
NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 12 SEPTEMBER 2018
REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY

1. INVESTMENT REPORT AS AT 31 AUGUST 2018

Author	Director Finance & Corporate Strategy
Responsible Officer	Director Finance & Corporate Strategy
Link to Strategic Plans	CSP – 4.3 A financially sound Council that is responsible and sustainable DP - 4.3.1.5 Provide monthly cash balances and detailed quarterly financial reports to Council.

Executive Summary

Council's investments are made in accordance with legislative requirements and are certified as such by the Responsible Accounting Officer.

Report

Under the Local Government Act 1993 and Local Government (General) Regulation 2005, the Responsible Accounting Officer is required to report on Council's Investment portfolio on a monthly basis.

The management of Council's Investments is delegated by the General Manager to the Director of Finance and Corporate Strategy.

Council's current investment portfolio is diversified across a number of investment types and institutions. This includes term deposits, on-call accounts and managed funds. Investments are in accordance with the Office of Local Government's Guidelines and Council's Investment Policy.

The Government Guarantee on aggregated Investments up to \$1 million per account holder per institution expired 1 February 2012 and the new cap is \$250,000.

The investment portfolio increased **\$610,630** during the reporting period. This increase is due mostly to an excess of Rates receipts over Capital and Operational Payments which was anticipated.

Financial Implications

The 2018/19 Budget estimates the total annual Investment Revenue as \$504,687 which represents an estimated return of 2.5% and is split proportionally across General, Water and Sewer Funds and changes on a monthly basis in accordance with cash flow requirements.

The market value of Council's Investments held as at **31 August 2018** is **\$23,305,973**. The full list of investments is in ***Attachment No. 1***.

1. INVESTMENT REPORT AS AT 31 AUGUST 2018 (Cont'd)

Legal and Regulatory Compliance

- Local Government Act, 1993 – Section 625
- Local Government (General) Regulation, 2005 – Clause 212
- Council Investment Policy adopted 11 March 2015
- Ministerial Investment Order – 12 January 2011

Risk Management Issues

Council's risk management strategy is to diversify the allocation of funds across different financial institutions and government authorities based on credit ratings as per the Investment Policy. The investment portfolio is regularly reviewed in order to maximise investment performance and minimise risk.

Certification – Responsible Accounting Officer

I hereby certify that the investments listed in the report have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2005 and Council's Investment Policy.

Attachments

- 1 Investments

RECOMMENDATION

1. That the report regarding Council's Investment Portfolio be received and noted;
2. That the certification of the Responsible Accounting Officer is noted and the report adopted.

2. 2018-19 REQUESTS FOR FINANCIAL ASSISTANCE

Author	Director Finance and Corporate Strategy
Responsible Officer	Director Finance and Corporate Strategy
Link to Strategic Plans	CSP 4.23, 4.24 – Provide funding to community groups and organisations which assist council through the provision of services and facilities used by residents. DP – 1.2.3.1 Provide grants through the Donations, Sponsorships & Waiver of Fees & Charges Policy to community groups.

Executive Summary

The 2018-19 applications for financial assistance program has been undertaken and Council now needs to assess and allocate funding to the successful applicants.

Report

Council's **Donations, Sponsorships and Waiver of Fees Policy** invites applications for financial assistance with the application process closing 31st August 2018. Council received **11** applications for financial assistance.

Applicants are requested to provide Financial statements, however a number of these community groups are small and do not produce financial statements due to there not being a requirement and the group not being able to attract suitably experienced volunteers.

Council has an allocation of \$20,500 in the 2018-19 budget for the purpose of providing financial assistance – the groups that applied under this heading are in **Attachment 2**. Full copies of the completed applications have been provided to Council, under separate cover.

As part of this process in 2012/13, Council also allocated funding to the Shire Australia Day Committees and to the schools for their annual presentation nights. During the process Council also decided to make provision in future budgets to fund an annual contribution to the Mungery Hall Committee and the Narromine Cricket Club. The Western Regional Academy of Sport was added in October 2014. Whilst Council's 2018-19 Delivery Program has separate budget allocations for these items, Council needs to resolve to make the payment to these groups as this function cannot be delegated to the General Manager under Section 377 of the Local Government Act 1993. These allocations are summarised in **Attachment No 3**.

Financial Implications

Operational Plan and Budget 2018-19

NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 12 SEPTEMBER 2018
REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY

2. 2018-19 REQUESTS FOR FINANCIAL ASSISTANCE (Cont'd)

Legal and Regulatory Compliance

Local Government Act 1993 – Section 413

Local Government Code of Accounting Practice and Financial Reporting – April 2018

Risk Management Issues

Compliance with legislative and regulatory obligations

Internal/External Consultation

Nil

Attachments

2. Groups requesting financial assistance
3. Council's budgeted Committee allocations

RECOMMENDATION

1. That Council allocate funding from the Community Donations Fund as follows:-

Narromine Men's Shed	\$1,000.00
Ngarru Mayin	\$1,200.00
Mudyigalang	\$2,000.00
Narromine Rescue Squad	\$3,978.69
Rotary Club of Narromine	\$2,500.00
Narromine CWA	\$1,778.19
Trangie CWA	<u>\$2,463.71</u>
	\$14,920.59

2. That Council waive Showground hire fees from the Community Donations Fund as follows:

Narromine Pony Club	\$ 198.00
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3. That Council confirm the following annual contributions:-

Tomingley Advancement Association /Australia Day Committee	\$ 500.00
Narromine Australia Day	\$ 500.00
Trangie Australia Day	\$ 500.00
Schools Donations	\$ 700.00
Narromine District Cricket Association	\$1,000.00
Mungery Hall Trust	\$1,500.00
Western Regional Academy of Sport	\$ 350.00
Rotary Club of Narromine Inc/ Lions Club/Venetian Carnival	<u>\$2,727.27</u>
	\$7,077.27

NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 12 SEPTEMBER 2018
REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY

3. ACCOUNTS RECEIVABLE WRITE OFF

Author	Director Finance and Corporate Strategy
Responsible Officer	Director Finance and Corporate Strategy
Link to Strategic Plans	CSP – 4.3 A financially sound Council that is responsible and sustainable

Executive Summary

The purpose of this report is for Council to consider writing off an amount of \$7,607.70 for water and sewer charges.

Report

Council has received a request from the owners of Lot 112 DP 707441 that recent water and sewer charges incurred, as a result of suspected vandalism to the taps, be abandoned.

The property was purchased on 13/09/2017 and the owners have consistently paid the 20mm & 40mm Narromine Non Resident Sewer Access charges as they fell due. The property has two water meters which were turned off at the mains with no water use since 18 January 2012. The owners believed the water was not connected to the site.

When conducting the regular water meter reading Council staff noticed the water meter digits were turning indicating water was current flowing into the property. The mains was turned off by them and the water meter digits stopped turning. A note was made by the crew of a possible water leak.

The owners received a Water Usage Account for the period 28/3/2018 – 29/5/2018 of \$7,939.39. The owners requested a meter re-read and inspected the property but could not find evidence of water or of a leak. The owners have concluded the water usage was the result of vandalism and requested Council disconnect the water which was done on 22/8/2018.

Summary

The water account for meter no 11143808	
Water Usage	\$3,132.50
Non-Residential Sewer Consumption (due to water usage)	\$4,475.20
Non-Residential Sewer Consumption minimum (regardless of water use)	\$ 331.69
Total	\$7,939.39
Total Charges due to water usage	\$7,607.70

3. ACCOUNTS RECEIVABLE WRITE OFF (Cont'd)

Financial Implications

Total write off amount is \$7,607.70. A provision was set aside in the 30 June 2018 financial year end for this amount.

Legal and Regulatory Compliance

Local Government Act, 1993 – Section 377. Council's General Manager is authorised to write off amounts of fees, charges and interest accrued not exceeding \$5,000 where appropriate circumstances exist.

Risk Management Issues

Nil

Internal/External Consultation

Nil

Attachments

4. Water Meter Readings

RECOMMENDATION

1. That Council write off \$7,607.70 in water and sewer consumption charges, for Lot 112 DP 707441

4. COUNCILLOR IPAD POLICY REVISION

Author	Director Finance and Corporate Strategy
Responsible Officer	Director Finance and Corporate Strategy
Link to Strategic Plans	CSP – 4.2.8 Implement best practice governance standards, transparent decision making and a strong ethical culture. DP – 4.2.8.2 Maintain a framework of relevant policies and procedures.

Executive Summary

The Council's Policy for provision, operation and management of corporate ipads for Councillors is revised and submitted to Council for approval.

Report

The policy states that each Councillor is provided with an iPad in accordance with executing their functions. The policy also gives information, guidance and conditions for its use.

The current Policy was adopted by Council 9 July 2014. The policy has now been revised and amendments marked for ease of reference. (See attachment No 5).

Financial Implications

Nil

Legal and Regulatory Compliance

Nil

Risk Management Issues

IT Security

Internal/External Consultation

IT department and senior management were consulted and briefed 3 September and before.

Attachments

5 Councillor Corporate iPad Policy

4. COUNCILLOR IPAD POLICY REVISION (Cont'd)

RECOMMENDATION

1. That the revised Policy for the Provision, Operation and Management of Corporate iPads for Councillors be adopted.

5. CUSTOMER SERVICE POLICY REVISION

Author	Director Finance and Corporate Strategy
Responsible Officer	Director Finance and Corporate Strategy
Link to Strategic Plans	CSP – Effective Council organisational capability and capacity. DP – 4.2.4.1 Monitor and review Council's Customer Service Policy

Executive Summary

The Council's Customer Service Policy is revised and submitted to Council for consideration and adoption.

Report

Narromine Shire Council is committed to providing quality Customer Service that is equitable for all customers. The objectives of the Policy are to ensure that Council responds to customers in a courteous, consistent, timely and fair manner and to ensure that Council resources are used efficiently and effectively when dealing with customers.

This policy applies to all Councillors, Council Staff, Volunteers and Contractors of Narromine Shire Council.

Financial Implications

Nil

5. CUSTOMER SERVICE POLICY REVISION (Cont'd)

Legal and Regulatory Compliance

- Local Government Act 1993
- Local Government (General) Regulation 2005 Privacy and Personal Information
- Protection Act 1998 Health Records and Information Privacy Act 2002
- Government Information and Public Access Act 2009
- State Records Act 1998

Risk Management Issues

Council reputation

Internal/External Consultation

All departments and senior management were consulted and briefed 3 September and before. There is no requirement to place this on public exhibition.

Attachments

- 6 Customer Service Policy

RECOMMENDATION

1. That the revised Customer Service Policy be adopted.

John Sevil
Director Finance & Corporate Strategy
Responsible Accounting Officer

Investments

Financial Institution	Bank Rating	Investment Type/Maturity Date	Investment Rating	Current Rate	Term	Amount (\$)	Comment
Cash & At Call							
CBA	AA-	Business Online Saver - at call	A-1+	1.10%	N/A	1,315,527.24	S&P Short Term
CBA	AA-	Business Online Saver - at call	A-1+	1.10%	N/A	95,441.63	S&P Short Term
TOTAL						1,410,968.87	
Percentage Exposure of Total Portfolio						6.05%	
Average Investment Yield (annualised)						1.10%	
Term Deposits							
CBA	AA-	Term Deposit - 06/09/2018	A-1+	2.58%	273 Days	1,000,000.00	S&P Short Term
AMP Bank	A	Term Deposit - 12/09/2018	A-1	2.40%	279 Days	1,000,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 12/09/2018	A-1+	2.55%	180 Days	1,000,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 03/10/2018	A-1+	2.70%	177 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 10/10/2018	A-1+	2.65%	183 Days	1,000,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 24/10/2018	A-1+	2.80%	124 Days	1,000,000.00	S&P Short Term
AMP Bank	A	Term Deposit - 14/11/2018	A-1	2.75%	182 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 21/11/2018	A-1+	2.75%	182 Days	1,000,000.00	S&P Short Term
AMP Bank	A	Term Deposit - 28/11/2018	A-1	2.75%	181 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 05/12/2018	A-1+	2.75%	196 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 12/12/2018	A-1+	2.75%	188 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 12/12/2018	A-1+	2.76%	182 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 19/12/2018	A-1+	2.75%	195 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 16/01/2019	A-1+	2.81%	208 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 23/01/2019	A-1+	2.85%	210 Days	750,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 13/02/2019	A-1+	2.75%	180 Days	1,000,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 20/02/2019	A-1+	2.75%	183 Days	1,000,000.00	S&P Short Term
TOTAL						16,750,000.00	
Percentage Exposure of Total Portfolio						71.87%	
Average Investment Yield (annualised)						2.71%	
Pooled Managed Investments							
TCorp	AAA	T-CorpIM Long Term Growth Fund				Market Value 5,145,004	Balance from 2017/2018 5,070,102
Percentage Exposure of Total Portfolio						22.08%	
Average Investment Yield MTH						1.45%	
Average Investment Yield FYTD						2.88%	
Total Investment Portfolio						23,305,973	

Back to report

Groups requesting financial assistance

Application #	Organisation Name	Amount Requested (Ex GST)	Funds Rec'd Last Yr	Purpose of Donation/Waiver	Accessibility to other funding sources	Recommended Amount	Rationale
1	Narrromine Men's Shed	\$ 1,000.00	-	Cartage & Tip Fees	Sale of repurposed goods	\$ 1,000.00	Community Service Organisation - Money goes back into community.
2	Your Dreams School Program	\$ 7,000.00	-	To fund Student Wellbeing Support Program staff worker at Narrromine High School	Government Funding available	\$ -	Exceeds donation limit - Government funding available Limited benefit to community.
3	Ngaru Mayin	\$ 1,200.00	1,200.00	Waiving of rent for Historical Museum	Fundraising & Donations	\$ 1,200.00	Museum run by volunteers, workshops held for other community groups and schools ie: daycare & preschools - Money goes back into community.
4	Mudvigalang	\$ 2,000.00	-	Purchase chairs and sewing machines	Fundraising, Donations	\$ 2,000.00	Run by volunteers, the elderly and young residents attend workshops and luncheons held by ladies using funds from their craft and raffle sales. Money goes back into community.
5	Narrromine Rescue Squad	\$ 3,978.69	3,901.76	Waiver of rates	Donations, Grants & Fundraising	\$ 3,978.69	Rescue Squad is run by volunteers who donate their time for training and callouts to accidents etc.
6	Narrromine Rotary	\$ 2,500.00	2,000.00	Assistance with maintenance costs and improvements of the Narrromine Wetlands Precinct	Fundraising & Food Sales at Various Functions	\$ 2,500.00	Volunteers have created a beautiful area that the local community can utilise.
7	Narrromine CWA	\$ 2,628.19	2,487.00	Waiver of rates \$1,778.19 plus assistance with operational costs \$850.00	Fundraising & Donations	\$ 1,778.19	Community Service Group who rely on community support
9	Trangie CWA	\$ 2,463.71	2,999.52	Waiver of rates	Fundraising & Donations	\$ 2,463.71	Community Service Group who rely on community support
	TOTAL	\$22,770.59	12,588.28			\$ 14,920.59	
8	Narrromine Pony Club	\$ 5,698.00	-	Installation of electricity at clubhouse \$5,500.00 plus refund of showground hire fees \$198.00	Canteen proceeds Lease fees & Community Grants	\$ 198.00	Sporting Organisation, application exceeds donation limit - Grant funding available Limited benefit to community.

Back to report

Water Meter Readings

Meter Readings History

98 rows selected

Assessment : 11143808

Year	Cd	Pr	Meter No	Tariff	Type	Date	Reading	Cons	Dly Avg	Check Meter Adjustment	Billed	Bill Amt	Bill Gen
0	4	0	NO-METER	Narramine Commercial U		02/08/2018	0	0	0.0000		0	\$0.00	<input type="checkbox"/>
2018	4	4	13W108682	Narramine Commercial U		29/05/2018	2506	2506	40.4194		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	4	97E000920	Narramine Commercial U		29/05/2018	197	0	0.0000		0.00	\$3132.50	<input checked="" type="checkbox"/>
2018	4	3	13W108682	Narramine Commercial U		28/03/2018	0	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	3	97E000920	Narramine Commercial U		28/03/2018	197	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	2	13W108682	Narramine Commercial U		09/01/2018	0	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	2	97E000920	Narramine Commercial U		09/01/2018	197	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	1	13W108682	Narramine Commercial U		02/10/2017	0	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	1	97E000920	Narramine Commercial U		02/10/2017	197	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	1	13W108682	Narramine Commercial U		05/06/2017	0	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2018	4	1	97E000920	Narramine Commercial U		05/06/2017	197	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2018	4	1	13W108682	Narramine Commercial U		02/10/2017	0	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2018	4	1	97E000920	Narramine Commercial U		02/10/2017	197	0	0.0000		0.00	\$0.00	<input checked="" type="checkbox"/>
2017	4	4	13W108682	Narramine Commercial U		05/06/2017	0	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2017	4	4	97E000920	Narramine Commercial U		05/06/2017	197	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2017	4	3	13W108682	Narramine Commercial U		27/03/2017	0	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2017	4	3	97E000920	Narramine Commercial U		27/03/2017	197	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2017	4	2	13W108682	Narramine Commercial U		09/01/2017	0	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2017	4	2	97E000920	Narramine Commercial U		09/01/2017	197	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2017	4	1	13W108682	Narramine Commercial U		23/09/2016	0	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2017	4	1	97E000920	Narramine Commercial U		23/09/2016	197	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2016	4	4	13W108682	Narramine Commercial U		14/06/2016	0	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2016	4	4	97E000920	Narramine Commercial U		14/06/2016	197	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>
2016	4	3	13W108682	Narramine Commercial U		31/03/2016	0	0	0.0000		0	\$0.00	<input checked="" type="checkbox"/>

Back to report

NARROMINE SHIRE COUNCIL



POLICY - PROVISION, OPERATION and MANAGEMENT of CORPORATE IPADS FOR COUNCILLORS

Adopted by Council 9 July 2014, Resolution No 2014/203

Policy Number	Created By	First Adopted by Council	Last Modified	<u>Next Review Period</u>
C57	Finance & Corporate Strategy Dept	9/07/2014	<u>31/8//2018</u>	1/07/20 <u>22</u> 18

The Device

Each Councillor will be provided with a Council supplied iPad in accordance with Clause 34 (h) of the "Payment of Expenses and Provision of Facilities for Mayor and Councillors" Policy, for the purpose of disseminating Council information to enable the Councillor to execute his/her duties in respect of the role of Councillor. *Non Council provided iPads shall not be configured or supported for this purpose.*

- The iPad will be provided with a standard cover inclusive of keyboard, warranty pack, screen protector and commissioning of mobile data service.
- A data plan shall be applied to each Councillor's iPad. Please note that international data roaming will be disabled by default. Should this facility be required it must be arranged through the IT Department.

Applications

An adopted set of applications (apps) shall be installed to the device and only these applications shall be supported by the IT Department.

Security

As the iPads are configured to access the Councillor's email and other features, security of the iPad must be treated seriously, including closed meeting reports and other confidential information. All Councillors must provide a passcode to the iPad to secure access to the device. Should the iPad be lost or stolen, the IT Department has the ability to remotely delete the entire contents of the iPad, including any private information that may be stored on the iPad, and accordingly the Finance and Corporate Strategy Department should be notified immediately so the appropriate action can be taken.

Support

All requests for support will be via ~~the~~ [NSC IT](#) support

Ph [02 6889 9999](tel:0268899999),

Email it@narromine.nsw.gov.au

~~else app on the device unless the device is otherwise unusable, in which case~~ support can be requested via the Director of Finance and Corporate Strategy.

Email

Council provided iPads will be configured to access the Councillor's corporate email address, [e.g. crjoe.bloggs@narromine.nsw.gov.au](mailto:e.g.crjoe.bloggs@narromine.nsw.gov.au).

Data

NO DATA STORED ON THESE DEVICES IS BACKED UP IN ANY WAY. Accordingly, the storing of data on the iPad is done so at the risk of the Councillor. To reduce the impact on the storage capacity of the iPads, old data may need to be erased at some point however all previous business papers and minutes are available on the Council website. Any non Narromine Shire Council data shall be treated as personal data and it is placed on this iPad at the risk of the Councillor.

Personal data such as photos or music may be stored on the iPad however this is done so at the risk of the Councillor. Should the device be required to be reset to factory default, every effort (but no guarantee) will be attempted to save personal or non Narromine Shire Council data.

Code of Conduct

One of the standard functions of the iPad is the ability to browse the Internet. Accordingly, inappropriate use of this device may be considered as a breach of Council’s Code of Conduct and disciplinary action may be taken as appropriate. Clause 7.19 of Council’s Code of Conduct states “You must not use council’s computer resources to search for, access, download or communicate any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature”.

General Conditions of Use

- Councillors are responsible for the safe keeping of the device.
- This is a Council resource and is for Council use only.
- All lost or stolen iPads should be reported as soon as practicable.
- “Find My iPad” Location Services are to remain on at all times.
- Council will monitor the data usage on the devices
- Councillors must not sign into the device or any of its apps with their non-Council ID.

End of Term

On completion of term of office as a Councillor or at the cessation of civic duties and where requested, Councillors are required to return the iPad and all accessories to Council as soon as practicable, but within 28 days.

Council Issued iPad Details

iPad Serial Number	
iPad UDID	
iPad Password	
Dashboard Password	
Accessories issued	

I acknowledge that I have received the above iPad. I have read and understood this iPad Policy and declare that I will observe the terms and conditions outlined governing the use of the Council provided iPad.

Councillor.....Signature

Date



POLICY – CUSTOMER SERVICE

~~Adopted by Council 9 March 2016
Resolution No 2016/60~~

<u>Version No.</u>	<u>Adopted</u>	<u>Resolution</u>
<u>1</u>	<u>Council - 9 March 2016</u>	<u>2016/60</u>
<u>2</u>		

Created-UpdatedBy: [Department of Corporate, Community & Regulatory Services](#)
[Director of Finance & Corporate Strategy](#)

Version No:- 2.0
Adopted:- 9 March 2016
Review Date:- ~~8 February 2018~~ [30 August 2018](#)

INTRODUCTION

Narromine Shire Council is committed to providing quality Customer Service that is equitable for all customers.

OBJECTIVES

- To ensure that Council responds to customers in a courteous, consistent, timely and fair manner.
- To ensure that Council resources are used efficiently and effectively when dealing with customers.

AIMS

Council aims to:-

- Treat all customers with courtesy, impartiality and respect
- Assist customers with enquiries promptly and as completely as possible
- Listen carefully to customers
- Communicate clearly, accurately and in plain language
- Record all customers enquiries and requests
- Ensure that all personal information is kept confidential

SCOPE

This policy applies to all Councillors, Council Staff, Volunteers and Contractors of Narromine Shire Council.

LEGISLATION

Local Government Act 1993
Local Government (General) Regulation 2005
Privacy and Personal Information Protection Act 1998
Health Records and Information Privacy Act 2002
Government Information and Public Access Act 2009
State Records Act 1998

RELATED DOCUMENTS

Council's Complaints Handling Policy
Council's Managing Unreasonable Complainant Conduct Policy

DEFINITIONS

Customer	Shall mean any person or organisation that has any form of dealing with Council. This includes residents, ratepayers, business operators, Council Staff, Contractors, Volunteers and Elected Members.
Customer Service	Shall mean the assistance and advice provided by Council to its customers.
Complaints	Expression of dissatisfaction made to or about Council, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Council's Commitment to Customer Service

Council will:

- Greet you in a polite and friendly manner, and identify ourselves.
- Answer and return phone calls promptly.
- Treat you with courtesy and respect.
- Listen and respond to your concerns within service standards.
- Communicate clearly, accurately and in plain language.
- Act on our commitments in a timely manner.
- Value your privacy by treating all personal information confidentially.
- Be punctual for meetings and appointments.
- Work with you to solve problems and refer you to an appropriate organisation if we are unable to meet your request.

Council's Expectation of the Customer

To assist Council to provide high quality customer service we request customers:-

- Provide accurate and complete information so we can respond appropriately to your enquiry.
- Respect the privacy, safety, needs and rights of other customers.
- Treat Council staff and Councillors with courtesy and respect.
- Provide us with feedback so we can improve our service delivery.
- Work with Council to solve problems
- Respect the community in which we live

Customer Relations

It is expected that customers will engage with Council staff and Councillors in a courteous and polite manner. Likewise Council is committed to responding and engaging with customers in a courteous and professional manner.

However, if customers are abusive or use bad language, Council may cease engaging with the customer. If Council staff or Councillors feel threatened by inappropriate language or behaviour, the Police may be notified. The General Manager may decide to limit or cease responses to a customer if they continue to

be abusive or use bad language in their dealings with Council in accordance with Council's Managing Unreasonable Complainant Conduct Policy.

Complaint Handling

All complaints will be dealt with in accordance with Council's Complaint Handling Policy.

Council's Customer Service Standards

REQUESTED SERVICE	OUR STANDARD
Return your phone call	At the first opportunity however where information is not readily available, within 5 working days
Respond to enquiries on Council's website	Within 3 working days
Respond to general requests for service	Within 7 working days. Further evaluation of the urgency and risk will be made with timeframe altering depending on resource availability
Acknowledge written correspondence	Within 5 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days
Complaint resolution	In accordance with Council's Complaint Handling Policy
Missed visits	A 'visit card' will be left with contact details following a visit to your residence if you are not home
Dogs Respond to urgent dog requests Respond to routine dog requests	24 hours Within 5 working days
Environmental Health Respond and investigate food complaints Respond and investigate noise complaints/ environmental nuisances	Within 5 working days Within 5 working days
Safety That places the community at a high risk That places the community at a medium risk	Immediately - within 2 hours 24 hours
Development Applications Determination of fully documented DA	40 days (or 60 days for designated and or integrated development or development for which concurrence of another Authority is required) except when advertising of proposal and notification of adjoining owners required—additional 21 days.
Finance Payment of accounts	By due date
Governance Make available Council Meeting Agenda	Available 3 days prior to each Council meeting

Evaluating Council's Performance

Council welcomes your feedback at any time. Your feedback helps Council monitor and improve its services.

Contact Details

In Person

Council's offices are open Monday to Friday from 8.30 am to 5.00 pm

Chambers - 124 Dandaloo Street, Narromine

Customer Service and Payments Centre - 1 ~~1820~~ Dandaloo Street, Narromine

By Phone

6889 9999

By Fax

6889 9998

By Email

mail@narromine.nsw.gov.au

In Writing

General Manager, PO Box 115, Narromine, NSW, 2821

Councillors

Contact details for the Mayor and Councillors are located on Council's website www.narromine.nsw.gov.au

Should you not be satisfied with Council's response, a review body such as the NSW Ombudsman may be able to assist you.

Visit - www.ombo.nsw.gov.au

Email - nswombo@ombo.nsw.gov.au

Tel - 02 9286 1000

Fax - 02 9283 2911

BACK TO REPORT