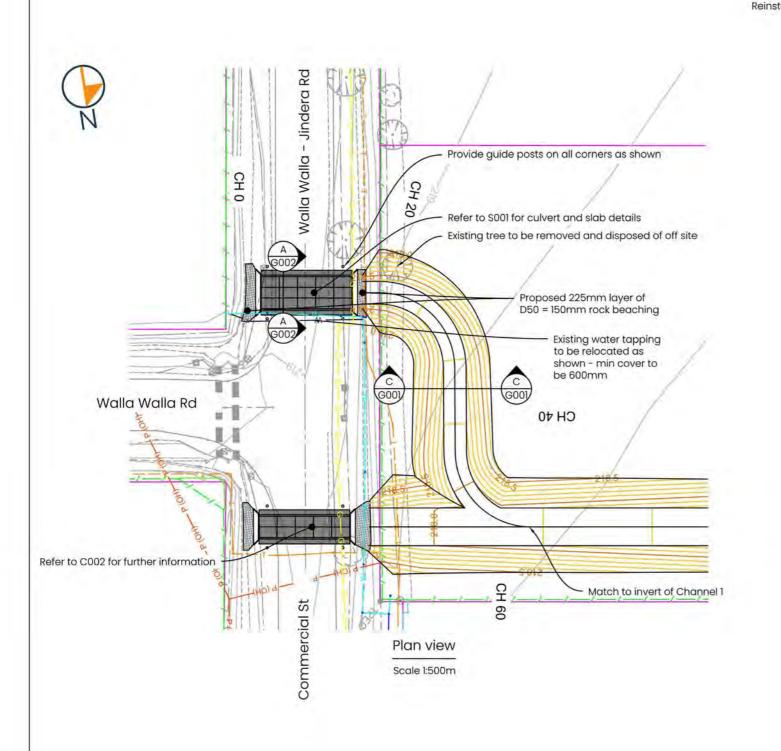


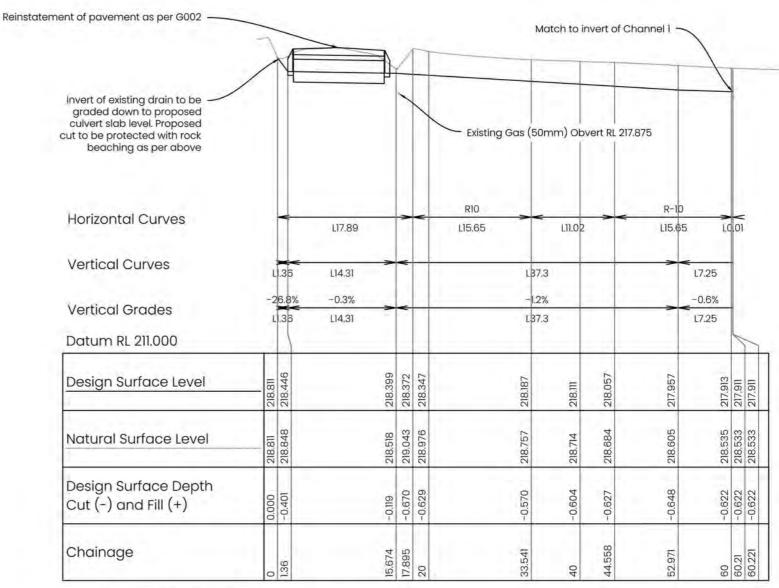
A3 Horizontal Scale 1:500 A3 Vertical Scale 1:100





LH	Greater Hume Shire Council	Ref:	- 2	et
DC	Walla Walla Rd Drainage Design	Num:	C005	she
2021	Plan and Longitudinal Section - Sheet 4 of 5	Rev:	0	A3
	DC	DC Walla Walla Rd Drainage Design	LH Greater Hume Shire Council Ref: DC Walla Walla Rd Drainage Design Num: 2021 Plan and Longitudinal Section - Sheet 4 of 5 Rev:	DC Walla Walla Rd Drainage Design Num: C005





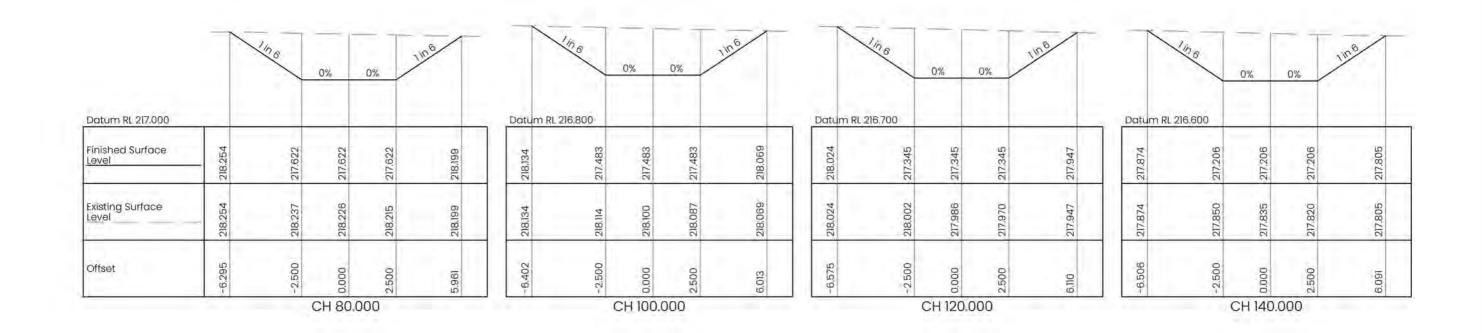
Channel 2 - Longitudinal Section
A3 Horizontal Scale 1:500
A3 Vertical Scale 1:100

0 6.25 12.5 25 Scale 1:500m



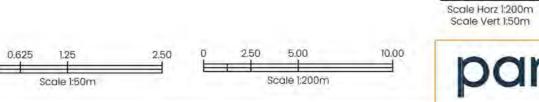
			COI	Struction	211
Designed:	LH	Greater Hume Shire Council	Ref:	- 4	eet
Approved:	DC	Walla Walla Rd Drainage Design	Num:	C006	she
Date:29/09/	/2021	Plan and Longitudinal Section - Sheet 5 of 5	Rev:	0	A3

Construction





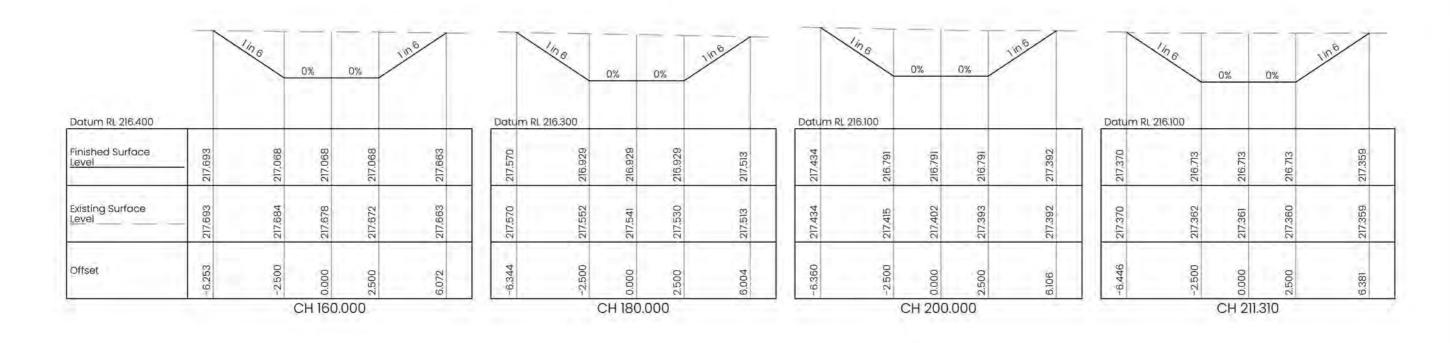
Cross Sections

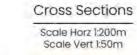


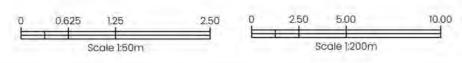


		Con	struction	on
Designed: LH	Greater Hume Shire Council	Ref:	-	set
Approved: DC	Walla Walla Rd Drainage Design	Num:	C020	she
Date:29/09/2021	Channel 1 Cross Sections - Sheet 1 of 4	Rev:	0	A3











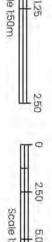
Designed:	LH	Greater Hume Shire Council	Dof:		بب
Designed.	LITI	Greater nume shire Council	Rei.	- 7	9
Approved:	DC	Walla Walla Rd Drainage Design	Ref: Num:	C021	she
Date:29/09/2021		Channel 1 Cross Sections - Sheet 2 of 4	Rev:	0	A3

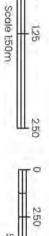
Construction



Construction





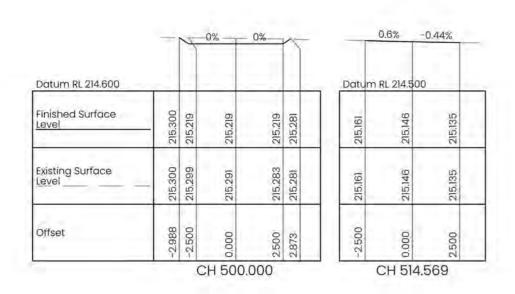




Scale Vert 1:50m	Scale Horz 1:200m	Cross Sections



	Offset	Existing Surface Level	Finished Surface Level	Datum RL 215.200
	-4.248	216.110	216.110	
	-2.500	216.094	215.819	
CH 380.000	0.000	216.071	215.819	ļ
8	2.500	216.047	215.819	
	3.795	216.035	216.035	
	-4.007	215.970	215.970	Dat
	-2.500	215.959	215.719	Datum RL 215.100
CH 400,000	0,000	215,940	215.719	215.100
000	2.500	215.921	215.719	
	3.656	2)5,912	215.912	
	-3.870	215.847	215.847	Datu
	-2.500	215.838	215.619	
CH 420,000	0,000	215.822	215,619	m RL 215.000
8	2.500	215.805	215.619	
	3.576	215.798	215.798	H
	-3.713	215.721	215.721	Datur
	-3.713 -2.500	215.721	215.721 215.519	Datum Rt 2
CH 440.	-5.7		100000	Datum Rt 214.900
CH 440,000	-2.500 0.000 2.500	215.714 215.698 215.682	215.519 215.519	Datum Rt 214.900
CH 440,000	-2.500 0.000	215.714	215.519	Datum Rt 214.900
CH 440,000	-2.500 0.000 2.500	215.714 215.698 215.682	215.519 215.519	
CH 440.000	-2.500 0.000 2.500 3.440	215.698 215.682 215.676 215.588	215.519 215.519 215.676 215.588	
	-2.500 0.000 2.500 3.440 -3.512 -2.500	215.698 215.698 215.682 215.676	215.519 215.519 215.519 215.676	
	-2.500 0.000 2.500 3.440 -3.512 -2.500	215.698 215.682 215.676 215.588	215.519 215.519 215.676 215.588	Datum Rt 214.900 Datum Rt 214.800
CH 440,000 CH 460,000	-2.500 0.000 2.500 3.440 -3.512 -2.500	215.698 215.682 215.676 215.588 215.582	215.519 215.519 215.676 215.588 215.419	
	-2.500 0.000 2.500 3.440 -3.512 -2.500	215.714 215.698 215.682 215.676 215.588 215.582 215.566	215.519 215.519 215.676 215.588 215.419	
	-2.500 0.000 2.500 3.440 -3.512 -2.500 0.000	215.714 215.698 215.682 215.676 215.588 215.582 215.566	215.519 215.519 215.676 215.588 215.419 215.419	Datum RL 214,800
	-2.500 0.000 2.500 3.440 -3.512 -2.500 0.000	215.714 215.698 215.682 215.676 215.588 215.582 215.566	215.519 215.519 215.676 215.588 215.419 215.419	Datum RL 214,800
CH 460,000	-2.500 0.000 2.500 3.440 -3.512 -2.500 0.000 2.500 3.253	215.714 215.698 215.682 215.676 215.588 215.582 215.566 215.566	215.519 215.519 215.519 215.676 215.588 215.419 215.419 215.419	Datum RL 214,800
CH 460,000	-2.500 0.000 2.500 3.440 -3.512 -2.500 0.000 2.500 3.253	215.698 215.698 215.682 215.676 215.588 215.582 215.566 215.550 215.545	215.519 215.519 215.519 215.676 215.588 215.419 215.419 215.427	
	-2.500 0.000 2.500 3.440 -3.512 -2.500 0.000 2.500 3.253	215.698 215.698 215.682 215.676 215.588 215.582 215.566 215.550 215.545	215.519 215.519 215.519 215.676 215.588 215.419 215.419 215.419 215.419	Datum RL 214,800



Cross Sections

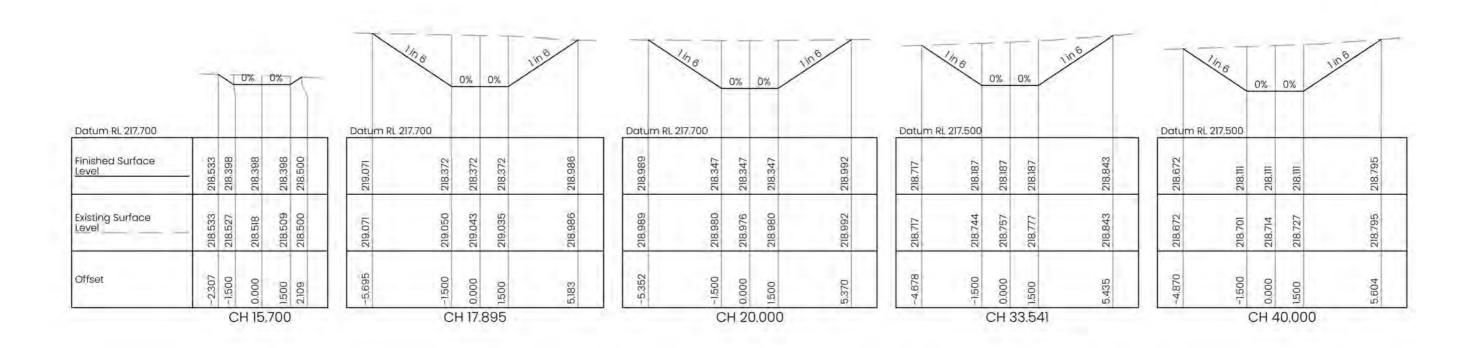
Scale Horz 1:200m Scale Vert 1:50m

0 0.625 1.25 2.50 0 2.50 5.00 10.00 Scale 1:50m Scale 1:200m



		Construction		
Designed: LH	Greater Hume Shire Council	Ref:	37	set
Approved: DC	Walla Walla Rd Drainage Design	Num:	C023	sheet
Date:29/09/2021	Channel 1 Cross Sections - Sheet 4 of 4	Rev:	0	A3





Cross Sections

10.00

Scale 1:200m



Designed: LH Greater Hume Shire Council Ref: Approved: DC Walla Walla Rd Drainage Design Num: C024
Date:29/09/2021 Channel 2 Cross Sections - Sheet 1 of 1 Rev: 0

0.625

Scale 1:50m



1	nformation	Setout II		
Comment	RL	Northing	Easting	Number
Permanent Survey Mark	216.450	6041726.948	490992.101	PM43911
Permanent Survey Mark	217.573	6041492.203	490958.817	PM13884
Star Picket	219.057	6041250.486	490958.587	TBM1
Star Picket - ORIGIN POIN	217.231	6041301.347	490717.052	TBM2

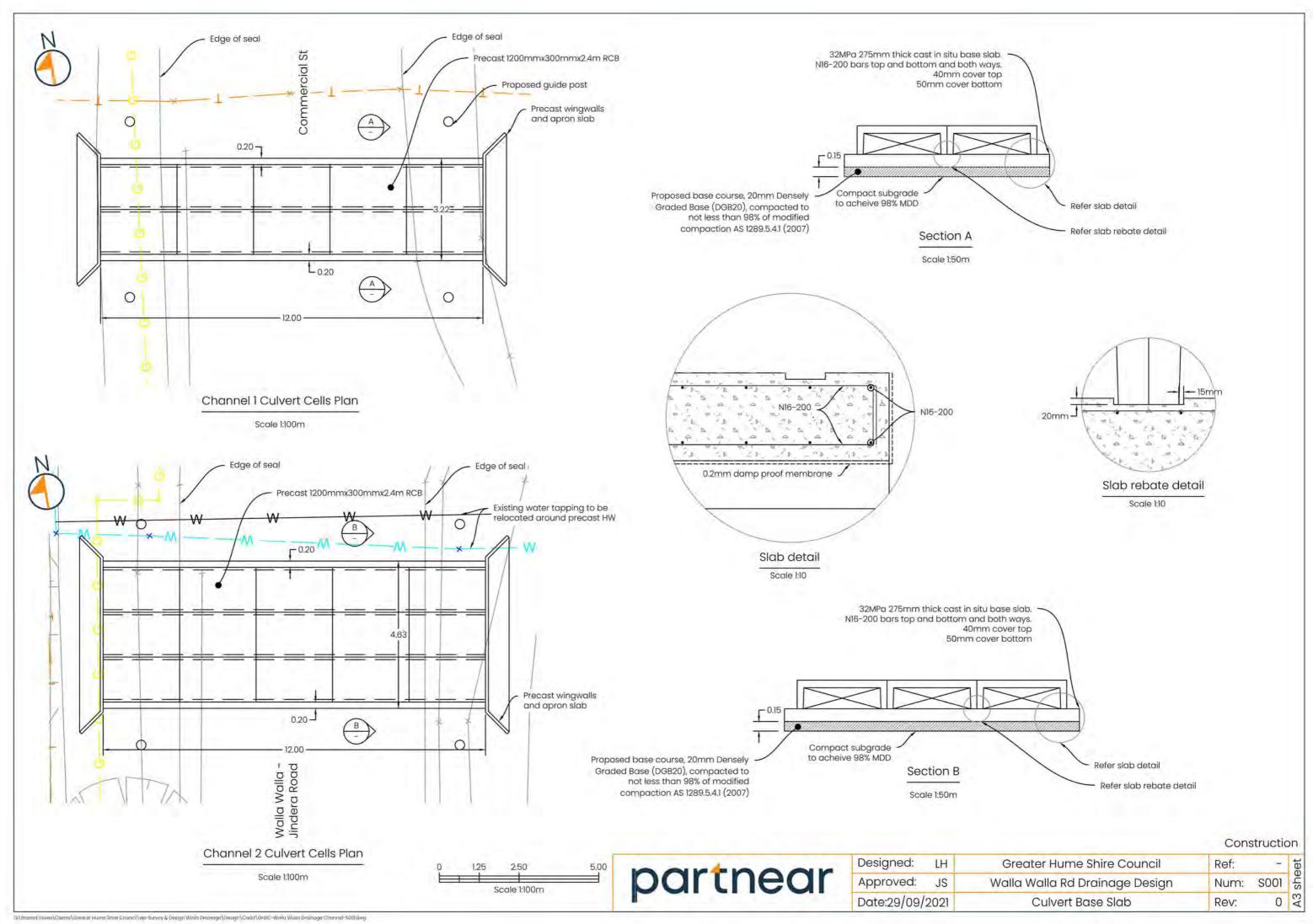
Notes

- MGA & AHD origin vide PM 13884 (Published coordinates E 490771.951 N 6041520.101 RL 217.573), verified by PM 43911 RL 216.448.
- 2. Co-ordinates have been centered around TBM labelled 'ORIGIN POINT'.
- 3. No scale factor has been applied to this drawing





			COI	Structio	ווכ
Designed:	LH	Greater Hume Shire Council	Ref:	- +	et
Approved:	DC	Walla Walla Rd Drainage Design	Num:	C040	she
Date:29/09/	2021	Setout Details	Rev:	0	A3



Schedule of Quantities



Greater Hume Shire Council Walla Walla Rd Drainage Upgrade Walla Walla

1	Site Establishment / Preliminaries	Walla Walla				
Item	Item Type	Description	Qty.	Unit	Rate	Total (Ex GST)
1.01	Site Establishment	Preliminaries including site clean up at completion of works	1	Item	\$3,500	\$3,500
1.02	Service Location	Verification of all services including telephone, electricity, telecommunications cable, and water etc. Contractors are to allow for obtaining all permits in relation to working within the proximity of any services as required. NDD information supplied with drawings.	1	Item	\$500	\$500
1.03	Environmental Management	Preparation and implementation of all sediment and erosion control measures for the duration of works	1	Item	\$1,500	\$1,500
1.04	Traffic Management	Preparation of traffic control plans for approval from the relevant authority(ies). Includes providing pedestrian and traffic control at all times required, installation of advance warning signs, site safety and liaison with the public and residents. Assumed 3 weeks for culvert construction works.	15	Days	\$1,500	\$22,500
Ţ					Sub Total	\$28,000
2 Itom	Demolition	Description	Oth	Unit	Doto	Total (Fy CCT)
	Item Type	Description	Qty.	Unit	Rate	Total (Ex GST)
2.01	Remove and dispose of existing fence	Removal and disposal of off site	50	Lin.m	\$10	\$500
2.02	, ,	Removal and disposal of off site	1	Item	\$1,000	\$1,000
	Excavation of existing road	Removal and disposal of off site	1	Item	\$1,500	\$1,500
2.04	Saw cut existing pavement	Removal and disposal of off site	1	Item	\$500	\$500
					Sub Total	\$3,500
3	Earthworks	Description	Otru	1.1-24	Desta	Tabail (Europa)
item	Item Type	Description	Qty.	Unit	Rate	Total (Ex GST)
3.01	Cut to spoil	Cut and form channel as per drawings, material to be placed in an agreed location on site with a maximum height of 2m and batters of no greater than 1 in 6. Stockpile to be hydromulched at completion	1865	cub.m	\$25	\$46,625
3.02	Strip topsoil, stockpile and replace	Existing topsoil to be stripped and stockpiled for replacement at completion of channel excavation. Min thickness placed in channel to be 100mm. Assumed existing topsoil is 100mm thick	5350	sq.m	\$2	\$10,700
3.03	Disturbed areas	Contractor to hydromulch (or approved equivalent) all disturbed areas	5350	sq.m	\$1	\$5,350
					Sub Total	\$62,675
4	Drainage					
Item	Item Type	Description	Qty.	Unit	Rate	Total (Ex GST)
4.01	Culvert base slab for Channel 1	Supply and install all material required for construction of slab as per details provided on S001	1	Item	\$6,000	\$6,000
4.02	Culvert base slab for Channel 2	Supply and install all material required for construction of slab as per details provided on S001	1	Item	\$7,500	\$7,500
4.03	1200mm x 300mm x 2.4m box culverts	Supply and install box culverts (crown units) as per S001	25	Item	\$970	\$24,250
4.04	Precast wingwall suit 3x1200x300 RCBC	Including apron and wing walls. Top or wing wall to be level with finished surface level - supplied in 2 components per end	4	Item	\$830	\$3,320
7.07						40.000
	Precast wingwall suit 2x1200x300 RCBC	Including apron and wing walls. Top or wing wall to be level with finished surface level	2	Item	\$1,300	\$2,600
			2	Item	\$1,300 \$500	\$2,600
4.05	_	finished surface level				
4.05 4.06 4.07	Delivery of precast elements	finished surface level \$500 per load from Wodonga - 4 loads required	4	Item	\$500	\$2,000

5	Pavement					
Item	Item Type	Description	Qty.	Unit	Rate	Total (Ex GST)
5.01	Crushed Rock	Supply and compact DBG20 as per notes on G002	38	cub.m	\$50	\$1,900
5.02	Stab Sand	Supply and place 3% stabilised sand to culvert level as per	20	cub.m	\$300	\$6,000
0.02	Stab Sana	sections on G002	20	Cub.iii	\$300	ψ0,000
5.03	Seal	Supply and install 14/7 double seal over excavation extents	126	sq.m	\$26	\$3,276
					Sub Total	\$11,176
6	Signage and Barriers					
Item	Item Type	Description	Qty.	Unit	Rate	Total (Ex GST)
6.01	Guide Posts	Install as per AS 1742 and in locations shown on drawings	8	Item	\$50	\$400
6.02	Edge Line	Paint to match existing for extent of works	75	Lin.m	\$15	\$1,125
6.03	Dashed Centre Line	Paint to match existing for extent of works	50	Lin.m	\$8	\$375
					Sub Total	\$1,900
7	Miscellaneous Items					
Itom	Item Type	Description	Otv	Unit	D t -	T-+-1 (F., OOT)
iteiii	Item type	Description	Qty.	OTIL	Rate	Total (Ex GST)
item	цент туре	Water tapping to be relocated during excavation for culvert slab	Qty.	OTIL	Rate	TOTAL (EX GS1)
Т	Relocation of existing water tapping		18	Lin.m	\$200	\$3,600
Т		Water tapping to be relocated during excavation for culvert slab				
Т		Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from				
7.01		Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from				
7.01	Relocation of existing water tapping Rural fence	Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from proposed structure. Price to include all bedding and backfill	18	Lin.m	\$200 \$65	\$3,600 \$3,250
7.01	Relocation of existing water tapping	Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from proposed structure. Price to include all bedding and backfill Supply and construct stock proof rural fence to match existing	18	Lin.m	\$200	\$3,600
7.01	Relocation of existing water tapping Rural fence	Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from proposed structure. Price to include all bedding and backfill Supply and construct stock proof rural fence to match existing Supply corrugated iron to cover channel extents when no flow is	18	Lin.m	\$200 \$65	\$3,600 \$3,250
7.01 7.02 7.03	Relocation of existing water tapping Rural fence	Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from proposed structure. Price to include all bedding and backfill Supply and construct stock proof rural fence to match existing Supply corrugated iron to cover channel extents when no flow is present	18	Lin.m	\$200 \$65	\$3,600 \$3,250
7.01 7.02 7.03	Relocation of existing water tapping Rural fence Rural fence - channel crossings	Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from proposed structure. Price to include all bedding and backfill Supply and construct stock proof rural fence to match existing Supply corrugated iron to cover channel extents when no flow is present Coordinate with Ausnet for lowering of gas main to allow	18 50 2	Lin.m Lin.m	\$200 \$65 \$1,000	\$3,600 \$3,250 \$2,000
7.01 7.02 7.03	Relocation of existing water tapping Rural fence Rural fence - channel crossings	Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from proposed structure. Price to include all bedding and backfill Supply and construct stock proof rural fence to match existing Supply corrugated iron to cover channel extents when no flow is present Coordinate with Ausnet for lowering of gas main to allow clearance to proposed culvert structure including costs for the	18 50 2	Lin.m Lin.m	\$200 \$65 \$1,000	\$3,600 \$3,250 \$2,000 \$15,000
7.01 7.02 7.03	Relocation of existing water tapping Rural fence Rural fence - channel crossings	Water tapping to be relocated during excavation for culvert slab to run parallel with works. Min 600mm cover and 500mm from proposed structure. Price to include all bedding and backfill Supply and construct stock proof rural fence to match existing Supply corrugated iron to cover channel extents when no flow is present Coordinate with Ausnet for lowering of gas main to allow clearance to proposed culvert structure including costs for the	18 50 2 1	Lin.m Lin.m Item	\$200 \$65 \$1,000 \$15,000	\$3,600 \$3,250 \$2,000 \$15,000

8	Provisional Items					
Item	Item Type	Description	Qty.	Unit	Rate	Total (Ex GST)
8.01	Replacement of unsuitable subgrade material	Including excavation and removal from site of substandard material followed by supply, placement and compaction of DGB20 rock for subgrade replacement as directed by the superintendent.	10	cub.m	\$50	\$500
8.02	Provisional Item	Percent of contract value	20	%	\$182,696	\$36,539
					Sub Total	\$37,039
		Grand Total (Ex GST)		\$	219,735.20	
		Grand Total (Inc GST)		\$	241,708.72	

Notes

All rates provided are estimates only unless noted otherwise.

This estimate is provided for discussion purposes only.

Items 4.01 and 4.02 are estimated utilised Rawlinsons unit rates for slabs.

Items 4.03, 4.04, 4.05 and 4.06 rates were provided by a precast supplier on 10/9/2021.

Prices may vary based on market conditions at time of tender.





Wednesday, 15 December 2021

Greater Hume Shire Council By Email

Attention The General Manager

Dear Sir,

Further to a meeting with yourself, the GHS Engineering Manager, Daniel Nadebaum (PJN) and Mr Stephen Altmeier (Eslers) I write to request consideration of our proposal for drainage realignment at the southern end of the Walla Walla township.

Background

The present Walla Walla drainage design provides for storm water to be carried from the Walla Walla Rd and Walla Jindera Rd intersection along Commercial St and the along Edward St. The current drain is an open, earth drain. The water carried by this drain is the result of overland flow originating from the South and East of the township. The flow is primarily along the table drains on the south side of the Walla Walla Road and the east side of the Walla Walla Jindera Road.

When there is significant flow with water passing over the south end of Commercial St, there is flooding to the houses on the west side of Commercial St at the south end of town.

We are currently in discussions with the owner of the land (Mr Russell Schroeter) on the east side of Commercial. The intention with this land, which has an RU5 village zoning, is to provide land for future PJN expansion as well as the development, over time, of approximately 50 residential blocks. The existing open drain will present some challenges and cost to the development. In coming months, we expect to submit a second DA for the commencement of the subdivision for the building lot. In the interests of expediency, we present our proposal here to avoid time delays in this proposed development.

In earlier discussion, council's engineering department has undertaken preliminary design work for alternative drainage.

Proposal

In preparation for our DA submission, we would ask council to consider the following proposal.

Taking into account the wider community benefit (reduced flooding risk, community safety with open drain in Edward St, visual amenity), we would ask GHSC to commit to rerouting the water entering the town at the south end around the town as shown in the proposal developed by the council's Engineering Department.

That these works be undertaken on a share basis taking into account community benefit and the cost savings which would flow to the development of the proposed building lots.



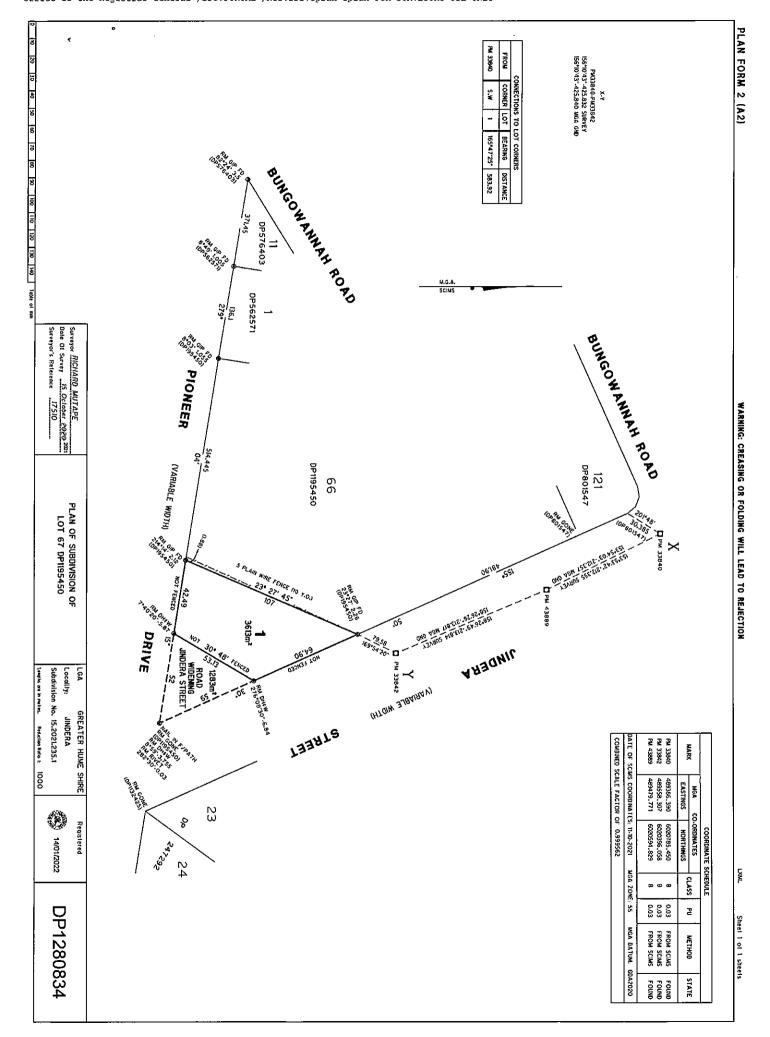
We propose to contribute to the drainage works as follows;

- We would provide, at our cost, an easement to council for the works through the property (known as "Townview") to the south of the Townview Avenue.
- We would construct the drainage works (at our cost) from the fence line along Walla Walla Jindera Road through to the existing waterway running south to north on the "Townview" property. This would include proving access to the separate parts of the property, reinstatement of fencing suitable for both flood waters and stock management.

This would leave the following which we propose for council to undertake. The drainage works from existing table drains under the Walla Walla Jindera road to connect into the drain we propose to construct.

I trust that this provide sufficient information however please do not hesitate to contact me should you have any further questions.

Kind Regards,		
Andrew Kotzur		



ORDINARY MEETING OF GREATER HUME SHIRE COUNCIL TO BE HELD AT THE COMMUNITY MEETING ROOM, LIBRARY COMPLEX, LIBRARY COURT, HOLBROOK ON WEDNESDAY, 19 SEPTEMBER 2012

2. PURCHASE OF LAND FOR PIONEER DRIVE DRAIN

Report prepared by Director Engineering - Greg Blackie

REASON FOR REPORT

To consider an offer from the Lutheran Church to acquire a portion of land for drainage and road purposes.

REFERENCE TO DELIVERY PLAN ACTION

- Strategy 5.2 To provide and maintain safe and serviceable public facilities and infrastructure including roads, footpaths and drainage.
- Action 5.2.8 Provide and maintain a suitable stormwater drainage network including an adequate kerb and gutter network.

DISCUSSION

Following flooding issues in Jindera in 2008 a partial flood study was undertaken to understand the flood problems and determine what may be able to be done by Council to protect homes. From the study it was considered appropriate that a drain be constructed across land owned by the Lutheran Church near the intersection of Pioneer Drive and Jindera St to protect houses in Pioneer Drive see **ANNEXURE 12**.

The Jindera Lutheran Congregation who "manages" the land for the Lutheran Church in Jindera were supportive of helping the community and to prevent any further flooding occurring, however were protective of the future development potential of the land.

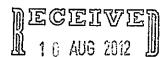
Council staff were keen to see works implemented as soon as possible to reduce the possible impact on residents, so an agreement was struck to allow the work to take place with final land issues to be determined at a later point in time once all the facts and information on any landpurchase/transfer could be considered appropriately see **ANNEXURE 12**.

The drain was constructed in December 2009 and has proven to be very effective in the flooding events of 2010 and 2012 undoubtedly protecting homes from inundation.

Following further work (including a valuation) an offer was submitted to the church in November of 2010 for the purchase of the land for \$5,000 plus costs see **ANNEXURE 12**.

The church advised verbally at that time that the offer was not acceptable, however no correspondence was received. Council has now received correspondence on the 30 July 2012 from the church that they are willing to sell the land to Council for \$15,000 plus costs. In addition, as well as Council recognise and minute the reason for the sale and its associated concerns so that they may be considered into any future planning discussion (associated with the future development of the land) see **ANNEXURE 12**.

Whilst it is acknowledged by the church in its letter that this cannot be "contractually safeguarded" they still wish it minuted.





JINDERA LUTHERAN CONGREGATION

inc. Bethlehem Church & St. John's Chapel P.O. Box 319, Adams Street, Jindera NSW 2642

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General Manager Greater Hume Shire Council PO Box 99 HOLBROOK 2644

30 July 2012

Dear Mr Pinnick

Re: Bethlehem Church land Jindera

We refer to your previous correspondence and attached valuation regarding the proposed acquisition by Council of a 0.49 hectare parcel of land on the South East corner of our land. As you are aware Bethlehem Church has allowed drainage earthworks to be undertaken prior to agreeing to the terms of acquisition. This flexibility was provided to assist Council in immediately reducing flood risk to some Jindera residents.

The subject land is part of a 22.52 hectare parcel which the Church plans to develop in the future. The plan and mix of this development is not defined. The Church had no plans to sell any of its land holding at this point in time. Our agreement to a sale is singularly driven by a desire to assist residents of our local community. Our main concern is that the Church not be disadvantaged in the future by subdividing off this portion now. Disadvantage could occur in a number of ways. One example could be if this 0.49 hectare parcel could be been used in the future to optimise design and thereby allow increased return, better development mix or reduced costs.

The Church recognises that it is not possible to contractually safeguard these concerns at this point but requests that the Church's reason for the sale and its associated concerns be formally acknowledged and minuted by Council so that they can be introduced into future planning discussion.

The Church has reviewed the valuation and obtained advice which indicates that they would be agreeable to a sale price of \$15,000, acknowledging that \$5000 has already been received prior to the commencement of works. The Church would expect that Council pay all Church costs involved in the survey, subdivision and transfer of this land.

In summary, the Church is willing to sell the subject parcel to Council for a sum of \$15,000, Council to meet any and all associated costs and Council to formally recognise the Church's reasons and concerns relating to this transaction.

Sincerely

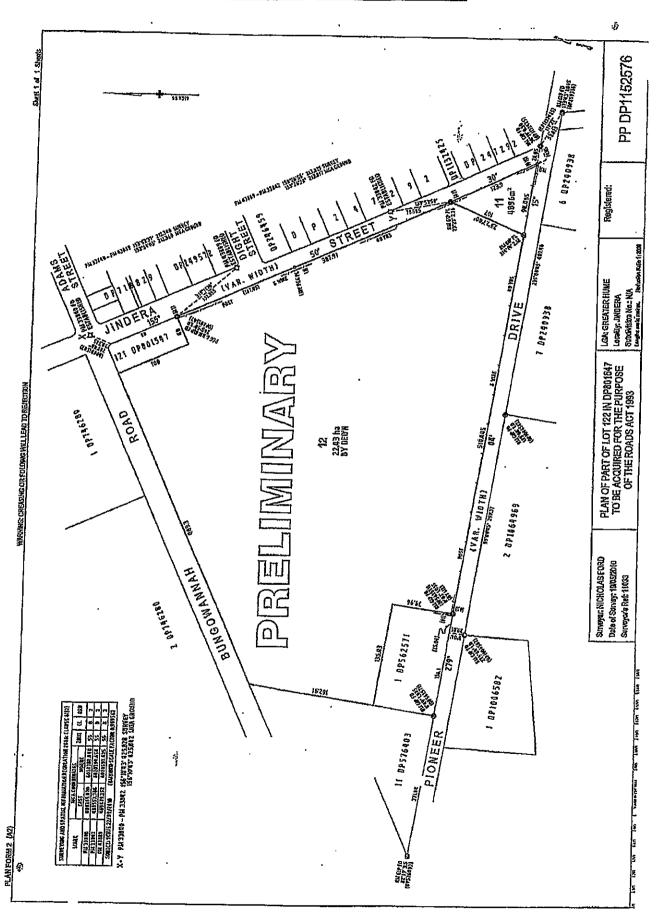
Margaret Wehner

Sectretary

On behalf of the Land Sale Committee - David Schmidt, Mark Briese and Garry Mitchell

Schedule 4

PROPOSED PLAN OF SUBDIVISION



Grea Blackie

From:

Heather Wilton

Sent:

Tuesday, 11 January 2022 3:54 PM

To:

Greg Blackie

Subject:

Fwd: Rob Hartley

Sent from my iPad

Begin forwarded message:

From: Annette Schilg < ASchilg@greaterhume.nsw.gov.au>

Date: 11 January 2022 at 3:09:26 pm AEDT

To: Heather Wilton , Lea Parker

<LParker@greaterhume.nsw.gov.au>, Matt Hicks <MHicks@greaterhume.nsw.gov.au>,

Tony Quinn <tquinn@greaterhume.nsw.gov.au>, Doug Meyer

<DMeyer@greaterhume.nsw.gov.au>, Ashley Lindner <ashleynbec@bigpond.com>, Jenny

O'Neill < JO'Neill@greaterhume.nsw.gov.au>, Ian Forrest < forreng@bigpond.net.au>

Subject: Fwd: Rob Hartley

Hi all FYI.

Please see attached photo from recent rain event last weekend.

Southern end of Ashley Lane Culcairn.

The owner of property has a rental at the end of said lane. They become cut of for days...

I needed to circulate the photo so you can all see situation, that arises with rain events,.

I wish to raise as a matter of urgency this evening.

Regards

Annette

Sent from my iPad

Begin forwarded message:

From: Robert Hartley hartz3@bigpond.com

Date: 9 January 2022 at 5:02:46 pm AEDT

To: Annette Schilg < ASchilg@greaterhume.nsw.gov.au>

Subject: Rob Hartley

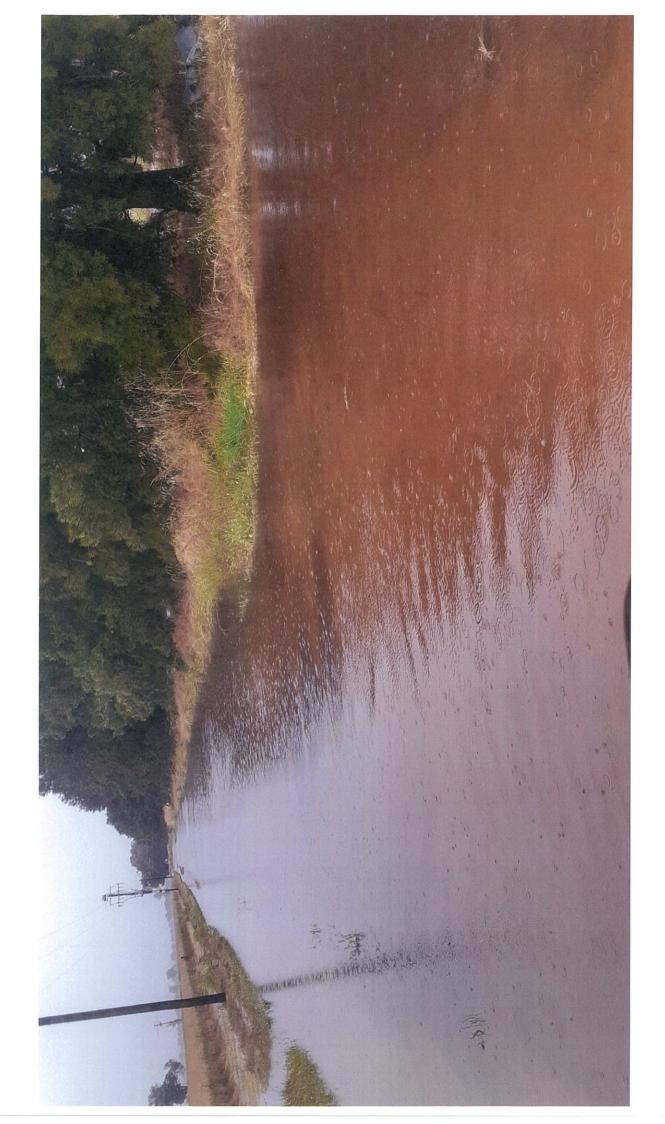
Hello Annette.

When will the Ashley Lane drainage issue go before Council? I would like to go to the Council Meeting, if possible.

Regards

Rob Hartley

[cid:89325EF3-D601-4FA2-920F-D7D84DFE7C40]





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

David G Skinner Skinner & Associates PO Box 105 Albury NSW 2640 d.skinner@skinner.com.au

Dear Mr Skinner

Ashley Lane Walbundrie - Second Road Maintenance Request

Firstly I apologise for a late response

Thank you for your correspondence received 17 May 2021 regarding the maintenance of Ashley Lane, Walbundrie.

In reply I can advise that, as detailed in previous correspondence, Council maintains Ashley Lane from the northern side of Walbundrie Road to Schnaars Road, as that road is part of Council's identified road network. The list of roads maintained by Council is identified in Counci'ls Road Strategy which sets out what roads are maintained and to what standard.

Council's Road Strategy is reviewed every four years and is subject to Councillor and public review at that time. Only roads that are listed are maintained by Council.

As shown in the Strategy, available on Council's website at www.greaterhume.nsw.gov.au, the section of Ashley Lane south of Walbundrie Road is not on the list and has, to Councils knowledge, never been maintained by Council previously. Therefore the section of Ashley Lane as defined by your client is considered a property access not a maintained public road.

It is to be noted that all property accesses/driveways are located partially on public road reserves and these can measure from metres in length in urban areas to many kilometres in length in rural areas.

Although all driveways are partly located on public road reserves it is still the owner's responsibility to maintain the entirety of them as they provide access solely to their respective owner's property. See Fact Sheet attached.

For Council to undertake maintenance of section of Ashley Lane south of Walbundrie Road would require Council to endorse the addition of this section of Ashley Lane in the next review of the Road Strategy which is due to occur later this year.

If it is the desire of your client to have it considered, then a formal request in writing is required to be made to Council so it can be assessed as part of the review.

Should you have any further queries in relation to this matter please do not hesitate to contact the undersigned.

Yours faithfully

Greg Blackie

Director Engineering

GREATER HUME COUNCIL

28 June 2021

Our Ref: GB:SS

Enc: ENG - Fact Sheet 1 - Driveway Crossover Urban and Rural Property Access



A driveway crossover is part of the property owner's driveway providing access to private property (urban or rural) from the road carriageway to the property boundary. This area where a driveway crossover is located is referred to as the road reserve/road verge or nature strip.

Driveway crossovers can also be known as vehicle crossings, crossovers or driveways.

Responsibility and Requirements

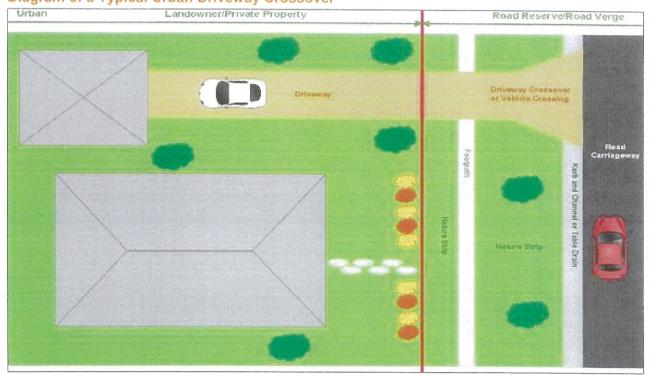
Driveway crossovers are the responsibility of the landowner and are constructed, maintained, altered and repaired at the landowner's expense. This responsibility encompasses not only where the driveway crosses the kerb and channel, but any footpaths, water courses, drains, drainage pipes or easements. Although driveway crossovers are constructed on Council controlled land (i.e. the road reserve), landowners are responsible for ensuring that driveway crossings are maintained in a safe condition. If any issues are identified by Council the Landowner is required to rectify the issue within a specified time frame, at their expense. If the landowner doesn't meet this requirement, Council will undertake the works, with the costs being invoiced to and payable by the landowner. Council may also close a driveway crossover if it is deemed a risk until it is repaired.

The NSW Roads Act (1993) requires Council consent be obtained for works within the road reserve, to ensure it complies with Australian Standards and Council policies. Council must ensure new driveways, alterations or maintenance work activities are safe for both vehicles and pedestrians, do not conflict with existing infrastructure such as signs, poles and street trees, adequately manage stormwater and do not create any hazard on the Council footway or verge area.

The landowner must submit a Road Opening Permit Application before undertaking any works within the road reserve, rural or urban. A Road Opening Permit Application can be obtained from Council's website. www.greaterhume.nsw.gov.au

There are different types of driveway crossovers for rural and urban areas.

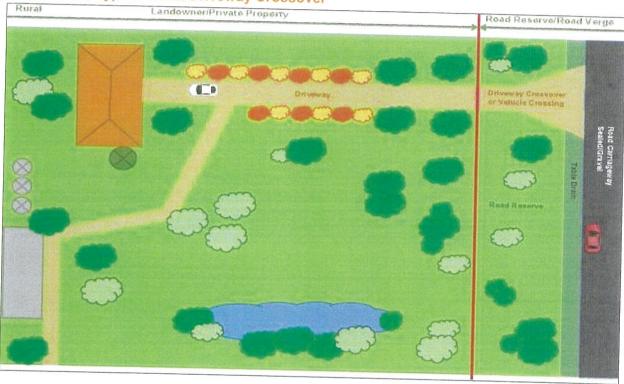
Diagram of a Typical Urban Driveway Crossover





Typical Urban Driveway Crossover

Diagram of a Typical Rural Driveway Crossover



Rural is outside the town/village boundaries, where roads are constructed without kerb and channel and there is likely to be a table drain. Below are two types of driveway crossovers used in rural areas.



Typical
Winged
Headwall
and Pipe
Used on
Rural
Roads



Typical
Mountable
Headwall
and Pipe
Used on
Main and
Regional
Roads

Greater Hume Council PO Box 99 Holbrook NSW 2644

T: 02 6036 0100

E: mail@greaterhume.nsw.gov.au W: www.greaterhume.nsw.gov.au



"Helping Goals Become Reality"

Lawyers

Conveyancers

Mediators

www.skinner.com.au Email: law@skinner.com.au

Reply to:

ALBURY

10070960

Our Ref:

DGS:KB:369309

Your Ref: Mr Greg Blackie

25 MAR 2021

22 March 2021

The General Manager Greater Hume Shire Council PO Box 99 HOLBROOK NSW 2644

Dear Sir

RE: R.N. & R.E. Hartley Ashley Lane Walbundrie

We acknowledge and thank you for your letter of the 9th instant concerning the abovementioned matter, the contents of which have been discussed with our clients.

Contrary to your suggestion, our clients' property known as "Santana", comprises a private dwelling house which is some 800 metres from the Walbundrie Road, The property is utilised only as a residence and is not associated with any farming activity.

Mr and Mrs Hartley have indicated to us that the Lane on the northern side is not utilised in order to gain access to any property. They are at a loss to understand, in such circumstances, why the northern side of the Lane is maintained by Council and the southern side receives no maintenance.

Our clients again request that Council takes steps to arrange for the Lane to be properly graded, in the public interest. Should the request be denied, please advise the legislative authority upon which such denial is based.

We look forward to hearing from you.

Yours faithfully

SKINNER & ASSOCIATES

Per:

David G Skinner

d.skimner@skinner.com.au

Albury Office 481 Townsend Street Albury NSW 2640 PO Box 105 Ph: (02) 6058 0000 Fax: (02) 6058 0058 DX 5805 Albury

Culcairn Office 24 Balfour Street Culcairn NSW 2660 PO Box 16 Ph: (02) 6029 8392



"Helping Goals Become Reality"

Lawyers

Conveyancers

Mediators

www.skinner.com.au Email: law@skinner.com.au

Reply to:

ALBURY

Our Ref:

DGS:KB:369309

Your Ref:

12 February 2021

The General Manager Greater Hume Shire Council PO Box 99 HOLBROOK NSW 2644

Dear Sir

RE: R N & R E Hartley Ashleigh Lane Walbundrie

We act for Robert Noel Hartley and Mrs Rhonda Elaine Hartley who are the registered proprietors of the property known as "Santana" which property adjoins Ashleigh Lane, a formed road extending to the Walbundrie Road.

1 6 FEB 2021

As we understand the position, the Lane is a Class 7 formed road. Our clients have great difficulty in negotiating the Lane in order to gain access to their property. The Lane, as we understand, is also poorly drained, particularly at its intersection with the Walbundrie Road.

On our instructions no grading work has been carried out during the course of the ownership of "Santana" by Mr and Mrs Hartley – a period of some 8 years.

We write to respectfully request Council to arrange for the Lane to be properly graded, in the public interest. Please also be kind enough to take steps to alleviate and rectify the drainage difficulties.

Your co-operation and assistance would be very much appreciated.

Yours faithfully

SKINNER & ASSOCIATES

Per:

David & Skinner

d.skinner@skinner.com.au

Albury Office 481 Townsend Street Albury NSW 2640 PO Box 105 Ph: (02) 6058 0000 Fax: (02) 6058 0058 DX 5805 Albury Culcairn Office 24 Balfour Street Culcairn NSW 2660 PO Box 16 Ph: (02) 6029 8392



TOURISM AND PROMOTIONS REPORT - DECEMBER 2021/JANUARY 2022

Prepared by: Kerrie Wise, Executive Assistant, Governance, Tourism and Promotions

Greater Hume Council Websites

Delivery Plan - 1.1.2.1

Objective - Engagement by Council to demonstrate Council leadership. (Continued implementation of the GHC Communication Plan.) (Maintain and manage the Greater Hume Council suite of websites which are compliant with accessibility standards. Seamless CMS(OpenCities) is the provider of Council's websites – Greater Hume Council, Visit Greater Hume, Greater Hume Children Services and Town and Village websites.)

Comments

		Greater Hume greaterhume.nsw.gov.au		GH Children ghchildren.d		Visit Grea	
Dec 2021 an	d Jan 2022	21	20	21	20	21	20
\\/ - :4 - T #:-	New	9837	7497	645	588	1254	521
Website Traffic	Returning	3040	2165	422	366	134	63
	Organic	8259	6136	487	514	683	368
Troffic Course	Direct	2105	1531	504	322	136	72
Traffic Source	Referral	314	469	37	45	428	85
	Social	747	439	39	43	35	4
	Desktop	4361	3566	438	438	504	212
Device Paths	Mobile	6495	4509	619	476	692	279
	Tablet	374	358	10	10	58	30
Bounce Rate	%	63.57	63.76	53.98	49.78	71.49	71.81

www.greaterhume.nsw.gov.au - top pages:

- 1. Your Greater Hume Council NSW Government Elections
- 2. Living in Greater Hume Waste Facilities Opening Times Charges and Accepted Waste
- 3. Living in Greater Hume Public Swimming Pools
- 4. Contact Us
- 5. Your Greater Hume Council Careers With Us

www.ghchildren.com.au - top pages:

- 1. Family Day Care Enrol Your Child/Children
- 2. Family Day Care
- 3. Featured Content Enrol Your Child/Our Services
- 4. Featured Content Children and Families
- 5. Enrol Your Child/Children

www.visitgreaterhume.com.au - top pages:

- 1. Culcairn Explore Eat Stay/ Culcairn Caravan Park
- 2. Natural Wonders Wymah Ferry
- 3. Holbrook
- 4. Natural Wonders Table Top Reserve
- 5. Culcairn

Social Media

Delivery Plan - 1.1.2.1

Objective - Engagement by Council to demonstrate Council leadership. (Continued implementation of the GHC Communication Plan.) Implement and enhance on line communication tools using technologies such as social networking mechanism.

Comments

- Instagram, #visitgreaterhume 929 followers
- Individual facebook pages:
 - Greater Hume Council 2900 followers
 - Visit Greater Hume 579 followers
 - Holbrook Submarine Museum 1133 followers
 - Greater Hume Children's Services 907 followers
 - Greater Hume Youth Advisory Committee 483 followers
 - Buy Local in Greater Hume 563 followers

Greater Hume Council Newsletters

Delivery Plan - 1.2.1.1

Objective - Implement the planned community engagement processes using various communication strategies. (Develop two Council newsletters (Autumn and Spring) and a rates notice insert whilst ensuring effective and targeted content.)

Comments

Planning is underway to produce this quarterly and send out electronically. The previous newsletter was sent out electronically to over 2000 email addresses, of these over 1000 opened the newsletter to read.

Grants and Funding

Delivery Plan - 3.2.1.2, 4.1.1.1

Objective - Continue to support and develop sporting facilities and other community infrastructure. Identify opportunities for external grant funding.

Comments

Greater Hume has now partnered with GrantGuru to provide is the most comprehensive grants database in Australia that includes grants and assistance across all levels of government and the private sector (philanthropic grants), each summarised into a one-page template for easy comparison. This grant portal will be available to Council staff, local businesses, community and sporting groups throughout Greater Hume. The portal will go live towards the end of November/early December. The following grant applications have been recently submitted:

The following grant applications have been rec	bentiy submitted.
About	Current
This project will be developing and promoting the videos, photography, social media posts, advertising and Hume Highway signage in order to attract visitors both old and new to Greater Hume and Henty Machinery Field Days.	Angry Ant Marketing, Wagga Wagga is currently filming in Greater Hume and will be developing a social media strategy and campaign to start from 1 January 2022. Additional filming is being planned in the Autumn months.
The Project involves the engagement of a Digitisation Project Officer and development of a Digitisation Hub (Thurgoona Collection Store, 2 Hoffman Road, Thurgoona) to implement professional training programs for individual museums and facilitating the digitisation of at least 400 objects. AlburyCity is lead agent.	AlburyCity as the lead agency has engaged Hayley Lander as the Digitisation Project Officer, Digitisation Hub (Thurgoona Collection Store, 2 Hoffman Road, Thurgoona) has been developed and first training workshop with museums is planned for 1 February at Culcairn.
Greater Hume has engaged Nomad Films to research, develop, film and edit a 6 episode web series on each of the community museums, Culcairn Station Masters House Museum, Headlie Taylor Header Museum, Holbrook Submarine Museum, Holbrook Woolpack Inn Museum, Jindera Pioneer Museum and Wymah Schoolhouse Museum.	Helen Newman and Alyson Evans from Nomad Films (http://www.nomadfilms.com.au/) have completed the videos and are currently finalising editing with Council staff and museums.
This project at Hanel's Lookout (Woomargama National Park) will create viewing platforms, walk ways, sealed car park, sealed Hanel's Road, toilet, picnic area and signage.	Tenders and environmental assessment has commenced with major works during 2022 with minor works completed by April 2023.
11 applications were submitted from various community groups and 9 GH Council applications. Totaling \$3,224,567.00	4 Successful applications - GHC Culcairn Recreation Ground new playground, Billabong Little Athletics at Henty, Holbrook Gym Club and Jindera Netball Club.
4 applications from community groups were submitted. Totaling over \$800,000.	Awaiting Outcome
The funding will cover a welcome ceremony, AD merchandise, photography exhibition, MC and coffee van.	Successful - \$16,400
	About This project will be developing and promoting the videos, photography, social media posts, advertising and Hume Highway signage in order to attract visitors both old and new to Greater Hume and Henty Machinery Field Days. The Project involves the engagement of a Digitisation Project Officer and development of a Digitisation Hub (Thurgoona Collection Store, 2 Hoffman Road, Thurgoona) to implement professional training programs for individual museums and facilitating the digitisation of at least 400 objects. AlburyCity is lead agent. Greater Hume has engaged Nomad Films to research, develop, film and edit a 6 episode web series on each of the community museums, Culcairn Station Masters House Museum, Headlie Taylor Header Museum, Holbrook Submarine Museum, Holbrook Woolpack Inn Museum, Jindera Pioneer Museum and Wymah Schoolhouse Museum. This project at Hanel's Lookout (Woomargama National Park) will create viewing platforms, walk ways, sealed car park, sealed Hanel's Road, toilet, picnic area and signage. 11 applications were submitted from various community groups and 9 GH Council applications. Totaling \$3,224,567.00 4 applications from community groups were submitted. Totaling over \$800,000. The funding will cover a welcome ceremony, AD merchandise, photography

Greater Hume Tourism

Delivery Plan - 3.3.1.1

Objective - Implement the Greater Hume Visitor Experience Plan which was endorsed March 2014 by Greater Hume Council.

Comments

- Monthly newsletters are being sent to all Greater Hume Tourism Operators, providing latest information on COVID 19, tourism opportunities, marketing, social media and promotional campaigns as well as relevant contacts and statistics.
- Currently managing 160 Greater Hume ATDW Listings. The Australian Tourism Data Warehouse (ATDW) is
 Australia's national platform for digital tourism marketing in Australia. Established in 2001, the ATDW is jointly
 owned and managed by all Australian state and territory government tourism bodies. ATDW distributes this
 information to over 60 partners' websites to support local tourism businesses in expanding their on line exposure,
 bookings and marketing.
- Scheduled a six month social media Welcome to Greater Hume, providing reels, tours and ideas of what people
 can do in Greater Hume between August 2021 and February 2022. The average reach on our posts is currently
 1500.

Visitor Information Centre and Submarine Museum

Delivery Plan - 3.3.1.1.06, 3.3.1.1.05

Objective - Offering visitors to Greater Hume information and advice on accommodation, places to eat, attractions, maps, tours, road conditions, events and other general information. Reception and admission to Submarine Museum.

Comments

Visitor Information Centre Statistics:

Dec 2021 - Walk In - 988, Phone Calls - 41, Emails - 3.

Dec 2019 - Walk In - 1359, Phone Calls - 35, Emails - 28.

Jan 2022 - Walk In – 1205, Phone Calls - 35, Emails – 3.

Jan 2020 - Walk In - 1255, Phone Calls - 72, Emails - 39.

Submarine Museum Statistics:

Dec 2021 - Adult -141, Child - 48, Concession - 55, Family - 51, Group - 19, Total - 314.

Dec 2019 - Adult - 76, Child - 68, Concession - 60, Family - 59, Group - 10, Total - 273.

Jan 2022 - Adult - 154, Child - 118, Concession - 82, Family - 83, Group - 0, Total - 437.

Jan 2020 - Adult - 104, Child - 44, Concession - 89, Family - 77, Group - 14, Total - 328.

Promotions

Delivery Plan - 3.3.1.1

Objective - Implement the Greater Hume Visitor Experience Plan which was endorsed March 2014 by Greater Hume Council.

Comments

- Submitted visitor and What's On advertising in Out and About Summer 2021 Editions in Border Mail. The print
 run is 24,000, 14,000 are inserted into The Border Mail and the additional 10,000 distributed. Distribution is to all
 Visitor Information Centres through NE Victoria and South West NSW/Riverina plus Canberra and Melbourne.
 Other business (inc motels) and advertisers.
- Emailed (over 600) 'What's On in December and January to Visitor Information Centres in NSW and VIC, coach/bus/tour companies, tourism operators within shire and regional, media, visitor information points and to interested residents in shire.
- Developed a six month schedule (August 2021 to February 2021) and have commenced rolling out of social media tiles and reels on towns and villages, tours and itineraries etc.
- Wagga Wagga City Council (WWCC) partnership for an upcoming autumn marketing cooperative involving Lockhart, Narrandera, Coolamon, Junee, Cootamundra/Gundagai and the unique and authentic experiences we have here through day trip itineraries. Filming and photography shoot was held Wednesday 17 November at several locations throughout Greater Hume.
- Austrade's Regional Tourism Bushfire Recovery Grant Stream One \$30,000 Greater Hume and Henty
 Machinery Field Days Promotional Production Angry Ant Marketing, Wagga Wagga is currently filming in Greater
 Hume and will be developing a social media strategy and campaign to start from 1 January 2022. More filming
 scheduled in Autumn.
- COVID Recovery Funding Developing a Greater Hume promotional campaign in partnership with Murray Regional Tourism and Destination NSW. Campaign will be developed early 2022 and rolled out Autumn and Winter 2022.

Events

Delivery Plan - 3.3.1.1, 2.1.1.1

Objective - To assist with the promotion of Greater Hume's many and varied events. Encourage more residents to be involved in Greater Hume and events.

Comments

- Supporting the following events Battle of the Border (Carriage Driving) at Mullengandra (12 and 13 December 2021) and Henty Machinery Field Days (Hello Henty, Saturday 12 and Sunday 13 March 2022), Jindera Pioneer Museum, G -Rodge Markets, Christmas events and Australia Day.
- · Currently revising the Greater Hume Events Guide.

Australia Day

Delivery Plan - 1.1.2.7 and 2.1.1.1

Objective - Recognise community leaders and their efforts and encourage others in the community to take up leadership roles.

Comments

Australia Day 2022 in Greater Hume, Ten Mile Gardens in Holbrook, with over 300 people attending. Some of the highlights were the wonderful addresses given by our Australia Day Ambassador, James Willett, Billabong High School captain Erin Hogan and vice-captain, Connor Murphy and Cr Tony Quinn, Mayor, Greater Hume Council. The Australian flag was unfurled by well-known local Colin Strong, who also made the flag pole from a Skinny Bark sapling and ropes. The Holbrook Public School choir lead by Christine Biar sang Advance Australia Fair, I Still Call Australia Home and I Am You Are We Are Australian.

Five residents of Greater Hume became Australian citizens following an official Australian Citizenship Ceremony, they were:

- Mrs Lidwina Bulle, Holbrook
- Mr Cormick Cronin, Holbrook
- Miss Ting Ting Ding, Jindera
- Mr Samuel Murray, Mullengandra
- Mr David Thompson, Brocklesby

Congratulations to all the award nominees and winners who were recognised for their hard work on behalf of the Greater Hume community, and the winners were:

- · Citizen of the Year joint winners Ross and Helen Krause, Walla Walla
- Young Citizen of the Year joint winners Jole Hoffmann, Walla Walla and Jessica Toogood, Henty
- Sports Person/Team of the Year joint winners Ben Parker, Holbrook and Fours Team Holbrook RS Women's Bowling Club
- Community Event of the Year Book Launch of 'Henty Heroes: Short stories of Henty's Enlistments of World War 1'
- School Citizenship Awards:

St Paul's Lutheran College Tilly Phegan Brocklesby Public School Leah Perry Burrumbuttock Public School Ella Hawkins Scarlett Hocking Culcairn Public School Zara Byrne Gerogery Public School Henty Public School Macey Bullock Holbrook Public School Issac Bennett Jindera Public School Charlotte Wright St John's Lutheran School Sam Howland Angelica Murphy St Mary MacKillop College St Joseph's Primary School Kaycee Thomas St Paul's Lutheran Primary School Milly Forrest Walbundrie Public School Jai Leischke Walla Walla Public School Olivia Odewhan

On behalf of the Holbrook Lions Club President, Elizabeth McLean presented the Holbrook Citizen of the Year to Russell Parker and Rotary Club of Holbrook President, Rick Bull presented Russell with a \$75 voucher. The Rotary Club of Holbrook also presented five Pride of Workmanship awards to Shaun Hughes, Churchill Transport; Rita Bowler, Holbrook Happenings; Kylie Durante, Holbrook Landcare; Nick Pugh, Ten Mile Engineering and Ken Hulme, Anglican Op-Shop.

Emily Jones, Greater Hume Council representative outlined to the audience the events planned for 2022 by the Greater Hume Youth Council. A big thank you to Rotary Club of Holbrook and Holbrook Community for providing a delicious breakfast and morning tea, Morgan Country Car Club, St John's Ambulance, Holbrook Landcare, Australia Day Council of NSW and National Australia Day Council.

Signage

Delivery Plan - 3.3.1.1

Objective - Implement the Greater Hume Visitor Experience Plan which was endorsed March 2014 by Greater Hume Council.

Comments

Currently organising visit Greater Hume signage on Hume Highway, Munyabla heritage signs and Coronation Sign, Culcairn Sportsground.

Murray Regional Tourism (MRT)

Delivery Plan - 3.3.1.1

Objective - Implement the Greater Hume Visitor Experience Plan which was endorsed March 2014 by Greater Hume Council. (MRT is a joint venture between Albury, Balranald, Berrigan, Campaspe, Corowa, Deniliquin, Gannawarra, Greater Hume, Mildura, Moira, Murray, Swan Hill, Wakool, Wodonga, as well as Tourism Vic and Destination NSW.)

Comments

- Currently attending monthly zoom meetings with MRT and the VIC network group.
- Planning to extend the Love The Murray campaign and cooperative marketing initiatives.
- Continuous advocacy during the COVID 19 crisis.
- Makers and Creators Campaign MRT has conducted a social media campaign into regional NSW/VIC and Melbourne under 'Made in the Murray' banner, 14 Makers and Creators from Greater Hume have been promoted on a webpage created with links to each. Outcomes to be advised.
- Tripadvisor Campaign Murray Regional Tourism The campaign will build the profile of the Murray River region and destinations through targeted ads and content creation with Tripadvisor. Outcomes to be advised

Museums and Heritage

Delivery Plan - 3.3.1.1

Objective - Implement the Greater Hume Visitor Experience Plan which was endorsed March 2014 by Greater Hume Council. (GHC currently has 11 public or private museums and three historical societies. Museum Advisor (Vanessa Keenan) – In partnership with Albury City Council and Museums and Galleries NSW.)

Comment

The Museum Adviser has been reaching out to museums mostly relating to the two successful grants we have obtained (Let's Get Digital and Digitisation of Museums), see Grants and Funding for more information.

Murray Arts

Delivery Plan - 3.3.1.1

Objective - Implement the Greater Hume Visitor Experience Plan which was endorsed March 2014 by Greater Hume Council. (Murray Arts aim is to actively assist the ongoing development of, and participation in, arts and culture throughout the Border region.)

Comment

Have been appointed to the Murray Arts Strategic Advisory Council (MASAC), which meets twice a year and sits alongside the Murray Arts Board to guide the direction of the organisation towards achieving its goals.

GREATER HUME SHIRE COUNCIL

Schedule of the Director Corporate Community Services' Schedule of Information to Council Meeting - Wednesday 16th February, 2022

COMBINED BANK ACCOUNT FOR THE MONTH ENDED 31st January, 2022

CASHBOOK RECONCILIATION

General Ledger Cashbook Balance as at 1st January, 2022 Cashbook Movement as at 31st January, 2022 Less: Term Deposits included in Cashbook Balance (Trust only) General Ledger Cashbook Balance as at 31st January, 2022	 =	General Fund -34,002.07 840.10 0.00 -33,161.97	Trust Fund 41,452.74 0.00 0.00 41,452.74
BANK STATEMENT RECONCILIATIO	N		
Bank Statement Balance as at 31st January, 2022	NAB Hume Bendigc WAW Total	\$0.00 \$2,675.20 \$0.00 \$0.00	41,452.74
	10tai =	2,675.20	41,452.74
(LESS) Unpresented Cheques as at 31st January, 2022 (LESS) Unpresented EFT Payments as at 31st January, 2022 PLUS Outstanding Deposits as at 31st January, 2022 PLUS / (LESS) Unmatched Cashbook Transactions 31st January, 2022 Cashbook Balance as at 31st January, 2022	 =	-36,996.42 0.00 1,159.25 0.00 -33,161.97	0.00 0.00 0.00 0.00 41,452.74

I certify that all of Council's surplus funds have been invested in accordance with the Act, the regulations and Council's investment policies and that all cheques drawn have been checked and are fully supported by vouchers and invoices and have been certified for payment.

Responsible Accounting Officer

This is page no.1 of Schedule No.1 of the Director Corporate & Community Services' Schedule of Information to Ordinary Council Meeting held on 16th February, 2022

GENERAL MANAGER	MAYOR



c_dm073		Approved Between1/12/2021 and 31/01/2022	2022				04/0;	04/02/2022
Application No.	No. Location	Development Type	Est. Cost Received	Determination	ation	Total Elapsed Days	Stop Days	Adjusted Elapsed Days
DA/2021/156	Applicant: J Lanfranchi 46 Stan DR JINDERA Lot: 13 DP: 1228380	New Subdivision	\$0 22/10/2021	Withdrawn	2/12/2021	42	0	42
DA/2021/162	Applicant: Greater Hume Council 74 Walbundrie RD CULCAIRN Lot: 3 DP: 1105775 Lot: 1 DP: 311778	28 Lot Subdivision	\$0 16/08/2021	Approved	1/12/2021	108	 o 	108 -
DA/2021/166	Applicant: NSW Community Renewables 269 Back Henty RD CULCAIRN Lot: 56 DP: 753757	5 MW SOLAR PV ELECT. GENERATION PLANT & ASSOCIATED INFRASTRUCTURE	\$7,915,347 9/08/2021	Approved - JRPP	24/12/2021	138	 0 	138
DA/2021/214	Applicant: Premise Australia Pty Ltd 92 Rock RD JINDERA Lot: 288 DP: 753345	2 Lot Subdivision	\$0 1/10/2021	Approved	3/12/2021	 - 49	 0 	 46
DA/2021/228	Applicant: A D Clarke 19 Frosty LA JINDERA Lot: 407 DP: 1252780	New Shed	\$10,000 27/10/2021	Approved	1/12/2021	 98 -	 o 	 98
DA/2021/233	Applicant: Peter Bowen Homes 852 Schnaars RD CULCAIRN Lot: 88 DP: 753761	New Dwelling & Garage - Dual Occupancy	\$462,507 4/11/2021	Approved	9/12/2021	 36 -	0	36
DA/2021/234	Applicant: ASDA Sheds & Garages 29 Coogera CCT JINDERA Lot: 702 DP: 1202940	New Shed	\$39,413 11/11/2021	Approved	13/12/2021	 33 -	 0 	 83
DA/2021/237	Applicant: J T Albert-Thenet 68 Allan ST HENTY Lot: 2 DP; 837625	New garage and demolition of old garage	\$29,640 15/11/2021	Approved	13/12/2021	29	0	29
								Page:1



c_dm073		Approved Between1/12/2021 and 31/01/2022	122			i		04/0	04/02/2022
Application No.	No. Location	Development Type E	Est. Cost	Received	Determination	nation	Total Elapsed Days	Stop Days	Adjusted Elapsed Days
DA/2021/238	Applicant: P Godde 119 Commercial ST WALLA WALLA Lot: 19 DP: 247656	New Carport & Verandah	\$10,000	\$10,000 16/11/2021	Approved	14/12/2021	23	9	23
DA/2021/239	Applicant: Spanline Albury Wodonga 9 King ST CULCAIRN Lot: 6 Sec; 28 DP: 9695	New Patio	\$15,890	\$15,890 18/11/2021	Approved	14/12/2021		0	27
DA/2021/240	Applicant: Spanline Albury Wodonga 15 Stirbeck ST HOLBROOK Lot: 4 DP: 264371	New Carport	\$28,800	\$28,800 18/11/2021	Approved	15/12/2021		 0 	- 28
DA/2021/241	Applicant: K Peters 2 First ST HENTY Lot: 133 DP: 12560	Shipping Container	000'9\$	\$6,000 19/11/2021	Approved	17/12/2021	 - - -	 0 	58 -
DA/2021/242	Applicant: Habitat Planning Hume HWY TABLE TOP Lot: 4 DP: 1273828 Lot: 8 DP: 33196 Lot: 51 DP: 1002817 Lot: 177 DP: 1100791	Boundary Adjustment and Consolidation	9 	\$0 26/11/2021	Approved	14/01/2022	20 	0	20 -
DA/2021/243	Applicant: L & L Projects Pty Ltd 24 Hamilton ST CULCAIRN Lot: A DP: 385255	2 Lot Subdivision	0\$	\$0 29/11/2021	Approved	12/01/2022	45	0	45
DA/2021/244	Applicant: North East Sheds & Alfrescos 32 Anvil RD JINDERA Lot: 324 DP: 1242303	New Shed	\$19,900	\$19,900 2/12/2021	Approved	12/01/2022	42	 0 	45 -



c_dm073		Approved Between1/12/2021 and 31/01/2022	022					04/02/2022	2022
Application No.	۷o. Location	Development Type	Est. Cost Rec	Received	Determination		Total Elapsed Days	Stop Days	Adjusted Elapsed Days
DA/2021/245	Applicant: Blueprint Planning Development Hovell RD BUNGOWANNAH Lot: 1 DP: 1250551	New Dwelling	\$450,000 2/12	2/12/2021	Approved	13/12/2021	12	0	12
DA/2021/246	Applicant: Davis Sanders Homes Pty Ltd 17 Jacob Wenke DR WALLA WALLA Lot: 77 DP: 1249844	New Dwelling and Garage	\$479,227 2/12	2/12/2021	Approved	12/01/2022	42	0	45
DA/2021/247	Applicant: Ten Mile Engineering 12 Swift ST HOLBROOK Lot: 1 DP: 930495	New Shed	\$33,375 2/12	2/12/2021	Approved	12/01/2022	42	0	42
DA/2021/248	Applicant: Ten Mile Engineering 12 Hume ST HOLBROOK Lot: 1 DP: 508679	New Carport	\$12,350 2/12	2/12/2021	Approved	12/01/2022	4	-	41
DA/2021/250	Applicant: O'Neill Homes Pty Ltd 1600 Urana RD JINDERA Lot: 530 DP: 1274003	New Dwelling and Garage	\$621,577 3/12	3/12/2021	Approved	12/01/2022	28	<u>ස</u>	58
DA/2021/251	Applicant: B Nicholson 22 Dickson St West WOOMARGAMA Lot: 8 Sec: 1 DP: 759118	New Dwelling and Demolition of Building	\$284,075 3/12	3/12/2021	Approved	12/01/2022	28	13	78
DA/2021/253	Applicant: Shed Boss 4 Campbell CT BURRUMBUTTOCK Lot: 11 DP: 258401	New Shed	\$53,058 8/12	8/12/2021	Approved	12/01/2022	38	 0 	36
DA/2021/254	Applicant: K P Bourke 7 Hayes ST HENTY Lot: 1 DP: 136682	New Dwelling & Garage	\$246,310 8/12	8/12/2021	Approved	12/01/2022	 38 	0) 98



c_dm073		Approved Between1/12/2021 and 31/01/2022	2022				04/02	04/02/2022
Application No.	No. Location	Development Type	Est. Cost Received	Determination	nation	Total Elapsed Days	Stop Days	Adjusted Elapsed Days
DA/2021/255	Applicant: B & H Homes Pty Ltd 129 Mirrimar RD BURRUMBUTTOCK Lot: 154 DP: 753743	Demolition of Dwelling	\$0 10/12/2021	Approved	24/12/2021	E	4	= =====================================
DA/2021/256	Applicant: L & L Projects Pty Ltd 12 Merri Meric RD HENTY Lot: 161 DP: 753741	Dwelling Demolition and New Dwelling and Garage	\$548,456 15/12/2021	Approved	17/01/2022	13	24	13
DA/2021/260	Applicant: Rob Pickett Design 10 Sydney RD HOLBROOK Lot: 1 DP: 415729	Commercial Alterations & Additions and Demolition	\$100,000 17/12/2021	Approved	18/01/2022	33	0	33
DA/2021/261	Applicant: Shed Boss 108 Coogera CCT JINDERA Lot: 915 DP: 1264008	New Shed	\$103,461 21/12/2021	Approved	19/01/2022	2	788	2
DA/2021/262	Applicant: Shed Boss 137 Coogera CCT JINDERA Lot: 912 DP: 1264008	New Shed	\$50,107 21/12/2021	Approved	19/01/2022	30	0	30
DA/2021/264	Applicant: Davis Sanders Homes Pty Ltd 3-5 Hopetoun ST CULCAIRN Lot: 9 Sec: 22 DP: 6027	New Dwelling & Garage	\$548,526 23/12/2021	Approved	27/01/2022	36	0	 98
DA/2021/265	Applicant: Lewis Dickson Homes Pty Ltd 33 Peel ST HOLBROOK Lot: 18 Sec: D DP: 2748	New Dwelling & Garage	\$449,828 23/12/2021	Approved	25/01/2022	34	0	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
DA/2021/267	Applicant: SouthernVale Homes 6 Huon ST GEROGERY WEST Lot: 230 DP: 753339	New Dwelling & Garage	\$416,593 23/12/2021	Approved	28/01/2022	37	0	37
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c_dm073		Approved Between1/12/2021 and 31/01/2022	022					04/02	04/02/2022
Application No.	No. Location	Development Type	Est. Cost	Received	Determination		Total Elapsed Days	Stop Days	Adjusted Elapsed Days
DA/2022/4	Applicant: Bluey's Plumbin' & Diggin' Pty 852 Schnaars RD CULCAIRN Lot: 88 DP: 753761	Dwelling Demolition	\$15,000	11/01/2022	Approved	25/01/2022	15	0	15
DA/2022/9	Applicant: R C Knobel 254 Mullemblah RD ALMA PARK Lot: 2 DP: 1156053	New Farm Shed	\$62,348	14/01/2022	Approved	25/01/2022	12) 0 	1 2
CDC/2021/17	Applicant: R F Wenke 90-92 Urana ST JINDERA Lot: 3 Sec: 11 DP: 758544	Cafe Internal Alterations for Toilets - As Modified	0\$	7/12/2021	Approved	23/12/2021	17	0	17
CDC/2021/51	Applicant: J W Mott 263 Gerogery West RD GEROGERY Lot: 614 DP: 1152948	Dwelling Alterations & Additions	\$229,155	2/09/2021	Approved	2/12/2021	e 	68	 က
CDC/2021/60	Applicant: C Reynolds 32 Brownrigg ST MORVEN Lot: 6 Sec: 32 DP: 758711	New Swimming Pool	\$46,460	3/11/2021	Approved	19/01/2022	787) 0 	78
CDC/2021/61	Applicant: Narellan Pools Riverina 314 Taylors RD CULCAIRN Lot: A DP: 33757	New Swimming Pool	\$51,450	9/11/2021	Approved	3/12/2021	4	21	4
CDC/2021/68	Applicant: TJLubke 249 Lubkes RD HENTY Lot: 81 DP: 753725	New Swimming Pool	\$62,850	\$62,850 26/11/2021	Approved	2/12/2021	က 	4	(ო
CDC/2021/71	Applicant: D J Meade 5 Ann DR JINDERA Lot: 8 DP: 1146154	Dwelling Alterations & Additions	\$10,000	\$10,000 29/11/2021	Approved	19/01/2022	12	04	12



c_dm073		Approved Between1/12/2021 and 31/01/2022	022				04/02	04/02/2022
Application No.	No. Location	Development Type	Est. Cost Received	Determination	ation	Total Elapsed Days	Stop Days	Adjusted Elapsed Days
CDC/2021/74	Applicant: Countrywide Pools & Spas 67 Adams ST JINDERA Lot: 2 DP: 1165234	New Swimming Pool	\$38,500 8/12/2021	Approved – Private Certifier	8/12/2021	-	0	-
CDC/2021/75	Applicant: Afonso Building Solutions 3 Terlich WY JINDERA Lot: 101 DP: 1267384	New Dwelling and Garage	\$293,360 9/12/2021	Approved –	9/12/2021	-	 0 	 -
CDC/2021/76	Applicant: 1 & M Pools Pty Ltd 1026 Wymah RD BOWNA Lot: 4 DP: 1087667	New Swimming Pool	\$44,495 3/12/2021	Approved – Private Certifier	3/12/2021	 	0	· -
CDC/2024/77	Applicant: Albury Wodonga Conquest 32 Beatrice RD BURRUMBUTTOCK Lot: 3 DP: 1057430	New Swimming Pool	\$43,550 2/12/2021	Approved –	2/12/2021	├	0	 -
CDC/2021/78	Applicant: Albury Wodonga Conquest 37 Greenwood RD GEROGERY Lot: 2 DP: 774831	New Swimming Pool	\$50,330 8/12/2021	Approved –	8/12/2021		0	 -
CDC/2021/79	Applicant: R F Wenke 90-92 Urana ST JINDERA Lot: 3 Sec: 11 DP: 758544	Alterations & Additions to Commercial Building	\$25,000 15/12/2021	Approved –	15/12/2021	-	0	-
CDC/2021/80	Applicant: J & J Carroll Pty Ltd 170 Coogera CCT JINDERA Lot: 919 DP: 1264008	New Dwelling and Garage	\$401,988 24/12/2021	Approved – Private Certifier	24/12/2021	 	0	
CDC/2022/1	Applicant: Spanmaster Pty Ltd 8-10 Dickson St West WOOMARGAMA Lot: 8 Sec: 2 DP: 759118	New Carport	\$13,646 10/01/2022	Approved	24/01/2022	 1	 0 	55

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c_dm073		Approved Between1/12/2021 and 31/01/2022	:022					04/02	04/02/2022
Application No.	No. Location	Development Type	Est. Cost	Received	Determination		Total Elapsed Days	Stop Days	Adjusted Elapsed Days
CDC/2022/2	Applicant: Alatalo Bros 9 Damson CT JINDERA Lot: 904 DP: 1264008	New Dwelling & Garage	\$433,898	\$433,898 13/01/2022	Approved – Private Certifier	13/01/2022	7-	0	-
CDC/2022/3	Applicant: C Knust 1 Hamilton ST CULCAIRN Lot: 59 DP: 1064457	New Dwelling and Garage	\$290,665	\$290,665 3/01/2022	Approved –	3/01/2022	_	0	←
CDC/2022/4	Applicant: SouthernVale Homes 1673 Cummings RD WALLA WALLA Lot: 1 DP: 1115237	New Dwelling and Garage	\$408,861	\$408,861 28/01/2022	Approved – Private Certifier	28/01/2022	-	0	<u> </u>
Report Totals & Averages Total Number of Application Total Estimated Cost:	Report Totals & Averages Total Number of Applications: 50 Total Estimated Cost: 15,455,996.00	Average Elapsed Calendar Days: 32.00 Average Calendar Stop Days: 4.80 Average Adjusted Calendar Days: 27.20	.00 .80 .20	Total E T	Total Elapsed Calendar Days: 1600.00 Total Calendar Stop Days: 240.00 Total Adjusted Calendar Days: 1360.00	r Days: 1600.0 op Days: 240.0 r Days: 1360.0	000		

Director Environment & Planning
Greater Hume Shire Council