



## COVID 19

### Actions and efforts to reduce the spread of COVID 19 among staff, community members and visitors

Updated 9 November 2020  
Changes to take effect from 10 November 2020

Containers SC14 and SC 271

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#### **Council Meetings:**

- To resume face to face Council meetings with physical distancing rules adhered to. Meetings open to public where physical distancing rules permit. 4 sq metre distancing applies.
- Council Workshops to resume face to face.
- Ian Gilbert Room, Jerilderie Civic Hall to be venue for Council meetings and workshops.
- In person deputations only permitted as determined by Mayor and General Manager

#### **Critical Services:**

- Water Supply is a critical service
- Waste Water is a critical service
- Waste collection and disposal is a critical service

#### **Operation of Critical Services:**

- Licenced and accredited operators should avoid, where practicable, working together. The only times they should work together is when both need to perform tasks that cannot be performed by the assistance of a non-accredited person.
- Licenced and accredited operators can perform any other duties.
- The COVID-19 virus has been found in sewerage systems in Australia and overseas. Additional precautions are to be taken for anyone having to work in or near waste water (sewerage).

### **Essential Services:**

- Bendigo Bank
- Development & Building Applications & Inspections
- Road Maintenance
- Maintenance of Public Areas
- Finance and Corporate Functions
- Maintenance of Plant and Fleet
- Weed Control
- Responding to Menacing or Nuisance Dogs
- Managing Funeral Grave Sites
- Meals on Wheels (Darlington Point and Coleambally)
- Emergency Management
- Stock Control
- Opening, closing and road access
- Public Health Inspections
- Responding to safety requests

### **Travel:**

- All non-essential travel is to cease
  - o No conferences
  - o No training off premises where more than 5 are physically present
  - o Prestart and Toolbox meetings etc with staff - 4 square metre rule with 1.5m social distancing to apply. This will allow numbers in attendance to be based on the size of the meeting area available.
  - o No meetings where more than 5 are physically present
  - o Videoconferencing to be utilised wherever possible.

### **Social distancing (indoor/outdoor):**

- Keeping a distance of at least 1.5m
- 4 sqm space requirement to be adhered to.
- No shaking of hands
- No kissing/hugging
- No personal touch of any kind

### **Gatherings:**

- No gatherings of more than 20 persons
  - o If a function or meeting could potentially have more than 20 persons present, you are unable to attend.
  - o 4 sqm indoor/outdoor space requirement to be adhered to, keeping a distance of at least 1.5m

### **Meetings:**

- Restrictions on personal meetings
  - o All meetings that can be held via phone or video are to be held by that media

- This includes residents and rate payers who may even only be next door
- Meetings with external stakeholders (eg RMS) within the Council office environment and travelling together in vehicles (eg for road inspections) is permitted. However the area of their origin of travel needs to be identified so as not to be placing staff well-being at risk.

### **Hygiene practices:**

- Regular washing of hands
- Use of hand sanitizer
- Sneezing or coughing into clean tissue, dispose of immediately, then sanitize or clean your hands
- Hourly or before use wiping down surfaces and objects with disinfectant:
  - Benches
  - Door knobs
  - Phones
  - Computers
  - Debit and credit cards
  - ATM
  - EFTPOS
  - Printers
  - Filing cabinets
  - Taps
  - Basins
  - Fridges
  - Pens
  - Steering wheels
  - Gear shifts
  - Door handles
  - Dashes
  - Arm rests
  - Hand tools and equipment
  - Anything which can keep the virus active

(COVID 19 lingers for up to 4 hours on copper surfaces, 24 hours on cardboard, 48 hours on steel surfaces and 72 hours on plastic)

- Do not share food or drinks of any kind

## Offices:

- Coleambally, Jerilderie and Darlington Point offices open to public:
  - o 8.30am to 12.00pm and 1.00pm to 5.00pm weekdays (Coly closed 12.30pm-1.30pm)
  - o During office midday closure entire office to be sanitised
  - o 1 member of public only at a time allowed entry to office
  - o 1 staff officer only to serve members of public
  - o All staff may return to the office, provided physical distancing is adhered to - 1 person per 4 sq metres indoor space requirement with a distance of at least 1.5m  
*(Under NSW public health orders, an employer must allow an employee to work at the person's place of residence where it is reasonably practicable to do so)*
- Office cleaner responsible for cleaning and sanitizing offices after 5.00pm and before 8.30am
- Staff who respond to customers responsible for cleaning and sanitising touch points
- Extra care and attention to PPE whilst sanitizing
- No eating or drinking at your desks
- No family or community members in the office area
- Development Applications across Murrumbidgee Council contact Kelly
- Service requests or complaints contact
  - Jerilderie - Bryan Payne 0428 579095
  - Darlington Point & Coleambally – Shane Curphey 0427 684166

## Public Facilities, controlled by Council:

- Library - **for further information, please reference Library COVID-19 Safe Plan, available from Manager, Corporate & Community Services.**
- Swimming Pools – **REOPENING as per pool lessee agreement**
- Gymnasiums – **REOPENED Friday 23 October 2020**
- **John McInnes Square – REOPENED Friday 15 May 2020 with appropriate signage**
- Skate Parks – **REOPENED Friday 15 May 2020 with appropriate signage**
- Water fountains - **REOPENED 13 June 2020**
- Halls /Venues - **REOPENED 13 June 2020**
- Museums – **REOPENED 1 June 2020**
- Facilities run by a third party will not have a Council direction, they must decide themselves based on advice provided by the State and Federal Government
- Playgrounds – **REOPENED Friday 15 May 2020 with appropriate signage**
- Outside exercise equipment – **REOPENED Friday 15 May 2020 with appropriate signage**
- Public BBQ's - **REOPENED 13 June 2020**
- Signage on public seating and tables – **to remain open with appropriate signage**
- Public Toilets
  - o Darlington Point: Toilet block behind Murrumbidgee Shire Hall and near Punt Hotel both operational. **Cleaning schedule once per day.**

- Coleambally: John McInnes Square and Lions Park Toilets – both operational. **Cleaning schedule once per day.**
- Jerilderie: 63 Jerilderie Street (next to bakery) and Elliott Park both operational. **Cleaning schedule once per day.**
- **Other public toilets which have been closed during the COVID pandemic are to be reopened (eg Monash Park disabled toilet), with regular cleaning schedule of once per day to be reintroduced.**

### **Council Leased Facilities:**

- Waive the lease payments on all facilities operated by businesses in properties owned by Council. Effective 1<sup>st</sup> April 2020 until repealed.
- Sports teams not charged for facility use.

### **Working from home:**

- It might not be possible to provide Council owned computers
- We will however provide access to the network to staff members personal computers
- Staff members with access to the network via personal computers need to be mindful of security and to log out when getting up from the terminal.

*(Under NSW public health orders, an employer must allow an employee to work at the person's place of residence where it is reasonably practicable to do so.)*

### **Front line Personnel:**

- Only one person at any office will perform front line tasks
- Each time of handling cash, hands must be disinfected with hand sanitiser
- Please request the use of credit or debit cards and do not handle others cards
- After each card transaction sanitize the EFTPOS machine
- Sanitise any pens or equipment used by members of the public after each use

### **Travelling to and from job sites:**

- No more than two persons in a two-door vehicle
- No more than three persons in a four-door vehicle
- Keep air circulating via windows whilst travelling
- Staff may be asked to travel in their own car to a work site (claim mileage)

### **Depot:**

- Work times will be staggered
- Where able, you are to travel directly to the job site
- No public or salespersons to enter the facility. Gates to remain closed to them.
- Delivery drivers to pull up at closed gate and ring mobile number provided, the appropriate person who answers will make judgement call on how to unload. Where practicable delivery dockets to be rendered via electronic means reducing the need to exchange paper.
- No family or community members in the depot area.

**All Staff:**

- During this time, staff may be asked to perform functions which are not normally your day to day functions. You are expected to perform, as we place our efforts into maintaining our services, especially our critical service.
- No employee will be asked to perform a task they are not capable of performing.
- Working closely with each other may be unavoidable, key is to not place others at risk. If you feel any of the symptoms, do not undertake these tasks. Better still stay at home, and seek medical advice.

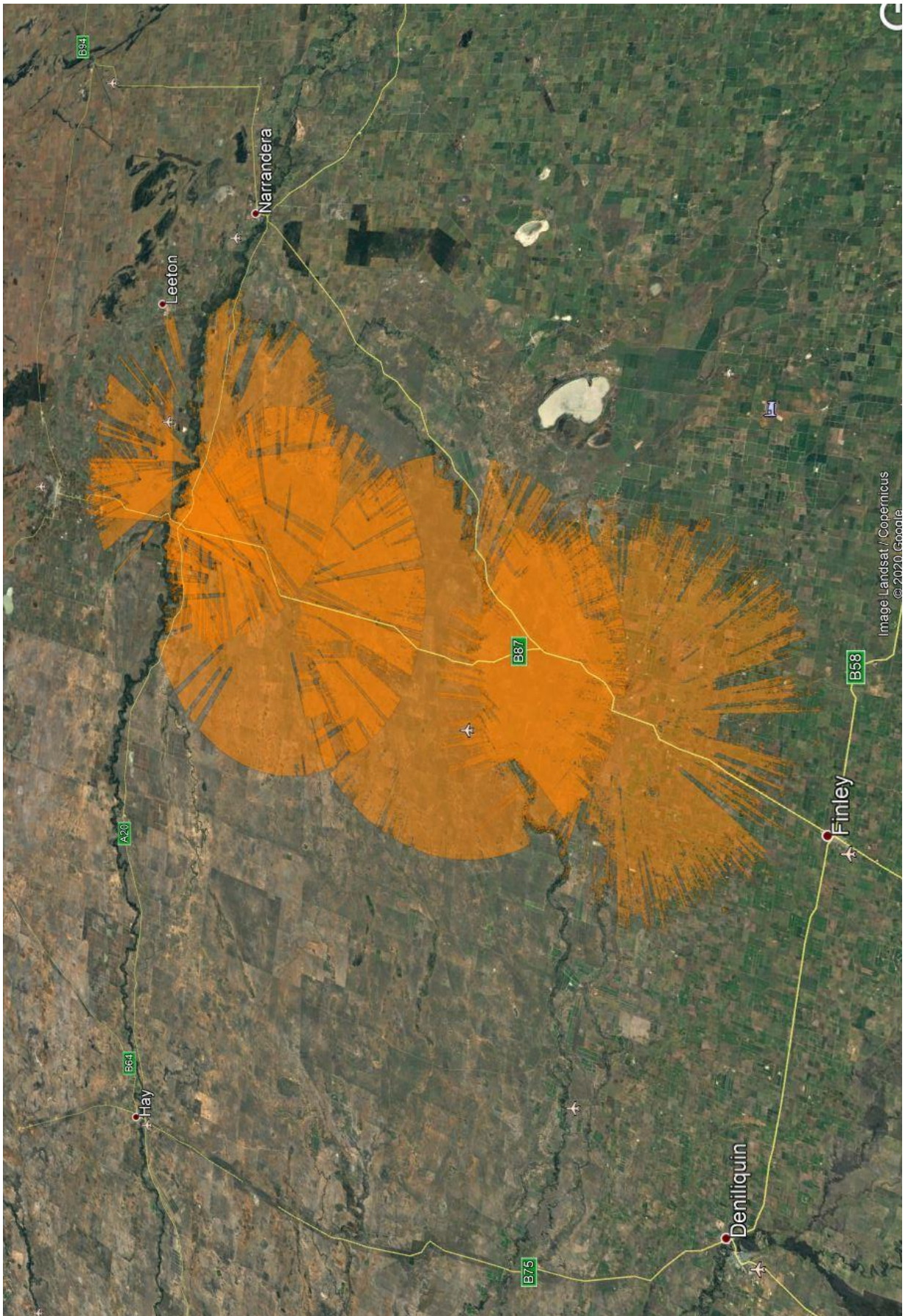
**Approaches by members of the public:**

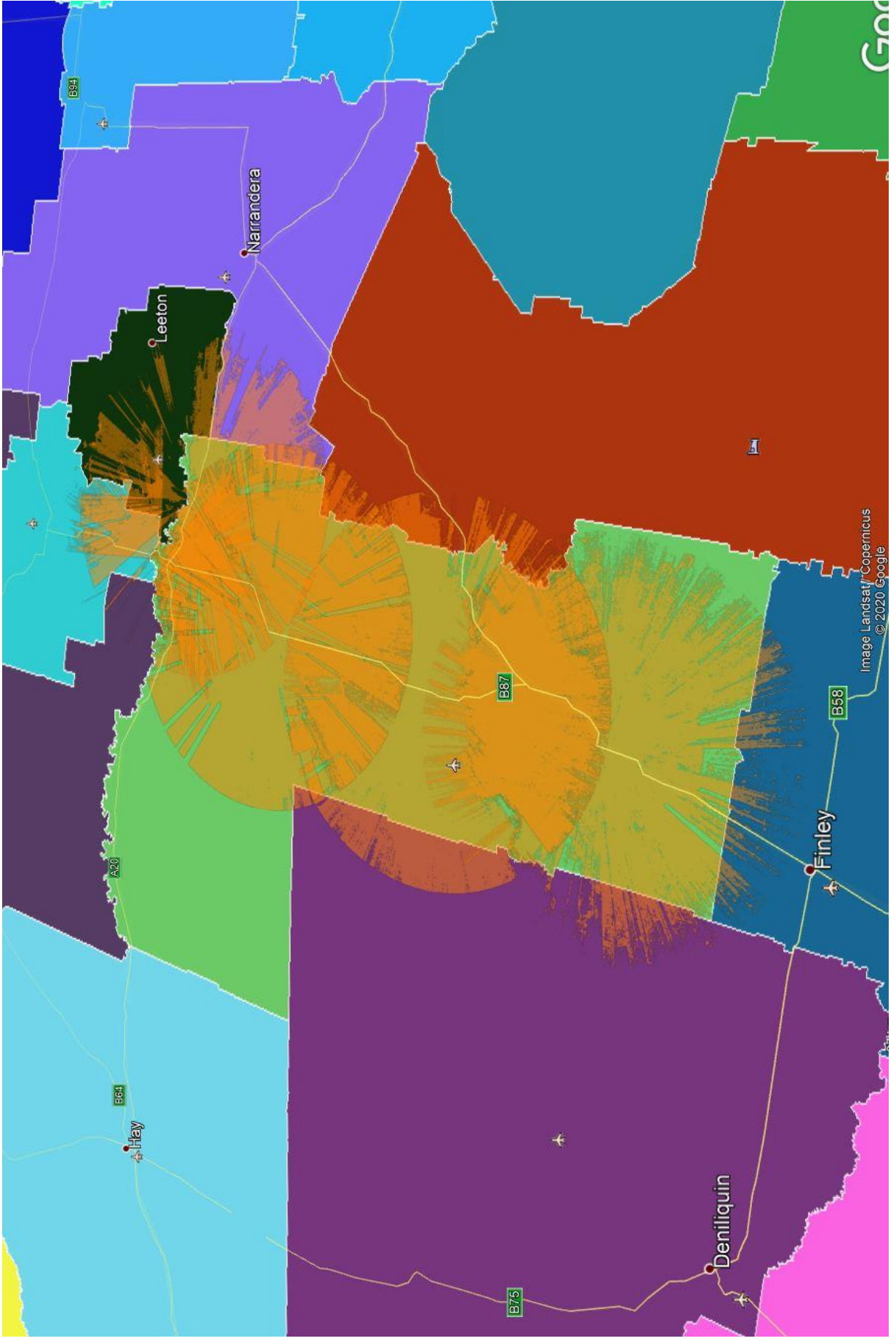
- If you are approached by members of the public please ensure you follow the social distancing rules
  - o Be courteous and respectful
  - o If they encroach on your social distancing space, ask them to stop
  - o If they continue to approach, and the job site is safe to do so take security in a vehicle. If no vehicle leave the area and call the police
    - Coleambally Police Station (02) 6954 4104
    - Darlington Point Police Station (02) 6968 4144
    - Jerilderie Police Station (03) 5886 1244

**Special Leave Provision:**

- Leave resulting from suspicion or actual COVID 19 exposure will be borne by a special leave provision. No employee will be required to take Sick, Annual or Long Service Leave. Staff who are concerned they may have contracted COVID 19 should contact the Department of Health's National Coronavirus Helpline, 1800 020 080
- Medical certificates will not be required.
- Requirement to isolate because of returning from overseas or exposure to a known source, or on advice of the medical profession will be via a special leave provision.
- If you display symptoms of COVID 19 self-isolate, speak to a medical professional. If determined not likely to be COVID 19, return to work if you are fit to do so.
- Flexible working arrangements will be made, early starts, late finishes, rostered days etc. Any arrangement where the employee is not performing duties or has been told not to come to work will be paid via the special leave provision.

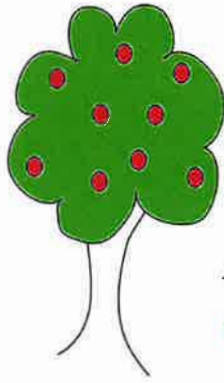
**The above is subject to change at any time, at the direction of the General Manager.**







# Jerilderie Preschool Kindergarten Inc.



PO Box 108, Southey Street,  
JERILDERIE NSW 2716

Phone / Fax: 03-5886 1770



30/10/20

John Scarce  
General Manager  
PO Box 96  
Jerilderie NSW 2716

Dear John

## Jerilderie Preschool – Playground Equipment

We have had some discussions with Council in the past regarding our existing playground equipment at preschool and the possible uses for it once we vacate our current facility and move to the new purpose built facility.

The committee and staff have decided they do not want to move the equipment to the new centre, however would like to enquire whether Council would be interested in removing and rehoming the equipment.

The playground equipment was purchased was installed in 2010 and is still in great condition. We have attached some photos of the equipment for your information.

We have obtained a quote for costs of removal and re-installation and have attached for your information also.

Please don't hesitate to contact me if you wish to discuss further.

Yours sincerely

A handwritten signature in black ink that reads "Carina Rorato".

Carina Rorato  
Jerilderie Preschool Long Day Care Committee



50 Gungah Bay Road  
 Oatley NSW 2223  
 P 02 9580 4781  
 Mob 0425 837 800  
 E [sales@superplaygrounds.com.au](mailto:sales@superplaygrounds.com.au)  
 W [www.superplaygrounds.com.au](http://www.superplaygrounds.com.au)  
 ABN 33 108 005 670

## QUOTATION

<b>Attention</b>	<b>CARINA RORATO</b>	<b>Date</b>	<b>22/09/2020</b>
<b>Customer</b>	JERILDERIE PRESCHOOL KINDERGARTEN	<b>Quote No.</b>	<b>SC5070-20-1</b>
<b>Postal Address</b>	<b>SOUTHEY STREET</b>	<b>Project Manager</b>	
<b>Town / Suburb</b>	<b>JERILDERIE</b>	<b>Spiro Christodoulou</b>	<b>0425 837 800</b>
<b>State</b>	<b>NSW</b>		
<b>Post Code</b>	<b>2716</b>		
<b>Email</b>	<b>carinarorato@icloud.com</b>		

### REMOVAL & RE-INSTALLATION OF MEGATOY PLAYGROUND

PRODUCT	QTY	UNIT COST	NETT PRICE
Supply / deliver the following services.  Remove & re-install Megatoy Playground as depicted in the following picture. Re-Installation approx 500m from existing site. Quotation includes Bin for removal of spoil from site.  Please note: Underground services inspection report must be provided prior to commencement of works.	1	8,830.00	\$8,830.00
		<b>TOTAL</b>	<b>\$ 8,830.00</b>
		<b>GST</b>	<b>\$ 883.00</b>
		<b>TOTAL inc. GST</b>	<b>\$ 9,713.00</b>

#### Colours

For Play Equipment Colour Options & recent installations photos please visit our website [www.superplaygrounds.com.au](http://www.superplaygrounds.com.au)

#### Conditions

**Delivery Terms** 8 weeks from receipt of Deposit Monies.  
**Price Validity** 60 days  
**Trading Terms** Plan 3. 50% Deposit on order placement. 30% progress payment prior to commencement of works.  
 Balance 7 days from delivery of services.

#### Banking Details

Spizvac Marketing Pty Ltd. Commonwealth Bank, Mortdale. BSB: 062-206. Account Number: 10173819

#### Hard Digging Clause:

All care will be taken, but no responsibility accepted for any damage to underground services. No allowance has been made for the alteration or removal of any services. If rock or any underground obstruction is encountered, an extra charge may be made based on ruling hourly rate for labour and machinery necessary.

**Please sign here to confirm order .....**

**Please make Purchase Order to Spizvac Marketing Pty Ltd**  
**Please email order to [sales@superplaygrounds.com.au](mailto:sales@superplaygrounds.com.au)**

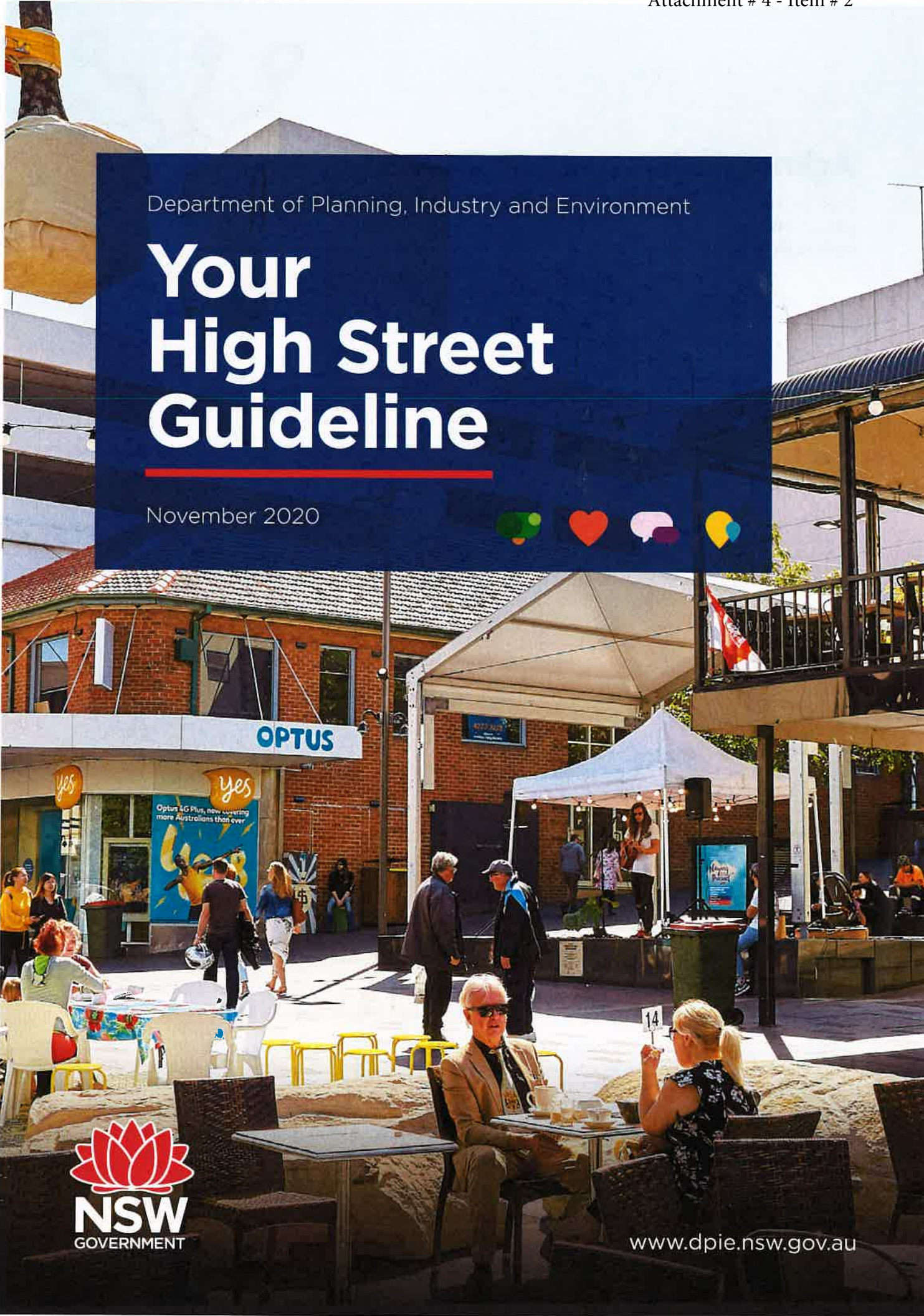




Department of Planning, Industry and Environment

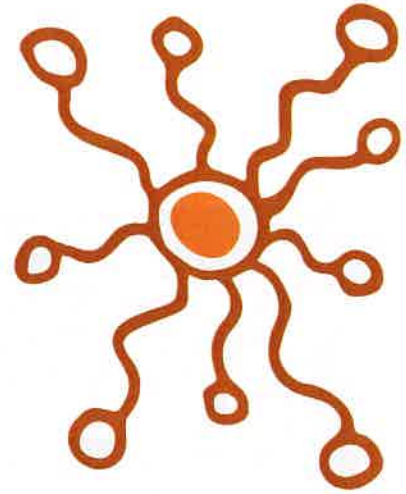
# Your High Street Guideline

November 2020



# Acknowledgement of Country

The NSW Government acknowledges and pays tribute to the unique cultural and spiritual relationship that Aboriginal communities have to the land and water known as New South Wales.



## Find out more:

[www.dpie.nsw.gov.au](http://www.dpie.nsw.gov.au)

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# Your High Street Overview

## Purpose of funding

Your High Street is a \$15 million grants program being delivered as part of the NSW Planning Reform Action Plan. The purpose is to support councils across NSW to enhance high streets in strategic centres (see glossary) by providing grant funding for projects that improve amenity and high street functionality to support local business trading by June 2022.

All councils in NSW are eligible to apply for up to \$1 million to deliver a project that supports a single high street in their local government area within a year of funding approval.

Your High Street funding will be used by councils to implement permanent change in a high street to boost economic recovery for local businesses by improving high street amenity and attractiveness, walkability, expanding public space, and contributing to local character.

## Grant program objectives

Must be specifically related to the high street identified in application

1. Improve/increase number of uses over day and night period
2. Improve people's safety and comfort
3. Improve local accessibility and connections
4. Improve business capacity for increased functionality

Example projects could include space for dining outdoors, wider footpaths, tree planting, traffic calming, lighting or public art.

## Funding eligibility

Funding is available to all NSW councils.

Councils are invited to submit one application, valued up to \$1 million for a single high street to be delivered within a year of funding approval.

The funding amount may only be requested for elements within a single high street location that council can demonstrate will address the problem and have positive economic impacts for local business and the community.

The following works are not eligible for funding under this program:

- Projects outside of NSW
- Planning projects (feasibility studies, masterplans)
- Purchase or lease of land
- Funding of personnel or staff positions
- Product branding, advertising or promotion
- Projects requiring ongoing funding from the NSW Government
- Retrospective funding to cover any project component that is already complete/underway
- Projects already allocated for in councils' future asset and maintenance plans

## Insurance requirements

Councils applying for funding via this program are required to have a minimum Public Liability Insurance cover of \$20 million.

It is recommended, but not a condition of funding, that applicant councils have Personal Accident and Professional Indemnity insurance. Councils that employ staff must comply with the Workplace Injury Management and Workers Compensation Act 1998 (NSW).

# Introduction

The Department of Planning Industry and Environment (the Department) is inviting local councils to apply for up to \$1 million in grants as part of the \$15 million Your High Street program to make permanent changes that improve the amenity of a high street in their area.

Great public spaces are vital to communities. They provide places for social interaction, can improve health and wellbeing, and offer communities a sense of identity and character. Great public spaces are also safe and accessible for all to use and enjoy. COVID-19 has highlighted the value and benefit of public spaces as we re-equip our cities and towns to be safe and attractive places and support recovery.

Streets, paths and plazas make up an essential part of our network of public spaces. Whether people use them for travelling, walking, cycling, outdoor dining, socialising or doing business, streets are crucial infrastructure for successful and healthy urban areas. Streets are public spaces and have become a focal point during the COVID-19 pandemic. Communities and businesses are looking at using streets differently, to ensure safe physical distancing and the ability to exercise.

Sometimes referred to as main streets, high streets are important to the function of a strategic centre (also known as a strategic neighbourhood centre, see Glossary of Terms) in what they offer and as economic drivers. More than just a street for the movement of motor vehicles, these are principal streets providing vitality to the local neighbourhoods, supporting the local area with jobs and services such as shopping, dining, entertainment, health and personal services to meet the daily and weekly needs of the local community. This grant program follows the success of the Streets as Shared Spaces grant program in May 2020. This provided grants to councils for the delivery of demonstration and pilot projects to support communities to physically distance and test longer term ideas for improving streets. Streets as Shared Spaces funded the delivery of 48 projects across NSW.



**Katoomba**  
**Photography:**  
NSW Department of Planning, Industry and Environment

# Application process

## Timeframes

The assessment process and timeframes for the Your High Street grants are outlined below.

### Timeframes

Date	Milestone	Action
9 November 2020	Applications Open	Councils notified  Online application available for almost 3 months
29 January 2021	Applications close	Councils submit application in Smarty Grants by 5pm on Friday 29 January 2021
February-March 2021	Assessment	Independent Assessment Panel meets
April 2021	Announcements and notifications	Councils formally advised on outcome of applications.  Ministerial announcement of successful projects.
May 2021	Contracting and projects commence	Funding Agreements and upfront payments formalised with councils.  Ongoing monitoring of projects commences.
May 2022	Expected completion of projects	Project completion and acquittal



**Mudgee**  
**Photography:**  
Destination NSW

# Assessment

## Assessment of eligible applications

Eligible applications (including a sketch or concept plan and any supporting documentation) will be assessed via the Smarty Grants platform by an expert assessment panel of NSW Government representatives that may include:

- Department of Planning Industry and Environment
- Transport for NSW
- Treasury NSW
- NSW Health
- Office of Local Government
- Government Architect NSW
- Create NSW
- Committee for Sydney (as independent expert assessor)

## Ineligible Applications

The Department will perform a pre-eligibility check of received applications and will assess and, where appropriate, seek to remedy eligibility issues with council.

Where an application is still deemed ineligible, the applicant will be notified by the Department within 21 days of the application closing following the assessment pre-eligibility checks. Any late or incomplete applications will be deemed ineligible. It is at the Department's discretion to accept late applications if there are extenuating circumstances.

## Approvals

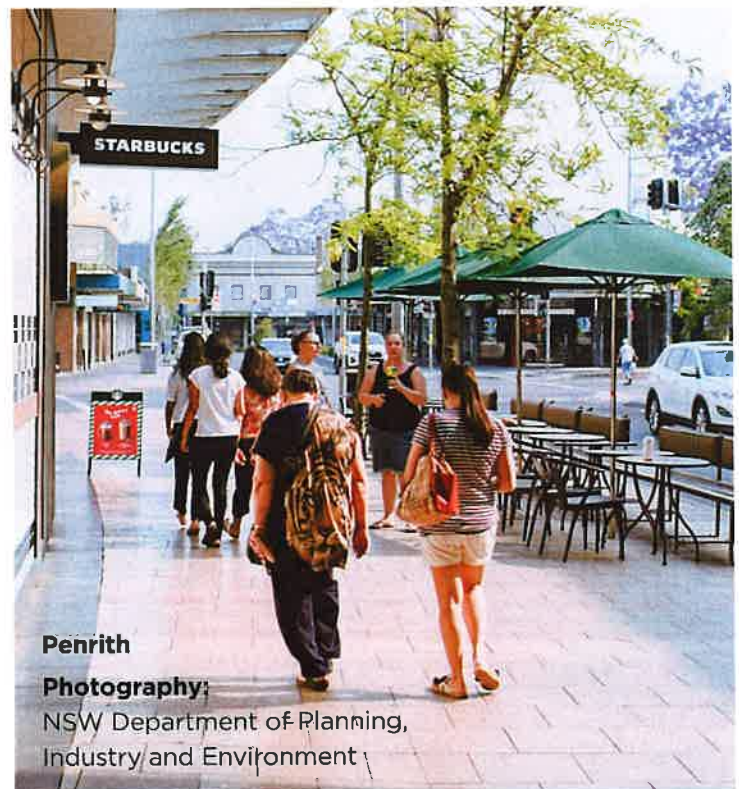
Endorsement/provision of a grant under this program does not negate the need for council to obtain all necessary/required approvals such as road changes and/or traffic facilities under the *Roads Act*, *Transport Administration Act*, and *Local Government Act*. A development application may also be required.

Councils are strongly encouraged to ensure they are aware of all approvals required, and can demonstrate they have consulted with local Transport for NSW representatives, the local Chamber of Commerce and affected businesses.

Proposed projects are not required to have received approvals prior to applying (for example, traffic committee approval). However, they must demonstrate an approach to achieve these in the project plan, and proposals with prior approvals will be ranked higher for Project Deliverability.

Councils may apply for funding for projects occurring on a state road. An in-principle written agreement from Transport for NSW must be provided as part of the application, with formal landowner's consent provided prior to funding release.

Council grant submissions must include a letter from the General Manager that demonstrates council's commitment to deliver all elements of the project for which funding has been sought.



## Criteria used to assess applications:

### Project Merit 40%

Criteria	Evidence example	Assessment
Curation of outputs which align with the intended program outcomes	<p>Clear problem statement and alignment of suggested intervention</p> <p>Locations and spatial maps to identify where the improvements will occur</p> <p>Photographic evidence</p> <p>Artist impression of output</p> <p>Technical information of output (measurements/cost/materials)</p>	Mandatory
Strategic alignment to a NSW Government strategy or government commitment (See Appendix C).	Description of alignment within application	Mandatory
Project location is a high street within a strategic centre also known as a strategic neighbourhood centre	Strategic centres, or strategic neighbourhood centres, should be identified in council's strategic plans, that could include strategic centres identified in District Plans and Regional Plans or economic development plans, or community plans.	Mandatory
Partnership with local businesses and community groups, and general community and stakeholder support for proposal	<p>Approved partnership proposals with local businesses and councils</p> <p>Data and insights from community/ stakeholder survey</p> <p>Letters of support from local business or Chambers of Commerce</p>	Desirable
Deliver enablers to improve activities both day and night by reducing barriers in processes (e.g. liquor licensing, busking approvals, events approval)	Evidence of proposed changes to processes relevant to type of intervention occurring	Desirable

### Project Deliverability 25%

Criteria Description	Evidence example	Assessment
Financial viability of the project, including a project budget, project plan and risk assessment	<p>Project Budget Breakdown</p> <p>Risk Assessment</p> <p>Project Plan</p>	Mandatory

### Project Deliverability 25%

Criteria Description	Evidence example	Assessment
Council commitment to deliver, technical ability and resources to effectively deliver the project	Project Budget Breakdown Risk Assessment Project Plan	Mandatory
Identification and/or receipt of necessary approvals (e.g. traffic, environmental assessment checklist)	Traffic committee approvals List of local traffic representatives who were consulted Environmental assessment checklist	Mandatory
Demonstrate innovative initiatives to progress road safety goals of NSW Government Road Safety Plan 2021	Alignment to be outlined within project description in application form List of local traffic representatives that were consulted with	Mandatory
Ability to demonstrate how any negative impacts on local businesses and community from the implementation of the project will be minimised and/or mitigated to the maximum extent possible	Consultation with local businesses - Letters of support Spatial mapping	Desirable

### Value for Money 35%

Criteria	Evidence example	Assessment
Highlight strategies for economic revitalisation (Return on Investment)	Cost/Benefit analysis for the high street Quadruple bottom line report (cultural, social, environmental and economic)	Mandatory
Project budget impact on the \$15 million grant budget	Budget Breakdown	Mandatory
Demonstrate council's current community consultation specific to the 'Your High Street' project to enable boosting the local economy.	Community feedback (surveys/letters of support)	Mandatory
Stimulating local employment during the implementation of the project and ongoing once project has been completed (e.g. art and creative industries, consultants, contractors, local businesses)	Project employment records Local business reporting	Desirable

# Alignment to Government policy

## Organisational Context

The Department of Planning, Industry and Environment creates thriving environments, communities and economies for the people of NSW. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seek to embed Aboriginal cultural awareness and knowledge throughout the Department.

Our Place, Design and Public Spaces Group exists to make people's lives better by making NSW a great place to live and work. The Group is also focused on delivering better and greener public spaces that bring people together and to enhance, maintain and cultivate the unique local character and identity of places, creating a better living environment for people and communities.

## Premier's Priorities

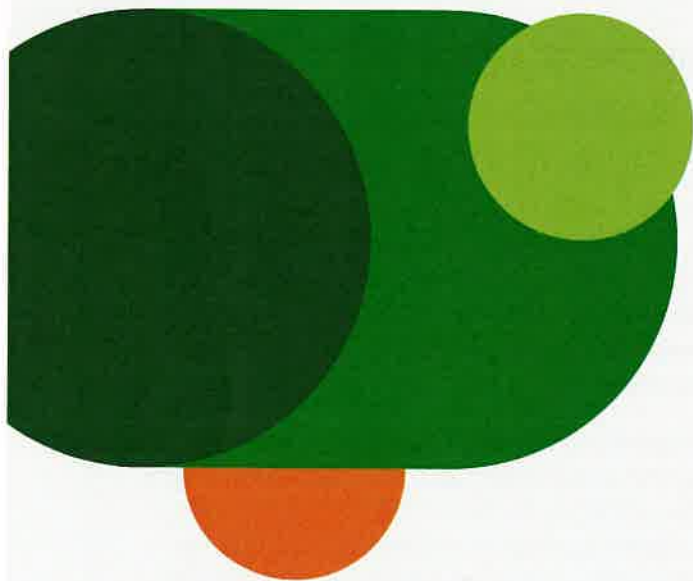
All applicants should provide guidance as to how their application aligns, where required, with the Premier's Priorities.

**Greener Public Spaces:** Increase the proportion of homes in urban areas within 10 minutes' walk of quality green, open and public space by 10 per cent by 2023. Quality green, open and public space is for everyone – these spaces include parks, green spaces, plazas, libraries, streets, landscapes, museums and public transport. Great public spaces that delight communities are especially important in growing cities and towns. Walkable, connected and accessible public spaces promote healthier lifestyles and bring people together. A network of welcoming and connected public spaces will create communities where people love to live.

**Greening our City:** Increase the tree canopy and green cover across Greater Sydney by planting one million trees by 2022. Trees play an important role in creating great open spaces for communities, enhancing the experience of outdoor recreation and exercise. Green canopy enhances the amenity of local parks and streets and is crucial in providing vital shade that reduces ambient temperatures and mitigates the urban heat island effect. Trees improve local character and enhance property values. They extend habitat, increasing the biodiversity of cities serving as a home for animals and birds. Air quality is improved by removing fine particles from the air and trees mitigate the impact of climate change, acting as a storehouse for carbon dioxide.

All trees planted in Greater Sydney will be required to be registered as part of the Greening our City Premier's Priority which aims to increase the tree canopy and green cover across Greater Sydney by planting one million trees by 2022.

For more information visit [dpie.nsw.gov.au/premiers-priorities](https://dpie.nsw.gov.au/premiers-priorities)



# Successful projects

## Project management

Councils are asked to nominate a project manager for each application and notify the Department in writing of any changes in project management. Councils are responsible for project management and budgetary control.

The project must be complete within 12 months of execution of the funding agreement. Grant funding will lapse after 12 months unless there is prior approval for extension.

Within two months the recipient must provide an updated concept plan or sketch (to that provided at the application stage) with an updated project plan that reflects agreed milestones. This is to satisfy the Department that the project continues to align with the program objectives.

The project must not commence until the Department has confirmed in writing its acceptance of the concept plan. The project must be conducted in accordance with the accepted concept plan or sketch.

## Monitoring, reporting and evaluation

Grant recipients are required to:

1. Collect data both before and after using the Public Space and Public Life [Evaluation Tool](#).
2. Provide an updated concept sketch and project plan within 2 months
3. Input quarterly progress reports via Smarty Grants
4. Complete a final acquittal report at the completion of project. This report must report on the grant program's core indicators and be accompanied by photographs, pre project launch and evidence of project completion.
5. Greater Sydney Councils are required to register all trees as part of the Greening our City Premier's Priority. For more information visit [www.dpie.nsw.gov.au/premiers-priorities](http://www.dpie.nsw.gov.au/premiers-priorities)

## Project opening event and promotion

A communication pack will be provided to grant recipients to provide approved key messages, branding, logos and multimedia to help promote the project and acknowledge the funding contribution. It is a condition of grant funding that the Minister for Planning and Public Spaces, NSW Government and officials from the Department be:

- acknowledged for their funding contribution in all communications and media for the project.
- invited to attend any formal launch event (including commencement and completion ceremonies with prior consultation on available dates where practicable).
- provided no less than 30 business days' notice prior to any formal event.

To make the invitation, a council should access the Minister's web form at: [www.nsw.gov.au/your-government/ministers/minister-for-planning-and-public-spaces](http://www.nsw.gov.au/your-government/ministers/minister-for-planning-and-public-spaces). It is for council to decide if there is to be an opening event. Council should invite the Minister, the Department and other dignitaries and consult on a preferred date. If the invitation is accepted a Department media officer will work with council on the arrangements and media protocols

## Payment of grants

Successful applicants will receive upfront payment once executed funding agreements are received.

A financial acquittal and project report will be required within three months of completion of the project. The project report will address the program core indicators: with four evaluation themes (outcomes) information provided by the applicant.

Applicants that do not provide a financial acquittal and project report by the required date will be ineligible for future Department funding. Successful applicants will also need to provide photographs of the completed project. Projects must be completed within 12 months of the date of accepting the funding terms and conditions.





**Randwick**

**Photography:**

NSW Department of Planning,  
Industry and Environment

# Your application

## How to apply

1. Visit the website [www.dpie.nsw.gov.au/premiers-priorities/great-public-spaces/streets/grants-for-councils](http://www.dpie.nsw.gov.au/premiers-priorities/great-public-spaces/streets/grants-for-councils) Read the information about the grant program to determine if you are eligible
2. Read the Your High Street grant guidelines to familiarise yourself with the grant requirements.
3. Complete and submit the application. Follow instructions at: [www.dpie.nsw.gov.au/premiers-priorities/great-public-spaces/streets/grants-for-councils](http://www.dpie.nsw.gov.au/premiers-priorities/great-public-spaces/streets/grants-for-councils). Provide:
  - o a sketch or more detailed concept plan that highlights the four outcomes (key themes of evaluation).
  - o a photo/s of the project location
  - o a project budget breakdown, risk assessment, project plan
  - o a recent, signed, project specific cover letter of support from the council's General Manager, to confirm that council is committed to the deliver all elements of the project in the 12-month timeframe

NB. The completed application must be received in Smarty Grants by 5pm on 29 January 2021. Acknowledgement of receipt of application will be via return email

## Need advice?

The Department is available to provide information to potential applicants on interpretation of these guidelines, including types of projects eligible for funding. The Department can also provide advice on the online application process.

For inquiries or more information email: [publicspace@planning.nsw.gov.au](mailto:publicspace@planning.nsw.gov.au)

## Resources

Resources to help strengthen your application are available on the Streets as Shared Spaces website. This includes FAQs, case studies, guidelines and webinars designed to help you to address the Streets as Shared Spaces grant guideline in your project.

Resources currently available include:

- Street Treatments Guide
- Case Studies

Please note we are developing a webinar series including, 'Your High Street' Grant Application Guide', scheduled for Monday 16 November 2020, 10am - 11am. See further details at [www.dpie.nsw.gov.au/premiers-priorities/great-public-spaces/streets/grants-for-councils](http://www.dpie.nsw.gov.au/premiers-priorities/great-public-spaces/streets/grants-for-councils).

## Complaints Procedure

Any complaints about a grant process must be provided in writing. Any questions you have about grant decisions for this grant opportunity should be sent to [publicspace@planning.nsw.gov.au](mailto:publicspace@planning.nsw.gov.au). If you do not agree with the way the Department has handled your complaint, you may complain to the NSW Ombudsman. The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the relevant Department. Visit the NSW Ombudsman at [ombo.nsw.gov.au](http://ombo.nsw.gov.au).

## Privacy policy

The Department is required to comply with the *Privacy and Personal Information Protection Act 1988*. The Department collects the minimum personal information you voluntarily provide to enable it to contact an organisation and to assess the merits of an application. Any information provided by you will be stored on a database that will only be accessed by authorised personnel and is subject to privacy restrictions. The information will only be used for the purpose for which it was collected. Applicants must ensure that people whose personal details are supplied with applications are aware that the Department is being supplied with this information and how this information will be used.

## Disclaimer

Submission of an application does not guarantee funding. The costs of preparing an application are borne by the applicant.

# Appendix A: Glossary of Terms

For the purpose of the grant program the following terms have been provided to be drawn upon when applying:

**Curation** means how council coordinates activities to achieve a clear vision, character statement or identity that creates a sense of place that has been generated through effective stakeholder participation to optimise positive economic and community outcomes. This should apply equally across the design, implementation and operation of a place.

**Enablers** means policy changes, community consultation, trialling (testing/piloting) initiatives to make changes described in glossary item 'Improve business capacity for increased functionality' such as amending and/or adding additional development standards to existing types of exempt and complying development. It may also include adding new types of exempt and complying development. Enablers may be achieved by aligning priorities across internal teams, identifying great public space champions, capacity building within council and partnerships with industry and or community.

**Evaluation Tool for Public Space and Public Life** means a two-page resource (developed by DPIE and publicly released in October 2020), that helps evaluate the quality of public space and public life. The tool can give a 'before' and 'after' snapshot of the public space. It can identify a public space's positive attributes and areas for improvement. It can measure change throughout the project.

**High streets** means a main street or shopping strip, that is the beating heart of the neighbourhood: where we meet friends, buy daily necessities, people-watch, use services, dine out or have a cup of coffee. They are a source of neighbourhood pride and identity. Sometimes referred to as main streets, they are important to the function of strategic neighbourhood centres. More than just a street for the movement of motor vehicles, these are principal streets providing vitality to the local neighbourhoods.

The High Street is identified as an area with a quantity and combination of local businesses not limited to retailers, businesses services, restaurants, cafes, pharmacies, supermarkets, medical centres, banks, and post offices to meet the daily and weekly needs of the local community.

**High street amenity** means the features that provide safety and comfort for people of all abilities to enjoy easy experiences, stay, play and participate and connect as referenced in 'outputs'

**High street specific parameters** means anything that supports people's safety and comfort that is council owned or managed within the high street in a main street and directly adjacent that is aligned with boosting the local business economy, excluding road surface improvements unless specifically addressing new or improved bicycle lane. NB. If Your High Street location includes Transport for NSW (TfNSW) land, then TfNSW approval in principle must be included in your application.

**Improve local accessibility and connections** means improving access to the high street location for people of all abilities to have quality experience to the high street location through connected and accessible walking, cycling and public transport options. Such as wide footpaths designed and maintained to ensure that it has the highest possible level of accessibility. Quality access improvements to connections should encourage a culture of walking and cycling.

**Increase employment** means improving opportunities for the type and number of hours for local paid work opportunities during project implementation and beyond project delivery completion.

**Increase functionality** means changes that make it easier for the community to connect and access services, also easier for businesses to trade and allow flexible uses of streets as public space.

**Local character** means the character of what makes the neighbourhood distinctive and is the identity of a place. It encompasses the way it looks and feels. It is created by a combination of land, people, the built environment, history, culture and tradition including Aboriginal and non-Aboriginal, and looks at how they interact to make a distinctive character of an area. Local character is distinctive, it differentiates one area apart from another. It includes the sense of belonging a person feels to that place, the way people respond to the atmosphere, how it impacts their mood, their emotional response to that place and the stories that come out of people's relationship with that place. [local character and place guideline 2019 <https://www.planning.nsw.gov.au/-/media/Files/DPE/Guidelines/Local-character-and-place-guideline-2019-05-21.pdf>]

**Outdoor dining** means the use of public space to allow the community to dine outdoors, including additional public space to enjoy takeaway, and extending the services of premises whose main function is for the provision of food and beverages to the public.

**Outputs** means interventions to improve local high street amenity. Examples are listed below but, not limited to (refer to great public spaces guide for further examples to enhance your high street at [www.dpie.nsw.gov.au/\\_data/assets/pdf\\_file/0010/326386/Great-Public-Spaces-Guide.pdf](http://www.dpie.nsw.gov.au/_data/assets/pdf_file/0010/326386/Great-Public-Spaces-Guide.pdf))

- Footpath widening or extensions, and easy crossing points
- Place infrastructure including places to sit, outdoor furniture, public art and clear wayfinding
- Lighting
- Trees/Plants and/or planter boxes
- Smart city approaches
- Lower traffic speeds
- Integration of natural features and ecosystem
- Visual permeability
- Natural surveillance

**Permanent changes** means features and activation that are intended to remain unchanged indefinitely to improve the high street amenity.

**Planning reform** means the Department's work with councils, industry and the community to improve the planning system but shortening time frames, getting rid of blockages and providing more transparency to the community, see [www.planning.nsw.gov.au/Policy-and-Legislation/Planning-reforms/Planning-Reform-Action-Plan](http://www.planning.nsw.gov.au/Policy-and-Legislation/Planning-reforms/Planning-Reform-Action-Plan).

**Project location** means street name, between xx and xx, east, west, south or north and with any connected feature as defined under "High Street specific parameters".

**Public space** means all places publicly owned or of public use, accessible and enjoyable by all for free and without a profit motive. This includes:

- Open spaces: active and passive (parks, gardens, playgrounds, public beaches, riverbanks and waterfronts, outdoor playing fields and courts, bushland)
- Public facilities: libraries, museums, galleries, civic/community centres, showgrounds and indoor public sports facilities
- Streets: streets, avenues and boulevards, squares and plazas, pavements, passages and galleries, and bicycle paths

**Smart city approaches** means embedding sensors and communications technology in high street infrastructure, to capture information on the asset or local environment. The data is analysed to help people and governments to make better, evidence-based decisions about how to improve the productivity, liveability and resilience of cities, towns and communities.

**Strategic centre** also known as a strategic neighbourhood centre, means an area of important economic activity and employment for an LGA that supports a combination and agglomeration of local businesses that meet community and local business needs. They must be identified in council's strategic plans, that could include strategic centres identified in District Plans, Regional Plans, economic development plans or community plans.

## Appendix B: Application Checklist

Council is required to submit the following documentation with their application

1. letter from General Manager with council's commitment to deliver all elements of grant funding request
2. sketch or concept plan
3. high resolution image of project location
4. a minimum of \$20 million insurance
5. project plan
6. budget breakdown
7. risk assessment
8. receipt of necessary approvals available at time of submission
9. if any elements of the project are on a state or regional road then an in-principle written agreement from Transport for NSW must be provided as part of the application, with formal landowner's consent provided prior to funding release.

NB. items 2 and 3 may be used by the Department in media and/or webpage



# Appendix C – Policy Context

## Alignment with NSW Government strategies and policies

Policy Area	Agency	Goals, Strategies and Plans	Description
Premier's Priorities	Department of Planning, Industry and Environment	Premier's Priority 11: Greener Public Spaces	Premier's Priority 11 is a commitment to increase the proportion of homes in urban areas within 10 minutes' walk of quality green, open and public space by 10 percent by 2023.
		Premier's Priority 12: Greening Our City	Premier's Priority 12 aims to increase the tree canopy and green cover across Greater Sydney by planting one million trees by 2022.
Planning	Department of Planning, Industry and Environment	Greater Sydney Metropolitan Plan	The Greater Sydney Region Plan: A Metropolis of Three Cities sets out the spatial planning framework for Sydney.
		District Plans	District Plans are a guide for implementing the Greater Sydney Region Plan at a district level and are a bridge between regional and local planning. They inform local environmental plans, community strategic plans and the assessment of planning proposals. The District Plans also help councils to plan and deliver for growth and change, and to align their local planning strategies to place-based outcomes.
		Regional Plans	NSW Regional Plans set the framework, vision and direction for strategic planning and land use across NSW's regions, as well as plan for the future housing, environmental, infrastructure and community needs.
		COVID Safe Summer Plan	The COVID Safe Summer Plan supports the latest public health orders including practical ideas, case studies, tools, resources and a guide to help keep NSW's public spaces COVID safe.
		Draft Public Spaces Charter	The Draft Public Spaces Charter is a formal statement describing the rights of NSW communities to have access to quality public space and a NSW Government commitment to principles guiding planning, delivery and management of public space.
		24 Hour Economy Strategy	The 24 hour Economy Strategy intends to enhance and develop the night-time economy to realise its social and economic potential.

## Alignment with NSW Government strategies and policies

Policy Area	Agency	Goals, Strategies and Plans	Description
Design		<p>Better Placed: An integrated design policy for NSW Greener Places Guides relating to streets, incl:</p> <p>Aligning Movement and Place Urban Design for Regional NSW</p>	<p>Government Architect NSW has produced policies and a range of guidance, manuals and advisory notes – some relevant guides are listed here.</p> <p>Better Placed sets out the five characteristics of a well-designed built environment – Healthy, Responsive, Integrated, Equitable and Resilient and 7 objectives for assessing good design including Better Fit, Better Performance, Better for People, Better for Community, Better Working, Better Value and Better Look and Feel.</p>
Cultural Infrastructure	Create NSW	Cultural Infrastructure Plan	The Cultural Infrastructure Plan is the NSW Government's strategic framework to support the delivery of cultural infrastructure, including public spaces such as libraries, community centres and museums that facilitate community access to participate in culture.
Transport	Transport for NSW	Future Transport NSW	Future Transport is the long-term strategy for planning transport in NSW until 2056. The Strategy recognises the critical role that transport plays in enabling – or inhibit – successful places.
		Road Safety Plan 2021	The Road Safety Plan 2021 sets out priority areas to address recent increases in the road toll and to move us towards achieving the NSW Government's State Priority Target to reduce fatalities by 30 percent by 2021.
Aboriginal Communities	Aboriginal Affairs	OCHRE Plan	OCHRE aims to support strong Aboriginal communities in which Aboriginal people actively influence and participate fully in social, economic and cultural life.

### Alignment with NSW Government strategies and policies

Policy Area	Agency	Goals, Strategies and Plans	Description
Outdoor Dining	Cross-agency including: <ul style="list-style-type: none"> <li>• NSW Health</li> <li>• Liquor &amp; Gaming NSW</li> <li>• The Office of Local Government</li> <li>• The Office of the Small Business Commissioner</li> <li>• NSW Police</li> <li>• Department of Planning, Industry and Environment</li> <li>• Transport for NSW</li> <li>• NSW Food Authority</li> </ul>	Outdoor Dining Taskforce	This taskforce brings NSW government agencies together to activate the State's outdoor hospitality spaces, making approvals for alfresco dining and drinking easier and faster to get.

### Alignment with NSW local government strategies and policies

Policy Area	Goals, Strategies and Plans	Description
Planning	Community Strategic Plans	The Greater Sydney Region Plan: A Metropolis of Three Cities sets out the spatial planning framework for Sydney.
	Local Strategic Planning Statements	Every Council in NSW will be required to prepare a Local Strategic Planning Statement which sets out the 20-year vision for land use in the local area, the special character and values that are to be preserved and how change will be managed into the future.
	Local Contributions Plan	Councils can levy contributions towards the cost of providing local infrastructure. Contributions plans set out the local infrastructure required to meet the demand from new development, and the contributions a council can levy on developers to fund the necessary land and works. These works include open space, parks, community facilities, local roads, footpaths, stormwater drainage and traffic management.
Sector Plans	Cultural plans	Councils may have developed sector-specific plans designed to support specific policy areas.
	Social plans	
	Sustainability strategies	
	Economic development	





## Draft Mobile Food Vending Policy

	<b>Name</b>	<b>Position</b>	<b>Signature</b>	<b>Date</b>
Responsible Officer				
Authorised By	<b>John Scarce</b>	<b>General Manager</b>		
Date Adopted by Council:				
Minute No:				

November 2020

## 1. **POLICY OBJECTIVE**

To regulate mobile and standing food vendors that display and sell commodities on public or private land.

## 2. **SCOPE**

Council supports the operation of mobile food vendors in the Murrumbidgee Council and encourage diversity in food options.

- The purpose of the Policy is to provide the framework for the operation of mobile food vehicles in the Murrumbidgee Council. The Policy sets out the relevant legislative requirements for safe food handling and preparation practices and establishes the on-street trading parameters. The Policy supplements provisions of the Local Government Act 1993, the Local Government (General) Regulation 2005, the Roads Act 1993, the Roads Regulation 2008, the Food Act 2003, Food Regulation 2015 and the Protection of the Environment Operations Act 1997.

The Policy applies to Council owned roads and other public places within the Murrumbidgee Council.

This Policy does not apply to mobile food vendors who are;

- Trading in accordance with a development consent or the provisions of the State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 on private land
- Trading on public land in accordance with an approved event

## 3. **DEFINITIONS**

**Council** means Murrumbidgee Council

**Vending Vehicle** includes any mobile or stationary vehicle and any adjacent area reasonably used for the purpose of displaying and selling commodities; but excludes service vehicles such as mechanics, carpet cleaning services, gardening services and the delivery of pre-ordered commodities such as pre-ordered meals.

## 4. **COUNCIL POLICY**

### 4.1 Approval

An application for approval to operate a vending vehicle within the Murrumbidgee Local Government Area must be completed by the applicant and submitted to Murrumbidgee Council for approval by the Director of Planning & Environmental Services (or equivalent position) or their nominated delegate.

- 4.2 After the granting of the initial approval to operate a vending vehicle within the Murrumbidgee Local Government Area, subsequent approvals are to be renewed annually with Murrumbidgee Council and will be subject to an application fee. This application should be lodged with Council at least one month prior to the expiry of the previous approval.

- 4.3 An approval to operate a vending vehicle includes approval under the provisions of Section 68 of the Local Government Act 1993 for the purpose of selling of commodities in a public place.
- 4.4 If the vehicle information provided with the initial application changes during the term of this approval, details of the change shall be advised in writing to Council within one week of the variation occurring.
- 4.5 Any vehicle and adjacent areas used for the purpose of displaying and selling commodities without the appropriate approval of Council, and/or not in accordance with this policy, or any license or direction of Council, is prohibited.
- 4.6 A copy of the certificate of approval must be kept with the vehicle at all times and the certificate must be provided on request by an authorised Council Officer.
- 4.7 Should the mobile food stall be based outside of the Murrumbidgee Council, the operator will need to complete the Temporary Food Staff Application Form and provide a copy of a current (within the last 12 months) inspection report from the Council that the vehicle is registered.

#### Inspection of Vehicle

- 4.8 The Council may require the vehicle to be made available for inspection at any reasonable time.
- 4.9 All mobile food vendors should be fully self-contained and not rely on Council to provide power, water or sewer services.

#### Hours of Operation

- 4.10 The hours of operation for the vehicle selling or displaying commodities are limited from 8.00am to 8.30pm daily during Daylight Saving period and from 8.00am to 6.00pm daily during other times of the year. In exceptional circumstances, hours of operation may be varied to the discretion of the Director, Planning & Environmental Services (or equivalent position) or their nominated delegate.

#### Selling Condition

- 4.11 The vehicle shall not operate within 100 meters from any business or premises.
- 4.12 Only the sale of foodstuffs and drinks will be allowed by mobile food vendors. No sale of alcohol, cigarettes or other products from mobile food vehicles will be approved.
- 4.13 The vendor is required to undertake a Food Safety Supervisor Course and keep a visible copy of the certificate in the vehicle at all times.

#### Vehicle Condition

- 4.14** All vehicles permitted under this policy shall be maintained in a clean and safe condition. Vehicles displaying or selling food are to comply with the Food Standards, Australian and New Zealand Food Safety Standards, Food Act 2003 and Roads and Maritime Services registration and rules.
- 4.15** The vending vehicle must not be used for sleeping purposes.
- 4.16** Employees' personal belongings, cleaning equipment, soiled equipment, waste and commodities kept in the vehicle are to be physically separated.

#### Waste Disposal

- 4.17** Suitable garbage receptacles with close-fitting lids must be provided in the vehicle.
- 4.18** When directed, a suitable receptacle must be provided outside the vehicle for placing litter.
- 4.19** All garbage must be removed daily or more frequently when the need arises. Vendor packaging should not be disposed of in Council rubbish bins.
- 4.20** Any waste must be transported to a place that can lawfully be used as a waste facility for that waste. A copy of an appropriate waste management plan must be provided to Council prior to approval.

#### Public Nuisance

- 4.21** The use of the vehicle must not to create an "offensive noise" as defined in the Protection of the Environment Operations Act 1997.
- 4.22** The use of equipment to amplify sounds in or on any public road or public place is prohibited unless prior consent of the Council is obtained. Such applications may be approved with or without conditions.

#### Road Rules

- 4.23** Vehicles permitted under this policy shall not obstruct roadways or footpaths and shall not be driven or parked in such a way that is a hazard to other road users.
- 4.24** A vehicle permitted under this policy will not be exempt from any road rules, traffic and parking regulations or any similar legislation.
- 4.25** Vehicles permitted under this policy shall not be permitted to sell commodities in a demarcated School Zone.
- 4.26** The vendor is not to provide tables or chairs, or other seating or furniture for customer seating.

#### Statutory Approvals

- 4.27** A vehicle permitted under this policy shall comply with all relevant Acts, Regulations and Council Policies and nothing herein shall be taken as the granting of consent under the Environmental Planning and Assessment Act 1979.

## Public Liability

- 4.28** The proprietor must provide Council with a copy of their current Public Liability Policy for not less than \$20 million dollars indemnifying Murrumbidgee Council against any claims that arise from the operation of the vending vehicle.
- 4.29** The proprietor selling commodities to children must provide Council with a copy of their current Public Liability Policy for not less than \$20 million dollars indemnifying Murrumbidgee Council against any claims that arise from the operation of the vending vehicle.

## **5. EXCEPTIONS**

There are no exemptions under the Policy for mobile food vehicles.

**Note:** Section 158(3) of the Local Government Act 1993 requires a Local Approvals Policy to specify the circumstances (if any) in which a person would be exempt from the necessity to obtain a particular approval from Council. To ensure the safety of food for human consumption, there will be no exemptions for compliance with the Policy in relation to mobile food vehicles.

## **6. LEGISLATION**

The following documents are related to the Policy:

- Section 356 of the Local Government Act 1993 (as amended)
- Local Government Act 1993
- Protection of the Environment Operations Act 1997
- Food Act 2003.
- Food Regulation 2015
- Roads Act 1993
- Roads Regulation 2008
- Environmental Planning and Assessment Act 1979

## **7. RELATED DOCUMENTS**

The following documents are related to the Policy:

- Guidelines for Mobile Food Vending Vehicles (available on the NSW Government Authority Food website <http://www.foodauthority.nsw.gov.au/>)
- Office of Local Government Street Vending Control Guidelines

## **8. POLICY REVIEW**

The Policy is a Local Approvals Policy prepared and adopted under Section 158 of the Local Government Act 1993. The Policy will be reviewed every 12 months from the date of commencement.

# Office of Local Government

## Model Code of Conduct Complaints Statistics

Reporting Period: 1 September 2019 - 31 August 2020

**Date Due:** *31 December 2020*

*To assist with the compilation of the Time Series Data Publication it would be appreciated if councils could return this survey by 30 November 2020.*

**Survey return email address:** [codeofconduct@olg.nsw.gov.au](mailto:codeofconduct@olg.nsw.gov.au)

<b>Council Name:</b>	<a href="#">Murrumbidgee Council</a>
----------------------	--------------------------------------

<b>Contact Name:</b>	<a href="#">Sue Mitchell</a>
<b>Contact Phone:</b>	<a href="#">69605504</a>
<b>Contact Position:</b>	<a href="#">Manager Corporate &amp; Community Services</a>
<b>Contact Email:</b>	<a href="mailto:suem@murrumbidgee.nsw.gov.au">suem@murrumbidgee.nsw.gov.au</a>

All responses to be numeric.

**Where there is a zero value, please enter 0.**

Enquiries: Performance Team  
Office of Local Government  
Phone: (02) 4428 4100  
Enquiry email: [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au)

## Model Code of Conduct Complaints Statistics Murrumbidgee Council

### Number of Complaints

1	a	The total number of complaints <b>received</b> in the period about councillors and the General Manager (GM) under the code of conduct	0
	b	The total number of complaints <b>finalised</b> in the period about councillors and the GM under the code of conduct	0

### Overview of Complaints and Cost

2	a	The number of complaints <b>finalised at the outset</b> by alternative means by the GM or Mayor	0
	b	The number of complaints <b>referred to the Office of Local Government (OLG)</b> under a special complaints management arrangement	0
	c	The number of code of conduct complaints <b>referred to a conduct reviewer</b>	0
	d	The number of code of conduct complaints <b>finalised at preliminary assessment</b> by conduct reviewer	0
	e	The number of code of conduct complaints <b>referred back to GM or Mayor</b> for resolution after preliminary assessment by conduct reviewer	0
	f	The number of finalised code of conduct complaints <b>investigated by a conduct reviewer</b>	0
	g	The number of finalised complaints investigated where there was found to be <b>no breach</b>	0
	h	The number of finalised complaints investigated where there was found to be <b>a breach</b>	0
	i	The number of complaints referred by the GM or Mayor <b>to another agency</b> or body such as the ICAC, the NSW Ombudsman, OLG or the Police	0
	j	The number of complaints being investigated that are <b>not yet finalised</b>	0
	k	The <b>total cost</b> of dealing with code of conduct complaints within the period made about councillors and the GM including staff costs	0

### Preliminary Assessment Statistics

3 The number of complaints determined by the conduct reviewer at the preliminary assessment stage by each of the following actions:

- |  |   |
|--|---|
| a To take no action (clause 6.13(a) of the 2018 and 2020 Procedures)   | 0 |
| b To resolve the complaint by alternative and appropriate strategies (clause 6.13(b) of the 2018 and 2020 Procedures)  | 0 |
| c To refer the matter back to the GM or the Mayor, for resolution by alternative and appropriate strategies (clause 6.13(c) of the 2018 and 2020 Procedures) | 0 |
| d To refer the matter to another agency or body such as the ICAC, the NSW Ombudsman, OLG or the Police (clause 6.13(d) of the 2018 and 2020 Procedures)      | 0 |
| e To investigate the matter (clause 6.13(e) of the 2018 and 2020 Procedures)   | 0 |

### Investigation Statistics

4 The number of investigated complaints resulting in a determination that there was **no breach**, in which the following recommendations were made:

- |   |   |
|---|---|
| a That the council revise its policies or procedures  | 0 |
| b That a person or persons undertake training or other education (clause 7.37 of the 2018 Procedures or clause 7.40 of the 2020 Procedures) | 0 |

5 The number of investigated complaints resulting in a determination that there **was a breach** in which the following recommendations were made:

- |   |   |
|---|---|
| a That the council revise any of its policies or procedures (clause 7.36(a) of the 2018 Procedures or clause 7.39 of the 2020 Procedures)   | 0 |
| b In the case of a breach by the GM, that action be taken under the GM's contract for the breach (clause 7.36(h) of the 2018 Procedures or clause 7.37(a) of the 2020 Procedures)   | 0 |
| c In the case of a breach by a councillor, that the councillor be formally censured for the breach under section 440G of the Local Government Act 1993 (clause 7.36(i) of the 2018 Procedures or clause 7.37(b) of the 2020 Procedures)   | 0 |
| d In the case of a breach by a councillor, that the councillor be formally censured for the breach under section 440G of the Local Government Act 1993 and that the matter be referred to OLG for further action (clause 7.36(j) of the 2018 Procedures or clause 7.37(c) of the 2020 Procedures) | 0 |

6 Matter referred or resolved after commencement of an investigation (clause 7.20 of the 2018 or 2020 Procedures)

0
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### Categories of misconduct

7 The number of investigated complaints resulting in a determination that there was a breach with respect to each of the following categories of conduct:

a General conduct (Part 3)

b Non-pecuniary conflict of interest (Part 5)

c Personal benefit (Part 6)

d Relationship between council officials (Part 7)

e Access to information and resources (Part 8)

### Outcome of determinations

8 The number of investigated complaints resulting in a determination that there was a breach in which the council failed to adopt the conduct reviewers recommendation

9 The number of investigated complaints resulting in a determination that there was a breach in which the council's decision was overturned following a review by OLG



# Adverse Event Plan 2020

PREPARED BY THE RIVERINA AND MURRAY JOINT ORGANISATION IN  
CONJUNCTION WITH MURRUMBIDGEE COUNCIL

MURRUMBIDGEE COUNCIL | 35 Jerilderie Street, Jerilderie NSW 2716



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### Test and Review Process:

Council intends to review this Plan every four (4) years, and may review following any:

- activation of any part of the Plan in response to an adverse event
- legislative changes affecting the Plan; and
- exercises conducted to test all or part of the Plan.

The first version of this plan was prepared in 2020 by the Riverina and Murray Joint Organisation (RAMJO) together with key Council staff as an internal document. The intention is that the attachments are utilised as a 'TOOLBOX' and are updated by Council on an as-needs basis.

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## Part 1 – Administration

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### 1.1 Authority

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The Murrumbidgee Council Adverse Event Plan has been prepared by the Riverina and Murray Joint Organisation in conjunction with Council in response to the requirements of the Federal Government's Drought Communities Programme. This plan was endorsed by Council on **date to be advised**.

### 1.2 Purpose

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The purpose of the Murrumbidgee Council Adverse Event Plan is to provide guidance for Council in relation to recovery from adverse events that directly and indirectly affect Murrumbidgee Council and its community. In particular, Local Government plays a critical role in community planning, capacity and resilience building. This document aims to provide a practical approach for how Murrumbidgee Council might undertake recovery tasks within their existing responsibilities from a range of adverse events which might affect their community.

### 1.3 Objectives

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The objectives of this plan are to:

- Identify the roles and responsibilities of Local Government as they relate to adverse event management, particularly recovery.
- Demonstrate a guided pathway to undertake recovery activities across a range of possible adverse events at the Local Government level, including but not limited to:
  - **Natural resource management:** water supply, ground cover, trees, erosion, levee banks, biodiversity
  - **Economic diversification and community resilience:** infrastructure planning, tourism investment, diversifying local industries
  - **Communication and coordination:** how and when to communicate and managing community messaging.
- Formalise the existing mechanisms in place within Murrumbidgee Council to build **community leadership** capability and **community resilience** to adapt and cope with chronic stresses and acute shocks caused by adverse events.
- Identify existing strategies and duties to be undertaken by Council and other relevant stakeholders, in order to prepare for, and recover from, adverse events that affect Murrumbidgee Council.
- Streamline the approach of Council to meet the needs of the community during recovery from adverse events.

## 1.4 What is an Adverse Event? How do we define Recovery?

An adverse event means an event or incident that has a negative impact on the wellbeing of the community. Generally, an adverse event causes serious disruption of the functioning of a community or a society by creating widespread human, material, economic or environmental losses which exceed the ability of the affected community or society to cope using its own resources.<sup>1</sup>

In order to be an adverse event, an occurrence does not need to be declared a disaster by the State. Adverse events may include (but are not limited to):

- **Extreme weather:** heat wave, storms (hail, wind, downpour), drought, tornados
- **Natural:** floods, bushfire, structural fires, earthquake, riverbank collapse
- **Man-made:** power outage, pollution (air), contamination (food, water, soil), chemical spill, terrorism
- **Biological:** pandemic, epidemic, animal and plant disease, insect plague
- **Other:** regulation or policy change impacting one area disproportionately, civil unrest

Disasters are generally declared by the State once an adverse event exceeds the ability for a localised response.

**Disaster** means an occurrence, whether or not due to natural causes, that causes loss of life, injury, distress or danger to persons, or loss of, or damage to, property.<sup>2</sup> Furthermore, the Australian Institute for Disaster Resilience define a **Disaster** as:

*'A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic and environmental losses and impacts.'*

**Disaster recovery** is the coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of **emotional, social, economic and physical well-being**. Measures which support emergency-affected individuals and communities in the reconstruction of the physical infrastructure and restoration of **emotional, economic and physical well-being**.<sup>3</sup>

<sup>1</sup> (Humanitarian Health Action. Definitions: Emergencies, 2020)

<sup>2</sup> (Community Welfare Act 1987 No 52, 2015)

<sup>3</sup> (Australian Institute for Disaster Resilience, 2020)

In terms of adverse event management, there are four (4) recognised stages of managing events: **prevention**, **preparedness**, **response** and **recovery**, also known as the **PPRR**<sup>4</sup> model.

- **Prevention** – actions taken to reduce or eliminate the likelihood of an incident. A risk management plan can help with understanding risks, their drivers, and steps to mitigate the risk.
- **Preparedness** - steps taken before an incident to ensure effective response and enhance the capacity of an agency to manage response and recovery. A business impact analysis is a useful tool in allowing organisations or prepare for likely response and recovery requirements.
- **Response** - contain, control and/or manage the immediate impacts of an incident. Most Councils will have operational plans which detail their obligations in responding to events which fall under the regulatory requirements (e.g. managing road safety by clearing trees, ensuring waste water facilities continue to operate, assisting in the management and recovery of council-owned environmental assets)
- **Recovery** - steps taken to minimise disruption and attempt to assist the community, businesses and government to return to a normalised state and restore wellbeing. This document details actions and steps that Murrumbidgee Council might consider in recovering from an event.

Sourced from the *NSW State Emergency and Rescue Management Act 1989 (SERM Act, Section 5(d))*,<sup>5</sup> the NSW Recovery Plan 2016, defines recovery as ‘...the process of returning an affected community to its proper level of functioning after an emergency’.<sup>6</sup> The plan identifies four community recovery environments; Built, Social, Natural and Economic.

*‘Community recovery is best achieved within a holistic and integrated framework that encompasses the community, the four recovery environments and supports the development of community resilience’.*

*(NSW Government, Resilience NSW, 2016, p. 3)*



<sup>4</sup> (NSW Government, Resilience NSW, 2016)

<sup>5</sup> (State Emergency and Rescue Management Act 1989 No 165)

<sup>6</sup> (NSW Government, Resilience NSW, 2016, p. 3)

## 1.5 Scope of the Murrumbidgee Council Adverse Events Plan

The plan describes the **key strategies and actions at local level** to plan for recovery from adverse events that directly and indirectly affect Murrumbidgee Council and its residents. These events may require action for which Murrumbidgee Council has full or partial responsibility, **or** where responsibility lies with another agency (eg. Rural Fire Service, Area Health Service) that may involve a commitment from Council.

This plan should not be confused with the Council 'Emergency Management Plan' or 'EMPLAN'.<sup>7</sup> The EMPLAN provides Council, Government agencies and emergency services with vitally important information and has been produced in collaboration with our local emergency service leaders. Should you require it, the EMPLAN can be requested from Council, however note that some operational information is kept confidential.

Furthermore, this Adverse Event Plan does not replace the formalised process and framework set out by Resilience NSW in the NSW Recovery Plan<sup>8</sup> to assist Council to recover from a disaster/adverse event. The intention is to provide an overarching document and direction for Council to work with their available resources and recognise what Council can and cannot do for the community.

The intention is to align this plan with the existing Council, State and Commonwealth Government emergency management and disaster recovery information. Council recognises that there are alternative ways to address adverse event recovery planning. As noted above, this plan recognises that actions for adverse event planning and recovery planning can be divided into two streams, however many objectives and actions sit in both stages.

### Vision

*The intention of Murrumbidgee Council via this Adverse Events Plan is to create a platform from which to pivot to enact a timely, accurate and well considered recovery action plan, should the need arise. From this, we intend to enforce our strong rural community mindset and support local economy to ensure a sustainable and prosperous future.*

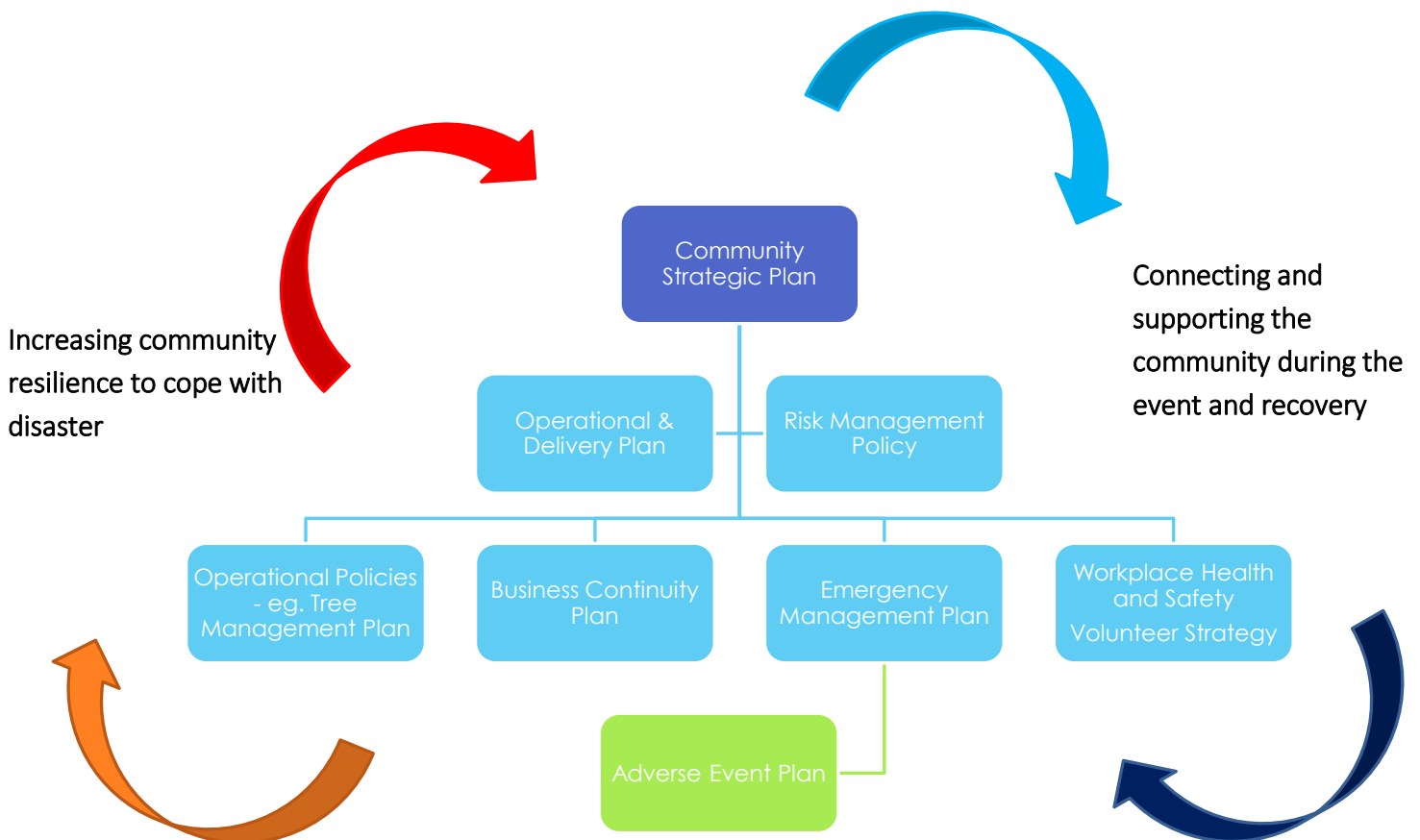
<sup>7</sup> (Riverina Murray Regional Emergency Management Plan, 2019)

<sup>8</sup> (NSW Recovery Plan, 2016)

## 1.6 Adverse Event Plan, Council Community Plans and Policies

This plan shall be considered in conjunction with other relevant plans and policies, including:

- 📍 Community Strategic Plan
- 📍 Operational and Delivery Plans
- 📍 Resourcing Plans
- 📍 Risk Management Policy and Supporting Plan
- 📍 Local/Council Emergency Management Plan
- 📍 Operational Policies including Work, Health and Safety
- 📍 Business Continuity Plan



A comprehensive list of Murrumbidgee Council plans and resources is provided as 'Toolbox B – Council Plans'. The elements of preparedness and prevention are covered in many areas of emergency management. From a Council point of view, tools such as planning regulations, business continuity plans and risk management plans consider and make arrangements for prevention and preparedness. In terms of response, the activity is under the remit of the Regional / Local Emergency Planning Committee – where the Council is represented via the LEMO. Therefore, the focus of this plan is on recovery, and how it fits in with council leadership and operations.

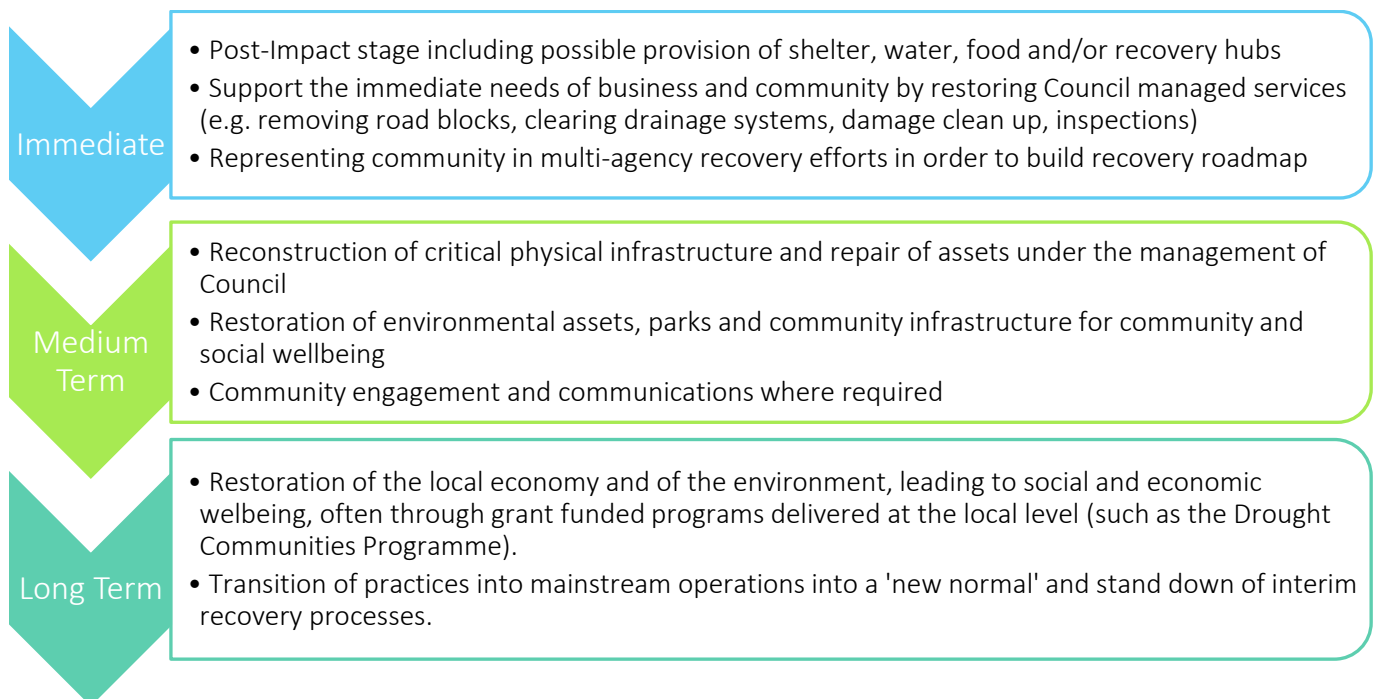


## Part 2 – Recovery

### 2.1 Stages of Recovery

Recovery operations cannot always be planned in advance, and are not always able to be executed in a linear fashion. Recovery responsibilities are also often multi-faceted, with multiple parties responsible for their execution. This is further complicated depending on the type of recovery: immediate / short term, medium term recovery, and long term recovery. Depending on the type of adverse event, and the impact at the local level, there are varying levels of tasks which Murrumbidgee Council may need to consider in collaboration with their Local Emergency Management Committee and leading response and recovery agencies, as specified in the supporting Emergency Management Plans.

From a Local Government point of view, in some instances the initial recovery action relates to understanding the local landscape and representing the needs of the community, both in the response and early recovery stages. The types of recovery tasks then differ depending on the event, and Murrumbidgee Council considers the following actions, depending on the stage of recovery, may be required:



In the case of drought, for example, it can often be difficult to pinpoint a time or individual incident where a response or recovery phase may commence. Indeed, the longer, slow developing adverse events certainly require a level of long term commitment and a decisive action to lead the community through recovery. It is also often unclear when a disaster is not declared, who is responsible for managing the recovery.

Recovery takes places in two stages of the PPRR model, in both Preparedness and in Recovery. The two streams of recovery look very different, with one being process and planning related, and the other operational (albeit, during a response mode).



## Preparedness

- Local Planning and Development
- Environmental Management (flood planning, biodiversity, crown lands, trees)
- Business Continuity Planning
- Training and operational capacity
- Identification of hazards, risks and operational capacity gaps
- Infrastructure planning, mitigation and asset management plans
- Information management



## Recovery

- Normal roles and responsibilities in a recovery context (specific actions in **Toobox C**)
- Local knowledge application in a recovery context
- Localised two-way communications (both to and from the community)
- Resource and information sharing via LEMCs
- Business and industry specific needs, e.g. infrastructure repair

Councils, particularly in more rural and regional areas, are not always equipped with resources, staff, machinery and funding to manage a recovery process alone. A well planned and executed recovery process often requires additional resources from the State or Commonwealth Government.<sup>9</sup>

***'All states have delegated to local governments significant responsibilities for aspects of managing natural disasters.'***

***However, the capability and capacity of local governments to do this work appears to depend on their relative size and the resources available to them and varies across Australia.***

***Notwithstanding this delegation, we would expect state governments to ensure that they retain oversight and understanding of the capabilities and capacity of local government to perform these responsibilities, and to provide support as necessary.'***

(Royal Commission into National Natural Disaster Arrangements - Interim Observations, 2020, p. 6)

A list of Council recovery focussed actions can be found as Toolbox C - Actions which could be enacted both within existing Council resources, and also with additional funding or staff should adverse event recovery process be required.

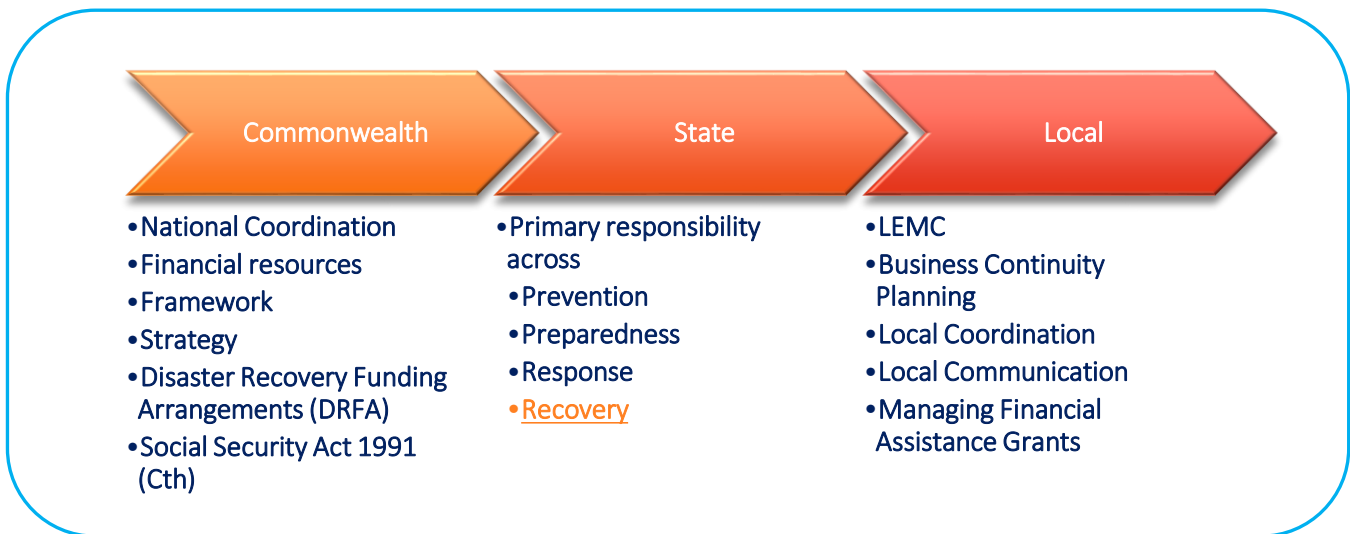
<sup>9</sup> (Royal Commission into National Natural Disaster Arrangements, 2020)

## Part 3 – Roles and Responsibilities

### 3.1 Role of Various Levels of Government in Recovery

The roles of various levels of Government in national emergency and disaster response are well established with national coordination and planning in place. The *2011 National Strategy for Disaster Resilience*<sup>10</sup> and the 2017 Australian Government Crisis Management Framework (AGCMF)<sup>11</sup> set out overarching strategy and decision making framework for all kinds of crises events including the above **prevention, preparedness, response, recovery** model utilised by the NSW state government.

#### Primary Roles of Government in Recovery



#### Commonwealth Government

A recent (April 2020) assessment by the Department of Parliamentary Services stated ‘Each Australian state and territory has generic emergency and **disaster response legislation which authorises officials to declare emergencies in a variety of circumstances and make orders to deal with an emergency**. The Australian Government does not have specific legislative power to deal with emergencies and has not enacted equivalent generic legislation’.<sup>12</sup>

Furthermore, the Department of Parliamentary Services stated ‘Under Australia’s federal system, with different powers residing in state, territory and Australian governments, **cooperative arrangements to deal with civil emergencies are not only desirable, but necessary, because no single government has the capacity or the authority to deal with all aspects of large emergencies**’. The state and territory governments have broader legislative and executive powers and the Australian Government has significantly more financial resources and capacity for coordination’.<sup>13</sup>

<sup>10</sup> (Australia's National Strategy for Disaster Resilience, 2011)

<sup>11</sup> (National emergency and disaster response arrangements in Australia: a quick guide, 2020, p. 3)

<sup>12</sup> (National emergency and disaster response arrangements in Australia: a quick guide, 2020, p. 3)

<sup>13</sup> (National emergency and disaster response arrangements in Australia: a quick guide, 2020, p. 3)

## State Government

States and territories are the first responders to any incident that occurs within their jurisdiction. According to the Australian Government Crisis Management Framework (AGCMF):

States and territories have primary responsibility for the protection of life, property and the environment within the bounds of their jurisdiction. They control most functions essential for effective crisis prevention, preparedness, response and recovery. However, where crises involve actual or potential national consequences there may be a need for high level collaboration and coordination within and across all levels of government.<sup>14</sup>

Under the *NSW State Emergency and Rescue Management Act 1989*, there are varying levels of management and responsibility, from state to regional and local. The appropriate committees, have supporting risk assessments, plans, committees and officers to support them.

### Structure of Varying Levels of Emergency Management in NSW



It is the role of the Local Emergency Management Officer which is held by a Council representative where the link between response and recovery activities are generally coordinated. This Adverse Event Plan is not a substitute for any of the formalised arrangements relating to response which are dictated in the relevant plans above. The NSW State Government Department Resilience NSW has produced a **Community Recovery Toolkit**<sup>15</sup> to assist local councils and agencies involved in the provision of recovery services following a disaster. The Toolkit is made up of a series of guidelines that provide information and templates that can be tailored to a recovery operation. The information aims to establish guidelines for recovery management and raise awareness of the likely issues that will arise.

### COUNCIL ADVERSE EVENT PLAN TOOLBOX

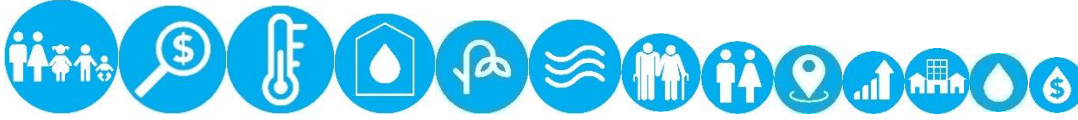
*A list of State and Commonwealth resources are provided as:  
'Toolbox A - Resources'*

<sup>14</sup> (National emergency and disaster response arrangements in Australia: a quick guide, 2020)

<sup>15</sup> (Guidelines, Legislation and Policies; Community Recovery Toolkit, 2019)

## Local Government

Within the Resilience NSW Recovery Plan 2016,<sup>16</sup> the role of Local Government is explained as follows:



### Local Government

- 📍 plays a key role in managing local recovery, providing services and assistance to the community and advice to State Government.
- 📍 chairs the Local Recovery Committee, when a Recovery Coordinator is not appointed.
- 📍 provides Executive Support to the Local or Regional Recovery Committee.
- 📍 provides the Recovery Centre Manager and Administrative Support to the Recovery Centre, where established.
- 📍 provides expertise and local knowledge to inform the Local Recovery Committee.



There are a range of strategic and long term issues in reducing disaster risk and managing recovery which require strong collaboration between communities, emergency management agencies and Council. The ongoing Integrated Planning and Reporting (IP&R) process that Council already provides for the collaboration on the management of disaster related risks and identifies the responsibilities of each relevant agency.

The IP&R process is particularly important in the development of long term planning outcomes and strategies, and in the identification of key partners, for example; the Community Strategic Plan.

(Australian Disaster Resilience Handbook 2, Community Recovery, 2018, p. 54)<sup>17</sup>

This Adverse Events Plan aims to identify likely community impacts and provides supporting tools for Councils to develop an individual recovery action plan which can be relevant to a particular event.

<sup>16</sup> (NSW Recovery Plan, 2016, p. 13)

<sup>17</sup> (Australian Disaster Resilience Handbook 2, Community Recovery, 2018)

## 3.2 Likely Community Impacts

### Social

Social wellbeing indicators could include:

- Wealth
- Employment
- Amenity
- Health
- Social issues
- Social belonging
- Recreation and leisure

### Built Environment

Built environment impacts that may require Local Government focussed recovery:

- Loss of essential services: power, water, food, fuel, sewerage, gas, communications, internet
- Loss of community infrastructure; for example, public buildings, schools, hospitals, iconic buildings
- Loss/damage/disruption of transport services (for example, roads, air, marine and rail transport infrastructure, facilities and assets), which in turn impacts the movement of people and goods
- Loss of property (residential, rural, industrial, public)
- Subsequent changes to planning and building regulations or planning scheme overlays as a consequence of the disaster

### Economic

The effects of disaster on the economic environment can be classified in terms of direct and indirect impacts— that is, those that are tangible and can normally have a dollar value easily assigned, and those that are intangible.

Impacts on the economic environment may include:

- Loss of personal income
- Damage to business premises
- Loss of tourism activities
- Loss of workforce
- Loss of productive land

### Environmental

Examples include air quality, water quality, land degradation and contamination and impacts on national parks and cultural and heritage sites.

Impacts on the natural environment that have flow-on effects to the community may occur in relation to:

- Air
- Water
- Land and soil
- Plants and animals

### COUNCIL ADVERSE EVENT PLAN TOOLBOX

*A list of existing Council plans and strategies relating to Emergency Management, Strategic Planning and Business Continuity are provided as:  
'Toolbox B – Council Plans'*

## 3.3 What types of recovery work might Murrumbidgee Council undertake?

There are many roles that Councils may have in the recovery phase of an adverse event, the following are capabilities which Council should consider:

<p><b>Local Information and Communication</b></p> <p>Situational awareness together with information must be coordinated into communications accessible and appropriate for the needs of community.</p> <p>This includes mechanisms for sharing timely information from appropriate agencies, and systems of data interpretation (including geospatial information systems) in order for Council to make evidence / data based decisions.</p>	<p><b>Built Environment &amp; Infrastructure Recovery</b></p> <p>The ability to restore and stabilise community and Council infrastructure, utilities and services including but not limited to:</p> <ul style="list-style-type: none"> <li>+ reconstruction or repair of Council assets</li> <li>+ maintaining business-as-usual activities in non-affected areas</li> <li>+ enabling effective response and recovery efforts</li> <li>+ restoring business-as-usual services to affected areas.</li> </ul>	<p><b>Social Recovery</b></p> <p>The ability to provide assistance and access to services that allows individuals, families and communities to achieve an effective level of functioning after an emergency event.</p> <p>This includes safety, security, shelter, and re-establishment of Council managed elements of society necessary for well-being.</p>
<p><b>Natural Environment Recovery</b></p> <p>The ability to return Council managed natural environment, including but not limited to water, air, land, soil, plants and animals, back to an effective and safe level.</p>	<p><b>Business Continuity Planning</b></p> <p>A plan and supporting procedures and information that is developed and formulated to ensure that Council is able to resume critical business activities should an event occur.</p>	<p><b>Community Planning</b></p> <p>The ability to collaboratively plan for response and recovery through partnering with the community, and building capacity for local plan implementation and recovery management.</p> <p>It encompasses empowerment of local leaders and stakeholders to improve recovery and resilience outcomes for individuals and the communities.</p>

(Australian Disaster Preparedness Framework, 2018, pp. 11-13)<sup>18</sup>

An “all events” recovery plan is not possible, in that it cannot be known which assets, environs or economies will be impacted at any one time. However, a series of actions relating to predetermined responsibilities and likely community focussed recovery options has been drafted in Toolbox C.

### COUNCIL ADVERSE EVENT PLAN TOOLBOX

*A list of actions Council may consider implementing are provided as:  
'Toolbox C – Actions'*

## Part 4 – Murrumbidgee Council Communication and Coordination

### 4.1 Communication and Coordination

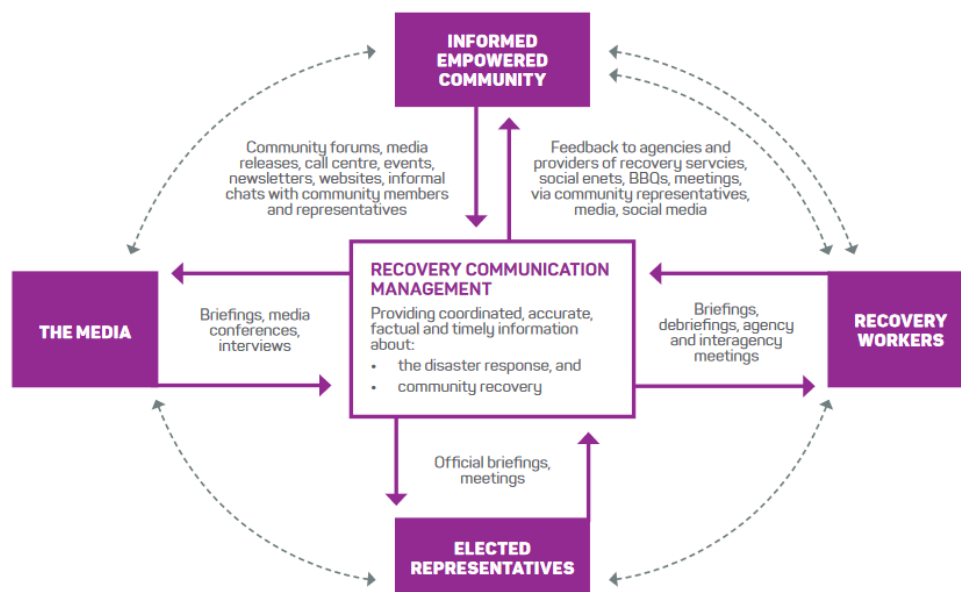
Communication in relation to any adverse events shall be in accordance with Council’s media policy and Communication Plan. Communication plays a critical role in empowering community lead recovery.

Communications should:

- 📍 begin as early as possible in an emergency or adverse event
- 📍 include an event-specific website and/or other medium that show all available information and is updated regularly
- 📍 specifically address the needs and concerns of local communities
- 📍 be expressed in clear, consistent, plain English
- 📍 be tailored to local communities and delivered to the various groups within communities
- 📍 be provided in easy to understand formats with the aid of visual comparisons
- 📍 include practical information and advice

(Australian Disaster Resilience Handbook 2, Community Recovery, 2018, p. 46)<sup>19</sup>

Council will use a variety of communication media to provide the community with relevant information in relation to adverse events including print, radio and social media. A well informed community is a critical aspect in terms of Council managing expectations of timeframes, costs and impacts along the road to recovery. The diagram below demonstrates the relationship of stakeholders and information flow necessary during the recovery phase.



<sup>19</sup> (Australian Disaster Resilience Handbook 2, Community Recovery, 2018)



## Communication Mediums

Facebook



@MRMbge

ABC Radio



Twitter



@MurrumbidgeeC



murrumbidgee.nsw.gov.au

Local Newspaper

Local TV Station

## Smart Phone Apps<sup>20</sup>

Fires Near Me



SES FloodSafe &  
StormSafe



NSW Live Traffic



*COUNCIL ADVERSE EVENT PLAN TOOLBOX  
A generic communication tool from Resilience NSW is provided as  
'Toolbox D - Communication Tool'*

<sup>20</sup> (Resilience NSW, Smart Phone Apps, 2017)

## Part 5 – Community and Regional Context

### 5.1 About Murrumbidgee Council

population



geography



Industry



Built assets



Natural



Community



Detailed community information can be found in the Council Local EMP Plan or  
Council Website or Community Profile ID

## 5.2 Regional Context



Source: Riverina and Murray Joint Organisation (RAMJO)

Murrumbidgee Council is one of 11 Councils that make up the Riverina and Murray Joint Organisation.

Regional context is important to take into consideration because our neighbors are likely also experiencing the same things we are. The ability to tap into each other's resources and ideas is an essential to creating resilience and coordinating recovery from an adverse event.

The impact of drought is an on-going adverse event that has severely impacted many of the communities represented here.

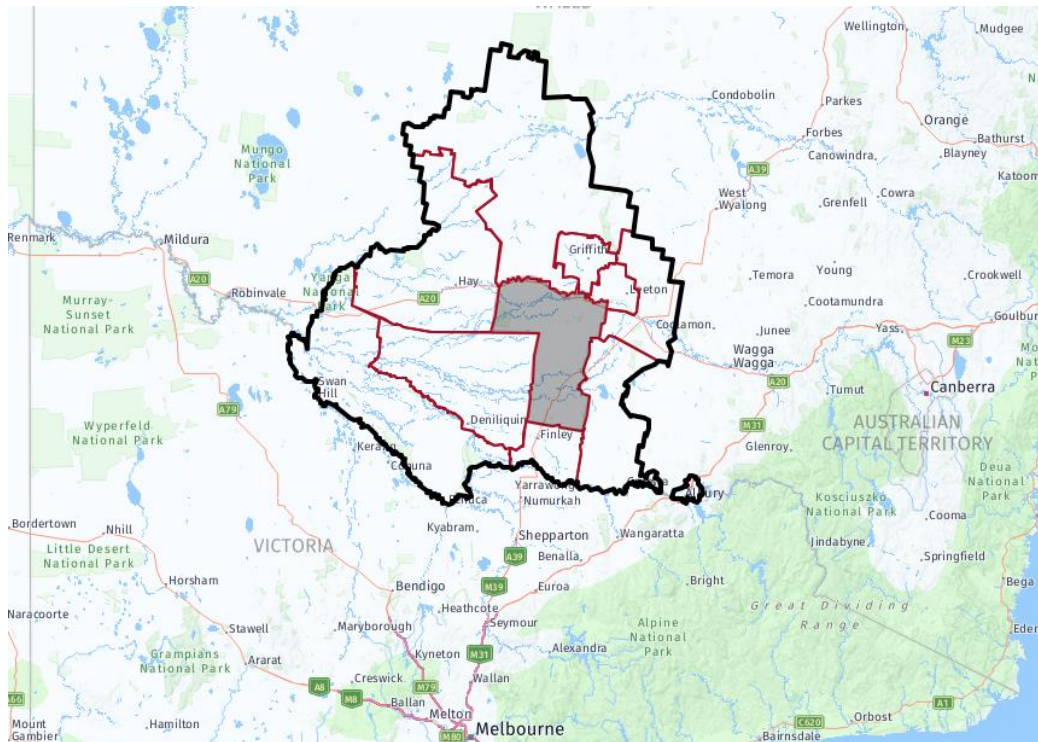
## 5.3 Cross Border Considerations

Communications interoperability and coordination of recovery activities are a fundamental challenge to all emergency response agencies, but border regions face additional technical, operational and legal obstacles. Due to our proximity of the NSW/VIC border the Murrumbidgee Council makes up part of the NSW/VIC cross border community. This proximity offers an increased level of complexity when managing responsibility and authority of agencies in the coordination of recovery. From a border community perspective, state boundaries are often insignificant in the day-to-day lives of these individuals, with residents regularly crossing the border for employment, education, health and recreation purposes.

On a State-by-State basis, there is no formal mechanism for cross border management of recovery at the local or State level. Therefore, in the context of Murrumbidgee Council, the following options **could** be considered:

- Create an informal "Recovery Communications Tree", to call upon in terms of recovery, and depending on the adverse events, including:
  - 📍 Neighbouring Councils (including cross border)
  - 📍 Local Community Groups (Lions, Rotary, CWA, sporting groups)
  - 📍 Local business and industry support groups (Business Chambers, Chamber of Commerce, Industry Groups)
  - 📍 Where relevant, State and Commonwealth Government entities at the regional level, in conjunction with the LEMC

- Create a cross border recovery committee on an ‘as needs’ basis, depending on the affected communities, and coordinated by a lead Council. The committee would appoint a chair and maintain outcome focussed actions, and could also advocate for funding in relation to recovery.
- Undertake identified training opportunities to establish networks and build knowledge cross border and with surrounding communities.
- Consider developing a ‘resource sharing plan’ and a supporting Memorandum of Understanding, to consider sharing heavy machinery, skilled staff, IT and other resources to act cohesively during an adverse event which could impact cross border communities.



Map Source: <https://profile.id.com.au/ramjo/about?WebID=190>

***‘Coordination and resource sharing between local governments often rely on regional arrangements and, in some cases, informal understandings.***

***Current processes to facilitate sharing resources between local governments during natural disasters appear beneficial, and warrant greater support.’***

**(Royal Commission into National Natural Disaster Arrangements - Interim Observations, 2020, p. 7)**

## Part 6 – Action and Delivery

### 6.1 Summary





Adverse events affect businesses and community wellbeing.<sup>21</sup> In Murrumbidgee Council region, this includes impacts to the productivity and profitability of agricultural industry and secondary employment, tourism, environment, transport, essential services and community psychosocial wellbeing.

Local Government is the level of government with the closest relationship to community, and the strongest knowledge of the impacts and possible needs. The Murrumbidgee Council Adverse Event Plan is intended to assist the Council to build an event specific roadmap towards recovery.

The first step in a Local Government led recovery phase is to develop a task-oriented **community recovery action plan** to detail priorities, resources allocation and timeframes to return the community to normality. This should be done via the appropriate level committee and should be dynamic, depending on the event and its impact. It should also include local leaders, groups and other stakeholders where possible. A recovery action plan should provide operational actions required to facilitate a successful recovery at all levels.<sup>22</sup>

The support of Federal and State Governments is essential to this process, as Local Councils do not have the capacity to respond to the full extent required to prepare their communities for future adverse events.

The supporting toolboxes will enable xx Council to undertake this task in a dynamic, timely manner, and importantly, identifies where additional State and Commonwealth Government resources would be required:

-  Toolbox A: Resources
-  Toolbox B: Council Resources
-  Toolbox C: Actions
-  Toolbox D: Communication Tool

<sup>21</sup> (Australian Government Drought Response, Resilience and Preparedness Plan, 2019)

<sup>22</sup> (Royal Commission into National Natural Disaster Arrangements, 2020)

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## Acronyms

LEMC - Local Emergency Management Committee

RAMJO – Riverina and Murray Joint Organisation

# Resources | Toolbox A

## Helping Council staff to find existing State and Commonwealth Resources

Department	Publication	Intent/Information	Website	Emergency Management Framework Phases that apply
Resilience NSW (Emergency NSW)	Community Recovery Toolkit	The Community Recovery Toolkit has been developed to assist local councils and agencies involved in the provision of recovery services following a disaster.	<a href="https://www.emergency.nsw.gov.au/Pages/publications/guidelines-legislation-policies/recovery/community-recovery-toolkit.aspx">https://www.emergency.nsw.gov.au/Pages/publications/guidelines-legislation-policies/recovery/community-recovery-toolkit.aspx</a>	Recovery
Resilience NSW (Emergency NSW)	Riverina Murray EMPLAN Emergency Management Plan March 2019	Details arrangements for, prevention of, preparation for, response to and recovery from emergencies within the Emergency Management Region covered by this plan.	<a href="https://www.emergency.nsw.gov.au/Pages/about-us/emergency-management-regions/riverina-murray.aspx">https://www.emergency.nsw.gov.au/Pages/about-us/emergency-management-regions/riverina-murray.aspx</a> <a href="https://www.emergency.nsw.gov.au/Documents/plans/regional/Regional-Riverina_Murray_REMPPLAN.pdf">https://www.emergency.nsw.gov.au/Documents/plans/regional/Regional-Riverina_Murray_REMPPLAN.pdf</a>	Prevention Preparedness Response Recovery
NSW Office of Emergency Management, Department of Justice	NSW Recovery Plan November 2016	The New South Wales (NSW) Recovery Plan provides a framework for recovery operations that can be tailored to support the affected community, taking into account the specific circumstances of each disaster or emergency	<a href="https://www.emergency.nsw.gov.au/Documents/plans/supporting-plans/Supporting-Plan-Recovery-2016.pdf">https://www.emergency.nsw.gov.au/Documents/plans/supporting-plans/Supporting-Plan-Recovery-2016.pdf</a>	Recovery
NSW Office of Emergency Management, Department of Justice	Emergency Management Arrangements for NSW January 2016 Version 1.3	Provides information on the arrangements of Emergency Management Arrangements for New South Wales	<a href="https://www.emergency.nsw.gov.au/Documents/publications/Emergency-Management-Arrangements-For-NSW.pdf">https://www.emergency.nsw.gov.au/Documents/publications/Emergency-Management-Arrangements-For-NSW.pdf</a>	Prevention Preparedness Response Recovery

# Resources | Toolbox A

## Helping Council staff to find existing State and Commonwealth Resources

<p>NSW Office of Emergency Management, Department of Justice</p>	<p><b>NSW State Emergency Management Plan December 2018</b></p>	<p>The State Emergency Management Plan (EMPLAN) describes the New South Wales approach to emergency management, the governance and coordination arrangements and roles and responsibilities of agencies.</p>	<p><a href="https://www.emergency.nsw.gov.au/Documents/publications/20181207-NSW-state-emergency-management-plan.pdf">https://www.emergency.nsw.gov.au/Documents/publications/20181207-NSW-state-emergency-management-plan.pdf</a></p>	<p>Prevention Preparedness Response Recovery</p>
<p>NSW Department of Primary Industries</p>	<p><b>Drought Recovery Guide Fourth Edition – Feb 2020</b></p>	<p>Practical guide and advice for farmers and regional communities</p>	<p><a href="https://www.dpi.nsw.gov.au/climate-and-emergencies/drought-recovery/drought-recovery-guide">https://www.dpi.nsw.gov.au/climate-and-emergencies/drought-recovery/drought-recovery-guide</a> <a href="http://www.droughthub.nsw.gov.au">www.droughthub.nsw.gov.au</a></p>	<p>Preparedness Recovery</p>
<p>NSW Parliament</p>	<p><b>Community Welfare Act 1987 No 52</b></p>	<p>Legislation</p>	<p><a href="https://legacy.legislation.nsw.gov.au/~pdf/view/act/1989/164/whole">https://legacy.legislation.nsw.gov.au/~pdf/view/act/1989/164/whole</a></p>	
<p>VIC Emergency</p>	<p><b>Victorian Emergency Management Software</b></p>	<p>Software</p>	<p><a href="https://emergency.vic.gov.au/respond/">https://emergency.vic.gov.au/respond/</a></p>	<p>Response</p>
<p>NSW Office of Local Government</p>	<p><b>Councillor Induction and Professional Development Guidelines</b></p>	<p>Amendments made to the Local Government Act 1993 in August 2016 saw the inclusion in the prescribed role of councillors under section 232 a responsibility “to make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor.</p>	<p><a href="https://www.olg.nsw.gov.au/councils/councillors/councillor-induction-and-professional-development-guidelines/">https://www.olg.nsw.gov.au/councils/councillors/councillor-induction-and-professional-development-guidelines/</a></p>	<p>Preparedness</p>
<p>Commonwealth Department of Infrastructure, Transport, Regional Development &amp; Communications</p>	<p><b>Drought Communities Programme</b></p>	<p>The Drought Communities Programme (DCP) supports communities in the most drought-affected regions of Australia.</p>	<p><a href="https://www.regional.gov.au/regional/programs/drought-communities.aspx">https://www.regional.gov.au/regional/programs/drought-communities.aspx</a></p>	<p>Preparedness Response Recovery</p>



# Resources | Toolbox A

## Helping Council staff to find existing State and Commonwealth Resources

<p>Australian Institute for Disaster Resilience</p>	<p>Australian Emergency Management Arrangements 2019</p>	<p>Australian Disaster Resilience Handbook Collection</p>	<p><a href="https://www.aidr.org.au/media/1764/aidr_handbookcollection_australian-emergency-management-arrangement_web_2019-08-22_v11.pdf">https://www.aidr.org.au/media/1764/aidr_handbookcollection_australian-emergency-management-arrangement_web_2019-08-22_v11.pdf</a></p>	<p>Prevention</p> <p>Preparedness</p> <p>Response</p> <p>Recovery</p>
<p>Australian Institute for Disaster Resilience</p>	<p>Community Recovery Handbook 2</p>	<p>This handbook aims to provide a comprehensive guide to community recovery in Australia. It is intended for use by planners, managers and those involved in working with communities to design and deliver recovery processes, services, programs and activities</p>	<p><a href="https://knowledge.aidr.org.au/resources/handbook-community-recovery/">https://knowledge.aidr.org.au/resources/handbook-community-recovery/</a> <a href="https://knowledge.aidr.org.au/media/5634/community-recovery-handbook.pdf">https://knowledge.aidr.org.au/media/5634/community-recovery-handbook.pdf</a></p>	<p>Preparedness</p> <p>Recovery</p>
<p>Commonwealth Department of Home Affairs</p>	<p>Emergency Management</p>	<p>Home Affairs lead the Australian Government disaster and emergency management response. Home Affairs work to build a disaster resilient Australia that prevents, prepares, responds and recovers from disasters and emergencies.</p>	<p><a href="https://www.homeaffairs.gov.au/about-us/our-portfolios/emergency-management">https://www.homeaffairs.gov.au/about-us/our-portfolios/emergency-management</a></p>	<p>Prevention</p> <p>Preparedness</p> <p>Response</p> <p>Recovery</p>
<p>Commonwealth Department of Home Affairs</p>	<p>COMDISPLAN 2017 Australian Government Disaster Response Plan</p>	<p>COMDISPLAN outlines the coordination arrangements for the provision of Australian Government non-financial assistance in the event of a disaster or emergency within Australia or its offshore territories.</p>	<p><a href="https://www.homeaffairs.gov.au/emergency/files/plan-disaster-response.pdf">https://www.homeaffairs.gov.au/emergency/files/plan-disaster-response.pdf</a></p>	<p>Preparedness</p> <p>Response</p> <p>Recovery</p>

# Resources | Toolbox A

Helping Council staff to find existing State and Commonwealth Resources

Add another resource

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Prevention

Preparedness

Response

Recovery

TOOLBOX A

Local Emergency Plan	Risk, Hazard & Asset Management	Employee related	Community related	Community Engagement & Communications	Strategic & Operational Plans	Fiscal and Governance
Murrumbidgee Local EMPLAN Local Sub Plans	Risk Management Road Risks Risk Management Asset Management Plans & Policy Backflow Prevention Policy Drinking Water Quality Policy Enterprise Risk Management Policy Liquid Trade Waste Policy Road Risk Management Policy Stormwater Risk Management Policy	Workforce Management Strategy Work Health & Safety Policy Personal Protective Equipment Policy Staff Education and Training Policy	Community & Festival Events Policy COVID-19 Financial Hardship Policy Rates and Charges Hardship Policy Disability Inclusion Action Plan 2017 - 2021	Media & Communications Policy	Community Strategic Plan 2017 - 2027 Community Participation Plan Operational Plan & delivery Program 2020-24 Local Strategic Planning Statement Asset Management Strategy Darlington Point Township Structure Plan	Annual Reports Economic Development Strategy Long Term Financial Plan

[https://www.murrumbidgee.nsw.gov.au/cp\\_themes/default/page.asp?p=DOC-VAA-46-31-12](https://www.murrumbidgee.nsw.gov.au/cp_themes/default/page.asp?p=DOC-VAA-46-31-12)

# Adverse Event Actions | Toolbox C

Linking existing Council work and resources (& recognition of funding and resource gaps)

'Council Adverse Event Plan: Toolbox C – Adverse Event Actions' identifies key objectives for Murrumbidgee Council to prepare for and action prior to an adverse event and during the response and recovery phases of an adverse event.

The table format has been adapted from the Resilience NSW Framework (Refer Council Adverse Event Plan Toolbox A - Resources).

**THE MURRUMBIDGEE COUNCIL ADVERSE EVENT PLAN SHOULD BE UTILISED WITH REFERENCE TO:**





# Adverse Event Actions | Toolbox C

## Linking existing Council work and resources (& recognition of funding and resource gaps)

<p><b>Existing Focus:</b> Regional and Cross Border Connections</p> <p>Cooperating and Collaborating with Other Council to Achieve a Strong Voice in Regional Arenas</p>	<p><b>Strengthen Regional Relationships</b></p> <p>Create formal MOU's with neighbouring Councils for use during adverse events. (eg. Sharing of plant/equipment, human resources).</p>	<p>Support the strong connection with the Riverina and Murray Joint Organisation and Member Councils, <b>Cross Border Councils</b> and neighbouring Councils.</p>	<p>On-going and longer term commitment to the Membership of the Joint Organisation</p> <p>On-going commitment to regional working groups.</p>	<p>Councillors/General Managers</p> <p>RAMJO Sub-Committees</p> <p>Council Staff</p> <p><b>Cross Border Committees</b></p>	<p>On-going</p> <p>On-going</p>	<p><b>Preparedness</b></p> <p><b>Response</b></p> <p><b>Recovery</b></p>
<p><b>Existing Focus:</b> Communities, farmers, industry, government and non-government agencies</p> <p>A community that is safe to live in and move about</p>	<p>Inform communities, farmers, industry, government and non-government agencies</p> <p>For all parties:</p> <ol style="list-style-type: none"> <li>To be prepared to</li> <li>To find (or provide) relevant, accurate and time sensitive information</li> <li>To be supported (or provide support) in recovery</li> </ol>	<p>Promote the education of emergency management within the community through an on-going and planned education program.</p> <p>Promote the delivery of local project, programs and services to the community through a range of media sources, particularly through social media</p> <p>Connect local people to relevant services through the <b>Murrumbidgee Community Centre/Library/Council Office</b> and provide contact details for relevant organisation and service details through Councils social media and website</p>	<p><b>Council EMPLAN</b></p> <p><b>Council Communication &amp; Emergency management team members</b></p> <p><b>Council Media and Communication Policies</b></p> <p><b>Existing Council media and communications staff to be involved in collation of information for release (and sharing).</b></p>	<p>Council Staff</p> <p>(&amp; Community Centre Staff/Volunteers)</p>	<p>On-going</p> <p>On-going</p>	<p><b>Preparedness</b></p> <p><b>Response</b></p> <p><b>Recovery</b></p>

# Adverse Event Actions | Toolbox C

## Linking existing Council work and resources (& recognition of funding and resource gaps)

<p><b>Future Funding Reliant</b> Focus: Building Community Capacity</p>	<p>Build community capacity and skills to increase resilience during adverse events</p>	<p>Support capacity and resilience of individuals to support others through mental health training and counselling services</p>	<p>External funding for training and education programs. Additional funding for administrative FTE to review available opportunities to work with existing providers.</p>	<p>Council Staff</p>	<p>Funding dependant for gap analysis and new training.</p>	<p>Training gap analysis and new training requires external funding.</p>	<p><b>Preparedness</b></p> <p><b>Response</b></p> <p><b>Recovery</b></p>
<p><b>Building and Supporting a Diverse Community</b></p>	<p>Increase employment opportunities within the Murrumbidgee Council region</p>	<p>Identify existing linkages with local business and opportunities for shared resources (including secondment opportunities within State or Commonwealth Government agencies).</p>	<p>Murrumbidgee Community Strategic Plan – 2011-2027  Workforce Management Plan</p>	<p>Council Staff Grant funded project staff</p>	<p>Funding and resource dependant</p>	<p>Funding and resource dependant</p>	<p><b>Prevention</b></p> <p><b>Preparedness</b></p> <p><b>Response</b></p> <p><b>Recovery</b></p>

Built   Infrastructure & Asset Resource Management:							
Council Community Strategic Plan and/or Council Policy Focus	Objective <small>[What recovery /resilience objective do you want to achieve]</small>	Actions Needed <small>[List the steps needed to achieve the recovery/resilience objective.]</small>	Resources Needed <small>[List the resources needed e.g. staff, service providers, assets, materials]</small>	Actioned by <small>[Assign an agency to each task]</small>	Timeframe <small>[Day/Monthly/Year]</small>	Status <small>[Describe the status of the recovery/resilience steps and objective]</small>	Emergency Management Framework Phases that apply
Existing Focus: Business as Usual & Business Continuity Planning  Maintaining and Improving Transport Infrastructure	The roads, assets and resources owned by Council are well maintained to mitigate damage and manage the impacts of adverse events on facilities	Continue to source funding for upgrading and maintaining Council facilities including roads, bridges, water infrastructure and buildings in accordance with Council's maintenance schedules to manage impacts of minor adverse events, including minor storm events through drainage work maintenance  Respond to major repairs incidents in accordance with Council works procedures, including road and building repairs	<b>Council Maintenance Schedules</b>  <b>Flood Management Policy</b>  <b>Roads Maintenance Policy</b>  <b>Asset Management Policy</b>  <b>Business Continuity Plan</b>  <b>Refer Toolbox A – Council Plans</b>	Council Staff  (or as delegated to Council Road Maintenance Contractors)	Rolling timeframe for current Council maintenance as per normal.  Refer RAMIO PIPE Software for updated project timeframe  <b>Refer Council Asset Management software</b>	Refer RAMIO PIPE Software for updated project status.  <b>Refer Final Reports Commonwealth Community Drought Programme (when available).</b>  Refer Murrumbidgee Council Annual Reports	<b>Prevention</b>  <b>Preparedness</b>  <b>Response</b>  <b>Recovery</b>
Existing Focus: Business as Usual & Business Continuity Planning  Ensuring local utilities and communications infrastructure and connectivity meets future needs	Maintain proper asset register and insure assets to replacement value	Undertake building and facility audits and asset register compliance audits  Review Insurance cover levels on an annual basis	<b>Business Continuity Plan</b>  <b>Council Asset Register</b>  <b>Council Insurance Schedules</b>	Council Staff	On-going with annual review	On-going	<b>Prevention</b>  <b>Preparedness</b>  <b>Recovery</b>



# Adverse Event Actions | Toolbox C

## Linking existing Council work and resources (& recognition of funding and resource gaps)

<p><b>Existing Focus:</b> Business as Usual &amp; Business Continuity Planning</p> <p><b>Existing Focus:</b> Responsible, Sustainable Asset Management</p>	<p>Maintain regional infrastructure plans and have project documentation ready for projects that may attract funding for the facilitation of recovery from an adverse event.</p> <p>(eg. To allow fast-tracking to planned projects for economic stimulus or to increase employment in region)</p>	<p>Enter all 'shovel ready' and project overview data in RAMJO PIPE Software (to be 'grant ready').</p> <p>Provide updates to the RAMJO Regional Freight Transport Plan when required</p>	<p>Access to PIPE Software</p> <p>Resources to maintain regular data input into PIPE Software to ensure update to date information is available at short notice and accurate.</p> <p>Resources to maintain regular data input for the Regional Freight Plan to ensure update to date information is available.</p>	<p>Council Staff (or as delegated to RAMJO Sub-Committee)</p>	<p>On-going with annual review</p>	<p>On-going</p>	<p><b>Preparedness</b></p> <p><b>Recovery</b></p>
<p><b>Existing Focus:</b> Business as Usual &amp; Business Continuity Planning</p> <p>Infrastructure(Council buildings and facilities) which Meet Community and Public Safety Needs</p>	<p>Maintain compliance of plan review schedules of key operational plans including;</p> <ul style="list-style-type: none"> <li>a) Business Continuity Plan</li> <li>b) Risk &amp; Hazard Assessments</li> <li>c) Infrastructure Response Plans (Refer Toolbox A)</li> </ul>	<p>Clearly defines roles and responsibilities within Council Plans.</p> <p>Identify and keep record of resources required to maintain business critical activities.</p> <p>Implement staff and leadership training initiatives as identified on pg.2-4 and within specific role descriptions.</p>	<p>Refer Toolbox A – Council Plans</p> <p>Workforce Management Plan</p> <p>Development planning resources</p>	<p>Council Staff</p>	<p>On-going with annual review</p>	<p>On-going</p>	<p><b>Prevention</b></p> <p><b>Preparedness</b></p> <p><b>Response</b></p> <p><b>Recovery</b></p>

# Adverse Event Actions | Toolbox C

Linking existing Council work and resources (& recognition of funding and resource gaps)

Economic   Economic diversification and community resilience							
Council Community Strategic Plan and/or Council Policy Focus	Objective <small>[What recovery/resilience objective do you want to achieve]</small>	Actions Needed <small>[List the steps needed to achieve the recovery/resilience objective.]</small>	Resources Needed <small>[List the resources needed e.g. staff, service providers, assets, materials]</small>	Actioned by <small>[Assign an agency to each task]</small>	Timeframe <small>[Day/Month/Year]</small>	Status <small>[Describe the status of the recovery/resilience steps and objective]</small>	Emergency Management Framework Phases that apply
Existing Focus: Economic resilience (Internal Council)  Welcoming and Supporting our Business and Industries Growth, Diversity and Productivity	Building community economic resilience	Support the Economic Development Manager (or similar position) to actively pursue new economic opportunities for Murrumbidgee Council that will strengthen the local economy  Enter all 'shovel ready' and project overview data in RAMJO PIPE Software (to be 'grant ready').	Access to RAMJO PIPE Software  Resources to maintain regular data input into PIPE Software to ensure update to date information is available at short notice and accurate.  <b>Tourism or similar Strategy</b>  Economic Development Strategy  Access to RAMJO PIPE Software	Council Staff  (or as delegated to RAMJO Sub-Committee)	On-going	On-going	Preparedness  Recovery
Existing Focus: Economic resilience (community)  Promoting and Developing Tourism Strategies and Opportunities	Building community economic resilience	Actively pursue grant opportunities that benefit the Murrumbidgee Council Community in the long term	Grant funding for Council events and infrastructure improvements.  Resources to gather data and apply for grant applications.  Innovative and progressive leadership capacity	Council Staff  (or as delegated to RAMJO Sub-Committee)	On-going	On-going	Preparedness  Recovery
Existing Focus: Economic resilience (Council services)  Promoting and Supporting a Regional Economy and Growth	Building community economic resilience	Support a proactive Council that is innovative and progressive in responding to opportunities to diversify the local economy and improve the provision of local infrastructure, facilities and services.					

# Adverse Event Actions | Toolbox C

## Linking existing Council work and resources (& recognition of funding and resource gaps)

<p><b>Existing Focus:</b> Supporting Community Access to Education, Training and Future Opportunities</p>	<p>Promote existing small business economic resilience through campaigns</p>	<p>Support the buy local and buy from the bush campaigns to support local businesses <b>EG – .....</b></p>	<p>Community Engagement Strategy and Community Participation Plan  Media Communications</p>	<p>Council Staff (or as delegated to RAMJO Sub-Committee)</p>	<p>On-going</p>	<p>On-going</p>	<p>Preparedness</p> <p>Recovery</p>
<p><b>Existing Focus:</b></p>	<p>Diversify / cross functional teams.</p>	<p>Diversifying Murrumbidgee Council's economic base to minimise impacts of adverse events</p>	<p>Community Strategic Plan Towards 2030  MOU's with Neighbouring Councils and/or with local organisations</p>	<p>Council Staff (or as delegated to RAMJO Sub-Committee)</p>	<p>On-going</p>	<p>On-going</p>	<p>Preparedness</p> <p>Recovery</p>
<p><b>Existing Focus:</b> Economic resilience (community)  Fostering and Developing a Resilient, Vibrant Agricultural Sector</p>	<p>Building community economic resilience:  Improving planning and decision making and awareness of support.</p>	<p>Support awareness of, and encourage access to, the Rural Financial Counselling Service  Support awareness of available Government assistance, including the farm household allowance</p>	<p>Media Communications</p>	<p>Council Staff (Media/ Communications) (or as delegated to RAMJO Sub-Committee)</p>	<p>On-going</p>	<p>On-going</p>	<p>Preparedness</p> <p>Recovery</p>
<p><b>Existing Focus:</b> Economic resilience (community)</p>	<p>Building community economic resilience</p>	<p>Promote communication with local financial institutions and accounting firms to provide advice and work cooperatively with clients during times of adverse events</p>	<p>Media Communications</p>	<p>Council Staff</p>	<p>On-going</p>	<p>On-going</p>	<p>Preparedness</p> <p>Recovery</p>
<p><b>Existing Focus:</b> Economic resilience (community)</p>	<p>Building community economic resilience</p>	<p>Provision of Council policy that allows for deferral of Council rates with no penalty for those landholders experiencing genuine hardship as a result of an adverse event, who have a good rates payment history.</p>	<p>Hardship Assistance Policy</p>	<p>Council Staff</p>	<p>On-going (as needs basis)</p>	<p>On-going</p>	<p>Preparedness</p> <p>Recovery</p>

# Adverse Event Actions | Toolbox C

Linking existing Council work and resources (& recognition of funding and resource gaps)

Natural   Natural Asset Resource Management:							Emergency Management Framework Phases that apply
Council Community Strategic Plan and/or Council Policy Focus	Objective <small>[What recovery /resilience objective do you want to achieve]</small>	Actions Needed <small>[List the steps needed to achieve the recovery/resilience objective.]</small>	Resources Needed <small>[List the resources needed e.g. staff, service providers, assets, materials]</small>	Actioned by <small>[Assign an agency to each task]</small>	Timeframe <small>[Day/Month/ Year]</small>	Status <small>[Describe the status of the recovery/resilience steps and objective]</small>	Emergency Management Framework Phases that apply
Existing Focus:  Maintaining a Balance Between Growth, Development and Environmental Protection	<b>Stewardship of important natural resources</b> To promote agricultural research farm, delivering agricultural innovation to enhance knowledge of farmers and farm services professionals to deliver increased crop, pasture and livestock yields, which in turn benefits the economy.	Continue to support the collaboration partners identified in the Community Strategic Plan, and with RAMJO including involvement with the 'One Basin Cooperative Research Centre' bid.	<b>Community Strategic Plan Towards 2030</b> <a href="http://www.onebasin.com.au/">www.onebasin.com.au/</a>  <b>Toolbox A – Council Plans</b>	Council Staff  (or as delegated to RAMJO Sub-Committee)	On-going	On-going	Prevention  Preparedness  Recovery
Exploring and Promoting Alternate, Sustainable Energy Sources and Practices  Protecting and Managing Waterways and Catchments	<b>Stewardship of important natural resources</b>	Actively manage water assets within Murrumbidgee Council including use of recycled water for irrigation purposes  Undertake energy use assessments and formulate an Energy Plan for Murrumbidgee Council.	<b>Council Maintenance Schedules</b>  <b>Flood Management Policy</b> <b>Roads Maintenance Policy</b> <b>Asset Management Policy</b> <b>Business Continuity Plan</b> <b>Refer Toolbox A – Council Plans</b>	Council Staff  (or as delegated to RAMJO Sub-Committee)	On-going	On-going	Prevention  Preparedness  Response  Recovery
Protecting Existing Regional Natural Environment for future generations  Protecting and Managing Waterways and Catchments	<b>Stewardship of important natural resources</b>	Support and encourage workshops and seminars organised by Government agencies, including Local Land Services to assist farmer and farm businesses, including feed and pest management	<b>Community Strategic Plan Towards 2030</b>	Council Staff  Grant funded project staff  (or as delegated to RAMJO Sub-Committee)	On-going	On-going	Prevention  Preparedness  Response
Providing the Community with Open Spaces to be Active	<b>Stewardship of important natural resources</b> Parks open space and natural environments are well maintained	Provide suitable accessible transport alternatives including cycle ways and walking tracks	<b>Community Strategic Murrumbidgee Inclusion Action Plan</b>	Council Staff  (or as delegated to RAMJO Sub-Committee)	On-going	On-going	Preparedness

## Communication Toolbox

<insert project/event name>

<insert date>

### 1. Introduction

Describe the disaster and recovery effort, analyse the situation and explain why strategic communication is required.

### 2. Objectives

The objectives of communication depend on the stage of recovery that the community has reached. However, the objectives should always include raising or maintaining the profile of the recovery effort and assisting the community towards recovery.

List three to five communication objectives. Each objective must be measurable and will be referenced in Section 11 Evaluation.

Examples:

- (1) Ensure affected people know where to get help.
- (2) Increase knowledge and understanding of the recovery effort.
- (3) Facilitate two-way communication and feedback.

### 3. Target audiences

Your audience is who you are communicating with. Categorise your audiences into primary and secondary audiences. Primary would include those with whom you need to actively communicate and who you may require to take action. Secondary audiences are those who you potentially need to keep informed.

#### Primary

<Insert>

#### Secondary

<Insert>

### 4. Stakeholders

Stakeholders are those who have a stake in the disaster recovery operation. They may not necessarily be a target audience but they have a legitimate interest in helping the community get back on its feet.

## 5. Communication needs analysis

Conduct a communication needs analysis using the template provided. Address the requirements of each audience by considering the ‘who, what, when, where, why and how’ of your communication approach.



### Template

Download the [Communication needs analysis](#) template

## 6. Exclusions

Define what is out of scope for the communication representative.

## 7. Issues

Describe any issues that will need to be addressed through communication. An issue is a present problem which needs attention. An issue is different to a risk in that it has already happened.

- Are there disgruntled stakeholders who require consultation and engagement?
- Has there been negative media coverage which needs to be mitigated?

## 8. Key messages

Key messages are the core messages that you want your audience(s) to hear and remember. They should be used consistently, and some may be used to anticipate and address concerns.

- *List up to seven key messages.*
- 

## 9. Channels

Describe your channels and why you have chosen them. Channel selection should meet the needs of your audience(s) and facilitate two-way communication. Consider who should send communication via these channels.

Channel	Why
Recovery newsletter	Affected community has lost power and internet. Newsletters can be handed out at hay distribution points.

## 10. Communication risk analysis

Describe any risks that need to be addressed through communication. A risk is a potential future event that may impact on the recovery effort. The risks listed here should be communication risks.

Communication risk	Mitigation
Unclear communication contributes to anxiety	Using plain English and communicating face to face as much as possible to address concerns on the spot.

## 11. Evaluation

Evaluation of communication activities should occur to ensure this strategy is meeting its objectives to:

1. List the communication objectives from Section 2 Objectives.

Describe how you will evaluate the effectiveness of this strategy e.g. positive anecdotal feedback from the community apparent in survey results / focus groups.

## 12. Communication schedule

The analysis conducted so far should now enable you to develop the communication schedule, also known as a communication plan, action plan or implementation plan. Activities should be built around the recovery effort and what the community needs at the time. Choose the most appropriate method and channel, keeping in mind that face to face is the most effective way to communicate. Consider the objective(s), timeliness and frequency of your message.



### Template

Download the [Communication schedule](#) template

## 13. Budget

Itemise communication activities and associated costs.

## 14. Attachments

- a) Communication needs analysis
- b) Communication schedule

## Communication needs analysis

Audience	Description	Desired response (if any)	Communication need(s)	Content	Channel	Frequency	Comments
Stakeholder group: Your audiences may be categorised into stakeholder groups. Insert your stakeholder group in the field provided. Example entries have been provided.							
State who you are speaking to	Describe this audience	Describe how you would like this audience to behave	Describe the communication requirements of this audience	Describe the information that this audience will need	List the communication channels recommended	State the frequency of communication	Provide any other commentary e.g. are there communication challenges, or other particulars to note about this audience?
<b>Affected community</b>							
<b>Farmers</b>	Primary producers experiencing loss of property, livestock, equipment etc	Feel safe Feel supported	Information on where to get help Information on the recovery effort	Fodder donations Livestock advice Financial support Insurance support	Recovery newsletter Public meetings Hotline	Weekly newsletter Weekly public meetings 24/7 hotline	
<b>Land holders</b>	Residents experiencing damage to or loss of property	Feel safe Feel supported	Information on where to get help Information on the recovery effort	Housing BlazeAid Clean up information Financial support Insurance support	Recovery newsletter Public meetings Hotline	Weekly newsletter Weekly public meetings 24/7 hotline	Anecdotal feedback shows that residents feel they are not getting enough information – ensure newsletters and event invitations are distributed through all relevant Councils, websites, social media and via sms.
insert others							



Public							
<b>General community</b>	Wider community not necessarily affected but interested in recovery effort	Be informed	Information on the recovery effort	What is happening now What will happen next Facts and figures	Local news outlets	As required	
<b>Media</b>	Radio, TV, newspaper, digital and other news outlets	Be informed	Information on the recovery effort	What is happening now What will happen next Facts and figures	Media release Media inquiries	As required	
<insert others as required>							

## Communication schedule

Ref	Activity	Objective	Target Audience	Channel	Deadline	Responsible	Status	Date Submitted	Date issued	Action required	Last Approver	Waiting on	Comments
1	Recovery newsletter issue 1	Ensure affected people know where to get help Increase knowledge and understanding of the recovery effort Facilitate two-way communication and feedback	Affected community	Printed newsletter to be handed out at public meeting	04-Apr	Jill Smith	Completed	1-Apr	4-Apr	none	Leeton Shire Council	n/a	
2													
3													
4													
5													
6													
7													
													Completed
													Urgent
													Needs attention
													On Track



# Internal Audit, Risk and Improvement Committee Charter

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## 1. Objective

The objective of the Audit, Risk & Improvement Committee (Committee) is to provide independent assurance and assistance to Murrumbidgee Council (Council) on risk management, control, governance and external accountability responsibilities.

## 2. Authority

The Council authorises the Committee, within the scope of its role and responsibilities, to:

- Obtain any information it needs from any employee or external party (subject to their legal obligations to protect information).
- Discuss any matters with the external auditor or other external parties (subject to confidentiality considerations).
- Request the attendance of any employee or councillor at Committee meetings.
- Obtain external legal or other professional advice considered necessary to meet its responsibilities.
- Receive all information made available to Councillors, including information subject to professional privilege, for any matter under active consideration by the Committee. The release of information to the Committee does not constitute a breach of professional privilege.

## 3. Composition and Tenure

### 3.1 Composition

The Committee will consist of:

#### 3.1.1 Members (voting)

Councillor x 1;  
Not less than two, nor more than three, independent external members, one of whom shall be the Chair).

#### 3.1.2 Attendees (non-voting)

Mayor (ex-officio)  
General Manager  
Finance Manager

#### 3.1.3 Invitees (non-voting) for specific Agenda Items

Representatives of the internal auditor  
Representatives of the external auditor  
Other officers may attend by invitation, as requested by the Committee.

### **3.2 Tenure**

Councillor/s will be appointed annually at the September Council meeting, to hold office until the commencement of the next September Council meeting, including where a Council election intervenes.

The independent external member/s will be appointed for the term expiring on 31 March next, following the ordinary Council election, after which they will be eligible for extension or re-appointment following a formal review of their performance.

The members of the Committee, taken collectively, will have a broad range of skills and experience relevant to the operations of the Council. At least one member of the Committee shall have accounting or related financial management experience, with understanding of accounting and auditing standards in a public sector environment.

In making changes to Committee membership, Council will have regard to the benefits of continuity of Committee operations, and the benefits of refreshing membership.

### **3.3 Termination of Membership**

Council may terminate the appointment of an independent external member prior to the end of the appointed term for reasons stated in the notice of termination. A terminated external member shall have the right to be heard at the next Ordinary Meeting of Council.

### **3.4 Remuneration**

Council shall determine the remuneration of independent external members at the time of appointment, having regard to the skills and experience of the member. Such remuneration shall be increased from 1 July in each year at the same rate of increase applicable to Councillors of the Council.

### **3.5 Responsibilities of Members**

Members of the Committee are expected to:

- Understand the relevant legislative and regulatory requirements appropriate to the Council;
- Contribute the time needed to study and understand the papers provided;
- Apply good analytical skills, objectivity and good judgement;
- Express opinions frankly, ask questions that go to the fundamental core of issues, and pursue independent lines of enquiry;
- Comply with the Code of Conduct, including declaration and management of conflicts of interest;
- Complete and lodge disclosure by Councillors and Designated Persons Return.

## 4. Committee Role and Responsibilities

The Committee has no executive powers, except those expressly provided by the Council.

In carrying out its responsibilities, the Committee must at all times recognise that primary responsibility for management of Council rests with the Council and the General Manager as defined by the Local Government Act.

The responsibilities of the Committee may be revised or expanded by the Council from time to time. The Committee's responsibilities are:

### 4.1 Risk Management

- Review whether management has in place a current and comprehensive risk management framework, and associated procedures for effective identification and management of business and financial risks, including fraud;
- Review whether a sound and effective approach has been followed in developing strategic risk management plans for major projects or undertakings;
- Review the impact of the risk management framework on its control environment and insurance arrangements; and
- Review whether a sound and effective approach has been followed in establishing business continuity planning arrangements, including whether plans have been tested periodically.

### 4.2 Control Framework

- Review whether management has adequate internal controls in place, including over external parties such as contractors and advisors;
- Review whether management has in place relevant policies and procedures, and these are periodically reviewed and updated;
- Progressively review whether appropriate processes are in place to assess whether policies and procedures are complied with;
- Review whether appropriate policies and procedures are in place for the management and exercise of delegations; and
- Review whether management has taken steps to embed a culture which is committed to ethical and lawful behaviour.

### 4.3 External Accountability

- Satisfy itself the annual financial reports comply with applicable Australian Accounting Standards, and supported by appropriate management sign-off on the statements and the adequacy of internal controls;
- Review the external audit opinion, including whether appropriate action has been taken in response to audit recommendations and adjustments;
- To consider contentious financial reporting matters in conjunction with council's management and external auditors;
- Review the processes in place designed to ensure financial information included in the annual report is consistent with the signed financial statements;

- Satisfy itself there are appropriate mechanisms in place to review and implement, where appropriate, relevant State Government reports and recommendations;
- Satisfy itself there is a performance management framework linked to organisational objectives and outcomes.

#### **4.4 Legislative Compliance**

- Determine whether management has appropriately considered legal and compliance risks as part of risk assessment and management arrangements;
- Review the effectiveness of the system for monitoring compliance with relevant laws, regulations and associated government policies.

#### **4.5 Internal Audit**

- Act as a forum for communication between the Council, General Manager, senior management, internal audit and external audit;
- Review the internal audit coverage and Internal Audit Plan, ensure the plan has considered the Risk Management Plan, and approve the Plan;
- Consider the adequacy of internal audit resources to carry out its responsibilities, including completion of the approved Internal Audit Plan;
- Review all audit reports and consider significant issues identified in audit reports and action taken on issues raised, including identification and dissemination of better practices;
- Monitor the implementation of internal audit recommendations by management;
- Periodically review the Internal Audit Contract to ensure appropriate organisational structures, authority, access and reporting arrangements are in place;
- Periodically review the performance of Internal Audit.

#### **4.6 External Audit**

- Act as a forum for communication between the Council, General Manager, senior management, internal audit and external audit;
- Provide input and feedback on the financial statement and performance audit coverage proposed by external audit, and provide feedback on the external audit services provided;
- Review all external plans and reports in respect of planned or completed external audits, and monitor the implementation of audit recommendations by management;
- Consider significant issues raised in relevant external audit reports and better practice guides, and ensure appropriate action is taken.

#### **4.7 References from Council and the General Manager**

- To consider, investigate and report on any matter referred to the Committee by Council or the General Manager;
- Any Councillor may refer any matter at any time to the Chair and, if thought fit, the matter shall be referred to the Committee to consider, investigate and report. Protected disclosures of any type shall be forwarded in accordance with the relevant legislation.



#### 4.8 **Other Matters**

The Committee may, at any time, consider any other risk management or good governance matter it deems of sufficient importance. In addition, at any time, an individual Committee member may request a meeting with the Chair of the Committee.

### 5. **Reporting**

At the first Committee meeting after 30 June each year, Internal Audit will provide a performance report of:

- The performance of Internal Audit for the financial year as measured against agreed key performance indicators;
- The approved Internal Audit Plan of work for the previous financial year showing the current status of each audit.
- Minutes of Committee meetings shall be supplied to the next Council meeting, after approval by the Chair;
- The Committee will report regularly, and at least annually, to the governing body of Council on the management of risk and internal controls;
- The Committee may make additional reports to Council from time to time on such matters as it deems fit. The Chair shall be entitled to be heard by Council in open or closed meeting upon written request addressed to the Mayor or General Manager.

### 6. **Administrative Arrangements**

#### 6.1 **Meetings**

The Committee will meet at least three times per year, with one of these meetings to include review and endorsement of the annual audited financial reports and external audit opinion.

The need for any additional meetings will be decided by the Chair of the Committee, though other Committee members may make requests to the Chair for additional meetings.

A forward meeting plan, including meeting dates and agenda items, will be agreed by the Committee each year. The forward meeting plan will cover all Committee responsibilities as detailed in this Audit Committee Charter.

All information supplied to the Committee, and the Committee deliberations, will be held in private. All Committee members and attendees are expected to maintain this privacy. The minutes of a meeting forwarded to Council after approval by the Chair are a public document.

No Audit Risk & Improvement Committee private or confidential information may be released to any third party without specific approval of the Chair and Mayor or General Manager.

The Committee shall be entitled to go into closed committee (ie excluding some or all management and non-members) as determined by the Chair, including for the purpose of meeting with representatives of the internal auditors and external auditors.

## **6.2 Attendance at Meetings and Quorums**

A quorum will consist of a majority of Committee members, including at least one independent member. In the absence of the Chair, another independent member shall assume the Chair.

Meetings can be held in person, by telephone or by video conference.

Representatives of the internal auditor will be invited to attend each meeting unless requested not to do so by the Chair of the Committee. The Committee may also request the Finance Manager or any other employees to participate for certain agenda items, as well as the external auditor.

## **6.3 Secretariat**

The Council shall provide secretarial support to the Committee. The Secretariat will ensure the agenda for each meeting and supporting papers are circulated, at least one week before the meeting, and ensure minutes of the meetings are prepared and maintained. Minutes shall be approved by the Chair and circulated to each member within three weeks of the meeting being held.

## **6.4 Conflict of Interest**

Councillors, council staff and members of council committees must comply with the applicable provisions of Council's code of conduct in carrying out the functions as council officials. It is the personal responsibility of council officials to comply with the standards in the code of conduct and regularly review their personal circumstances with this in mind.

Committee members must declare any conflict of interests at the start of each meeting or before discussion of a relevant agenda item or topic. Details of any conflicts of interest should be appropriately minuted.

Where members or invitees at Committee meetings are deemed to have a real or perceived conflict of interest, it may be appropriate they be excused from Committee deliberations on the issue where the conflict of interest may exist. The final arbiter of such a decision is the Chair of the Committee.

## **6.5 Induction**

New members will receive relevant information and briefings on their appointments to assist them to meet their Committee responsibilities.

## **6.6 Assessment Arrangements**

The Chair of the Committee will initiate a review of the performance of the Committee at least once every two years. The review will be conducted on a self-assessment basis (unless otherwise determined by the Chair), with appropriate input from management and any other relevant stakeholders, as determined by the Chair.

## **6.7 Review of Audit Committee Charter**

At least once every two years the Audit Committee will review this Audit Committee Charter.

Council agrees not to approve changes to this Charter without prior consideration by the Committee.

## MURRUMBIDGEE COUNCIL

## 2020/2021 COMMUNITY SERVICES BUDGET AS AT 31/10/2020

	BUDGET INCOME	BUDGET EXP	INCOME 31/10/2020	%	EXP 31/10/2020	%
<b>HOME MODIFICATIONS</b>						
CHSP Grant Funding	\$80,901.58		\$40,450.80	50.0%		
Client Contributions - Maintenance	\$7,956.64		\$1,455.00	18.3%		
Client Contributions - Modifications	\$45,000.00		\$5,833.06	13.0%		
Wages		\$37,735.20			\$11,233.79	29.8%
Wages Oncosts		\$15,094.08			\$4,493.50	29.8%
Contractors - Maintenance		\$11,028.94			\$3,560.00	32.3%
Contractors - Modifications		\$70,000.00			\$45,871.96	65.5%
	\$133,858.22	\$133,858.22	\$47,738.86	35.7%	\$65,159.25	48.7%
<b>COMMUNITY TRANSPORT</b>						
CHSP Grant Funding	\$51,803.30		\$25,901.66	50.0%		
Client Contributions	\$20,800.00		\$2,777.00	13.4%		
DVA Client Contributions	\$2,200.00		\$0.00	0.0%		
Transport for Health	\$15,000.00		\$4,079.92	27.2%		
Transport for NSW	\$10,000.00		\$1,212.60	12.1%		
Full Cost Recovery Transport(Packages)	\$3,634.11		\$1,630.50	44.9%		
Wages		\$31,026.72			\$12,164.62	39.2%
Wages Oncosts		\$12,410.69			\$3,681.40	29.7%
Bus Hire		\$0.00			\$0.00	0.0%
Volunteer Support - CHSP		\$30,707.60			\$13,588.00	44.2%
Provision of Service - DVA		\$2,090.00			\$825.30	39.5%
Provision of Service - Transport fHealth		\$14,250.00			\$4,009.60	28.1%
Provision of Service - Transport fNSW		\$9,500.00			\$104.30	1.1%
Provision of Service - Packages		\$3,452.40			\$2,130.70	61.7%
	\$103,437.41	\$103,437.41	\$35,601.68	34.4%	\$36,503.92	35.3%
<b>RESPIRE</b>						
CHSP Grant Funding	\$30,300.20		\$15,150.10	50.0%		
Client Contributions	\$3,800.00		\$0.00	0.0%		
Wages - Darlington Point		\$10,901.28			\$2,450.50	22.5%
Wages Oncosts - Darlington Point		\$4,360.51			\$980.18	22.5%
Wages - Coleambally		\$12,578.40			\$6,146.00	48.9%
Wages Oncosts - Coleambally		\$5,031.36			\$2,035.70	40.5%
Morning Tea/Craft Supplies		\$1,228.65			\$302.26	24.6%
	\$34,100.20	\$34,100.20	\$15,150.10	44.4%	\$11,914.64	34.9%
<b>MEALS ON WHEELS</b>						
CHSP Grant Funding	\$24,108.35		\$14,429.40	59.9%		
Client Contributions - Respite Meals	\$3,371.33		\$0.00	0.0%		
Client Contributions - Frozen Meals	\$3,840.00		\$875.00	22.8%		
Wages - Darlington Point		\$4,192.80			\$0.00	0.0%
Wages Oncosts - Darlington Point		\$1,677.12			\$0.00	0.0%
Wages - Coleambally		\$12,578.40			\$1,680.20	13.4%
Wages Oncosts - Coleambally		\$5,031.36			\$272.89	5.4%
Frozen Meals - NMOW		\$3,840.00			\$1,746.55	45.5%
Respite Meals		\$4,000.00			\$0.00	0.0%
	\$31,319.68	\$31,319.68	\$15,304.40	48.9%	\$3,699.64	11.8%
<b>TOTAL BUDGET</b>	<b>\$302,715.51</b>	<b>\$302,715.51</b>	<b>\$113,795.04</b>	<b>37.6%</b>	<b>\$117,277.45</b>	<b>38.7%</b>



# Communications Report

## Destination Riverina Murray

September 2020



# EXECUTIVE SUMMARY

In the month of September, Destination NSW activity generated 1,792 pieces of media coverage. With borders closed to international travellers, and Australians only able to travel domestically, the majority of coverage (1,577 clips) appeared in domestic media. This coverage delivered more than \$11.2M in AVE, reaching a total audience of 124,949,105.

Coverage generated by the PR team included high impact domestic broadcast programs with national reach such as Channel Seven's *Better Homes and Gardens* and Network Ten's *Taste of Australia with Hayden Quinn: NSW Edition*. These placements were secured to keep NSW top of mind for interstate visitors when borders reopened, as well as drive conversion of intrastate audiences who could only travel in NSW.

September also saw the launch of a seven-part NSW content series developed by Destination NSW's PR team in collaboration with Tim Ross and *Qantas The Australian Way* magazine. This is the first time Destination NSW has ever produced a content series in partnership with a media partner.

## Key September activity included:

- The first of seven video and content pieces created in collaboration with Destination NSW, Tim Ross and Qantas *The Australian Way* is launched on Qantas Travel Insider, with amplification on Tim Ross, Qantas Travel Insider and Destination NSW social channels.
- Launch of the "Sydney Playcay" PR campaign, with 15 thematic Sydney and Greater Sydney itineraries developed to appeal to Sydneysiders and support Sydney travel and hospitality businesses supported by broadcast integration and media and influencer famils.
- Broadcast of dedicated NSW episodes and segments on *Better Homes and Gardens*, *Taste of Australia* with Hayden Quinn: NSW Edition, and *Sunrise and Weekend Sunrise* weather.
- Coordination of 25 media famils, including Sydney Playcay and regional NSW famils.
- Destination NSW continued its ongoing partnership in key travel trade outlets Karry On, Travel Bulletin and Travel Daily.
- Key pitches included: *What's New in NSW*, *Great Southern Nights: Land of 1000 Gigs*, *Winemakers of NSW*, *Animal Encounters*, *School Holidays*, *World Pasta Day*, *Take a Sydney Playcay*, and *By the Sea and Bird's Eye Views* image galleries.

September Results for Destination Riverina Murray include:

## PR & VISITING MEDIA

**No. of clips:** 317

**AVE:** \$1,519,040.66

**Reach:** 9,061,798

**Famils:** 2 (Domestic)

## MINISTERIAL & CORPORATE COMMUNICATIONS

**Ministerial  
announcements/releases:** 1

**Insights inclusions:** 4

**Corporate social posts:** 15

## EDITORIAL & CONTENT

**Content Library downloads:** 635

**Featured articles:** 1

**Uncovered inclusions:** 8

## MEDIA FAMILS

### Canberra Times

- Destination NSW supported Michael Turtle, a regular contributor to *The Canberra Times* and Australian Community Media, on a road trip around Riverina Murray. Michael will produce multiple travel features across these outlets. His itinerary included Mungo National Park, Hay and Temora, and his articles will publish throughout October. *The Canberra Times* has a readership of 2.29 million and ACM has a combined readership of 7.7 million+ across its 170 publications.

### Traveller and Explore

- Destination NSW supported freelance journalists Julie Miller and Rob McFarland on a media famli to Junee for *Traveller* which is inserted in Sydney Morning Herald and *The Age* (16 million readers across both), and *Explore Magazine*, which is published in *The Canberra Times*, *Newcastle Herald* and across the ACM network, reaching 7.7 million readers per month across 170 outlets. Their itinerary included Monte Cristo Homestead and Junee Rail Museum. Coverage is expected to publish within two months of this famli.



mctraveller • Follow

Monte Cristo Australia's Most Haunted Home...



mctraveller Welcome to Australia's most haunted house, Monte Cristo's elegant facade hides a tortured history of murder, suicide, mental illness and abuse. Ten spirits are said to haunt the premises including maids, the property's former owner Mrs Crawley and a young boy who burnt to death.

You can take a daytime self-guided tour, have dinner and a 2.5-hour guided tour or, if you're feeling particularly brave, stay overnight. Somehow I got talked into the latter. Thankfully, I didn't hear any nursery rhymes, have my feet tickled or get pinned down to the bed as other people have but thank you so much



Liked by misskristy\_m and 50 others

SEPTEMBER 19



## TOP OUTLETS

- Network Ten's Taste of Australia with Hayden Quinn
- WIN Network
- Delicious.com.au
- Sydney Morning Herald
- Traveller.com.au
- @hayden\_quinn (Instagram)

Total of 317 clips for September.

## delicious.TRAVEL

TRAVEL NEWS

**Restrictions are easing in NSW, celebrate with these 10 adventures**

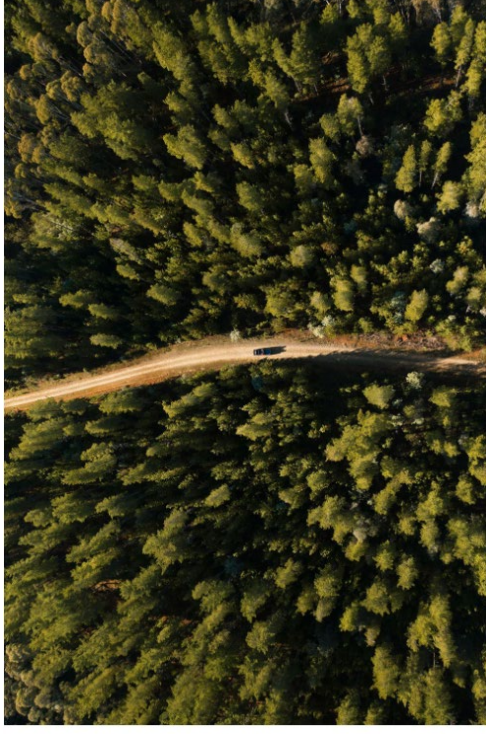
**Pack the car.**

World Tourism Day is this Sunday September 27th and it *just happens* to coincide with the [easing of coronavirus restrictions in NSW](#). So, what better time to book a NSW getaway and support the local tourism industry?

There are stacks of groovy adventures to choose from like experiencing the ultimate Sydney Harbour Bridge Climb, taking in an authentic outback experience at Callubri Station or seeing Shane Warne's Baggy Greens at the Bowral International Cricket Hall of Fame.

**Destination NSW** has released their list of the top ten adventures to enjoy this weekend, as part of *World Tourism Day 2020*.

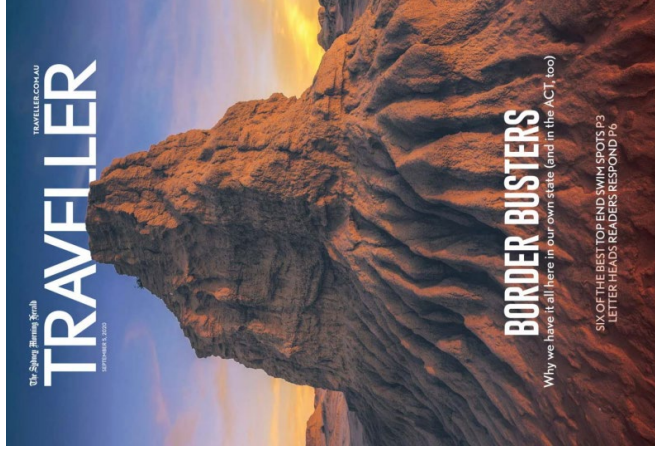
**Outlet:** delicious online  
**Reach:** 268,134  
**AVE:** \$12,075  
**Link:** [Here](#)



### 9. Check out Albury's new Palm Springs-inspired hotel

Albury's Astor Hotel Motel is in the final stages of a massive renovation. The new resort will have a [Palm\\_Springs\\_vibe](#) and boast 45 guest rooms, a new bar and restaurant and a beer garden.

**Media Outlet:** Traveller  
**Reach:** 580,000  
**AVE:** \$110,002.46



The *Saturday Morning* Edition  
**TRAVELLER**  
SEPTEMBER 2009

TRAVELLER.COM.AU

## BORDER BUSTERS

Why we have it all here in our own state (and in the ACT, too)

SIX OF THE BEST TOP-END SWIM SPOTS P3  
 LETTERHEADS READERS RESPOND P6

# BACKYARD BLITZ

Being back behind borderlines is not such a bad thing considering the gems that lie within, discovers Ben Groundwater.

W hile you, Australia, with borders closed and travel restrictions now in place, we here in NSW and the ACT miss our friends and relatives from interstate; we also miss their wine and their hiking tracks and their hiking trails, their sand and their sun.

However, there's positivity to be sought in this crisis, and action to be taken before it is a relief, because if this is a prolonged time in a travel bubble, it's a good one for us. It's for taking the time to delight in the attractions we have of our own.

NSW and the ACT have all of those dreamt-of listed above. We have the sun. We have it all on our doorstep, and it's now time to experience it.

ISSUE 150

## INSTEAD OF THE BAROSSA'S WINE AND DINE CULTURE

**TRY IT: HUNTER VALLEY**  
 Why it's great You may think the Hunter Valley would have trouble competing with Barossa's wine, but it's worth a try. Consider this: vines were planted in the Hunter more than 20 years before the Barossa was developed. This year, reviewer James Halliday's Wine of the Year was won by Hunter's fiery brookwood Shiraz in a tie with Barossa's Shiraz. The Hunter also has plenty to offer on the food front.

**Don't miss** Hit the Hunter Valley's heavy hitters for a tasting—Brokenwood (brokenwood.com.au), Mt Pleasant (mtplesant.com.au), and Arroyo (arroyowines.com.au).  
**Wetland** (outbackwetland.com.au) – and sample some of the area's best restaurants

Try The Wood (libwood.com.au) or Mangrove (mangrove.com.au).  
**Essentials** Wineries in the Hunter Valley, Brokenwood, Brokenwood, and Arroyo are essential. See [winemachinery.com.au](http://winemachinery.com.au)

**INSTEAD OF THE BUNGLE BUNGLE ROCK FORMATIONS**  
**TRY HUNGO NATIONAL PARK**

Why it's great The Bungle Bungle Range in northern Western Australia is a thing of rare beauty with unmitigated rock formations. It's the place where the world's oldest, with its dry lake bed dotted with petrified sand dunes.

**Don't miss** There's more to Mungo than just the Bungle Bungle Range. Mungo National Park has extensive Indigenous history. It's the place where the world's oldest, human cremation was unearthed, and 20,000-year-old human footprints have been found.

**Essentials** Mungo National Park is near Mildura, in south-west NSW. The park is open year-round, with camping facilities on-site. See [nationalparks.nsw.gov.au](http://nationalparks.nsw.gov.au)

**INSTEAD OF COFFIN BAYS OYSTER FARMS**  
**TRY PARRAMATTA**

Why it's great South Australia's Coffin Bay is well known for its oysters, but also for its oyster towns on which visitors spend time on a working farm and taste the freshest oysters possible. This is also an up-and-coming area. See [www.nsw.gov.au](http://www.nsw.gov.au)

**Don't miss** There are some of Australia's best oysters are produced.

hotels, are underground, dug out of the rock.  
**Don't miss** There's plenty to do in White Cliffs even without the underground houses. For more on the area, see [whitecliffs.com.au](http://whitecliffs.com.au).  
**Essentials** Parramatta is a six-hour drive south of Sydney. Oyster tours cost \$70 a person, \$30 for children. See [magicaloystertours.com.au](http://magicaloystertours.com.au)

**INSTEAD OF PERTH'S SEASIDE BEAUTY**  
**TRY SYDNEY**

Why it's great Few cities can boast the pristine city beaches of Perth, with their fringing to the family-friendly, from the beach to the family-friendly, from the beach to the beach.

**Essentials** Sydney is one of them. By some counts the NSW capital has more than 100 lovely stretches of sand, ranging from the surf-friendly to the family-friendly, from the beach to the beach.

**Don't miss** There are plenty of ways to enjoy Sydney's beaches (see [getgoing.com.au](http://getgoing.com.au)), from taking a surf lesson in Bondi to scuba-diving at Shelly Beach or Long Reef. See [www.nsw.gov.au](http://www.nsw.gov.au)

**Essentials** Sydney's beaches are free and open year-round. See [sydney.com](http://sydney.com)

**INSTEAD OF COOBER PEDYS UNDERGROUND DWELLINGS**  
**TRY WHITE CLIFFS**

Why it's great Like Coober Pedy in South Australia, White Cliffs is an up-and-coming area that's also an up-and-coming area. This is also an up-and-coming area. This is also an up-and-coming area.

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**Essentials** Sydney's beaches are free and open year-round. See [sydney.com](http://sydney.com)

and hiking playground in the warmer months.  
**Don't miss** For bikers, Thredbo offers trails all year-round. For hikers, Thredbo offers trails all year-round. For hikers, Thredbo offers trails all year-round.

**Essentials** Summer activities in Thredbo begin when the snow melts, with the mountain lift Park open from November 21. See [thredbo.com.au](http://thredbo.com.au)

**INSTEAD OF MELBOURNE'S MUSEUMS AND GALLERIES**  
**TRY CANBERRA**

Why it's great Melbourne probably still has a lot to offer, but Canberra recently? The nation's capital boasts an embarrassment of high-quality museums and galleries, from the famed Australian War Memorial to the National Gallery of Australia (n.ga.gov.au) to the quirky and lesser-known likes of the Gallery of Small Things (galleryofsmallthings.com) and the Australian Archives (australianarchives.gov.au)

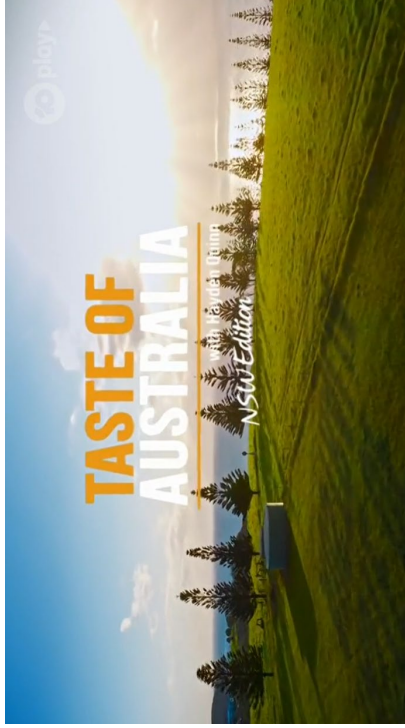
**Don't miss** There are far too many special exhibitions and events happening in Canberra in the next few months to list here. One of the highlights, however, is the new Canberra Museum & Gallery (see [canberramuseum.com.au](http://canberramuseum.com.au)).

**Essentials** Canberra is a three-hour drive south-west of Sydney. For museum and gallery opening times, see [visitcanberra.com.au](http://visitcanberra.com.au)


# PR & VISITING MEDIA COVERAGE






**Outlet:** Network 10 - Taste of  
Australia with Hayden Quinn  
**Reach:** 230,000  
**AVE:** \$46,507.50




# PR & VISITING MEDIA COVERAGE

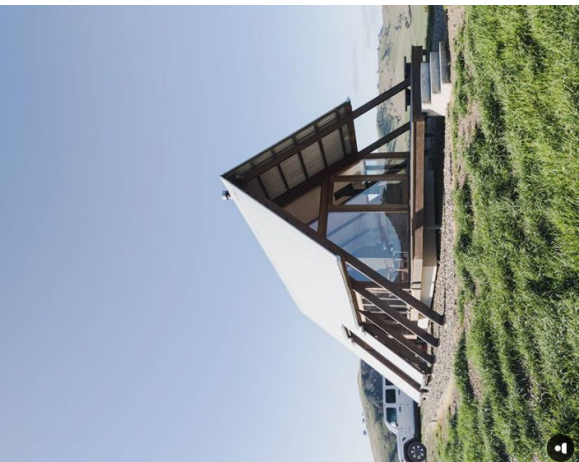




hayden\_quinn  Message  



3,129 posts 98.1k followers 997 following

FOOD | TRAVEL | CONVERSATION  
[@tasteofaustraliahq](#) | [#TAHQ](#) | [#tasteofaustraliahq](#) | [#MasterChefAU](#)  
All links here   
[linkin.bio/hayden\\_quinn](#)

**Outlet:** Hayden Quinn Instagram  
**Reach:** 97,100 followers  
**AVE:** \$33,484.99 (7 posts)  
**Link:** [Here](#)



 **hayden\_quinn**  • Following Kimo Estate



 **hayden\_quinn**  Cooking locations don't get much better than @kimoestate

The perfect way to finish off an incredible few days in the Riverina Region


Check it out today 4:30pm  
[@tasteofaustraliahq](#) on Ten



[#TAHQ](#) [#tasteofaustraliahq](#) [#loveNSW](#)



6w

 **hayden\_quinn**  [#kimoechouts](#) [#kimoestate](#) [#glamping](#) [#naturelover](#) [#hiking](#) [#hikingNSW](#)

Liked by [saltwaterdreamtime](#) and 1,474 others



 **hayden\_quinn**  • Following Murrumbidgee River

 **hayden\_quinn**  [#TAHQ](#) is ON this weekend!

This week on [@tasteofaustraliahq](#) we head down to the Riverina, in South West NSW, to meet some more of [#NSW's](#) incredible people.

My first stop was to Wiradjuri Ngurambang Country with Mark Sadtler ([@yamandhu](#)), a very insightful and wise Wiradjuri man, who honoured me with an incredibly special cultural Welcome to Country. I learnt so much about nature and the land on which we live and how they all interact, as well as Indigenous culture.

Liked by [saltwaterdreamtime](#) and 670 others

SEPTEMBER 8

Add a comment...

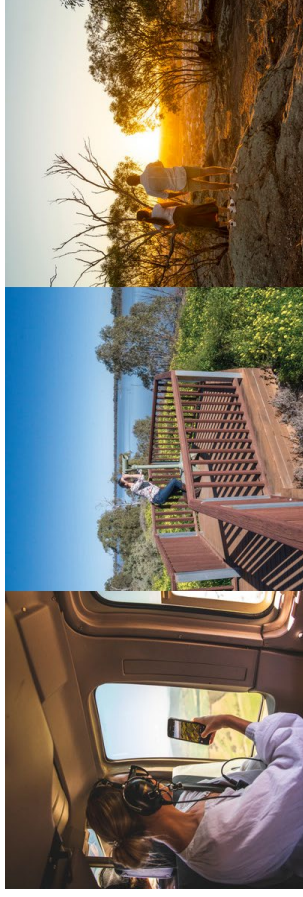
Post

## CONTENT REQUESTS

148 Content Library requests, with 635 content assets distributed, including video, images and copy.

## VISUAL GALLERIES WITH SUPPORTING EDITORIAL

- Bird's-Eye View: Woomargama National Park, Wantagong; Truenorth Helicopters, Snowy Valleys; Hermit's Cave, Griffith and Yanga Homestead, Yanga National Park.



## SOCIAL AND DIGITAL CONTENT

- [Local Stories paid social media campaign](#)
- [Organic Social Carousels](#)

## FEATURE ARTICLES

- Wine, Food and Ale Trail: Digital Feature for VisitNSW.com featuring Wagga Wagga, Tumbarumba, Coolamon, Junee, Tumut and Batlow.



## INDUSTRY ENGAGEMENT

- [NSW First Online Presentation - Discuss and Develop your Business: How to use the Destination NSW Content Library](#) (95 tourism trade stakeholders in attendance)

## UNCOVERED STORIES

- What's New: Whitton Malt House, Whitton; Bill Peach Journeys Australia's Food Bowl tour, Wagga Wagga to Griffith and Belisi, Wagga Wagga.
- Meet the Winemakers YouTube Series: Yarran Wines, Yenda.
- 8 Animal Encounters: Narrandera Nature Reserve and Murrumbidgee River.
- 8 Ideas for a Spring Break: The Canola Trail, Wagga Wagga.
- World Pasta Day: Limone Dining, Griffith.

**INCLUSION DISTRIBUTION NUMBER: 1,275**

**UNCOVERED OPEN RATE: 27.13%**



## WORLD PASTA DAY

Celebrate vibrant Italian culture with a delicious plate of pasta at one of the many traditional and modern Italian restaurants across Sydney and NSW for World Pasta Day on October 25.

### Griffith

Set in beautiful Griffith, **Limone Dining** is a modern Australian restaurant with Italian influence. It showcases delicious local and seasonal produce with an ever-evolving menu of fine food. Chef and owner of Limone Dining, Luke Piccolo, has grown up cooking with an abundant supply of fresh produce from Piccolo Farm — a fully functional farm that produces most of the restaurant's herbs, garnishes, fruits and vegetables.

# MINISTERIAL & CORPORATE COMMS



## DESTINATION NSW MEDIA RELEASES

Riverina Murray featured in one media release in September:

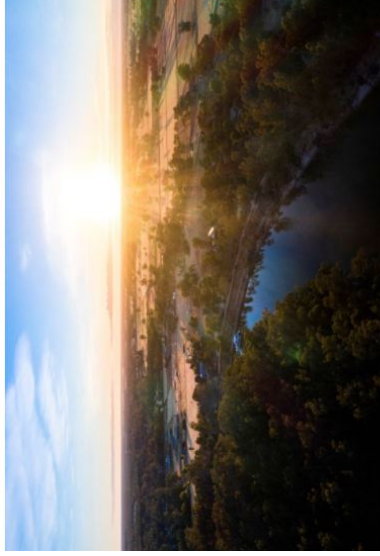
- [NSW accommodation properties shine on Hotels By Design](#)

## CORPORATE SOCIAL POSTS

Destination NSW featured Riverina Murray in a total of 15 posts across its Twitter, LinkedIn and Facebook corporate channels throughout September. These posts supported DNSW's Local Stories video series, the Hotels By Design series on Network 10, NSW Government financial support available for cross-border communities and the new Snowy Valleys Council #ComeFindUs promotional video.

**Destination NSW**  
187/14 followers  
2w • 🌐

...  
If your business has been impacted by the closure of the NSW and Victorian border and it's located within a specified Local Government Area, you may be eligible for a small business support grant. For details on eligibility and how to apply, visit <https://bit.ly/2Ra8RAN> #LoveNSW



👍 20 • 1 Comment

Reactions



👍 Like   🗨 Comment   ➦ Share   ↗ Send

**Destination NSW** @destinationnsw · Sep 6  
We're sharing a special father-son story this Father's Day. Growing up, Sam Brewer would accompany his father in the truck each vintage to deliver their grapes to local wineries. Now, he's the winemaker at @Yarrah\_Wines in the NSW Riverina. #LoveNSW #LocalStories



👍 103   🗨 309 Views   🔄 5   ❤️ 6   📌   📺

## INSIGHTS NEWSLETTER

- Increase mobility on NSW VIC Border - 4 September
- NSW accommodation properties shine on Hotels by Design - 11 September
- NSW eases restrictions for border residents - 18 September
- New Snowy Valleys tourism video - 25 September



### NSW EASES RESTRICTIONS FOR BORDER RESIDENTS

Restrictions on the NSW/Victorian border have been eased to allow residents to move freely within the border region.

Health Minister Brad Hazard said the changes follow an easing of restrictions in regional Victoria recently announced by the Victorian Government.

"I want to thank the border communities for their patience - we are able to ease restrictions on the border given the reduced risk of COVID-19 transmission in regional Victoria," Mr. Hazard said.

Mr. Hazard said under the changes introduced from yesterday, the border region will also be expanded to include some areas around Pleasant Hills, Lockhart, Benalla, Bright and Mount Beauty.

"Any person with an existing border region permit will be able to take advantage of these changes, which we hope will make day to day life a lot easier for border communities," Mr. Hazard said.

"NSW/Victoria border communities have been extremely resilient during this one-in-100 year pandemic as we continue to fight the challenges of COVID-19."

Member for Albury Justin Clancy said communities on both sides of the Murray have been the frontline to prevent the spread of COVID-19.



### NEW SNOWY VALLEYS TOURISM VIDEO

A new promotional film inviting and encouraging holidaymakers and day-trippers to visit the Snowy Valleys was launched last week.

The four-minute short film captures the spirit of the region, and is aimed to emotionally connect with viewers, showcasing a region that was ravaged by bushfires but is bursting back to life.

Snowy Valleys Council Mayor James Hayes said, "The film is about letting the wider population know that despite the challenges we suffered in the summer bushfires, and then further with COVID-19 restrictions, our region and its businesses are open again and ready to welcome COVID safe visitors."

The film shows the many attractions and vistas that the Snowy Valleys is becoming well-known for including hiking, biking, boating, fishing, the freshest tastes direct from the farm gate, award winning wines, and the natural beauty of the landscapes.

The visit Snowy Valleys film capitalises on Destination NSW's current Love NSW campaign.

To view the promotional film, which was funded as part of the NSW Government's New Council Implementation Fund, click [here](#).

### NSW ACCOMMODATION PROPERTIES SHINE ON HOTELS BY DESIGN

Eight NSW accommodation properties in Sydney, Byron Bay, Wagga Wagga, Orange and Cabarita Beach will feature on the upcoming season of *Hotels by Design*, airing in Australia from tomorrow.

The series will tell the stories behind Australian and New Zealand hotels and resorts that redefine the holiday experience through great design while inspiring discerning travellers to book a future holiday.

Minister for Jobs, Investment, Tourism and Western Sydney said the eight NSW segments were secured by the State Government's tourism and major events agency, Destination NSW.



# THE RIVERINA

## **MINUTES OF A MEETING OF DIRECTORS OF THRIVE RIVERINA INC.**

**Whitton Malthouse**

**On Tuesday 20<sup>th</sup> October at 9.30am**

**PRESENT:** Brent Lawrence (Chair)  
Tiffany Thornton  
Rachel Whiting  
Miriam Crane  
Marina Uys  
Matt Lucas  
Sara Johnston (Executive Officer)

**APOLOGIES:** Miriam Hewson (Deputy Chair)  
Matt Pete

### **ITEM 1 – Opening and welcome**

#### **Item 1.1 – Welcome and apologies**

The Chair of the meeting noted that a quorum was present and opened the meeting at 9:45am.

#### **Item 1.2 – Declarations of Interest**

Director Whiting declared a conflict of interest in Item 4.

### **ITEM 2 – Minutes of previous meeting**

#### **Item 2.1 – Minutes of Board meeting on 18 August 2020**

The Minutes of the Board meeting held on 18 August 2020, previously circulated to Directors by email, were noted.

The Chair provided a recap of the main items from the last board meeting and subsequent discussions.

**It was RESOLVED** to accept the minutes of the previous board meeting held on 18 August 2020.

#### **Item 2.2 – Actions arising from previous meeting**

BEC contact – Brent hasn't had a chance yet. **Action 2020/06-05**

### **ITEM 3 – Now's the time to Love NSW collaborative marketing campaign update**

NTTTLNSW ten member councils and Whitton Malthouse submitted EOI in June, campaign blueprint was developed from feedback provided, the Chair thanked all participants. It's been wonderful to see all shires working together for the betterment of promotional activities pertaining to the Riverina region. All but 4 councils had formally committed at the commencement of this meeting. It was noted by the Chair that some council meetings are happening today so we have to wait for the outcome for final confirmation of all partners

# THE RIVERINA

in the media campaign. The campaign will highlight three major road trip routes with indicative itineraries being developed for the campaign blueprint which will be worked on in greater detail with DNSW once formal sign off from all partners is achieved. Highlighting less well-known experiences and attractions within the Riverina region via drive tourism is a key focus of this campaign. The Chair thanked Director Hewson for her involvement in the working group. The campaign will be in market late summer/autumn 2021. Continuous updates and opportunities for feedback/review will be provided by the Chair as consultation continues with DNSW over the coming months.

Director Whiting has been invited to speak at the REROC meeting this week on collaboration initiatives happening within the Riverina region. She will be discussing Country Change and will also talk on Thrive's behalf as well. Chair to provide brief on this campaign noting who has joined and major points of the campaign.

**It was RESOLVED** that the Chair will provide a campaign overview to Director Whiting for her to present to the REROC meeting. **Action 2020/10-01**

## **ITEM 4- Preliminary discussion regarding future operating format of Thrive Riverina for 2021/22 Financial Year and beyond**

The Chair advised that there had been interested raised from members with regard to rebranding Thrive Riverina to Visit Riverina to better align with our digital marketing presence and future promotional activities.

With regard to discussions on the future operating format of Thrive Riverina, Director Whiting declared a conflict of interest as RDA Riverina is the contracted supplier of the Executive Officer and Digital Marketing activities. She remained in the room but did not participate in the discussion.

The Chair would like to put it forward as a resolution to the upcoming AGM that we change our name from Thrive Riverina to Visit Riverina. A special resolution will be put to the AGM for voting on by all participating Councils.

The Chair also indicated that discussions regarding continuous improvement opportunities regarding Thrive Riverina and the way it delivers and achieves its core operating activities would be welcome to be discussed at an upcoming members meeting and could potentially be raised by member Councils at the members meeting that will follow the upcoming AGM. Constructive discussion and ideas raised from member Councils is always welcome and should be discussed with all Councils present. It was also raised by the Chair that The idea was also raised that following any such discussions that a subcommittee could be formed to come up with options but will require financial information and strong analysis/research behind it as well.

### **10.10am Miriam Crane joined the meeting.**

**It was RESOLVED** to continue discussions around operating structure as needed. **Action 2020/10-02**

## **ITEM 5- AGM Planning**

The Chair would like to hold the AGM in person but offer those that can't travel the opportunity to dial in and participate in the AGM.. After some discussion, it was decided that Tumut would be the host venue for the Thrive Riverina 2020 AGM taking place on Tuesday 10 November.

**It was RESOLVED** that the EO will organise invitations, venue and catering for the AGM. **Action 2020/10-03**

# THE RIVERINA

## **ITEM 6- Visit Riverina Social Media Competition Planning Update**

The subcommittee, led by Director Thornton in Director Hewson's absence, provided an update on the planning of the Visit Riverina Social Media Competition. Terms of reference have been decided. The competition will run for 5 weeks total, with four themed weeks. Last week will be people's choice. Starting Monday 16<sup>th</sup> November, finishing Sunday 10<sup>th</sup> December. Desired outcomes – increase followers, exposure and collection of content for Thrive to use. Prizes will be available each week and announced each week. A further detailed overview will be provided by the Visit Riverina Social Media Competition Planning Subcommittee at the upcoming members meeting.

**It was RESOLVED** that the competition working group will finalise plans for the competition and share with the Board and members at the upcoming members meeting taking place on Tuesday 10 November.

**Action 2020/10-04**

## **ITEM 7 – Visit Riverina Social Media Results and Update on collaborative with Katie O'Neill**

The EO presented the Visit Riverina and Taste Riverina social media results year to date and provided an update on the collaboration with DRM, working with Katie O'Neill. So far the collaboration is working really well and the results demonstrate this. We hope to continue working with them until early next year. These results will be presented at the next member's meeting.

## **ITEM 8 – RDA Riverina + Taste Riverina Food Directory Project Update**

The EO provided an overview of the RDA Riverina + Taste Riverina Food Directory Project. The first phase of the project has been completed with a team of students at Freelancing HUB Deakin University. The team carried out research and developed a prototype, to convert the food directory from the current format of an excel spreadsheet into an online, publicly searchable and interactive directory, which will be featured on the [www.theriverina.com.au](http://www.theriverina.com.au) website. We will be seeking to enter the next phase with a new team of students at Freelancing HUB next year.

## **ITEM 9- Finance Report**

### **9.1 Cashflow Spreadsheet**

The EO presented the cashflow spreadsheet for the board's review.

### **9.2 Items paid by debit card**

The EO presented the list of items paid by debit card.

**It was RESOLVED** that the finance report be accepted.

## **ITEM 10 – General Business**

Director Uys – Working on Country Change, putting up an outdoor art museum, building starting next month.

Director Crane – Working on a bushfire local recovery fund grant up to \$20M for Gundagai Rail Trail

# THE RIVERINA

Director Thornton - Murrumbidgee Trails joint destination guide, Leeton, Lockhart, Murrumbidgee. Working with truck company to do truck curtains for advertising.

Director Lucas – Miriam and team have been super busy putting out a couple of brochures and the fantastic video, really positive approval both locally and further afield. Bigger projects – Talbingo mountain bike project, doing business case on that. Tumbarumba rail trail continues to be successful, brand new bike shop will be opened in Tumbarumba. People taking advantage of the rail trail. Kylie Bradley and Paul Holton doing economic analysis of the impact. Speaking with Adam MacAlister about flow trail similar to Ride Dungog, a lot of people will come to towns just to ride those trails. Mount Kimo town common is an excellent opportunity for that to occur. Also other trails being developed in Talbingo. Is trying to get lease of Brooklyn on Fitzroy, want to develop facility similar to Sir George in Jugiong, standalone restaurant and function space.

Director Whiting – EDO Forum will be at Whitton Malthouse on 19<sup>th</sup> November. Will be pushed for numbers because of covid restrictions. Trying to video in and video out. Tourism focus. ATSIAS work on behalf of hotel investors. Don't want to invest in capital city hotels at the moment so is an opportunity for the Riverina. Belinda King hopefully will talk about how to run events in this new Covid space. Nicola James from AusIndustry will talk about funding. Initially will be only 1 attendee per LGA. If you want to send more than 1 then have a waiting list person.

The Chair Director Lawrence working on art deco main street façade painting project, will paint 30 buildings, upper art deco facades before art deco festival in July next year. Negotiations with building owners to contribute 50% of cost.

Thrive Strategic Plan – out of region market opportunities are on hold at present due to COVID-19 restrictions.

Forming of a Taste committee – Miriam Hewson, Craig Sinclair, Brent Lawrence to further discuss

Investigating and developing Riverina brand merchandise committee – Tiffany and Miriam Hewson were on this committee but was put on hold. The Chair suggested it remains on hold until we change the branding to Visit Riverina.

VFR Famils working group – delayed for now due to current focuses and digital marketing activities

## **Meeting close**

There being no further business, the meeting closed at 11.42am. The next meeting will be TBD on 10<sup>th</sup> November if travel and gathering restrictions allow at Tumut or Cootamundra.

Signed as a correct record.



**Chair**  
**Brent Lawrence**

**Date 5/11/20**

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