

**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at  
TEMORA OFFICE on 24 August 2017**

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The meeting commenced at 1.00pm.

**PRESENT**

Chairperson C Manchester, Cr B Callow, Cr D McCann, Cr L McGlynn, Deputy Chairperson D Palmer, Cr G Sinclair, Administrator W Tuckerman.

**ALSO IN ATTENDANCE**

Mr P Rudd (General Manager), Mr S Baldry (Acting Production & Services Manager), Mr I Graham (Corporate Services Manager), Mr T Goodyer (Operations Manager), Mrs A Coleman (Executive Assistant).

**1. LEAVE OF ABSENCE/APOLOGIES**

**17/046 RESOLVED** on the motion of Deputy Chairperson Palmer and Cr Sinclair that leave of absence be granted to Cr K Morris.

**2. ACKNOWLEDGEMENT OF COUNTRY**

I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of the Land. I would also like to pay respect to their people both past and present and extend that respect to other Aboriginal Australians who are present.

**3. PRESENTATIONS**

Nil

**4. DECLARATION OF PECUNIARY INTERESTS**

Nil

**5. DECLARATION OF NON PECUNIARY INTERESTS**

Nil

**6. CONFIRMATION OF MINUTES OF MEETINGS HELD ON 22 June 2017**

**17/047 RESOLVED** on the motion of Crs McGlynn and Sinclair that the minutes of the meetings held on 22 June 2017 having been circulated and read by members be confirmed.

**7. BUSINESS ARISING FROM MINUTES**

Nil

**8. ADMISSION OF LATE REPORTS**

Nil

**9. NOTICES OF MOTION / RESCISSION MOTIONS**

Nil

**10. CHAIRPERSON'S MINUTE**

Chairperson Manchester welcomed Ian Graham (Corporate Services Manager) to Goldenfields Water.

Chairperson Manchester also noted that along with himself, Deputy Chairperson Palmer, Administrator Tuckerman are facing elections in September and wished them all the best.

**11. PUBLIC PARTICIPATION CONFIDENTIAL SESSION**

*In accordance with the Local Government Act 1993 and the Local Government (General) Regulations 2005, in the opinion of the General Manager the following business is of a kind as referred to in section 10A(2) of the Act and should be dealt with in part of the meeting closed to the media and public.*

**17/048 RESOLVED** on the motion of Cr McCann and Deputy Chairperson Palmer that Council move into CONFIDENTIAL SESSION.

**11.1 MATTERS TO BE SUBMITTED BY THE GENERAL MANAGER**

**11.1.1 CARAGABAL AND COLINROOBIE HILLS WATER SCHEMES**

**Report prepared by General Manager**

*This item is classified CONFIDENTIAL under section 10A(2)(d) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:*

*(d) Commercial information of a confidential nature that would, if disclosed:*

*(i) Prejudice the commercial position of the person who supplied it.*

**17/049 RESOLVED** on the motion of Deputy Chairperson Palmer and Cr McCann that Council:

1. Note the information provided within this report.
2. Authorise the General Manager to inform current and future large rural schemes Councils direction.

**17/050 RESOLVED** on the motion of Crs McGlynn and Callow that Council revert back to Open Session.

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**12. MATTERS TO BE SUBMITTED TO OPEN COUNCIL**

**12.1 MATTERS SUBMITTED BY CORPORATE SERVICES MANAGER**

**12.1.1. COUNCIL INVESTMENTS (G35507005)**

**17/051 RESOLVED** on the motion of Crs Callow and Sinclair that the report detailing Council Investments at 31 July 2017 be received and noted.

**Report prepared by Accountant**

**BACKGROUND**

A report on Council's Investments is required to be presented for Council's consideration In accordance with clause 212 of the Local Government (General) Regulation 2005. Council's Investment Policy PP-004 - Reporting and Reviewing Investments requires the provision of a report detailing the investment portfolio in terms of performance, percentage exposure of total portfolio, maturity date and market value.

**REPORT**

The following details Council Investments as at 31 July 2017:

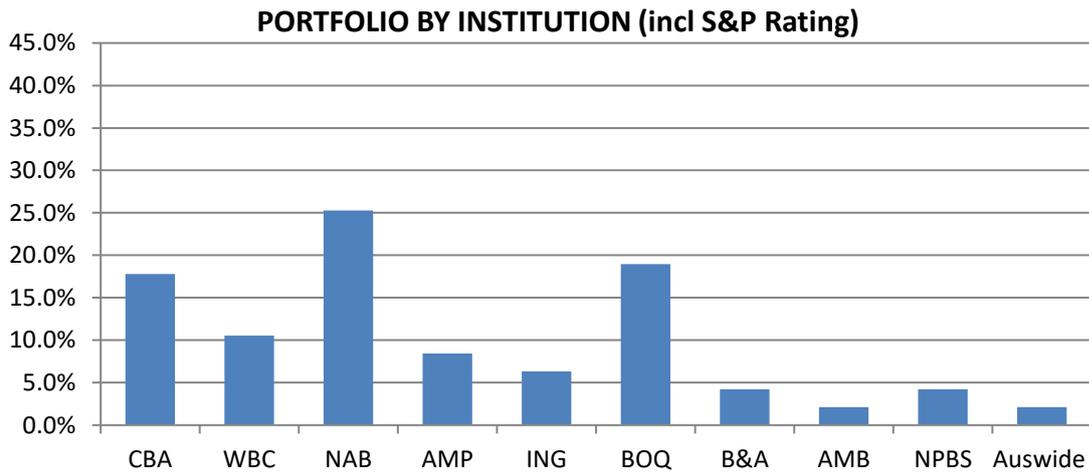
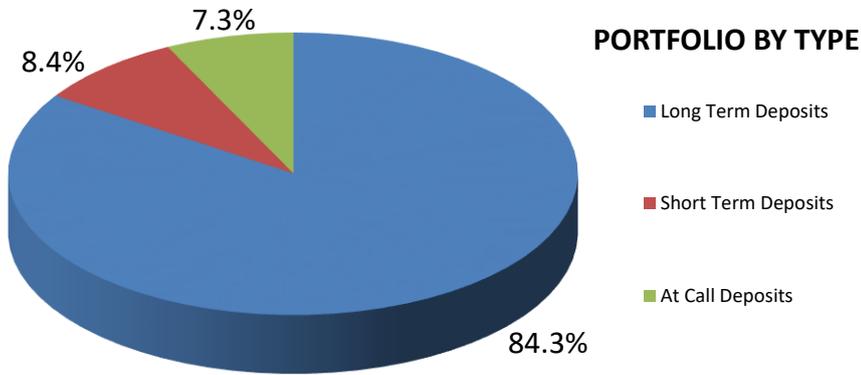
|  | <b>Market<br/>Value (\$)</b> | <b>Term<br/>(days)</b> | <b>Rate</b> | <b>Maturity<br/>Date</b> | <b>% of<br/>Portfolio</b> |
|--|------------------------------|------------------------|-------------|--------------------------|---------------------------|
| <b>Long Term Deposits</b>              | <b>40,000,000.00</b>         |                        |             |                          | <b>84.3%</b>              |
| National Australia Bank                | 3,000,000.00                 | 1,096                  | 3.73%       | 05/11/17                 | 6.3%                      |
| Bank of Queensland                     | 3,000,000.00                 | 1,098                  | 3.60%       | 05/12/17                 | 6.3%                      |
| National Australia Bank                | 3,000,000.00                 | 1,097                  | 3.70%       | 04/12/17                 | 6.3%                      |
| AMP                                    | 3,000,000.00                 | 1,097                  | 3.40%       | 19/12/17                 | 6.3%                      |
| National Australia Bank                | 3,000,000.00                 | 1,097                  | 3.57%       | 08/01/18                 | 6.3%                      |
| National Australia Bank                | 3,000,000.00                 | 1,096                  | 3.36%       | 12/02/18                 | 6.3%                      |
| Commonwealth Bank                      | 3,000,000.00                 | 1,097                  | 3.11%       | 17/03/18                 | 6.3%                      |
| Commonwealth Bank                      | 3,000,000.00                 | 1,096                  | 3.06%       | 20/04/18                 | 6.3%                      |
| Westpac Banking Corporation            | 3,000,000.00                 | 1,096                  | 3.04%       | 25/06/18                 | 6.3%                      |
| Bank of Queensland                     | 3,000,000.00                 | 1,098                  | 3.00%       | 29/10/18                 | 6.3%                      |
| ING Direct                             | 3,000,000.00                 | 1,098                  | 3.18%       | 18/03/19                 | 6.3%                      |
| Bendigo & Adelaide Bank                | 1,000,000.00                 | 548                    | 3.00%       | 1/12/17                  | 2.1%                      |
| Newcastle Permanent                    | 2,000,000.00                 | 1096                   | 3.08%       | 8/06/20                  | 4.2%                      |
| Westpac Banking Corporation            | 2,000,000.00                 | 1097                   | 3.01%       | 13/07/20                 | 4.2%                      |
| Bank of Queensland                     | 2,000,000.00                 | 1462                   | 3.45%       | 13/07/21                 | 4.2%                      |
| <b>Short Term Deposits</b>             | <b>4,000,000.00</b>          |                        |             |                          | <b>8.4%</b>               |
| Bendigo & Adelaide Bank                | 1,000,000.00                 | 365                    | 2.67%       | 10/08/17                 | 2.1%                      |
| Australian Military Bank               | 1,000,000.00                 | 365                    | 2.85%       | 28/03/18                 | 2.1%                      |
| Auswide Bank                           | 1,000,000.00                 | 365                    | 2.82%       | 20/06/18                 | 2.1%                      |
| Bank of Queensland                     | 1,000,000.00                 | 365                    | 2.70%       | 12/07/17                 | 2.1%                      |
| <b>At Call Deposits</b>                | <b>3,450,180.00</b>          |                        |             |                          | <b>7.3%</b>               |
| Commonwealth Bank At Call A/c          | 2,450,000.00                 | At Call                | 1.45%       | N/A                      | 5.2%                      |
| AMP Bank At Call A/c                   | 1,000,180.00                 | At Call                | 2.55%       | N/A                      | 2.1%                      |
| <b>Total Value of Investment Funds</b> | <b>47,450,180.00</b>         |                        |             |                          | <b>100.0%</b>             |

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24 August 2017

General Manager.....Chairperson.....

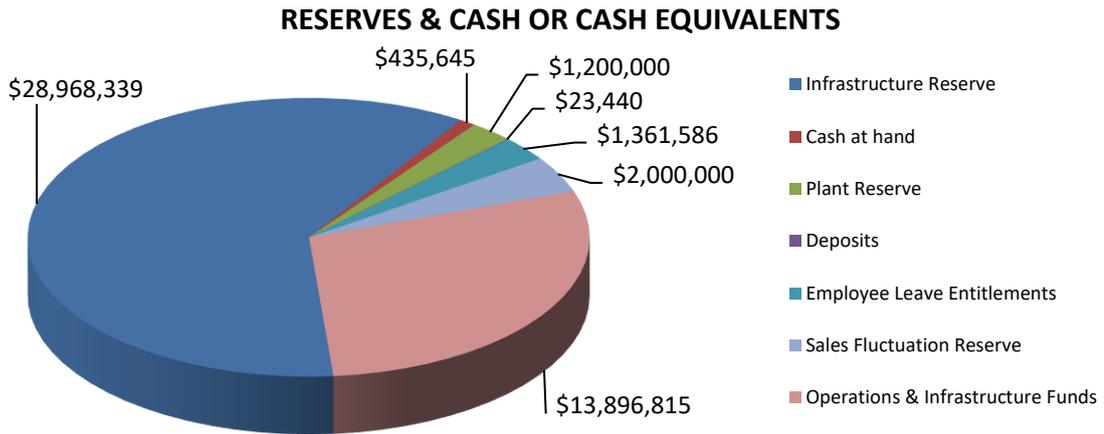
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**Movements within Bank account  
for the reporting period (\$)**

|  |                  |
|--|------------------|
| Cash Book balance as at 31 May 2017      | \$2,406,227.04   |
| Plus Deposits                            |                  |
| June                                     | \$9,215,814.72   |
| July                                     | \$7,382,392.29   |
| Less Payments                            |                  |
| June                                     | -\$10,643,577.88 |
| July                                     | -\$7,925,810.85  |
| <br>Cash Book balance as at 31 July 2017 | <br>\$435,045.32 |
| Less Outstanding Deposits                | -\$31,253.85     |
| Plus Unpresented Cheques                 | \$148,108.73     |
| <br>Bank balance as at 31 July 2017      | <br>\$551,900.20 |

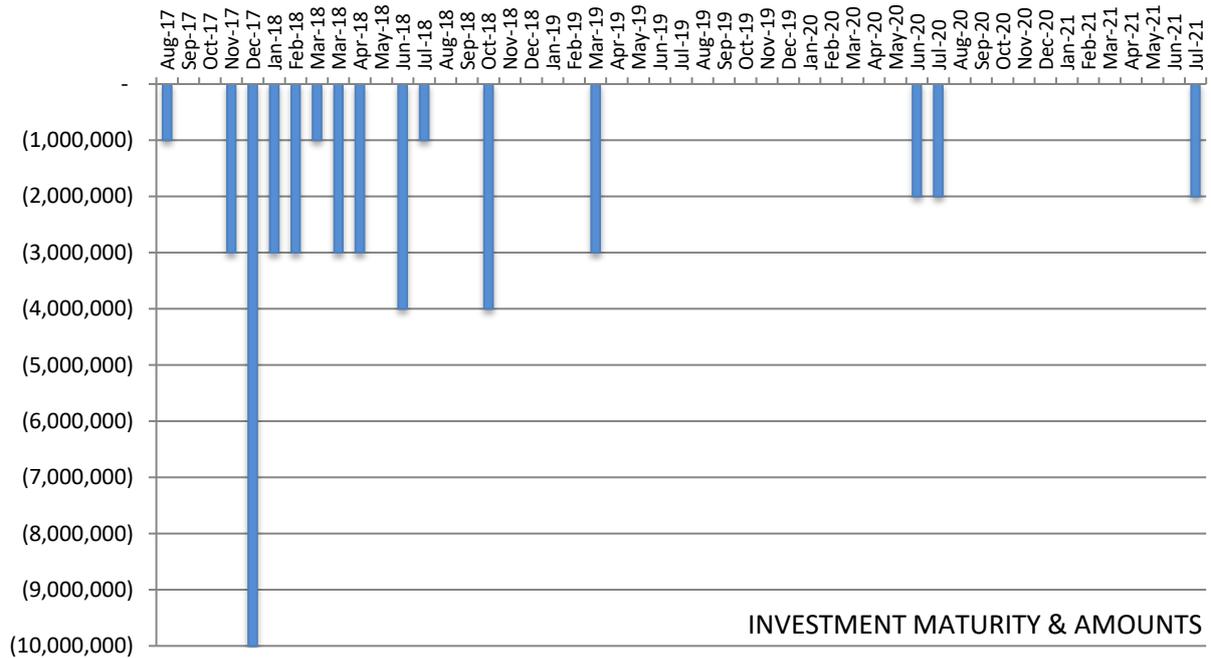
It is hereby certified that the above investments have been secured in accordance with:

- Local Government Act, 1993;
- Local Government (General) Regulation, 2005;
- Investment Order - dated 12 January 2011; and
- Council's Investment Policy PP-004 (adopted 23/6/2016).

Councillors will be aware of Council's Restricted Assets, which will now form part of the report.

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The following table sets out GWCC's investment maturity timetable



**Attachments:** Nil

**Tabled Items:** Nil

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.1.2. CAPITAL WORKS PROGRESS REPORT (G35201005)**

**17/052 RESOLVED** on the motion of Crs McGlynn and Callow that the report detailing Council's capital works program as at 31 July 2017 be received and noted.

**Report prepared by Accountant**

**BACKGROUND**

Capital Works represents an important part of Council's activities and expenditure. This report details progress year to date on programmed and emergent capital works. Water mains are a significant part of the annual program and are also reported in more detail.

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**REPORT**

This report is presented for information on the progress of Council's Capital Works Program as at 31 July 2017.

| <b>Goldenfields Water County Council<br/>CAPITAL WORKS PROGRESS</b> |  | <b>2017/18<br/>ESTIMATE</b> | <b>COSTING AT<br/>31/07/2017</b> |
|---|--|-----------------------------|----------------------------------|
| <b>CAPITAL INCOME</b>   |  |                             |                                  |
| <b>Proceeds Funding</b>   |  |                             |                                  |
| Sale of Plant   |  | 630,000                     | 78,182                           |
| <b>Total Proceeds Funding</b>                                       |  | <b>630,000</b>              | <b>78,182</b>                    |
| <b>Total Income</b>   |  | <b>630,000</b>              | <b>78,182</b>                    |
| <b>CAPITAL EXPENDITURE</b>  |  |                             |                                  |
| <b>New System Assets</b>  |  |                             |                                  |
| Plant & Equipment   |  | 785,000                     | 88,585                           |
| Future Capital Project Investigations                               |  | 100,000                     |                                  |
| Developer Paid Mains  |  | 40,000                      | 11,747                           |
| Mains   |  | 220,000                     | -                                |
| Mandamah  |  | 3,590,000                   | -                                |
| Reservoirs  |  | -                           | -                                |
| Pumping Stations  |  | -                           | -                                |
| Treatment   |  | 62,000                      | -                                |
| Bores   |  | 170,000                     | 914                              |
| Service Meters  |  | 200,000                     | 4,288                            |
| Backflow Devices  |  | 750,000                     | 13,576                           |
| Intangibles   |  | 944,500                     | 4,815                            |
| Land & Buildings  |  | 280,000                     | 55,626                           |
| <b>Total New System Assets</b>                                      |  | <b>7,141,500</b>            | <b>179,551</b>                   |
| <b>Renewals</b>   |  |                             |                                  |
| Mains   |  | 810,500                     | -                                |
| Reservoirs  |  | 360,000                     | 4,552                            |
| Pumping Stations  |  | 2,298,000                   | 16,193                           |
| Treatment   |  | 40,000                      | 10,767                           |
| Bores   |  | -                           | 14,590                           |
| Service Meters  |  | 145,000                     | 6,571                            |
| Plant & Equipment   |  | 73,600                      | -                                |
| Land & Buildings  |  | 20,000                      | -                                |
| <b>Total New System Assets</b>                                      |  | <b>3,747,100</b>            | <b>52,673</b>                    |
| <b>Total Expenditure</b>  |  | <b>10,888,600</b>           | <b>232,224</b>                   |

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| Goldenfields Water County Council               |  |                     |                          |
|---|--|---------------------|--------------------------|
| CAPITAL WORKS PROGRESS                          |  |                     |                          |
|   |  | 2017/18<br>ESTIMATE | COSTING AT<br>31/07/2017 |
| <b>NEW MAINS &amp; RENEWALS</b>                 |  |                     |                          |
| <b>Developer Paid</b>                           |  |                     |                          |
| Annual Budget                                   |  | 40,000              |                          |
| <i>Barellan Bendee Street</i>                   |  |                     | 5,002                    |
| <i>Temora Spitfire</i>                          |  |                     | 543                      |
| <i>Plemmings Subdivision</i>                    |  |                     | 6,202                    |
|   |  |                     | 11,747                   |
| <b>New System Asset Mains</b>                   |  |                     |                          |
| Annual Budget                                   |  | 220,000             | -                        |
|   |  |                     | -                        |
| <b>Mandamah</b>                                 |  |                     |                          |
| Annual Budget                                   |  | 3,590,000           | -                        |
|   |  |                     | -                        |
| <b>Renewal Mains</b>                            |  |                     |                          |
| Annual Budget                                   |  | 810,500             |                          |
| <i>Juigiong Rd Harden Upgrade</i>               |  |                     | -                        |
| <i>Harden Balance to Burley Griffin Upgrade</i> |  |                     | -                        |
| <i>Cootamundra Temora Road</i>                  |  |                     |                          |
|   |  |                     | -                        |
| <b>Total Expenditure</b>                        |  | <b>4,660,500</b>    | <b>11,747</b>            |

**Attachments:** Nil.

**Tabled Items:** Nil.

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.1.3 BUDGET CARRY FORWARDS OF INCOMPLETE WORKS (G35201005)**

**17/053 RESOLVED** on the motion of Cr McCann and Deputy Chairperson Palmer that Council note the unfinished expenditure items and budget carry forwards.

**Report prepared by Accountant**

**BACKGROUND**

Budget carry forwards are unspent budget amounts from last year that are carried forward to this year's budget.

**REPORT**

The following is a list of expenditure items not completed at 30 June 2017 to be carried forward into the 2017/18 Financial Year.

| <b>Goldenfields Water County Council</b> |  |                              |
|--|--|------------------------------|
| <b>2017 BUDGET CARRYOVER</b>             |  | <b>2016/17<br/>CARRYOVER</b> |
| <b>NEW CAPITAL</b>                       |  |                              |
| Water Model Consultancy                  |  | 37,000                       |
| MAGIQ Budgeting Software                 |  | 11,000                       |
| New Corporate Software (Civica)          |  | 143,500                      |
| Cootamundra Depot                        |  | 200,000                      |
| Mandamah Stage 1                         |  | 1,790,000                    |
|  |  | <u>2,181,500</u>             |
| <b>RENEWAL CAPITAL</b>                   |  |                              |
| Mains replacement Cootamundra Road       |  | 60,500                       |
| SCADA                                    |  | 948,000                      |
|  |  | <u>1,008,500</u>             |
| <b>Total Budget Carryover</b>            |  | <b><u>3,190,000</u></b>      |

**Attachments:** Nil.

**Tabled Items:** Nil.

**FINANCIAL IMPACT STATEMENT**

The budget carry forwards will increase the 2017/18 budget.

**RECOMMENDATION**

Recommendation made was adopted.

**12.1.4 2016/17 DRAFT FINANCIAL STATEMENTS (G35401005)**

**17/054 RESOLVED** on the motion of Crs McCann and Callow that:

1. The Financial Statements for the year ended 30 June 2017 (including movements in restricted assets) be referred to Council's Auditor;
2. The Chairperson, nominated Councillor, General Manager and Responsible Accounting Officer be authorised to sign the Statements by Councillors and Management on the preparation of the General Purpose and Special Purpose Financial Statements for the year ended 30 June 2017;
3. The General Manager be delegated the authority to issue the audited Financial Statements immediately upon receipt of the auditors reports subject to their being no material audit changes or audit issues; and
4. Council present the final audited Financial Statements and Auditor's Reports to the public at a public meeting to be held in conjunction with its ordinary meeting in October.

**Report prepared by Accountant**

**BACKGROUND**

Under section 413 (1) of the Local Government Act 1993, Council is required to prepare financial reports and must refer its draft Financial Statements for audit.

**REPORT**

Council's draft Financial Statements for the year ended 30 June 2017 are finalised for audit. It is envisaged that Council will present its audited Financial Statements to the public in conjunction with its ordinary October meeting. Councillors will be supplied with a complete set of reports, including the Auditor's Reports, before the public meeting.

**Attachments:** Nil

**Tabled Items:** 2016/17 Draft Financial Statements.

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.1.5 AUDIT, RISK AND IMPROVEMENT COMMITTEE UPDATE (G40350505)**

**17/055 RESOLVED** on the motion of Cr Callow and Deputy Chairperson Palmer that the report detailing the progress of Council's Audit, Risk and Improvement Committee be received and noted.

**Report prepared by Corporate Services Manager**

**BACKGROUND**

In 2008 pursuant to section 23A of the Local Government Act 1993, the Department released Internal Audit Guidelines for local government in NSW via Circular number 08-64.

The Guidelines advised all councils to develop an internal audit committee to act as an independent and objective oversight of council systems and processes. Council resolved (Resolution 17/008) for management to engage Audit, Risk & Improvement Committee members.

**REPORT**

Management recently advertised seeking expressions of interest from suitably qualified and experienced people to be appointed as independent external members as part of Council's Audit, Risk & Improvement Committee. A good response was received with Management currently deliberating on applications. Successful applicants are expected to be notified before the end of August, with the first committee meeting to be held by 30 September 2017.

**Attachments:** Nil.

**Tabled Items:** Nil.

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.1.6 DEBT RECOVERY AND FINANCIAL HARDSHIP POLICY (G40350505)**

**17/056 RESOLVED** on the motion of Crs Callow and McGlynn that Council adopt the updated Debt Recovery & Financial Hardship Policy.

**Report prepared by Corporate Services Manager**

**BACKGROUND**

Council has historically carried forward significant amounts of outstanding debts over consecutive years. This updated policy refines the procedures Council will follow to recover monies that are overdue for water related fees, charges and other debts through external contractors.

**REPORT**

The Policy has also been updated to include a more detailed process for the debt collection process, incorporating the legal aspects of using an external contractor. This process will allow Council to ensure that the recovery of outstanding money is being undertaken in a systematic, cost efficient way.

**Attachments:** Debt Recovery & Financial Hardship Policy.

**Tabled Items:** Nil.

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.1.7 PAYMENT OF EXPENSES AND PROVISION OF FACILITIES TO  
COUNCILLORS POLICY (G40350505)**

**17/057 RESOLVED** on the motion of Crs McGlynn and McCann that Council endorses the draft Payment of Expenses and Provision of Facilities to Councillors Policy (PP003) to be placed on public display for a period of 28 days.

**Report prepared by Corporate Services Manager**

**BACKGROUND**

Under section 252 of the Act, Councillor expenses and facilities policies must be adopted within 12 months of the commencement of the new council term.

**REPORT**

The existing policy has been updated to be consistent with the Local Government Act 1993, Local Government Regulation 2005 and the Office of Local Government Guidelines for the payment of expenses and provision of facilities for Mayors and Councillors in NSW.

**Attachments:** Nil.

**Tabled Items:** Draft Payment of Expenses and Provision of Facilities to Councillors Policy (PP003)

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.1.8 COUNCILLOR FEES 2017/18 (G40202005)**

**17/058 RESOLVED** on the motion of Cr McCann and Deputy Chairperson Palmer that Councillors fees be increased by 2.5% as per Local Government Remuneration Tribunal advice and that Councillors fees remain at the maximum amount allowable.

*Cr McCann noted that payments were very irregular. Mr Rudd and Mr Graham committed to investigate and ensure payments were made more consistently.*

**Report prepared by Corporate Services Manager**

**BACKGROUND**

The Local Government Remuneration Tribunal Determinations provide the minimum and maximum amounts of fees for Councillors and Chairpersons for the coming year. The determination is pursuant to s 239 and s241 of the Local Government Act 1993.

**REPORT**

The Local Government Remuneration Tribunal Annual Report and Determination has advised, *that the Tribunal considers that an increase of 2.5 per cent in the maximum and minimum fee for each category of councillor and mayoral, including county councils is appropriate and so determines.*

This will be effective from 1 July 2017.

The Annual Fees for County Councils - Water are as follows:

|                        | <b>Minimum</b> | <b>Maximum</b> |
|------------------------|----------------|----------------|
| Councillor             | \$1,740        | \$9,650        |
| Chairperson-additional | \$3,730        | \$15,850       |

Council resolved at its June 2013 meeting (Minute 13/048) *“that Councillors fees be increased to the maximum amount allowable as determined by the Local Government Remuneration Tribunal”*.

Based on this resolution, the table below sets out the changes as of 1 July 2017 if this policy was maintained:

|             | <b>2016/17</b> | <b>2017/18</b> |
|-------------|----------------|----------------|
| Councillor  | \$9,410        | \$9,650        |
| Chairperson | \$15,460       | \$15,850       |

**Attachments:** Nil

**Tabled Items:** Nil

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council’s financial position.

**RECOMMENDATION**

For Councillors consideration.

**12.2 MATTERS SUBMITTED BY THE GENERAL MANAGER**

**12.2.1. COMMUNITY ENGAGEMENT STRATEGY (G03602505)**

**17/059 RESOLVED** on the motion of Deputy Chairperson Palmer and Cr McCann that Council:

1. Endorses the Goldenfields Water Community Engagement Strategy 2017 – 2021
2. Note the creation of a Community Engagement Officer position to undertake the activities as defined in the strategy.

**Report prepared by General Manager**

**BACKGROUND**

Effective engagement by Goldenfields Water with consumers, community and constituent councils is integral to high-quality public service and to ensure that Goldenfields Water’s policies and strategies reflect local circumstances and aspirations.

**REPORT**

As part of the 2017 – 2021 Delivery Program, there was a commitment to develop and implement Goldenfields Water first community engagement strategy. The attached draft Goldenfields Water Community Engagement Strategy 2017 – 2021 has been revised following feedback from the 22<sup>nd</sup> June 2017 Councillor Workshop.

**Attachments:** Draft Goldenfields Water Community Engagement Strategy 2017 - 2021

**Tabled Items:** Nil

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council’s financial position. Funding is available within existing budget account number 2032-000.

**RECOMMENDATION**

Recommendation made was adopted.

**12.2.2. PROCUREMENT OF GOODS, SERVICES AND MATERIALS POLICY  
(G40350505)**

**17/060 RESOLVED** on the motion of Crs Callow and McCann that Council adopts the revised Procurement of Goods, Services and Materials Policy.

**Report prepared by WHS & Procurement Coordinator**

**BACKGROUND**

Goldenfields Water is committed to implementing best practice procurement policy, principles and procedures for the procurement of goods, services and materials.

**REPORT**

The policy has been updated to include Goldenfields Water's requirement to establish and publish a contracts register under the Government Information (Public Access) Act 2009.

**Attachments:** PP001 Procurement of Goods, Services and Materials Policy

**Tabled Items:** Nil

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.2.3. RISK MANAGEMENT POLICY (G40350505)**

**17/061 RESOLVED** on the motion of Crs McCann and Sinclair that Council adopts the Risk Management Policy.

**Report prepared by WHS & Procurement Coordinator**

**BACKGROUND**

Goldenfields Water has a legal and moral obligation under the Work Health and Safety (WHS) Act 2011, where it holds a primary duty of care to manage, as far as reasonably practicable, the health and safety of workers and others.

**REPORT**

The policy aims to provide Goldenfields Water with a common approach to managing risks and establishing clear objectives to ensure workers are aware of, and are responsible for the management of risk.

**Attachments:** PP022 Risk Management Policy

**Tabled Items:** Nil

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council’s financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.2.4. 2017 STAFF OPINION SURVEY RESULTS (G70650505)**

**17/062 RESOLVED** on the motion of Crs McGlynn and Sinclair that the report detailing 2017 Staff Opinion Survey Results be received and noted.

**Report prepared by General Manager**

**BACKGROUND**

Staff opinion surveys are an anonymous questionnaire that captures staff feedback on issues critical to an organisations success. The survey provide staff with an opportunity to have their say independently and anonymously on key employee concerns that exist within the organisation.

**REPORT**

The 2017 staff opinion survey commenced 12<sup>th</sup> May and concluded on the 26<sup>th</sup> May 2017 with over 94% of staff completing the survey.

The 2017 results show a significant improvement in perception across the outcomes and drivers of organisational performance. In additional to the 2016 survey high performance areas of Mission & Values, Role Clarity, Teamwork, Work / Life Balance and Job Satisfaction, 2017 saw the following additional outcomes and drivers move into the “High Performance” category:

- Reward & Recognition
- Wellness
- Flexibility
- Passion
- Organisational Commitment
- Organisational Objectives
- Customer Satisfaction

The following outcomes and drivers moved from “Low Performance” to the Medium Performance” category:

- Processes
- Learning and Development
- Performance Appraisal
- Career Opportunities

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The results have been summarised in the table below.

| <b>Outcome / Driver</b> | <b>2016 Survey</b> | <b>2017 Survey</b> |
|-------------------------|--------------------|--------------------|
| High performance        | 5                  | 12                 |
| Medium performance      | 24                 | 21                 |
| Low performance         | 5                  | 1                  |

**Attachments:** Nil

**Tabled Items:** Nil

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.2.5. 2017 CUSTOMER SURVEY (G03600505)**

**17/063 RESOLVED** on the motion of Administrator Tuckerman and Cr McGlynn that the report detailing 2017 Customer Survey Results be received and noted.

**Report prepared by Manager Production & Services**

**BACKGROUND**

Local Government Water utilities are required to undertake Customer Surveys as part of the NSW DPI Waters Best Practice Management Framework. These surveys are designed to provide critical information for establishing future levels of service as part of its business operations.

**REPORT**

Staff undertook a review of the current demographic of customers within our service areas and set out to achieve a target of at least 100 responses. The following customer breakdown in responses was received:

| <b>Shire</b>    | <b>Total No. required</b> | <b>Rural Customers</b> | <b>Residential Customers</b> | <b>Commercial &amp; Industrial customers</b> | <b>Other</b> |
|-----------------|---------------------------|------------------------|------------------------------|--|--------------|
| <b>Junee</b>    | 25                        | 10                     | 10                           | 1  | 2            |
| <b>Temora</b>   | 24                        | 11                     | 11                           | 2  | 2            |
| <b>Coolamon</b> | 19                        | 8                      | 8                            | 2  | 1            |
| <b>Bland</b>    | 23                        | 10                     | 10                           | 1  | 1            |
| <b>Hilltops</b> | 9                         | 4                      | 4                            | 1  | 1            |
| <b>Totals</b>   | <b>100</b>                | <b>43</b>              | <b>43</b>                    | <b>7</b>                                     | <b>7</b>     |

The above breakdown was developed based upon a percentage of customer connections within each category and locality. The results of the survey were limited in contacting an appropriate demographic as of the 100 customers surveyed 73% were

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over the age of 55. Some of the respondents chose not to provide answers for specific questions.

**Awareness of Brand**

Survey questions were initiated via an awareness of brand. Results highlighted that 1% of the surveyed customers were not aware that Goldenfields Water (GW) were their supplier of water and 74% of customers said that they only hear from GW via a bill issued within the mail.

**Satisfaction**

| <b>Overall, how satisfied are you with the delivery of the water services in your local area?</b> | <b>Total</b> |
|---|--------------|
| Very satisfied  | 26           |
| Satisfied   | 65           |
| Neither   | 1            |
| Dissatisfied  | 7            |
| Very dissatisfied   | 1            |

| <b>(If dissatisfied or very dissatisfied) Why do you say that?</b> |   |
|--|---|
| Pipes leak, water quality extremely poor                           | 1 |
| Early morning/evening - bad taste                                  | 1 |
| No pressure  | 2 |
| Dirty water  | 2 |
| Pressure isn't constant  | 1 |
| Service connection   | 1 |

| <b>Could you please rate your satisfaction with regards to the following in your area? Ratings are on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.</b> | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>NR</b> |
|--|----------|----------|----------|----------|----------|-----------|
| The general delivery of water service  | 3        | 2        | 6        | 35       | 53       | 1         |
| Water quality  | 4        | 6        | 12       | 37       | 39       | 2         |
| Maintenance of water infrastructure  | 1        | 5        | 17       | 35       | 34       | 8         |
| Information and education about water use  | 3        | 12       | 31       | 31       | 16       | 7         |
| Protection of local waterways to maintain water quality  | 1        | 3        | 27       | 23       | 19       | 27        |
| Value for money for your water services  | 4        | 13       | 22       | 37       | 19       | 5         |
| Level of customer services for water enquiries   | 3        | 3        | 13       | 35       | 37       | 9         |

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The table above clearly highlights that a majority of our customers are satisfied without our current levels of service; however they feel that they receive a lower satisfaction level for value for money and limited information regarding education about water usage.

|   |    |
|---|----|
| <b>In the past 12 months have you had any specific concerns/issues with the quality of water?</b> |    |
| Yes   | 17 |
| No  | 83 |

|  |    |
|--|----|
| <b>Would you be willing to pay an increased water charge to improve water quality?</b> |    |
| Yes  | 6  |
| No   | 92 |
| N/A  | 2  |

Of the surveyed customers 17% of customers have raised concerns over water quality. This is a high result and requires further investigation to reduce these incidents in the future. 6% of the total customer responses also indicated that they would be willing to pay extra water charges for better quality. 6% is considered a high percentage of responses given the subject of additional costs raised.

|   |    |
|---|----|
| <b>Do you believe Goldenfields water charges are:</b> |    |
| Fair - about right                                    | 69 |
| Above average - too much                              | 23 |
| Below average - cheap                                 | 2  |
| N/A   | 6  |

|  |    |
|--|----|
| <b>How supportive are you of water restrictions?</b> |    |
| <i>Prompt</i>  |    |
| Very supportive                                      | 30 |
| Supportive   | 36 |
| Moderately supportive                                | 20 |
| Not very supportive                                  | 7  |
| Not at all supportive                                | 4  |
| N/A  | 3  |

**Customer Service**

|   |                     |
|---|---------------------|
| <b>Have you contacted Goldenfields Water in the last 12 months?</b> | <b><u>Total</u></b> |
| Yes   | 34                  |
| No  | 66                  |

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| <b>What was the nature of your enquiry?</b> |    |
|---|----|
| Billing                                     | 10 |
| Water quality issue                         | 7  |
| Water supply issue                          | 16 |
| Sale of property - connect water            | 1  |

A high percentage of customers surveyed have been in contact with GW within the past 12 months. Water supply and quality issues are considerable in respect to these calls. Future actions will be required to address the significantly high volumes of issues raised which is mainly due to aged infrastructure and minimal treatment processes within the networks.

| <b>How satisfied were you with the way your contact was handled? <i>Prompt</i></b> |    |
|--|----|
| Very satisfied   | 17 |
| Satisfied  | 13 |
| Neither  |    |
| Dissatisfied   | 3  |
| Very dissatisfied  | 1  |

Whilst we do receive a considerable number of service issues, the customers are generally happy with the actions undertaken by GW staff.

**Attachments:** Nil

**Tabled Items:** Nil

#### **FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

#### **RECOMMENDATION**

Recommendation made was adopted.

**12.2.6. GOLDENFIELDS WATER ENTERPRISE AWARD 2017 (G70204505)**

**17/064 RESOLVED** on the motion of Crs Callow and Sinclair that the report detailing Goldenfields Water Enterprise Award 2017 be received and noted.

**Report prepared by General Manager**

**BACKGROUND**

Goldenfields Water Enterprise Award 2014 was due to expire the 30<sup>th</sup> June 2017.

**REPORT**

Senior staff and the USU have been in negotiation for several months on the finalisation of the new Enterprise Award. Agreement was obtained by all parties in early June 2017 with Commissioner Seymour ratifying and approving the Goldenfields Water Enterprise Award 2017 on the 22<sup>nd</sup> of June 2017. The new Award came into effect on the first full pay period after 1 July 2017.

The new Enterprise Award has had a significant revision, it is in place for three years, and for the first time, is completely separated from the Local Government State Award.

**Attachments:** Nil

**Tabled Items:** Nil

**FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

**RECOMMENDATION**

Recommendation made was adopted.

**12.2.7. PECUNIARY INTEREST RETURN (G40203005)**

**17/065 RESOLVED** on the motion of Deputy Chairperson Palmer and Cr Sinclair that Council note the report and the tabling of the Pecuniary Interest returns for the year ended 30 June 2017.

**Report prepared by General Manager**

**BACKGROUND**

Under section 450A of the Local Government Act 1993 and the Local Government (General) Regulation 2005, councillors and designated persons (staff) must provide a declaration of pecuniary interest as contained in the prescribed form.

**REPORT**

Declaration of Pecuniary interest returns must be completed and lodged with the General Manager within three (3) months after becoming a councillor or designated person, or alternatively a councillor or designated person holding that position at 30 June is required to lodge their pecuniary interest return with the General Manager by 30 September each year.

Returns must be tabled at the first meeting held after the required lodgement date.

The lodgement of all required pecuniary interest returns from councillors and designated staff for the year 1 July 2016 to 30 June 2017 has occurred, thereby meeting the legislative requirements.

In accordance with the Local Government Act 1993, these returns are now tabled before Council as public documents.

Councillors and staff are reminded that it is imperative their honesty and transparency is maintained at all times. A pecuniary interest return may be lodged at any time during the year should circumstances deem it necessary.

**Attachments:** Nil

**Tabled Items:** Pecuniary Interest Returns

### **FINANCIAL IMPACT STATEMENT**

The recommendation does not impact on Council's financial position.

### **RECOMMENDATION**

Recommendation made was adopted.

### **14. NEXT MEETING**

The next ordinary meeting of Council is scheduled to be held on Thursday 26 October 2017 commencing at 1.00pm.

### **15. QUESTIONS & STATEMENTS**

*Cr Palmer noted that due to elections this could be the last Goldenfields meeting he is involved in and expressed his hope that Council continues along its current path.*

*Cr Sinclair wished Councillors facing elections all the best, echoed by Cr McCann, Cr Callow and Cr McGlynn.*

*Cr McGlynn sought and was provided an update on the progress of the Mandamah scheme.*

*Administrator Tuckerman requested the General Manager consider a letter of support for funding application of Jugions sewerage system.*

*Cr Sinclair suggested Council staff consider the relocation of the standpipe at the Temora Saleyards due to potential redevelopment.*

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There being no further business requiring the attention of Council the meeting was closed at 3.00pm.

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