



Notice is hereby given, in accordance with the provisions of the Local Government Act 1993 that a **Meeting of Maitland City Council** will be held in the **Council Chambers, Town Hall, High Street, Maitland**, commencing at **5.30pm**.

## **ORDINARY MEETING**

### **AGENDA**

## **27 FEBRUARY 2024**

**JEFF SMITH**  
**GENERAL MANAGER**

**Please note:**

Councillors are reminded of their Oath or Affirmation of Office to undertake their duties in the best interests of the people of the City and Council and to faithfully and impartially carry out the functions, powers, authorities and discretions vested in them under the Local Government Act 1993, or any other Act to the best of their ability and judgement. Councillors are also reminded of their obligations under the Code of Conduct to disclose and appropriately manage conflicts of interest.

In accordance with the NSW Privacy and Personal Information Protection Act, you are advised that all discussion held during the Open Council meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, Staff member or a member of the public.



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**PRESENT**

**1 INVOCATION**

**2 ACKNOWLEDGEMENT OF COUNTRY**

**3 APOLOGIES, LEAVE OF ABSENCE AND REMOTE ATTENDANCE**

**4 DECLARATIONS OF INTEREST**

**5 CONFIRMATION OF MINUTES OF PREVIOUS MEETING**

- *The Minutes of the Ordinary Meeting held 13 February 2024 be confirmed.*

**6 BUSINESS ARISING FROM MINUTES**

**7 WITHDRAWAL OF ITEMS AND ACCEPTANCE OF LATE ITEMS  
OF BUSINESS**

**8 PUBLIC ACCESS**

**9 MAYORAL MINUTE**



## **10 OFFICERS REPORTS**

### **10.1 EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION**

<b>FILE NO:</b>	103/41/61 & DA/2023/551
<b>ATTACHMENTS:</b>	<ol style="list-style-type: none"><li>1. Letter of Officer to Enter into Voluntary Planning Agreement - Walker Corporation - Gillieston Heights</li><li>2. Draft Voluntary Planning Agreement - Walker Corporation – Cessnock Road Gillieston Heights (Under Separate Cover)</li></ol>
<b>RESPONSIBLE OFFICER:</b>	Matthew Prendergast - Director City Planning Brett Gardiner - Manager Strategic Planning Adam Ovenden - Coordinator City Planning
<b>AUTHOR:</b>	Anne Humphries - Principal Development Contributions Planner
<b>MAITLAND +10</b>	Outcome 4 To be healthy and active with access to local services and facilities
<b>COUNCIL OBJECTIVE:</b>	4.3.2 Provide play spaces across the city to accommodate all age and ability groups

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#### **EXECUTIVE SUMMARY**

*The purpose of this report is to inform Council of an offer from Walker Gillieston Heights Pty Ltd to enter into a Voluntary Planning Agreement for the dedication of land and delivery of recreation facilities at 457-527 Cessnock Road, Gillieston Heights. The draft VPA is linked to development application DA/2023/551 for 322 residential lots which is currently under assessment.*

*Following negotiations with the applicant, a draft Agreement has been prepared by Council staff and Lindsay Taylor Lawyers. The draft document is now presented to Council seeking endorsement for public exhibition.*

#### **OFFICER'S RECOMMENDATION**

##### **THAT**

1. Pursuant to clause 204(1) of the *Environmental Planning and Assessment Regulation 2021*, Council exhibit the draft Voluntary Planning Agreement for a period of 28 days;
2. A further report be presented to Council following the public exhibition of the draft Voluntary Planning Agreement.

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

**REPORT**

The proposed development is located within the Gillieston Heights South catchment which includes land on both the eastern and western sides of Cessnock Road as shown in Figure 1 below.

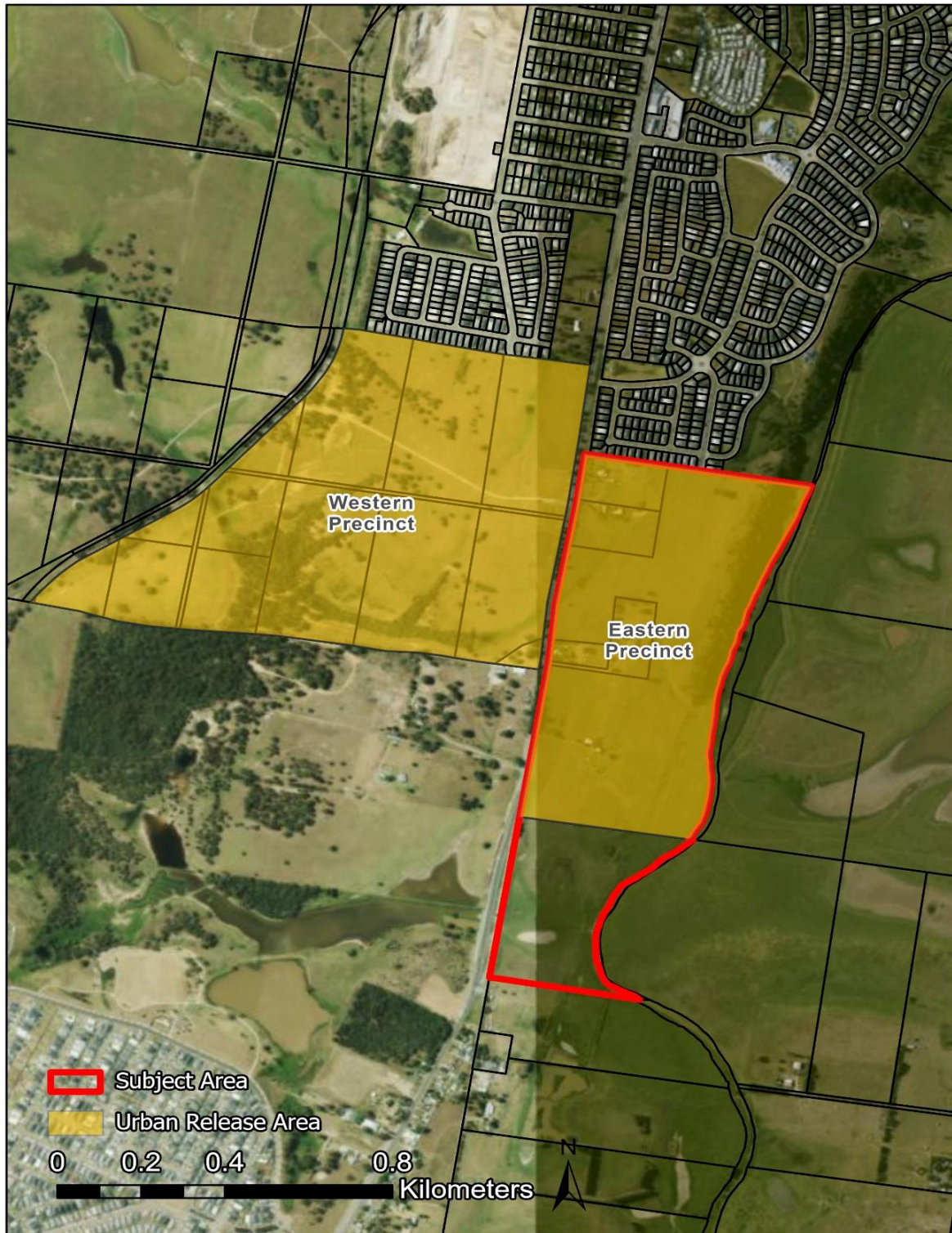


Figure 1 – Gillieston Height South Urban Release Area

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

DA 2023/551 was lodged by Walker Gillieston Heights Pty Ltd (the Applicant) on 3 July 2023 for the subdivision of land known as 457-527 Cessnock Road. The development application seeks to create 322 residential lots, three drainage reserves, and two public reserves proposed to accommodate a local park and dog of leash area (DOLA).

The Applicant submitted a letter of offer seeking to enter into a Voluntary Planning Agreement (VPA) with Council to deliver the following:

1. Local Park - dedication of land and embellishment,
2. Dog Off-leash area - dedication of land and embellishment,
3. The proposed dedication of 11.6ha of C2 Environmental Conservation and C3 Environmental Management zoned land between the development site and Wallis Creek on part of the land known as Lot 2 DP 601226,
4. Payment of a management fund to Council for maintenance of the environmental land into the future,
5. The proposed dedication of 2.5ha of RU2 Rural Landscape zoned land extending north from the southern boundary of the development site, and
6. The proposed dedication of 12.3ha of C2 and RU2 zoned land adjoining the development site to the south known as Lot 3 DP 71130.

The Letter of Offer is provided in Attachment 1 to this report.

The C2, C3 and RU2 zoned land between the development site and Wallis Creek to the east, and adjoining land to the south, has a high environmental/ecological value and little or no development potential. The land between Wallis Creek and the development site also partly serves as an asset protection zone for the development site. Both sites are located adjacent to regional and sub-regional biodiversity corridors which have been identified in Council's Environmental Sustainability Strategy. Securing of these sites, particularly the land between the development site and Wallis Creek, will allow for easy access to one of the last remaining patches of dry rainforest in the LGA enabling Maitland residents to experience a true rainforest ecosystem in their local area.

The dedication of 3 drainage reserves is also included in the offer. These dedications will be at no cost to Council but are required to be included in the VPA.

Figure 2 below identifies the subject site and land dedication areas.



EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

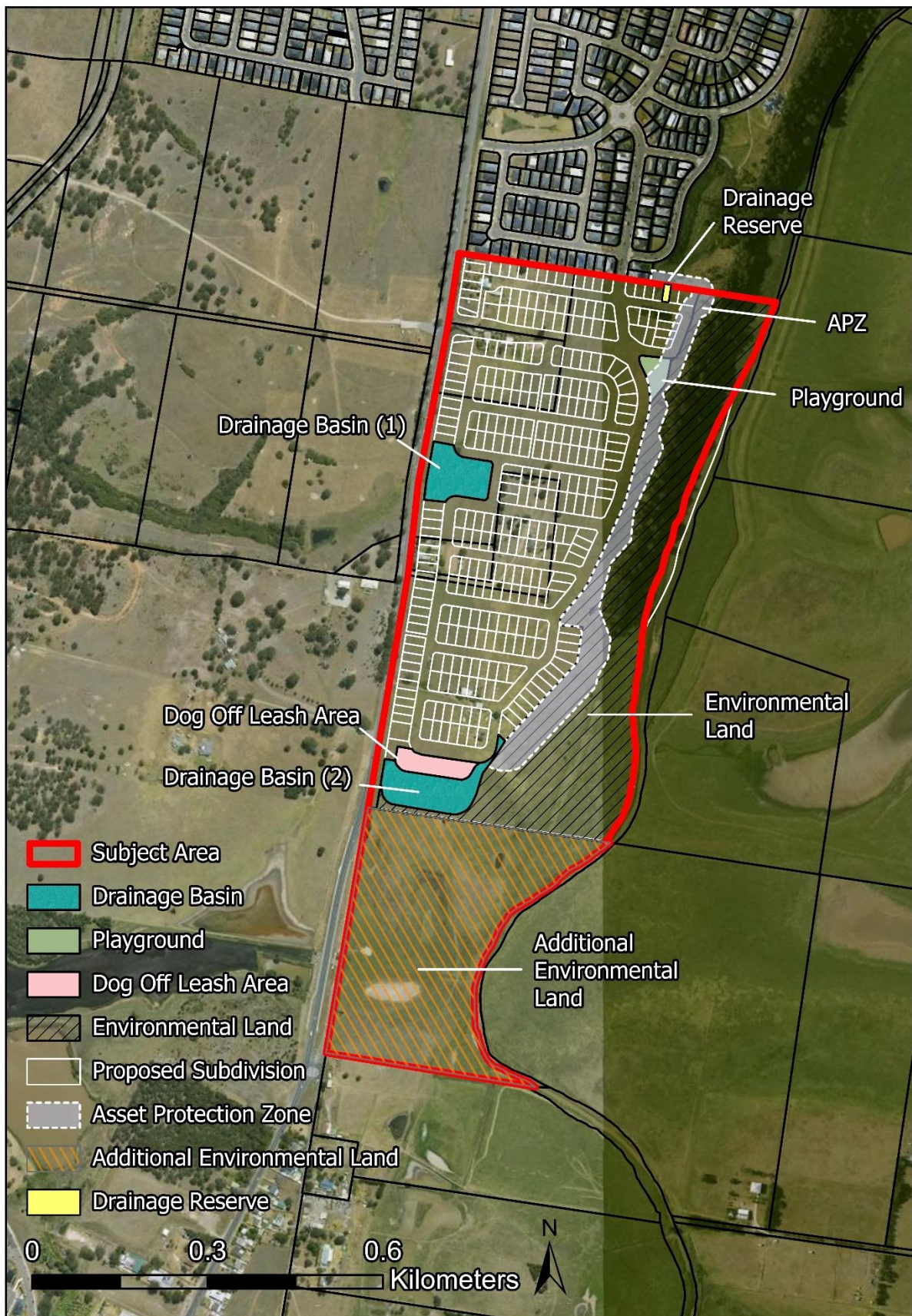


Figure 2 – Land Dedication Areas

## PLANNING ASSESSMENT

The Gillieston Heights South catchment was not considered in the preparation of the 2016 City Wide Development Contributions Plan as the land was not zoned for residential purposes at the time. A contributions plan for the catchment would typically be prepared taking into consideration the demand created by the anticipated incoming population.

To enable an appropriate assessment of the VPA offer in the absence of a contributions plan, Council Officers have undertaken a needs analysis of the demand created by the anticipated increase in population as a result of development of the entire Gillieston Heights South catchment. The results of the analysis are as follows.

## RECREATION & OPEN SPACE FACILITIES

Two local play spaces of 5,000m<sup>2</sup> each in area, one on each side of Cessnock Road, were identified as being required to meet the needs of the new catchment. Table 1 below outlines estimated costs associated with the delivery of these items:

Location	Land Cost	Capital Cost	Total
Eastern Precinct	\$1,500,000	\$506,604	\$2,006,604
Western Precinct	\$1,500,000	\$506,604	\$2,006,604
Total	\$3,000,000	\$1,013,208	\$4,013,208

*Table 1 – Recreation Facilities Estimated Costs*

The analysis also identified the need for a DOLA in the new Gillieston Heights South catchment area.

The proposal by the Applicant to provide one local park and one DOLA has been considered by Council's Recreation Planning Team. It has been determined that, coupled with the provision of a district level park on land in the western precinct (to be delivered under a VPA with McCloy Group DA 22-193 & 22-912), the construction of a local park and DOLA will satisfy demand created in the eastern precinct and wider community for recreation facilities.

## ENVIRONMENTAL LAND

The original VPA offer from the Applicant proposed the dedication of 4,507m<sup>2</sup> of partially zoned R1 General Residential land (1,570m<sup>2</sup>) and partially zoned RU2 Rural Landscape land (2,937m<sup>2</sup>). Subsequent negotiations with the developer identified residual C2 Environmental Conservation and C3 Environmental Management land which has high environmental value and limited development potential. These lands are located between the development site and Wallis Creek (part Lot 2 DP 601226 – 11.6ha) and adjoining to the south (Lot 3 DP 71130 – 12.3ha). The Developer will also pay an amount to Council to ensure the ongoing management of the environmental land into the future.

**ROAD & TRAFFIC FACILITIES**

There are no specific local road infrastructure items required as a result of the development. Developers on both the eastern and western sides of Cessnock Road are required to enter in to Works Authorisation Deeds with Transport for NSW (TfNSW) for a combined four-way signalised intersection on Cessnock Road to support the developments. The costs of all internal road and cycleway works will be borne by the Applicant.

**CITY WIDE FACILITIES**

In addition to facilities required within both the eastern and western development catchments, contributions towards broader city-wide facilities would also be required under a contributions plan.

The s7.11 contributions that would ordinarily apply to the subject development creating 322 residential lots would therefore be as outlined in Table 2 below.

Facility	Per Lot	Total
	1	322
GH South Recreation and Open Space	\$4,740	\$1,526,305
CW Aquatics	\$1,124	\$361,928
CW Competition Netball	\$260	\$83,720
CW Library Floor Space	\$712	\$229,264
CW Road & Traffic Facilities	\$3,724	\$1,199,128
CW Cycleways/Shared Paths	\$664	\$213,808
Plan Management & Administration	\$281	\$90,482
<b>TOTAL</b>	<b>\$11,505</b>	<b>\$3,704,635</b>

*Table 2 – DA Applicable Contributions*

**DRAFT VOLUNTARY PLANNING AGREEMENT**

The draft VPA is provided in Attachment 2 to this report. The draft details the terms of the proposed Agreement, provides plans of the development and the proposed timing of the works, land dedication and payments. The following provides Council with a summary of the terms:

1. The land proposed for the local park and DOLA and environmental land will be dedicated to Council in accordance with the approved staging plan and Schedule 2 of the draft VPA.
2. No monetary value has been placed on the environmental land which is to be dedicated as part of the DOLA land.
3. The local park and DOLA will be embellished by the Applicant subject to concept design approval by Council under DA 23-551.

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

4. The Applicant will pay development contributions in the City-Wide Road and Traffic and Administration categories as lots are released in accordance with the approved staging plan.
5. The City-Wide Road & Traffic and Administration contributions payable will be subject to indexation.
6. The Applicant will pay \$450,025 to Council for the ongoing maintenance of the environmental land.
7. The Applicant will be required to provide security in the form of a bank guarantee or bond for the value of the works and land. The security will be held in escrow to ensure the Applicant delivers on the obligations of the Agreement.
8. Detailed costings for each stage of the works will be required to be submitted to Council along with works as executed plans prior to the release of any Security.
9. Security for the value of the land will be released once all works and land are vested in Council.

Table 3 below details the contributions the Applicant will make under the VPA if approved.

Facility	Land Area (ha)	Land Cost	Construction Cost	Total Contribution
Provision of Local Park	0.2436	\$550,000	\$500,000	\$1,050,000
Provision of Dog Off Leash Area including Environmental Land and APZ	14.9307	\$500,000	\$300,000	\$800,000
Land Dedication Lot 3 DP 71130	12.3000	\$114,975		\$114,975
Contribution towards Maintenance of Environmental Land				\$450,050
Contribution towards City Wide Road & Traffic Facilities				\$1,199,128
Administration				\$90,482
<b>Total</b>	<b>14.4743</b>	<b>\$1,164,975</b>	<b>\$800,000</b>	<b>\$3,704,635</b>

Table 3 – VPA Contributions

In broad terms the draft VPA offer if accepted will result in a positive planning outcome for the Council. Through a mix of land dedication, capital works and cash contributions, Council and the community will receive an overall benefit exceeding that which would apply under a s7.11 contributions plan thus meeting the demands created by the development and providing a broader benefit to the wider community.

The draft VPA sets out the developer's obligations under the agreement, with the Explanatory Note summarising the planning merits and how the objects of the *Environmental Planning and Assessment Act 1979* and the public interest will be served.



If Council supports the VPA offer, a condition will be imposed on the development consent issued under DA 2023/551 requiring the VPA to be formally entered into and legal requirements for the registration of the Agreement on the land title.

## **CONCLUSION**

The acceptance of an offer to enter in to a VPA is at the complete discretion of Council. This report seeks council's endorsement to accept the draft offer, develop a draft VPA and place it on public exhibition for 28 days as required under the Regulations. A further report will be presented to Council at the conclusion of the exhibition period together with the report considering the determination of the subdivision DA 2023/551. This will provide Council with the opportunity to further consider the offer, its relationship to development of the Gillieston Heights South Eastern Precinct and any submissions received.

## **FINANCIAL IMPLICATIONS**

Maintenance of the local park and DOLA will have to be incorporated into future budgets as will the long-term maintenance requirements for the C2 and C3 land. At the conclusion of the Vegetation Management Plan program proposed under the consent for DA 2023/551, Council will need to undertake an ongoing weed maintenance program on the C2 and C3 land. The contribution towards maintenance of the lands as outlined in Table 3 above will assist with these costs initially, however long-term maintenance costs may need to be incorporated into future budgets.

## **POLICY IMPLICATIONS**

Council's Voluntary Planning Agreements Policy sets out the principles governing the use of planning agreements and the specific circumstances where Council may consider negotiating such an agreement. The Policy contains guidance on the assessment and desirability of a proposed agreement. An assessment of these matters has been undertaken in accordance with the Policy to determine the suitability of the offer.

## **STATUTORY IMPLICATIONS**

Section 55 of the Local Government Act 1993 requires that Councils engage in a public tendering process for works with a value of \$250,000 or more. Under the provisions of Clause 55(3)(i) Council can resolve that because of extenuating circumstances, a satisfactory contract result would not be achieved by inviting tenders. Legal advice sought from Lindsay Taylor Lawyers confirms that in cases such as these a more satisfactory contract result will be achieved by the developer carrying out the works on their land as required by the development consent.



## **Officers Reports**

# **EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION**

## **Letter of Officer to Enter into Voluntary Planning Agreement - Walker Corporation - Gillieston Heights**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 9**

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EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)



21 December 2023

The General Manager  
Maitland City Council  
PO Box 220  
MAITLAND NSW 2320

Attention: Brett Gardiner – Manager Strategic Planning  
Anne Humphries – Development Contributions Administrator

**LETTER OF OFFER TO ENTER INTO LOCAL PLANNING AGREEMENT WITH  
MAITLAND CITY COUNCIL**

Walker Gillieston Heights Pty Limited (ACN 077 152 848) ("**Walker**") has lodged a Development Application for a residential subdivision with Maitland City Council, known as DA/2023/551 (PAN-343389).

Walker offers to enter into a Local Planning Agreement ("**Planning Agreement**") with the Maitland City Council under section 7.4 of the *Environmental Planning and Assessment Act 1979* in respect of the Land set out in Schedule 1 to this letter (the "**Land**"). This offer pertains to contributions associated with Local public infrastructure.

**Development Description**

The proposal currently being assessed by Maitland City Council involves the subdivision of five existing allotments into 322 residential allotments, associated infrastructure, and public open space. The proposal includes, more specifically, the following:

- a. demolition of existing dwellings and ancillary structures and removal of vegetation;
- b. construction of retaining walls and associated earthworks, including regrading of the site;
- c. two stormwater basins and associated drainage works;
- d. one drainage easement;
- e. two public open space allotments;
- f. footpaths and roads;
- g. landscaping and fencing; and
- h. servicing.

The two public open space allotments are proposed to be dedicated to offset the requirements associated with section 7.11 of the *Environmental Planning and Assessment Act 1979*.

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

### VPA Proposal

Walker intends to provide a combination of land dedication and the works in kind to offset the development contributions payable under section 7.11 of the Act.

Item	Terms																					
Parties	Maitland City Council  Walker Gillieston Heights Pty Ltd																					
Land	Replicated in Schedule A. <table><tr><th>Property Description</th><th>Street Address</th><th>Land Owner</th></tr><tr><td>Lot 1 DP 302745</td><td>457 Cessnock Road, Gillieston Heights NSW 2321</td><td>Walker Gillieston Heights P/L</td></tr><tr><td>Lot 2 DP 302745</td><td>463 Cessnock Road, Gillieston Heights NSW 2321</td><td>Walker Gillieston Heights P/L</td></tr><tr><td>Lot 1 DP 311179</td><td>501 Cessnock Road, Gillieston Heights NSW 2321</td><td>Walker Gillieston Heights P/L</td></tr><tr><td>Lot 1 DP 601226</td><td>507 Cessnock Road, Gillieston Heights NSW 2321</td><td>Walker Gillieston Heights P/L</td></tr><tr><td>Lot 2 DP 601226</td><td>527 Cessnock Road, Gillieston Heights NSW 2321</td><td>Walker Gillieston Heights P/L</td></tr><tr><td>Lot 3 DP 71130</td><td>527 Cessnock Road, Gillieston Heights NSW 2321</td><td>Walker Gillieston Heights P/L</td></tr></table>	Property Description	Street Address	Land Owner	Lot 1 DP 302745	457 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L	Lot 2 DP 302745	463 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L	Lot 1 DP 311179	501 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L	Lot 1 DP 601226	507 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L	Lot 2 DP 601226	527 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L	Lot 3 DP 71130	527 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L
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Lot 3 DP 71130	527 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L																				
Development Application	<p>This Planning Agreement relates to a residential subdivision to create 322 residential lots, two public open space lots, three drainage reserve lots, two road widening lots and one service lot over several stages. In facilitating the proposed subdivision, the following works are included:</p> <ul style="list-style-type: none"><li>a. demolition of existing dwellings and ancillary structures and removal of vegetation;</li><li>b. construction of retaining walls and associated earthworks, including regrading of the site;</li><li>c. two stormwater basins and associated drainage works;</li><li>d. one drainage easement;</li><li>e. two public open space allotments, including embellishment;</li><li>f. footpaths and roads;</li><li>g. landscaping and fencing; and</li><li>h. servicing.</li></ul>																					

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

Monetary Contribution

Current contributions payable are:

Contributions Under DA 23-551		
Facility	Per Lot	Total
	1	322
GH South Recreation and Open Space	\$4,740	\$1,526,280
CW Aquatics	\$1,124	\$361,928
CW Competition Netball	\$260	\$83,720
CW Library Floor Space	\$712	\$229,264
CW Road & Traffic Facilities	\$3,724	\$1,199,128
CW Cycleways/Shared Paths	\$664	\$213,808
Plan Management & Administration	\$281	\$90,482
<b>TOTAL</b>	<b>\$11,505</b>	<b>\$3,704,610*</b>

\*subject to indexation

The following are understood to be non-offsetable contributions as part of the current proposal and would need to be subject to a monetary contribution despite any land dedication or embellishment works:

Contributions Under DA 23-551		
Facility	Per Lot	Total
	1	322
CW Road & Traffic Facilities	\$3,724	\$1,199,128
Plan Management & Administration	\$281	\$90,482
<b>TOTAL</b>	<b>\$4,005</b>	<b>\$1,289,610*</b>

\*subject to indexation

Walker proposes to offset the remaining \$2,415,000 via a combination of land dedication and works as outlined below:

Asset	Value
Local Park	\$550,000.00
Local Park - Embellishment	\$500,000.00
Dog Park	\$500,000.00
Dog Park - Embellishment	\$300,000.00
Dedication of Lot 3 DP71130	\$114,975.00
Management Fund for Residual Land	\$450,025.00
<b>TOTAL</b>	<b>\$2,415,000.00</b>

The total monetary contributions would be \$1,289,610\* (non-offsetable works) + \$450,025 (management fund) = **\$1,739,635**

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

Works / Dedication	<p>The proposed residential subdivision would be delivered and dedicated in a staged approach.</p> <ul style="list-style-type: none"> <li>The Local Park would be embellished and delivered as part of the relevant stage of subdivision and would be embellished generally in accordance with Schedule B.</li> <li>The Dog Park would be embellished and dedicated as part of the final development stage and would be dedicated to Council upon registration. The indicative embellishment is shown in Schedule B.</li> <li>The Residual Land would form part of the Dog Park allotment. It would be managed in accordance with a Biodiversity Management Plan approved under DA/2023/551 for five years prior to dedication as part of the final development stage. At the time of dedication, Walker would provide a management fund to the value of \$450,025.00 for the ongoing maintenance. The Residual Land would be serviced by two all-weather access tracks, one in the north and one in the south.</li> <li>Lot 3 DP71130 would be dedicated at an agreed time between the Parties.</li> </ul>
The Public Interest	The Planning Agreement promotes the public interest by ensuring that an appropriate contribution is made towards the provision of infrastructure, facilities and services to satisfy the needs that arise from the development of the Land.
Application of section 7.11, 7.12 and 7.24	The Planning Agreement seeks to partially offset the contributions payable under section 7.11 of the Act.
Security	Value and timing to be confirmed.
Costs	Walker Gillieston Heights P/L agrees to pay the Council's reasonable costs and incidentals to the negotiation, preparation and entering into the agreement, as well as administration and enforcement of the planning agreement in accordance with the terms set out in the template planning agreement.

Walker looks forward to continuing to work with Council to finalise this matter in a timely manner.

Should you have any further questions on this matter, please contact Sam Smith at [REDACTED]

Yours faithfully

**Walker Gillieston Heights Pty Limited**



**Nathan Campbell**

**Group Executive, Development & Chief Operating Officer**

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)

Schedule A – Location Plan & Ownership



Property Description	Street Address	Land Owner
Lot 1 DP 302745	457 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L
Lot 2 DP 302745	463 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L
Lot 1 DP 311179	501 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L
Lot 1 DP 601226	507 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L
Lot 2 DP 601226	527 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L
Lot 3 DP 71130	527 Cessnock Road, Gillieston Heights NSW 2321	Walker Gillieston Heights P/L



**Site Plan Details:**

- Lot 1 of DP302745:** Dimensions 45.01, 105.1, 105.1, 105.1.
- Lot 2 of DP302745:** Dimensions 205.17, 105.1, 105.1, 205.17.
- Lot 1 of DP311179:** Dimensions 140.82, 193.28, 193.28, 140.82.
- Lot 1 of DP601226:** Dimensions 70.0, 150.8, 150.8, 70.0.
- Lot 2 of DP601226:** Dimensions 240.28, 100.14, 100.14, 240.28.

**Easements:**

- (A) ASSET PROTECTION ZONE (PROPOSED)
- (B) EASEMENT TO DRAIN WATER 5 WIDE (PROPOSED)
- (C) EASEMENT FOR ACCESS VARIABLE WIDTH (PROPOSED)

**Surrounding Lots:**

- DP456946 (Lots 1, 2)
- DP1181574 (Lots 21, 22)
- DP129121 (Lots 1001, 1002)

**Streets:** CESSNOCK ROAD, TANGERINE, ASPEN DR, WALLIS CREEK.

Page 6 of 9

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)



Indicative Local Park Embellishment Plan



## DOG PARK



### Indicative Dog Park Embellishment Plan

---

EXHIBITION OF PROPOSED VOLUNTARY PLANNING AGREEMENT - RECREATION FACILITIES - GILLIESTON HEIGHTS SOUTH - WALKER CORPORATION (Cont.)
**Schedule C – Contributions Land**

Contribution Item Description	VPA Item No.	Land Area to be Dedicated	Notional Land Value*	Title Description
Local Playground	01	2,436sqm	\$550,000	Lot 148 DP***
Dog Park (including Residual Land)	02	141,807sqm	\$500,000	Lot 650 DP***
Lot 3 DP 71130	03	122,000sqm	\$114,975	Lot 3 DP 71130
<b>Totals</b>		<b>266,243sqm</b>	<b>\$1,164,975</b>	

\* Land Value subject to independent valuation

**10.2 HUNTER ESTUARY VIBRANT RIVER EDUCATION GRANT**

<b>FILE NO:</b>	<b>55/17</b>
<b>ATTACHMENTS:</b>	<b>1. Attachment 1 - Melville Ford Site Plan 2. Attachment 2 - Morpeth Site Plan 3. Attachment 3 - Lorn Site Plan 4. Attachment 4 - Lorn Landscape Plan for Plantings (Under Separate Cover)</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Matthew Prendergast - Director City Planning Catherine Pepper - Manager Environment &amp; Sustainability</b>
<b>AUTHOR:</b>	<b>Deanne Nelson-Pritchard - Principal Estuary Officer</b>
<b>MAITLAND +10</b>	<b>Outcome 10 To love and look after our great outdoors</b>
<b>COUNCIL OBJECTIVE:</b>	<b>10.3.2 Partner with relevant parties to protect, enhance, maintain and restore river and wetland health and amenity through the development and delivery of a Hunter River Estuary Coastal Management Plan</b>

---

**EXECUTIVE SUMMARY**

*Maitland City Council received a Coastal and Estuary Program grant in 2022. The grant was obtained to address community concern on erosion at a number of sites and impacts to the river, the surrounding land and the environment. Background research has been undertaken to develop permissible options for the sites of concern and this report provides the draft plans for community consultation.*

**OFFICER'S RECOMMENDATION****THAT**

- 1. The draft site plans for the Vibrant River Education Project be put on public exhibition for 28 days**
- 2. If no submissions are received at the closing of public exhibition the project will start implementation with a tree planting and education event beginning in Lorn as provided in Attachment 3 and begin detailed signage design for Morpeth, Lorn and Melville Ford**
- 3. If submissions are received, Council officers will report back to Council.**

**REPORT**

In early 2022 Maitland City Council was successful in receiving a grant under the NSW Government Coastal and Estuary Program from the implementation stream. This grant project focusses on education in the Maitland reach of the Hunter Estuary to improve community recognition of the importance of the Hunter River and support behaviour change to reduce erosion and pollution.

## HUNTER ESTUARY VIBRANT RIVER EDUCATION GRANT (Cont.)

The project arose due to community concerns being raised because of vehicle access to Melville Ford creating environmental harm and erosion to private land, and erosion arising at Morpeth due to boat usage. Additionally, following the receipt of the grant, concern was raised in relation to Lorn riverfront area due to loss of land, loss and lack of trees and erosion which was evident from the flooding during this time.

The project aims to provide signage, points of interest, barricading and beautification of sites along the river to improve appreciation of the river and understanding that damage from human activities such as four-wheel driving and boating creates long term impacts. As a result of the design changes to the Melville Ford Bridge project which would reduce opportunity for beautification projects at the site, it was considered appropriate to investigate including additional sites along the river.

A consultant was engaged to investigate the opportunities for tree placement in riparian areas and floodways due to the historical flood management systems and historical beliefs of working within these zones. This information was further provided to an additional consultant to develop an engagement plan and a landscape plan for the Lorn Riverfront in recognition of the flooding impacts that needed to be recognised.

The project will undertake educational activities that are permissible within the constraints of each site.

#### Melville Ford

Due to the bridge upgrades, the opportunity has been discussed with the engineering design team to ensure vehicle access is prevented to the river itself as a part of the design of the bridge. It is understood that parking with foot traffic to the river will be provided as a part of that project to still allow communities to enjoy the river. Opportunity was originally provided in the grant to assist landholders with fencing to prevent vehicle access to their properties however it appears this is no longer required.

As such, signage will be developed to advise the community on the issue of vehicle access and the destruction of the environment and water quality which impacts the use of this popular site for the broader community and surrounding landowners. Destruction of the river bed and loss of vegetation caused by vehicles, opens the area (mostly private lands) to erosion in high rainfall and floods. This in turn impacts both the water quality of the estuary and the amenity of this popular recreational area and is adding to the problem that Maitland's estuary reach is of the poorest water quality within the upper reach of any estuary. Attachment 1 provides a plan of the signage location.

#### Morpeth

Queens Wharf provides a wonderful opportunity to assist with community education in relation to boat usage and understanding of river dynamics. The project plan prepared for this location included concepts around signage and 'gamification' of messaging to engage visitors to the site.

## HUNTER ESTUARY VIBRANT RIVER EDUCATION GRANT (Cont.)

Consultation with Mindaribba Local Aboriginal Land Council has been undertaken as a part of the preparation of a draft site plan. Results of this initial consultation indicate that a welcome sign and a message stick outlining the key educational messages, done in collaboration with Mindaribba Local Aboriginal Land Council, is an appropriate way to share knowledge and to recognise the significance of the river to the Traditional Owners. From this starting point a QR game style small sign will be placed to lead the community to a website to discuss the historical heritage of the wharf and Morpeth as a first settlement, the importance of the river for its social and economic aspects and the environment to which we need to enhance if we want to create a "Vibrant River City". There are no conflicts with the location of the plantings and events held at Queens Wharf.

The site plan provided in Attachment 2 shows placement of the signage and possible shade tree opportunities, which will only be included if funding is available.

### Lorn

As a result of community complaints post the 2022 flood event, regarding erosion, concerns of lack of vegetation holding the bank together, lack of amenity and aesthetics at Lorn, it was considered to investigate Lorn riverbank as a potential location for additional education opportunities, given the reduction in scope at Melville Ford.

There is community interest in undertaking planting of trees in this area, in appropriate locations that do not impact upon flood mitigation infrastructure. Explanation signage for the carpark and limitation of vehicle access to the riverbank which would also assist in reducing erosion and managing community understanding of the most appropriate ways to interact with the site. Signage will be developed to explain riverbank fragility, the importance of an effective riparian zone to the protection of the riverbank, the community space and the flood mitigation infrastructure at the site.

A full landscape plan has been prepared for the Lorn Riverbank. Funding does not permit all of the landscape to be undertaken however, it is proposed to start on stage 1 as displayed on Attachment 3, with future funding opportunities to be sought through the Hunter Estuary Coastal Management Program once it is developed. Due to the complexity of the site a landscape report has also been developed which provides further information on appropriate placement and plant species to be read alongside the landscape plan (Attachment 4).

### Community Consultation

It is proposed that the plans for each site be put on exhibition for community consultation for 28 days to seek comment on the proposed projects. This consultation period will also provide an opportunity to start the education campaign of the importance of the river and how we can all protect it. Opportunity will also be undertaken to again consult internally considering Council's structural changes to ensure understanding and agreement with proposed actions and educational messages and seek alignment of the on-ground component with other groups messaging.

## HUNTER ESTUARY VIBRANT RIVER EDUCATION GRANT (Cont.)

Should community consultation be in agreement with the project plans the implementation will begin with a planting event to be undertaken with collaboration between the Maitland community and Mindaribba Local Aboriginal Council. If submissions are received, a further report will be required to be submitted to Council and the planting event will be undertaken on a future date.

**CONCLUSION**

This report provides the progression of the “Hunter Estuary Vibrant River Education Grant” with project plans for Melville Ford, Lorn and Morpeth to assist with education on the fragility of the river. This project will assist with an understanding of personal actions in the context of the area around of the river and impacts to poor health of the estuary in the Maitland reach.

**FINANCIAL IMPLICATIONS**

This matter has no direct financial impact upon Council's adopted budget or forward estimates.

**POLICY IMPLICATIONS**

This matter has no specific policy implications for Council.

**STATUTORY IMPLICATIONS**

There are no statutory implications under the Local Government Act 1993 with this matter.

## **Officers Reports**

# **HUNTER ESTUARY VIBRANT RIVER EDUCATION GRANT**

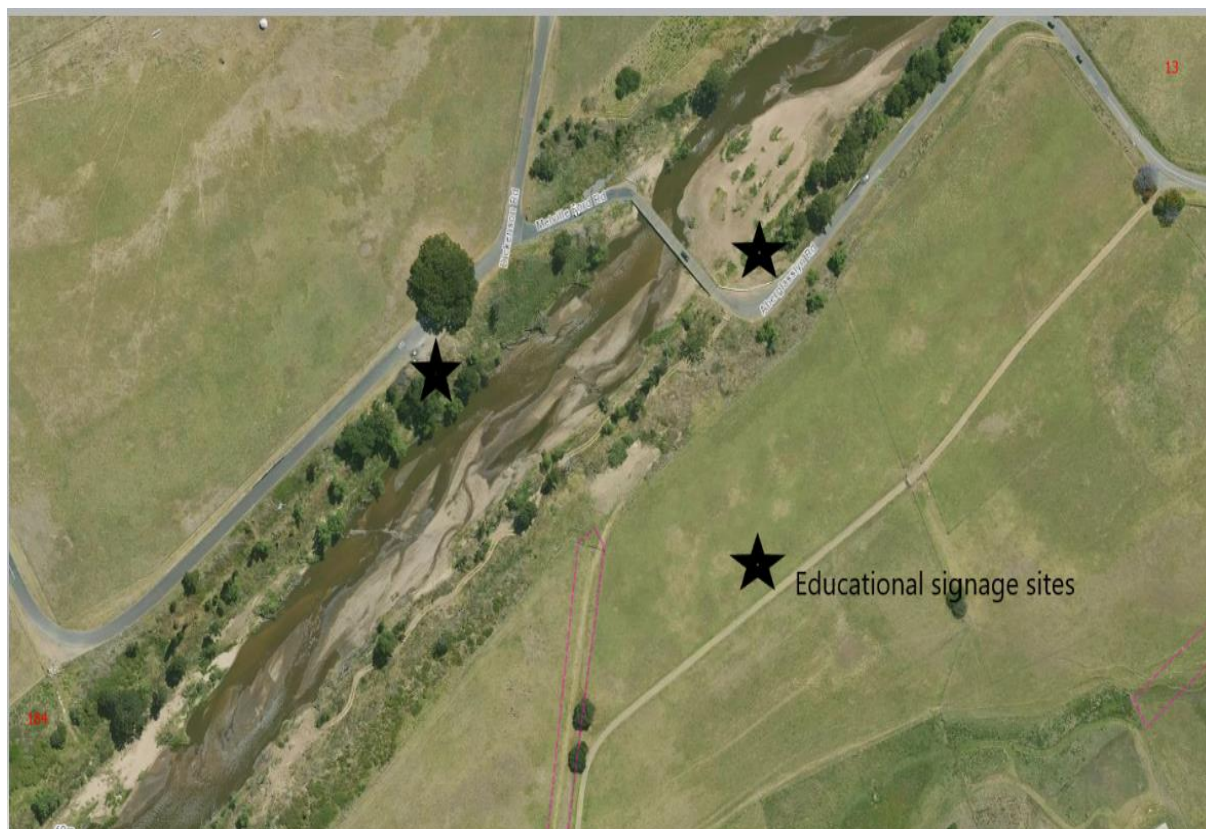
## **Attachment 1 - Melville Ford Site Plan**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 1**

**Attachment 1: Melville Ford Site Plan**





## **Officers Reports**

# **HUNTER ESTUARY VIBRANT RIVER EDUCATION GRANT**

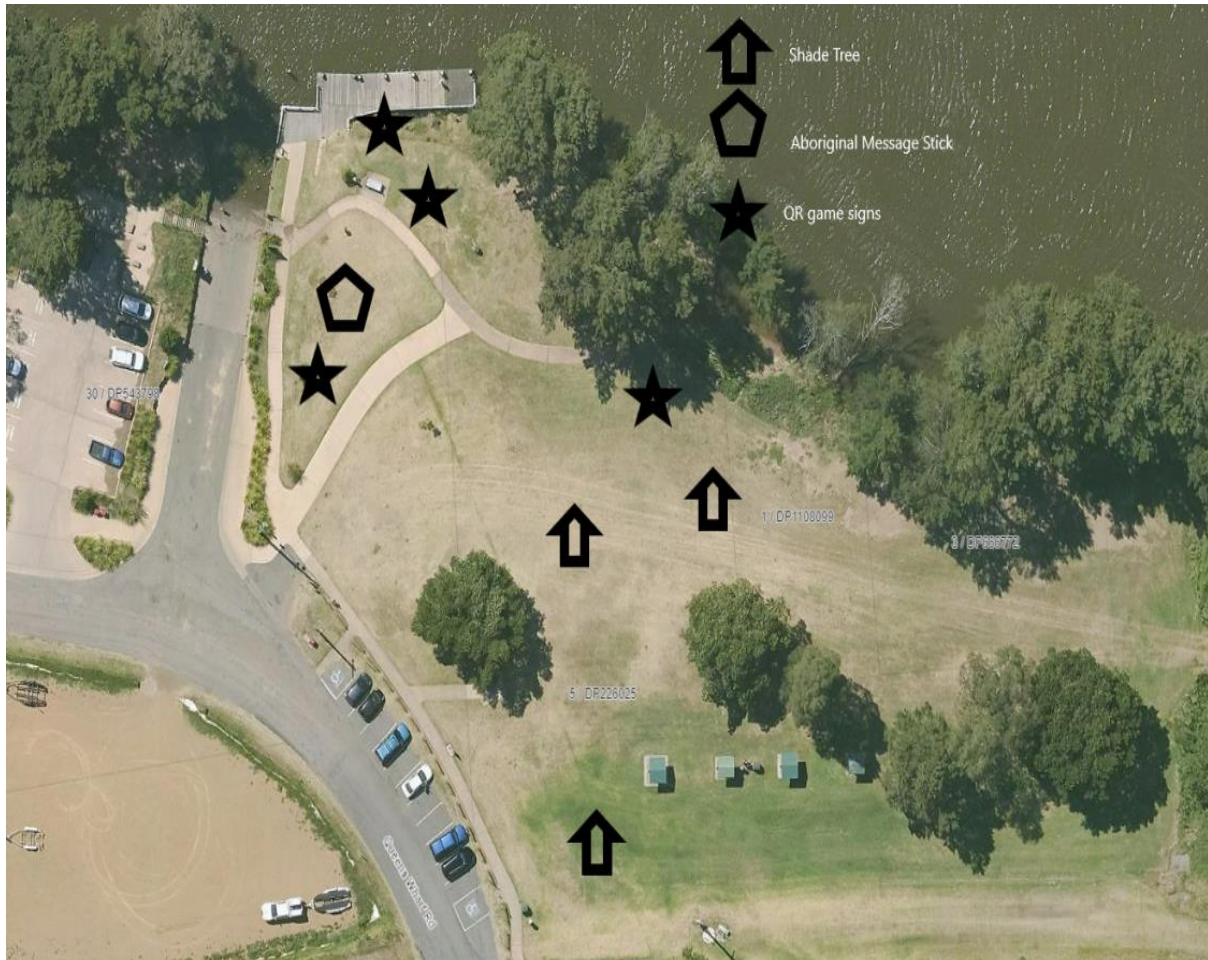
## **Attachment 2 - Morpeth Site Plan**

**Meeting Date: 27 February 2024**

**Attachment No: 2**

**Number of Pages: 1**

**Attachment 2: Morpeth Site plan**



## **Officers Reports**

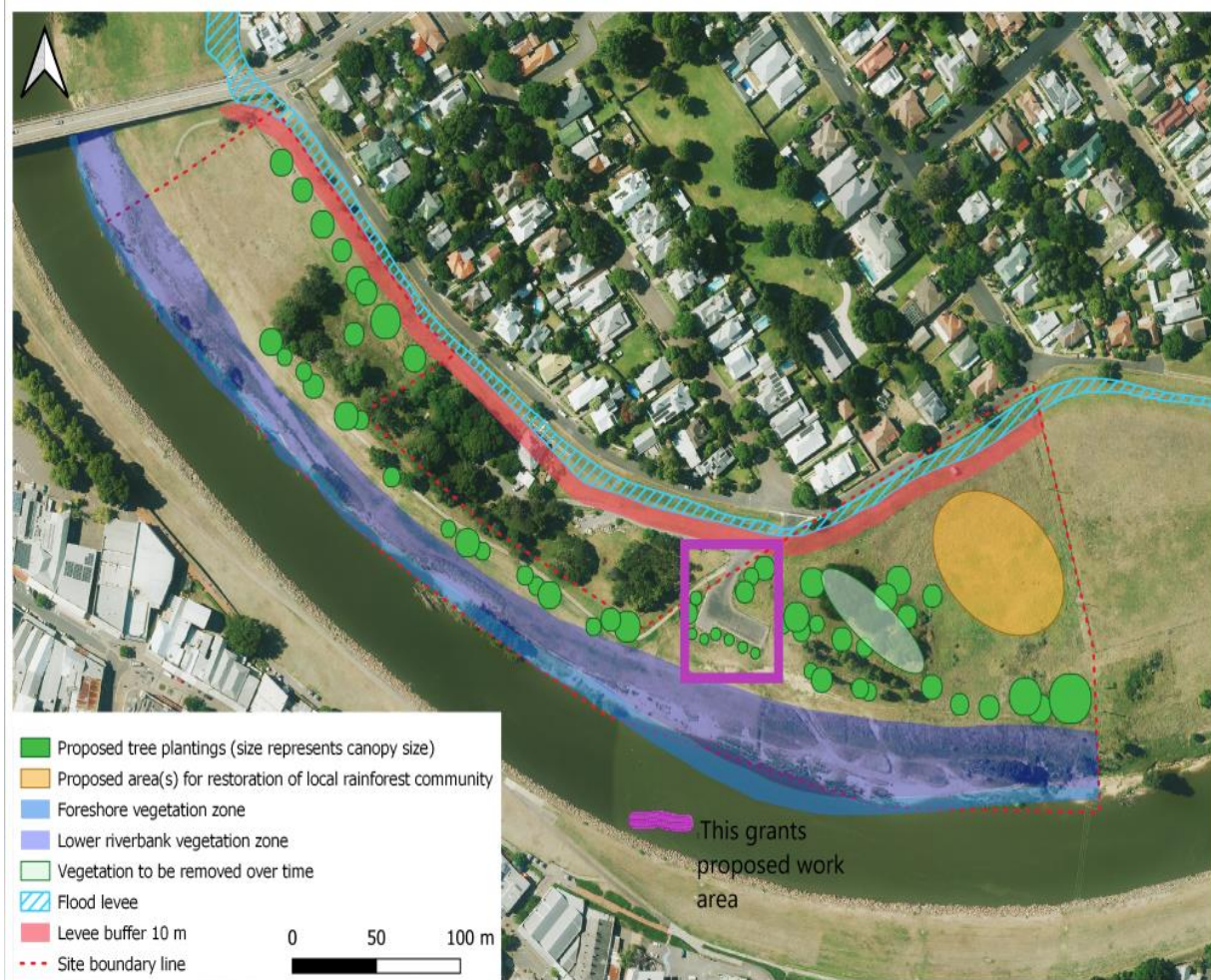
# **HUNTER ESTUARY VIBRANT RIVER EDUCATION GRANT**

## **Attachment 3 - Lorn Site Plan**

**Meeting Date: 27 February 2024**

**Attachment No: 3**

**Number of Pages: 1**

**Attachment 3: Lorn Project Plan**

### 10.3 FORMER ANAMBAH LANDFILL REMEDIATION AND FUTURE USES OF THE SITE

<b>FILE NO:</b>	<b>2022/137/2072</b>
<b>ATTACHMENTS:</b>	<b>1. Attachment 1 - Final Land Use and Remediation Options Assessment (Under Separate Cover)</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Matthew Prendergast - Director City Planning Catherine Pepper - Manager Environment &amp; Sustainability</b>
<b>AUTHOR:</b>	<b>Malcolm Adrien - Senior Contaminated Land Officer</b>
<b>MAITLAND +10</b>	<b>Outcome 11 To reduce our reliance on non-renewable natural resources</b>
<b>COUNCIL OBJECTIVE:</b>	<b>11.1.3 Develop a remediation action plan former landfill sites</b>

---

#### EXECUTIVE SUMMARY

*Maitland City Council (MCC) own, and previously operated, the former Anambah Landfill site, located on Anambah Road, Rutherford. It is a historic landfill site which operated from 1976 – 1993 and is noted to be without environmental management systems compliant to modern standards. The site ceased operations in 1993 and is currently in an unremediated state. This report outlines the outcome of work undertaken to determine a pathway to enable future remediation of the site. Community consultation on the recommended land use option, and more detailed feasibility studies are recommended to enable Council to progress towards a decision on site remediation.*

#### OFFICER'S RECOMMENDATION

##### THAT

- 1. Community consultation is undertaken on the recommended landuse option, being a combination of Commercial/Light Industrial, and Solar Farm.**
- 2. Further feasibility review is progressed, including engineering, environmental and financial feasibility.**
- 3. A further report be brought to Council outlining outcomes and recommended next steps.**

#### REPORT

In 2022 tenders were called to engage a suitably qualified and experienced contractor to provide contaminated land consultancy support for the Anambah former landfill project. The scope of the project includes:

- Stage 1: Short term works including data collection and analysis focused on landfill gas and leachate generation and management.
- Stage 2A: Environmental management, monitoring and options assessment.

## FORMER ANAMBAH LANDFILL REMEDIATION AND FUTURE USES OF THE SITE (Cont.)

- Stage 2B: Develop Remedial Action Plan (RAP), including identification of a preferred end land use following completion of remediation activities. The final end land use will provide the remediation requirements to make the site suitable for its intended future land use.

In May 2023, the NSW EPA declared the Anambah former landfill and adjacent parcel as 'Significantly Contaminated Land' under Section 11 of the Contaminated Land Management Act 1997. As a result, Council is required to enter a Voluntary Management Plan (VMP) for the site which include interim gas management measures and preparation of a RAP with the long-term goal of remediating the site. Engineering and environmental consultancy GHD Pty Ltd has been providing contaminated land consultancy support to enable Council to progress the preparation of the required documents.

A Land Use Options Assessment has now been completed for the site, the results of which are provided in Attachment 1. The assessment analyses potential land use options based on known site constraints including the nature and extent of contamination, impacts to nearest sensitive receptors, cost and complexity of remediation, consistency with development potential of the surrounding area and sustainability factors.

The following options were assessed:

- Option 0 – Do nothing
- Option 1 – Passive recreation / managed green space
- Option 2 – Commercial / Light Industrial, inclusive of three sub-options relating to the develop
- Option 3 – Solar farm
- Option 4 – Gas mitigation measures with no redevelopment of the site. This would entail long term vegetation management for the site.

The recommended option for the end land use of the site is a combination of the Commercial/Light Industrial, and Solar Farm options. This represents an amendment of Option 2.2a provided in the report. This would entail developing the north-west corner of the site which is unimpacted by landfilling, capping the remaining site with an appropriate landfill cap and establishing a solar farm on the cap. In addition, a further feasibility study is recommended to explore ground improvement within an area in the south-western portion of the site to assess the viability of building over some waste filled areas for light industrial/commercial development. An artistic impression of the recommended option is provided in Figure 1 below.

The recommended option provides a balanced approach to remediation, managing the impact of remediation to surrounding residents while mitigating the ongoing impact to the environment caused by the unremediated state of the landfill site. It also provides the most favourable scenario for generating revenue to offset the cost of remediation.



## FORMER ANAMBAH LANDFILL REMEDIATION AND FUTURE USES OF THE SITE (Cont.)



*Figure 1 – Artistic impression of the recommended final land use, subject to change following further feasibility assessment, review and detailed design*

Prior to a final decision being made on a preferred land use, the following steps are recommended.

1. Undertake community consultation on the recommended option, including seeking input on community concerns and preferences, and
2. Undertake further feasibility review, including engineering, environmental and financial feasibility. This would also include reviewing potential opportunities to attract investment to enable the remediation work to be delivered.

## CONCLUSION

The land use options review provides valuable insight into how the Former Anambah Landfill can be remediated to reduce ongoing impacts and bring value to the community over the long term. Undertaking the recommended next steps will provide further information to assist decision makers in determining a preferred long term land use for the site, for which a remediation action plan can be prepared.

## FINANCIAL IMPLICATIONS

The information provided in this report assists in determining a land use option which, once selected, will impact the remediation costs, the value of the land once remediated, and any future income that can be realized from the land use. The selected land use option may also have upfront costs for the establishment of the land for that use. The final land use option will also impact on the future value of the land and any associated return to Council.

FORMER ANAMBAH LANDFILL REMEDIATION AND FUTURE USES OF THE SITE (Cont.)

**POLICY IMPLICATIONS**

This matter has no specific policy implications for Council.

**STATUTORY IMPLICATIONS**

There are no statutory implications under the Local Government Act 1993 with this matter.



## 10.4 APPROVAL TO CALL TENDERS FOR THE COLLECTION AND TRANSPORT OF ORGANICS FROM MAITLAND RESOURCE RECOVERY FACILITY

<b>FILE NO:</b>	61/37
<b>ATTACHMENTS:</b>	Nil
<b>RESPONSIBLE OFFICER:</b>	Matthew Prendergast - Director City Planning Catherine Pepper - Manager Environment & Sustainability Michelle Lindsay - Operations Manager Waste Services
<b>AUTHOR:</b>	Sarah Jackson - Waste Officer Leigh Weldon - Coordinator Resource Recovery & Waste Disposal
<b>MAITLAND +10</b>	Outcome 13 To reduce our waste
<b>COUNCIL OBJECTIVE:</b>	13.1.2 Deliver a sustainable waste management collection and disposal service

---

### EXECUTIVE SUMMARY

*The current regional contract for the collection of organics from the Maitland Resource Recovery Facility is due to expire on the 29 February 2024. A Request for Tender is required by Council to maintain the collection and transportation of organics from the Maitland Resource Recovery Facility.*

*The tender will be published on Tenderlink to all registered organisations. The contract term is two (2) years, with an option of a one (1) year extension dependent upon performance. The contract standard allows for right of termination by Council.*

### OFFICER'S RECOMMENDATION

#### THAT

1. Council approve calling tenders for the collection and transport of organics from the Maitland Resource Recovery Facility.

### REPORT

#### Introduction

The current regional contract (2019/137/1506) for the collection of organics from Cessnock, Maitland and Singleton Councils Waste Management Centres is due to expire on the 29 February 2024.

A decision was made by the Councils to manage individual contracts for the collection and transportation of organics from their waste facilities to the Australia Native Landscape (ANL) Organics Transfer Facility located at Styles Street, Weston.

APPROVAL TO CALL TENDERS FOR THE COLLECTION AND TRANSPORT OF ORGANICS FROM MAITLAND RESOURCE RECOVERY FACILITY (Cont.)

A Request for Tenders is required to maintain the collection and transportation of Organics from the Maitland Resource Recovery Facility (MRRF) to the Organics Transfer Facility.

Council will continue to work with the current provider under the conditions of the existing contract until the tender process is complete and the new contract is awarded. This is anticipated to take up to 3 months.

#### Description of Service

The Contractor's responsibilities will include:

- Attending the MRRF at a minimum once per calendar month,
- Removing contamination contained in the stockpiled organics,
- Loading of organics (some organics may include oversized items such as tree stumps and timber) onto the Collection Vehicle,
- Provision of all vehicles plant and equipment and labour to decontaminate the organics, load and transport the organics to the Organics Transfer Facility, and
- Delivery of all organics collected at the MRRF to the Organics Transfer Facility.

#### Organics Recovery

A total of 1884 tonnes of organics were recovered from MRRF in 2022/23 and it is anticipated that organics will continue to be delivered at this level in the future. The estimated cost for the two (2) year term of contract is approximately \$300,000. This cost for the service is offset by savings in waste levy for the organics transported to a lawful processing facility.

#### CONCLUSION

A contract is required to maintain the collection and transportation of organics from the MRRF to the Organics Transfer Facility. Due to the estimated spend of \$300,000 for the two (2) year contract term, a Request for Tender is required.

#### FINANCIAL IMPLICATIONS

The cost of the contract is included in Council's existing Waste Disposal budget. This matter has no direct financial impact upon Council's adopted budget or forward estimates.

#### POLICY IMPLICATIONS

This matter has no specific policy implications for Council.

#### STATUTORY IMPLICATIONS

There are no statutory implications under the Local Government Act 1993 with this matter.

## 10.5 ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023

<b>FILE NO:</b>	35/33/18/12
<b>ATTACHMENTS:</b>	1. On the Move July - December 2023
<b>RESPONSIBLE OFFICER:</b>	Tiffany Allen - Executive Manager People and Performance Kelly Arnott - Manager Corporate Planning and Performance
<b>AUTHOR:</b>	Jenna Parkinson - Corporate Strategy Lead Kate Higgins - Corporate Planning & Reporting Officer
<b>MAITLAND +10</b>	Outcome 15. To have an effective and efficient Council
<b>COUNCIL OBJECTIVE:</b>	15.3.1 Monitor and report progress against the delivery of projects and services, as identified in the community Strategic Plan, Delivery Program and annual Operational Plan

### EXECUTIVE SUMMARY

*On the Move is a six monthly report that overviews projects and activities undertaken within Council's Delivery Program 2022 - 2026.*

*The report is an opportunity to provide information to the community on progress made during the period July 2023 to December 2023 on the principal activities including delivery of services and infrastructure, highlights and financial summary.*

### OFFICER'S RECOMMENDATION

#### THAT

1. Council receive Issue 25 of On the Move, a report for the period July 2023 to December 2023 on progressing the Delivery Program 2022 - 2026; and
2. The report be made available to the community on Council's website and promoted via social media.

### REPORT

On the Move provides an overview on progress towards our Delivery Program 2022 – 2026, a statement of commitment to the community from our elected Council, translating the community's vision and priorities from Maitland +10 into actions.

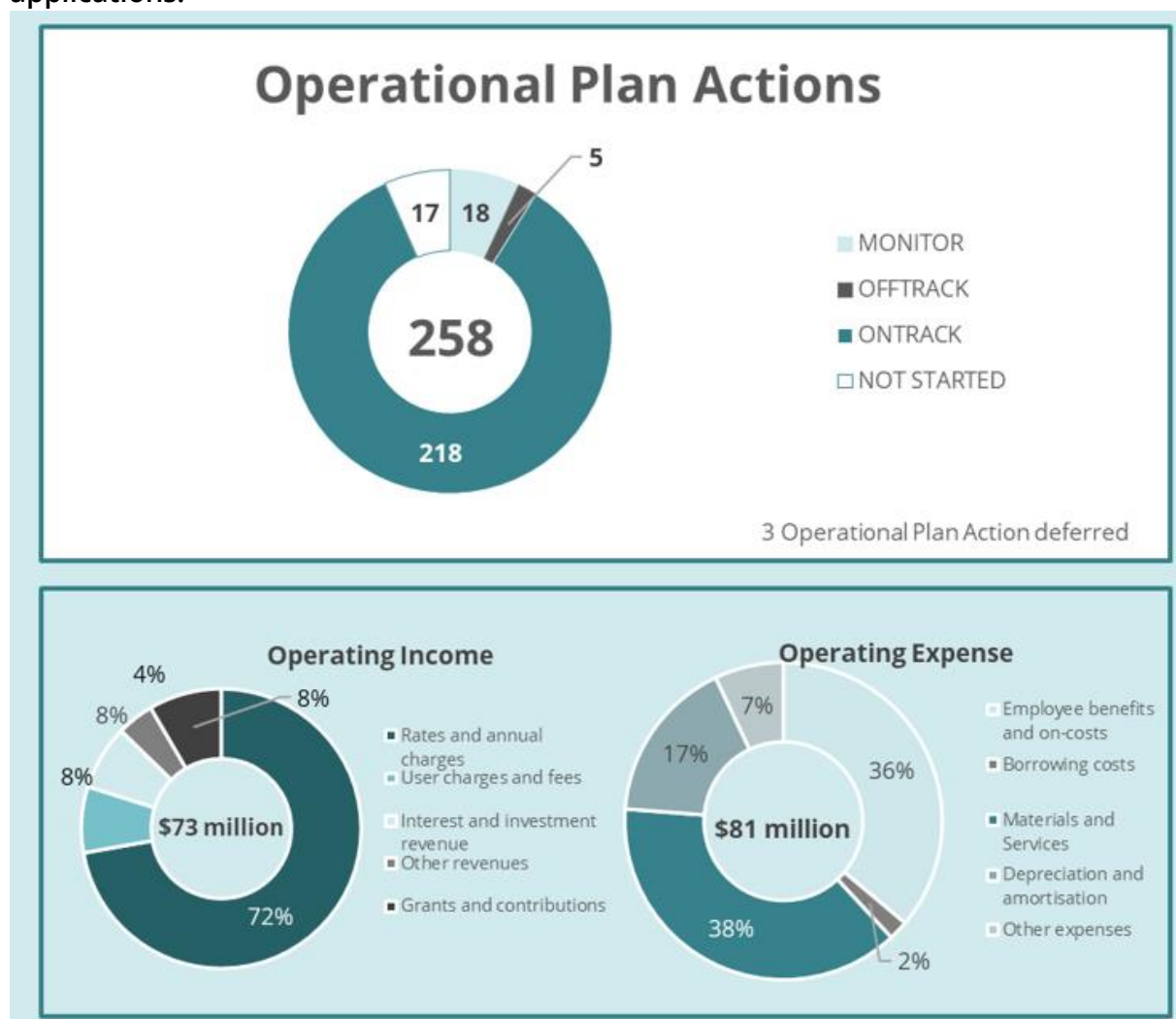
On the Move is presented under the four themes of the Delivery Program and provides an overview of progress toward our community outcomes for July 2023 to December 2023. In addition to meeting our legislative obligations, the objectives of On the Move are to:

- communicate our vision, themes and outcomes to the community

## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

- instil community confidence in our ability to show strong leadership and deliver on our promises
- demonstrate our commitment to being open and transparent
- celebrate the achievements of our organisation.

On the Move provides an overview of the progress towards our Delivery Program 2022 – 2026. Additionally, we have included an overall progress of Operational Plan actions, operating income and expenditure summary, and a status update on our grant applications.



## GRANTS (YTD)

Applied for  
**24 | \$14.9 million**

Successful  
**13 | \$17 million**

Grant funding is an important source of Council revenue to advance the strategic vision and priorities set out in Maitland +10 Council's Community Strategic Plan. Smart investment of grant funds help deliver projects and initiatives that align with the

## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

objectives outlined in Council's Delivery Program, the activities of our Operational Plan and other strategic plans adopted by Council.

On the move highlights our key achievements in grant applications, the table below details the grant applications for FY23-24 YTD

● Successful    ● Pending outcome    ● Unsuccessful

Grant title	Project name	Status	Grant fund requested	Grant fund approved	MCC contribution
Fixing Country Roads Round 6	Total Road - Rehabilitation	●	\$915,000	\$915,000	\$400,000
Investing in Our Communities 2023	Max McMahon Oval Infrastructure Upgrades	●	\$3,000,000	\$1,000,000	\$190,000
Investing in Our Communities 2023 project 2	Cooks Square Park Infrastructure Upgrades	●	\$1,000,000	\$1,000,000	
NSW Floodplain Management Program 2023	Maitland Local Government Area Floodplain Risk Management Study and Plan	●	\$204,668	\$204,668	\$102,332
Regional Roads and Transport Recovery Package	Betterment of Melville Ford timber bridge at Melville Ford Road (Maitland) - new dual lane concrete structure, raised two metres with strengthened approach roads	●	\$2,540,584	\$2,540,584	\$1,611,000
Local Roads and Community Infrastructure Program (Phase 4)	Local Roads and Community Infrastructure (LRCI) Program Phase 4 a. Shared Pathway Extension – Government Road, Thornton b. Shared Pathway - Hillgate Drive to A&D Lawrence Park, Thornton c. Amenities - Cooks Square Park	●		\$1,376,182	

## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

Grant title	Project name	Status	Grant fund requested	Grant fund approved	MCC contribution
	d. Anambah Road, Anambah				
NSW Football Legacy Round 2	A&D Lawrence Sportsground Lighting	●	\$129,450	\$129,450	
Environmental Trust – Environmental Restoration and Rehabilitation Grants Program	Rehabilitation of two Endangered Ecological Communities - habitat and connectivity improvement in Maitland	●	\$148,826	\$148,826	
NSW Museums and Galleries Dobell exhibition grant	Dobell Exhibition grant - artist commissions	●	\$10,000	\$10,000	
NSW Office of Regional Youth School Holiday Youth Programs	School holiday programs - Maitland Regional Art Gallery	●	\$18,000	\$18,000	
Local Government Recovery Grants – NSW Severe Weather and Flooding	Emergency Works	●	Ongoing grant	\$1,222,062	
State Election Commitment Transport NSW funding - Melville Ford Timber Bridge Replacement	Melville Ford Bridge	●		\$2,500,000	
State Election Commitment	Melville Ford Road and Maitland Vale Road	●		\$6,000,000	

## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

Grant title	Project name	Status	Grant fund requested	Grant fund approved	MCC contribution
Transport NSW funding - Upgrade of Upper Hunter roads					
Regional Housing Strategic Planning Fund Round 2	East Maitland Catalyst Area Structure Plan and Infrastructure Needs Analysis	●	\$243,000		\$80,000
Blackspot Grant Program	1. Tigerhawk Drive and Heritage Drive roundabout	●	\$452,577		
Blackspot Grant Program	2. Desalis Drive Central Median infill	●	\$403,311		
Country Passenger Transport Infrastructure Grants Scheme (CPTIGS)	Various bus stops Delivery of one bus shelter at \$20,000 and twenty 26 bus stop upgrades at \$57,250 for a total grant funding amount of \$77,250.00.	●	\$77,250		
Crown Reserve Infrastructure Fund	Walka Water Works timber bridge repair	●	\$511,511		
Level the playing field	Sophia Waters Neighbourhood Sports Centre	●	\$2,000,000		\$5,000,000
Block Grant Assistance 2023-24	Total Road - Rehabilitation	●	\$700,000		
Public Library Infrastructure Grant	Digital Transformation Maitland Libraries	●	\$165,627		
Get NSW Active	East Maitland to Morpeth Shared Path Strategic Assessment	●	\$154,000		
Get NSW Active	Raymond Terrace Road Thornton Shared path from Settlers Boulevard to Hillgate Drive	●	\$647,411		\$155,000

## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

Grant title	Project name	Status	Grant fund requested	Grant fund approved	MCC contribution
Urban Rivers and Catchments Program	West Rutherford - ephemeral creek water quality and habitat improvement	●	\$1,572,630		

**CONCLUSION**

On the Move provides an overview on the delivery of projects and activities within Council's Delivery Program 2022 - 2026 over the period July 2023 to December 2023.

**FINANCIAL IMPLICATIONS**

This matter has no direct financial impact upon Council's adopted budget or forward estimates.

**POLICY IMPLICATIONS**

This matter has no specific policy implications for Council.

**STATUTORY IMPLICATIONS**

The production of On the Move meets the requirements of Section 406 of the *Local Government Act 1993* and the Integrated Planning and Reporting guidelines for six monthly reporting against the Delivery Program.



## **Officers Reports**

# **ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023**

## **On the Move July - December 2023**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 34**

# on the m move maitland

**ISSUE 25**  
**JULY - DECEMBER 2023**

**Progressing our  
Delivery Program**  
**2022-2026**



A photograph of a person's arm and hand, covered in traditional Aboriginal body paint. The paint is a mix of white, grey, and black, with some areas appearing to be made of natural materials like ochre or clay. The person is holding a branch with green leaves. The background is blurred, showing other people and foliage.

## ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Wonnarua People as the Traditional Owners and Custodians of the land within the Maitland Local Government Area. Council pays respect to all Aboriginal Elders, past, present and future with a spiritual connection to these lands.

*Smoking ceremony, Maitland*

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## REPORTING TO OUR COMMUNITY

On The Move provides an overview of Council's performance and achievement for each of the city's four themes, demonstrating our commitment to deliver on our Maitland +10 vision.

In addition to meeting our legislative obligations, the objectives of On The Move are to:

- communicate our vision and priorities to the community
- instill community confidence in our ability to show strong leadership and deliver on our promises
- demonstrate our commitment to being open and transparent
- celebrate the achievements of our organisation.



Scan the QR code for more information about our Delivery Program and Operational Plan.



# WELCOME





ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)



Street Eats at Wirraway Park, Thornton



ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)



*Maitland Administration Centre, Maitland*

## MESSAGE FROM OUR MAYOR AND GENERAL MANAGER

Welcome to issue 25 of On The Move, capturing the activities of Council in delivering the 2022-2026 Delivery Program for the period 1 July 2023 to 31 December 2023.

Our On The Move aligns to our Delivery Program and Operational Plan, which was adopted by Council in June 2023. A statement of commitment to our community, translating the vision and priorities from Maitland +10 into clear actions.

On The Move is presented under the four themes of our Delivery Program and Operational Plan.

Our list of projects and actions extends across the city, with investments in community infrastructure, facilities and services that will help make Maitland an even greater place to live.

### Let's connect with each other

One of our primary objectives is to enrich our communities by investing in new playgrounds. In December, we saw the completion of stage one of the Harold Gregson Park upgrade, providing an inclusive space for everyone to enjoy.

Our sporting facilities are undergoing enhancements with the resurfacing of the Bolwarra tennis courts, installation of floodlighting at Roy Jordan Oval, and the addition of inclusive amenities at Cooks Square Park.

Additionally, several footpath upgrades have been completed across the city, such as those at Hartley Drive in Thornton and Lowe Street in Metford.

### Let's create opportunities

Our community united to celebrate the festive season, beginning with a spectacular 11 metre Christmas tree adorning the front of Maitland City Library. Adding to the festivities, a Make it Maitland Christmas movie night enchanted attendees at Maitland Regional Sportsground.

Council has also approved plans to revitalise the historic Maitland Mercury building on High Street, transforming it into a versatile mixed use accommodation and event venue.



**Philip Penfold**  
Mayor



**Jeff Smith**  
General Manager

### Let's live sustainably

It's a first for Council, adopting our new Environmental Sustainable Strategy, which marked a significant milestone in our journey towards creating a more liveable and environmentally sustainable Maitland.

Households across Maitland have been utilising the bulky waste collection services with more than 3,035 kerbside waste collections and 4,241 digital vouchers redeemed.

### Let's lead together

To advance our priorities set out in Council's Delivery Program, we have actively applied for 24 grants during this period, receiving a total \$17 million to invest in projects.

Our achievements were further highlighted with the Maitland Administration Centre securing the region's prestigious 2024 Newcastle Medal during a local ceremony held by the Australian Institute of Architects.

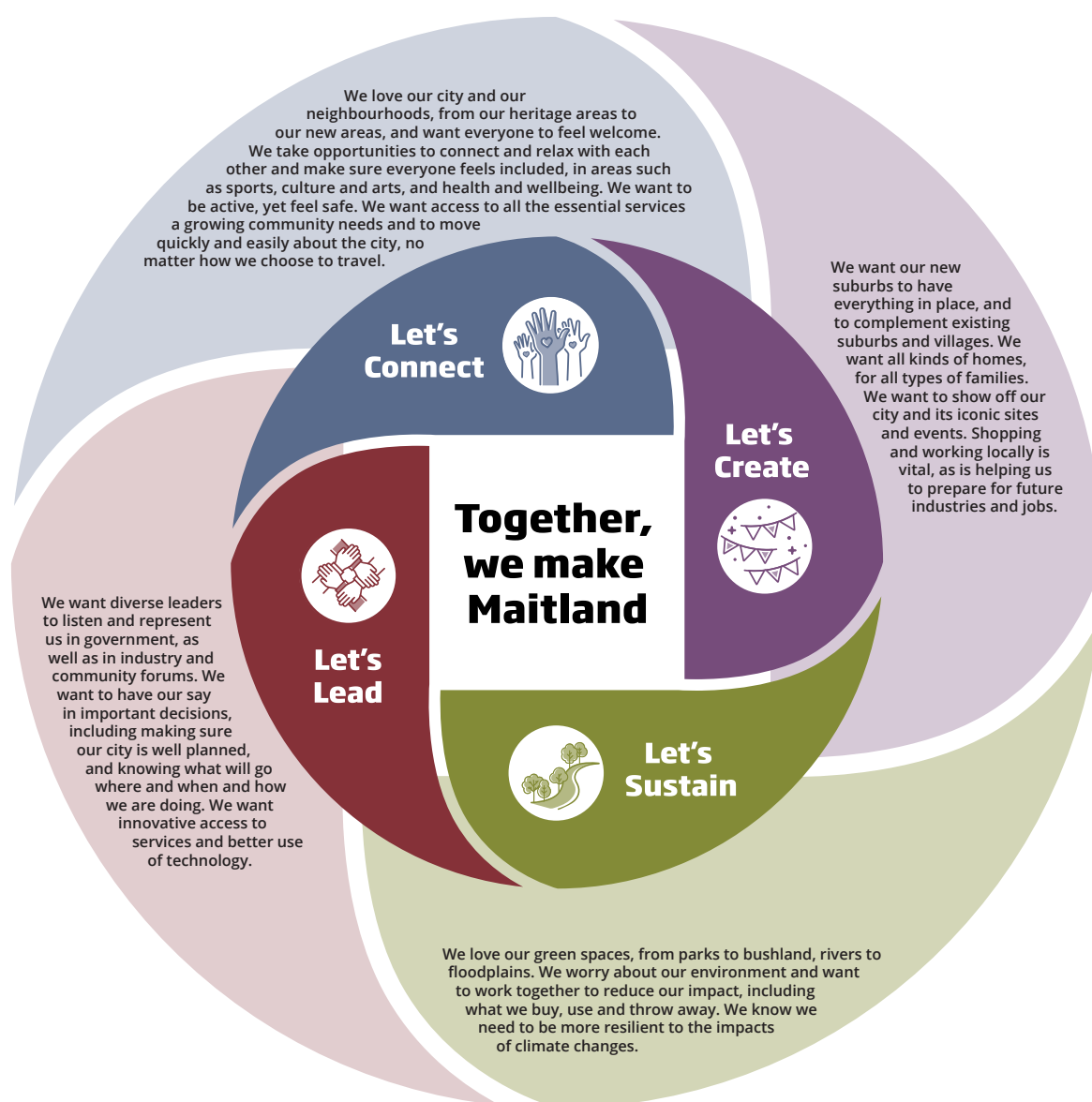
We have made significant progress through our passion and commitment to making our city a great place to live, work and play.

**Together, we make Maitland.**



## OUR VISION

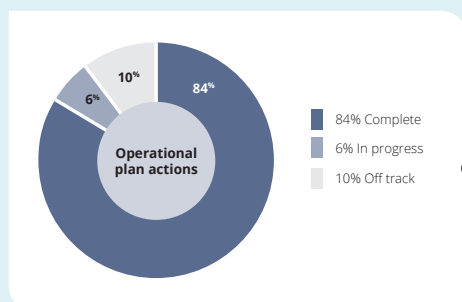
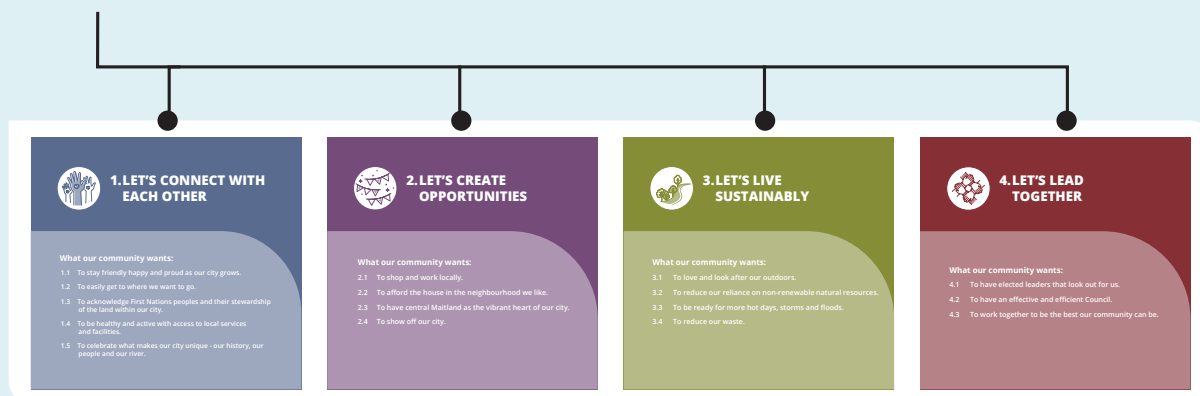
We are a proud and changing community, celebrating our heritage and future potential. Our housing choices are diverse, with education and job opportunities for all. We have everything we need close to home, from parks to sports and culture. The iconic Hunter River shapes our landscape, bringing both opportunities and challenges. We aim to live sustainably, restoring our natural environment and reducing waste where we can. Our leaders are always listening, and let the community know about decisions made. Together, we make Maitland.



# HOW TO READ THIS DOCUMENT

## OUR COMMITMENT TO OUR COMMUNITY

Our reporting documents including our Delivery Program and Operational Plan, are presented in the four themes of our Maitland +10.



### How we are progressing the outcomes in our Operational Plan

Operational actions show progress and performance against our delivery program and move the council towards achieving the objectives identified in Maitland +10.

To promote readability and accessibility, abbreviations and technical terminology have been kept to a minimum. The abbreviations and key terms used are explained below in plain English.

Compared to previous data



Increasing



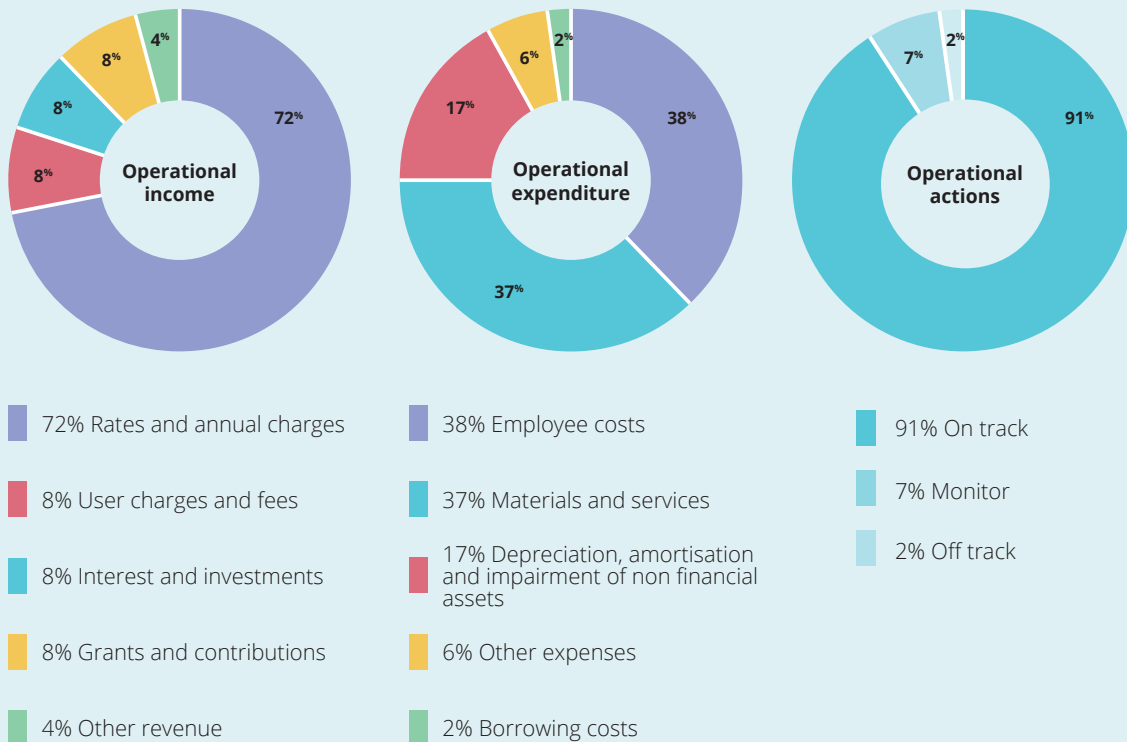
Decreasing

Tables within this report use the following:

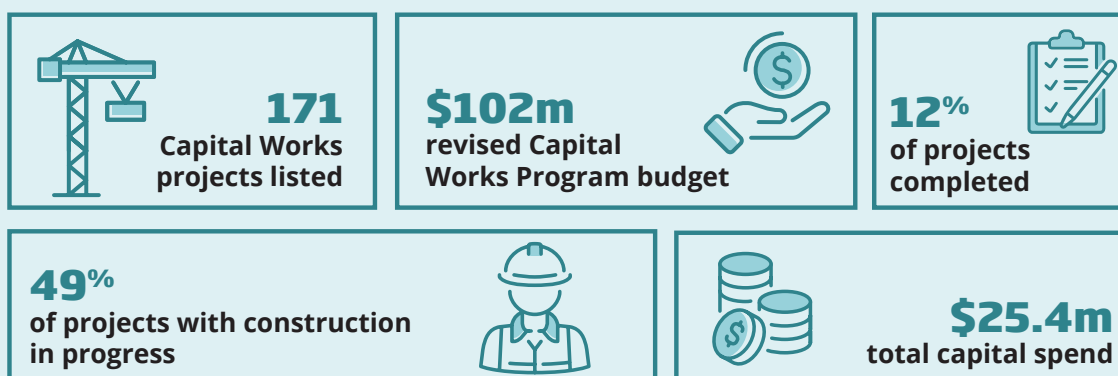
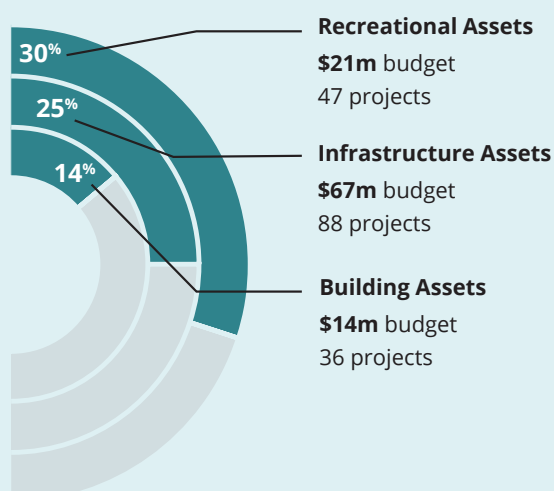
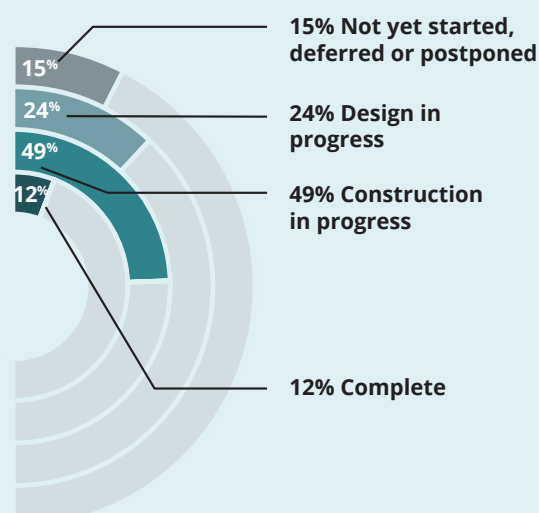
- \$k for thousand dollars
- \$m for million dollars
- \$bn for billion dollars
- NA for not applicable.

## SHOWCASING OUR ACHIEVEMENTS

The action plan for achieving the community's outcomes in Maitland +10 are outlined in the Delivery Program and Operational Plan. This plan is prepared each year identifying the projects, programs and actions that Council will deliver over a 12 month period from July 2023 to June 2024. Our six monthly position is represented below along with our key highlights.



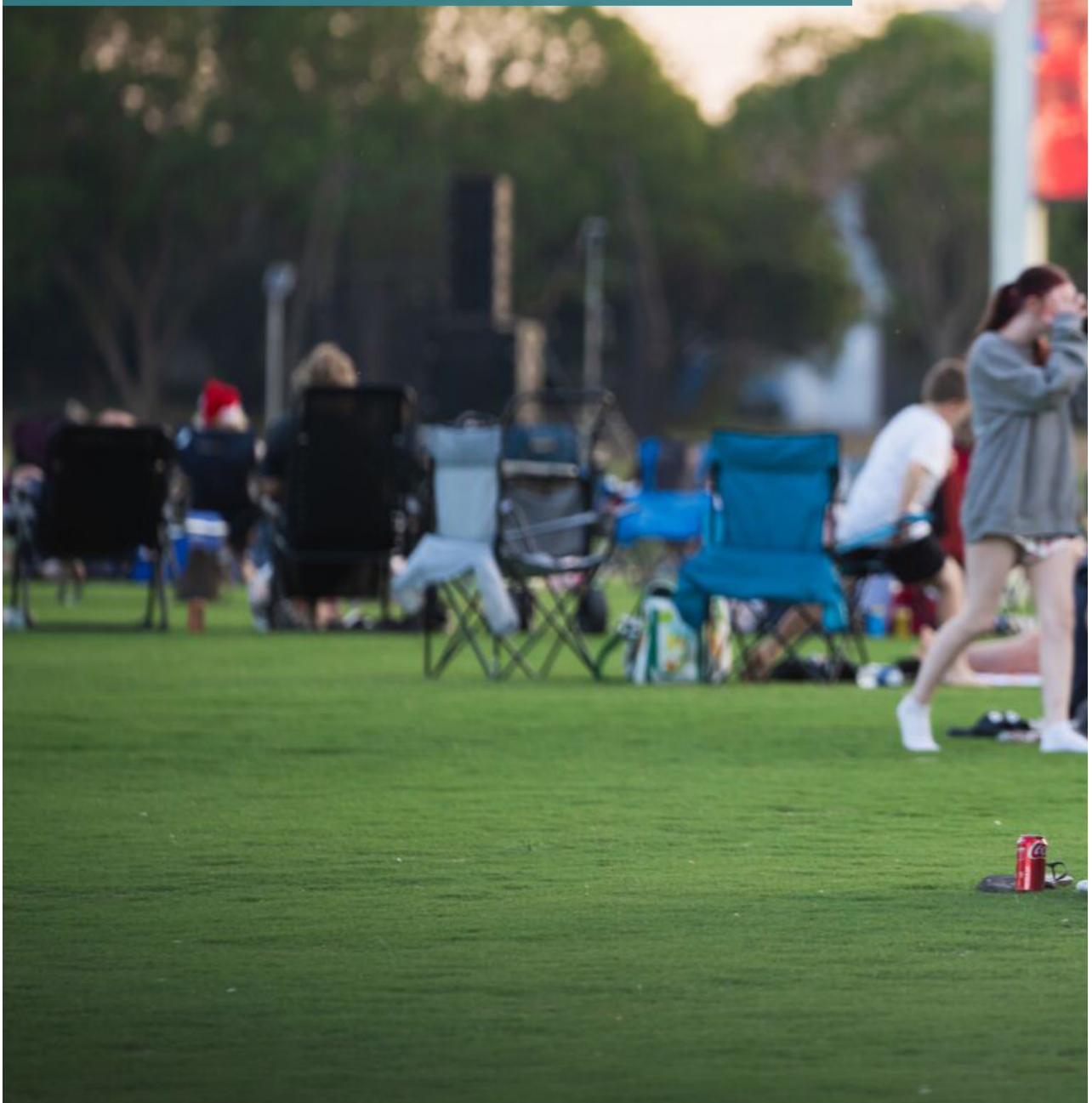
## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

**CAPITAL WORKS EXPENDITURE VERSUS BUDGET BY ASSET CLASS****CAPITAL WORKS PROJECTS****KEY PROJECTS COMPLETED:**

- Major road reconstruction at Station Lane, Lochinvar, Athel D'Ombra Drive, Maitland and Close Street, Morpeth
- Road rehabilitation at Denton Park Drive, Aberglasslyn, Scotch Creek Road, Millers Forest and St Fagans Parade, Rutherford
- Drainage construction at Day Street, East Maitland and Melbourne Street, East Maitland
- New footpath at Hartley Drive, Thornton; Dumaresq Parade, Metford and Low Street, Metford
- Footpath reconstruction at Lawes Street, East Maitland
- Car park resurfacing at Weblands Street, Rutherford
- Access improvement works and enhancement of fields at Bolwarra Sports Complex
- Sports floodlighting improvements at Thornton Oval and Norm Chapman Oval
- Tennis court resurfacing at Rutherford
- Fencing improvement works at Coronation Oval, Telarah
- Playground replacement at Taree Avenue, Telarah
- Synthetic cricket pitch replacement at Chelmsford Drive Oval, Metford; Ernie Jurd Oval, Largs and Shamrock Hill Reserve, Ashtonfield.



# OUR ACHIEVEMENTS



ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)



*Christmas movie activation at Maitland Regional Sportsground, Maitland*

## MAITLAND RIVERLIGHTS

Maitland Riverlights was back bigger and better in 2023 after a long hiatus due to adverse weather conditions and the pandemic.



**15,000**

people attended



**30**

cultures represented



**32**

stalls

The event made a grand comeback, attracting over 15,000 people to The Levee to celebrate 30 different cultures, expanding from a single day affair to a full week of festivities.

Maitland Riverlights had the privilege of hosting some esteemed guests in 2023, including renowned cook, writer and broadcaster Adam Liaw, as well as headlining act, The Bamboos, who had the crowd on their feet and grooving with them at the Riverlights Stage.

Throughout the week, attendees were treated to a diverse array of activities and experiences. The program included engaging author talks, French storytime sessions with morning tea, captivating poi workshops, and creative lantern making sessions, among other exciting offerings.

The festival's highlight was undoubtedly the transformation of The Levee precinct on Saturday 7 October. It morphed into a lively 'Global Village', complete with dance workshops, enticing cooking demonstrations, an international culinary extravaganza, language lessons, live musical performances, lantern crafting, vibrant lighting displays and roving entertainment.

The finale started with a procession beginning at the World Stage, which set the scene for a multi-layered spectacle.

This year's finale seamlessly incorporated the community lantern flotilla. It featured an impressive showcase of stories, dance performances, a captivating fire show and artworks created by local community groups who participated in the event. The finale also emphasised the river as an enlivened space of symbolic significance to many diverse cultures. This event was held thanks to funding from Multicultural NSW.



ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)



*Handmade lantern at Maitland Riverlights, Maitland*



# 1. LET'S CONNECT WITH EACH OTHER

## What our community wants:

- 1.1 To stay friendly, happy and proud as our city grows.
- 1.2 To easily get to where we want to go.
- 1.3 To acknowledge First Nations peoples and their stewardship of the land within our city.
- 1.4 To be healthy and active with access to local services and facilities.
- 1.5 To celebrate what makes our city unique – our history, our people and our river.



Meeting pod at Maitland Administration Centre, Maitland



## WHAT WE DELIVERED

### Disability Inclusion Action Plan adopted

Council adopted the Disability Inclusion Action Plan 2023-2026 (DIAP) in November 2023, which outlines how Council will contribute to making Maitland a more inclusive and accessible city for everyone. The DIAP 2023-2026 was prepared in line with the NSW Disability Inclusion Action Planning Local Government Guidelines.

Together with the Community Disability Alliance Hunter (CDAH), we collaborated to enhance community inclusivity by providing individuals with disabilities a platform to share their experiences and challenges in accessing services and participating in community life.

The DIAP extended Council's ongoing efforts to promote inclusivity. It outlined a two and a half year plan to support individuals with disabilities. Council engaged in discussions with the community, service providers, and businesses to explore ways to create a more inclusive city, which has informed the creation of the DIAP 2023-2026 document.

### Harold Gregson Reserve opening

Stage 4 of the Maitland Regional Sports Complex saw the upgrade of Harold Gregson Park, which was opened to the public in early December 2023. The \$7 million hub was jointly funded by the State Government Resources for Regions Fund, with the project aiming to establish a central hub for sports and entertainment in central Maitland, enriching community life for years to come.

The new playspace includes a basketball court, skate park, and more, with Harold Gregson emerging as a distinctive venue encouraging physical activity. The space also includes two dual port electric vehicle chargers serving four car spaces that are now available to the public.

It serves as a significant attraction, drawing people towards Central Maitland. Ongoing work at Harold Gregson continues, with the final components including a play tower, events lawn, and amphitheatre, anticipated to be unveiled in early 2024.

### Pop Up Toy Library

In October 2023, Council launched a Pop Up Toy Library at Gillieston Heights Community Hub, placing a strong emphasis on toys and play based learning. The initiative aims to aid children from newborn to eight by fostering resilience, improving overall wellbeing, and nurturing mental health through child centred play, community connection, and socialisation.

Our Pop Up Toy Library also has a range of books for children and hosts play based literacy programs and community events for children and their families. Thanks to the support from RDO Equipment Australia Hunter distributors, our toy library boasts an incredible collection of toys. They are not only durable and safe, but eco friendly and culturally diverse, aiming to enhance fine motor, gross motor and cognitive skills in children.

### Inclusive amenities at Cooks Square Park completed

The completion of modular amenities marks a significant milestone in the ongoing upgrade of facilities and changerooms at Cooks Square Park, East Maitland. The project, aimed at enhancing gender inclusivity and accessibility, is made possible through funding from the State Government's Stronger Country Communities Fund. The tender for the refurbishment or replacement of the existing building has been finalised, and preliminary design work has been concluded.

### Footpath upgrades

Council have completed footpath upgrade works to foster better connectivity and accessibility for our community.

Council have undertaken a number of footpath improvements during 2023, including:

- introducing a new footpath along Hartley Drive in Thornton
- implementing a fresh footpath encompassing Lochinvar Oval
- adding new segments of footpath on Lowe Street in Metford
- revamping and rejuvenating sections of the footpath on Lawes Street in East Maitland.

Council conducts ongoing maintenance on kerb and gutter, footpath, and drainage assets throughout the entire year.



*Harold Gregson Park, Maitland*

## OUR ACHIEVEMENTS

**226**  
immunisations provided



**99**  
new citizens welcomed  
across three ceremonies



**54,000**  
people attended events  
in Central Maitland



**179,661**  
library loans



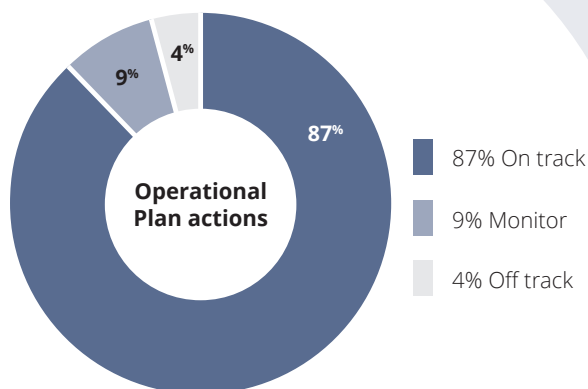
**1,675**  
attendees at events  
held at aquatic centres



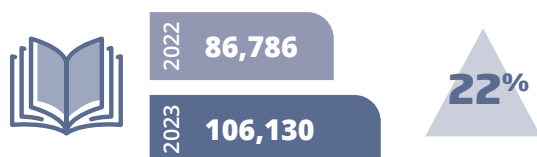
**5,642**  
attendees at 205 events  
held at MRAG



## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

**LIBRARY VISITATION**

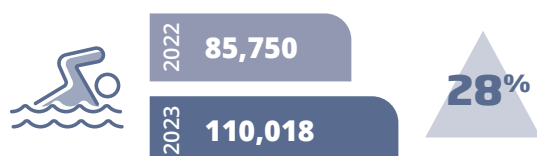
(July to December period)



Increase attributed to several new programs being run along with improved community engagement through large event partnerships.

**AQUATIC CENTRES VISITATION**

(July to December period)



Increase attributed to increased membership base and the introduction of innovative programs such as aqua fitness, squad training and learn to swim initiatives.

**KEY ACHIEVEMENTS**

- ✓ New library card designs unveiled designed by acclaimed Wonnarua artist, Saretta Fielding
- ✓ Maitland Regional Art Gallery unveils their spring exhibition
- ✓ Implemented new Smart Abandoned Vehicle and Parking Management program
- ✓ Maitland Library displays new Walls That Talk exhibition to coincide with FIFA Women's World Cup
- ✓ Floodlighting upgrade at Roy Jordan Oval now complete
- ✓ Telarah playspace at Taree Avenue now open
- ✓ Installed free Wi-Fi to Woodberry skatepark
- ✓ Bolwarra tennis court resurfacing completed
- ✓ East Maitland Aquatic Centre held a free family open day on Saturday 2 December
- ✓ Maitland libraries introduced public phone charging stations in December
- ✓ 5,206 visits to the Maitland Your Say site by 3,904 unique visitors
- ✓ 285 attendees at access and inclusion learn to swim lessons held at our aquatic centres
- ✓ 70 lessons held through our Culturally and Linguistically Diverse program at our aquatic centres
- ✓ 5,387 attendees at learn to swim lessons at our aquatic centres.

**CHALLENGES**

- ✗ Maitland Park Bowling Club fire and demolition
- ✗ Unexpected delay in East Maitland Aquatic Centre reopening plans.





## 2. LET'S CREATE OPPORTUNITIES

### What our community wants:

- 2.1 To shop and work locally.
- 2.2 To afford the house in the neighbourhood we like.
- 2.3 To have central Maitland as the vibrant heart of our city.
- 2.4 To show off our city.



11m Christmas tree installed at Maitland City Library, Maitland

## WHAT WE DELIVERED

### **Aroma Coffee and Chocolate Festival returns to Maitland**

The warm aroma of freshly ground coffee beans, rich melted chocolate and decadent dishes saw crowds of more than 15,000 coffee and chocolate lovers head to Central Maitland on 12 and 13 August 2023.

The event played host to approximately 80 stallholders, from expert chocolatiers, talented baristas and wonderful winemakers to sweet and savoury food stalls serving up tasty treats to the large crowd. Sponsors of the event included Norco and Milklab for supplying all milk.

A highlight of the event program was the Flavour Stage, hosted by special guest Reece Hignell, Cakeboi, featuring a variety of demonstrations from local business owners, chefs and stallholders.

### **New tourist accommodation set for the heart of Maitland**

In October 2023, Council approved a plan to transform the historic Maitland Mercury building on High Street, Maitland, into a mixed use accommodation and event venue.

The project includes converting 258 High Street into a tourist accommodation facility with 26 rooms, a reception area, gallery, lounge, bar, and dining hall. Additionally, a new two storey building at 2 Hunter Street will house a function centre and commercial rental spaces.

The development aims to preserve the area's historical charm and architectural style, while meeting the community's demand for more accommodation options in Central Maitland, aligning with the Destination Management Plan 2030.

### **Your High Street Program**

Thanks to the Your High Street Program by the NSW Government, High Street, Maitland has undergone various enhancements including the addition of a 10 metre parklet, the establishment of two public dining areas, the planting of beautiful street trees, the renewal of pedestrian pathways, and the introduction of street art.

From 25 August to 4 September, visitors had the chance to witness the magic of artistic creation as street artists turned blank canvases into living masterpieces during engaging live painting demonstrations.

Local musicians performed live music, and interactive workshops were made available for visitors. Event attendees could redeem a complimentary \$5 voucher at participating businesses, providing the perfect opportunity to savour a culinary experience while observing the artists at work.

### **Maitland Gaol organised spooky Halloween spectacular**

Attendees were invited to the Monster Mash Disco, a thrilling night of dancing and fun, with a spooky selfie cell for daring photographers at the entrance. The event featured a lively disco with entertaining games and culminated in a captivating fancy dress parade.

Following the dance, participants were able to take a guided Maitland Gaol trick or treat adventure, armed with a map to locate hidden clues.

The program included activities for different age groups, with the family friendly event allowing attendees to enjoy a picnic on the Gaol's exercise field as the sun set behind the imposing walls, creating a memorable evening.

### **Giant 11 metre Christmas tree sparks holiday joy**

During November and December, an impressive 11 metre Christmas tree graced the front of Maitland City Library. This tree will become an annual tradition for Maitland, symbolising community pride and celebration. To unveil the tree to the public, carols were sung as the tree was illuminated for the first time.

Visitors were encouraged to explore the Christmas themed edition of Walls that Talk on the façade of Maitland City Library, showcasing the winning submissions from the 'Festive Frames' photo competition.

### **Christmas movie night**

Guests embraced the festive season at the Make it Maitland Christmas Movie Night held at the Maitland Regional Sportsground, with more than 1,200 tickets sold. The event offered family friendly activities including kids crafts, the presence of Santa and the Grinch alongside display cars, an array of lawn games, food and ice cream trucks, a sizzling barbecue, and complimentary popcorn for all attendees.

The evening featured the screening of two heartwarming Christmas movies on a grand scale. This initiative was made possible with the support of the NSW Government.

## DEVELOPMENT IN OUR CITY

The NSW Department of Planning & Environment's (DPE) population projections released in 2022 estimate that Maitland's population will grow by an additional 54,800 residents between 2021 (from 89,750) and 2041 (to 144,550). Based on a 'common planning' scenario, this represents a forecast population growth of 61% or the compound average growth rate of 2.4% for the next 20 years.



Maitland continues to be one of the fastest growing regional cities in Australia. Our approval statistics indicate the amount of building and development activity across the city and the efficiency of our processing systems. Our median processing times remain well below the Premier's target of development applications processed in under 40 days.

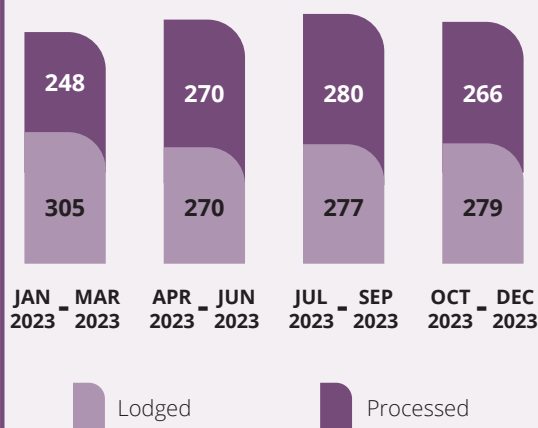
**\$212.7m**  
Planned investment in our city from development applications



**29 days**  
Median processing time for development applications

**30 days**  
Median processing time for construction certificates

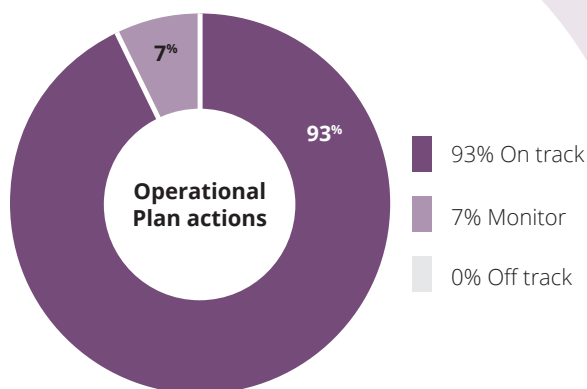
### Development applications (DA) lodged and processed



### Construction certificates (CC) lodged and processed

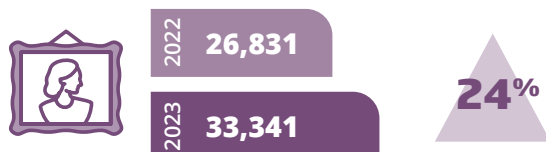


## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)



### MAITLAND REGIONAL ART GALLERY VISITATION

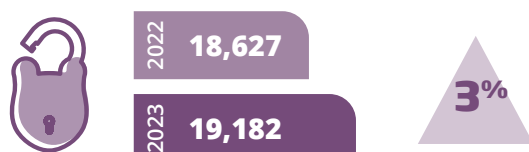
(July to December period)



Increase in visitation can be attributed to the number of diverse exhibitions and programs ran by the gallery during this period.

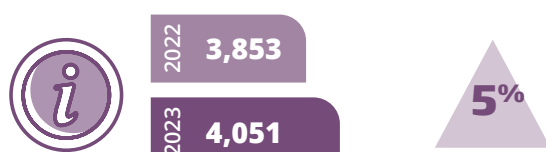
### MAITLAND GAOL VISITATION

(July to December period)



### MAITLAND VISITOR INFORMATION CENTRE VISITATION

(July to December period)



### KEY ACHIEVEMENTS

- ✓ New community liaison group created to help inform staged reopening of Walka Water Works
- ✓ Winter Warmer market held in The Levee in July
- ✓ The community was invited to have their say on Generic Plan of Management which was adopted in October 2023
- ✓ Free Santa photos held in The Levee from Thursday 30 November to Friday 22 December
- ✓ Future Maitland quiz attracted more than 1,100 responses
- ✓ The Levee One Day Sale was held in July in collaboration with 47 businesses in the precinct
- ✓ In September 2023, Maitland hosted an Australia Cup match between Newcastle Jets and Brisbane Roar, drawing over 2,000 attendees
- ✓ In December 2023, Maitland's spot in the May 2024 ProMX Championship round was secured, with over 5,000 attendees expected
- ✓ Over 120 people took part in the Art and Dementia program, run by Maitland Regional Art Gallery, which extended outreach services to aged care facilities and maintained essential community sessions for those with dementia and their caregivers.

### CHALLENGES

- Gillieston Heights Street Eats rescheduled to February due to a Christmas carol fundraiser event.





### 3. LET'S LIVE SUSTAINABLY

#### What our community wants:

- 3.1 To love and look after our outdoors.
- 3.2 To reduce our reliance on non renewable natural resources.
- 3.3 To be ready for more hot days, storms and floods.
- 3.4 To reduce our waste.



Waste Heroes on the side of Council's waste trucks



## WHAT WE DELIVERED

### Council signs off on new sustainability strategy

In October, Maitland City Council officially adopted its Environmental Sustainability Strategy 2030, which marked a significant milestone in our journey towards creating a more liveable and environmentally sustainable Maitland.

This strategy is the first of its kind for Maitland and presents a comprehensive set of achievable objectives for enhancement that aligns with both community expectations and State Government targets. It delineates 13 specific goals that the council will continuously measure and report on to monitor its progress.

These objectives encompass the establishment of functional biodiversity corridors, the preservation of vital natural areas, the enhancement of waterway health, the augmentation of tree coverage in residential zones, the commitment to achieving net zero emissions by 2050 across all council operations, and a focus on reducing incidents of illegal dumping.

The development of this strategy was deeply informed by extensive community consultations. Over 1,000 responses were gathered through phone and online surveys in 2022, playing a pivotal role in shaping the strategy's focal points, strategic orientation, and outlined actions.

### Bulky waste collection service arrives

Starting in July 2023, households can book up to two occasions each year for the removal of bulky items like furniture, e-waste (old computers and hardware), mattresses, and bundled green waste from their kerbside. Alternatively, residents can opt to receive up to two 250kg waste vouchers each financial year, enabling them to drop off their bulky items at the Maitland Resource Recovery Facility. Residents also have the flexibility to combine options, including one scheduled kerbside collection and one 250kg waste voucher available annually.

The service provides increased convenience to Maitland households and introduces innovative methods for residents to responsibly dispose of large household items. The new service streamlines waste separation for Council and enhances the recovery of recyclable materials both at the kerbside and within the Maitland Resource Recovery Facility, leading to increased resource recovery outcomes.

More than 3,035 kerbside waste collections were completed between July and December, processing more than 468 tonnes of waste with an anticipated resource recovery rate of 80%. The period saw 4,241 digital vouchers redeemed for use at the waste facility.

### RecycleSmart continues

RecycleSmart offers a free home collection service for problem waste that can't be placed in the yellow recycling bin, such as batteries, e-waste, clothes, and soft plastics. Following a successful six month trial, in June 2023 Council committed to a further one year extension of the program. Households in the Maitland LGA can request two bags of recycling to be collected from their doorstep each month for free, using the RecycleSmart app. We are the only local government in the Hunter to offer this service to its residents.

Since it launched, we have seen uptake of the service continue to grow. An estimated 3,425kg of waste has been collected from Maitland households between July to December 2023.

### Meet Maitland's colourful Waste Heroes

Maitland City Council has furnished its fleet of waste trucks with a collection of colourful cartoon characters, designed and submitted by creative local schoolchildren to reinforce responsibilities around recycling and reuse practices.

Called our 'Waste Heroes', these nine characters were envisioned by 11 imaginative local schoolchildren. Each character comes with their own inspiring ideas on how we can follow their lead, change our everyday habits and work to reduce everyday waste.

Looking ahead, the Waste Heroes will join forces in a more comprehensive waste education campaign, aimed at educating the Maitland community, young and old, on how they can positively reduce, reuse and recycle everyday waste. This is all a part of implementing Council's Waste Services Management Plan, adopted in 2023.

### Environment and Sustainability team gain statewide recognition

Council's Environment and Sustainability team took out two accolades at the Local Government NSW Excellence in the Environment Awards, in recognition of Council's achievements in helping to manage and protect our local environment.

The team collected the Division B award for protection and enhancement of natural environment through on ground works and also won the Division B award for ongoing work in transitioning to a circular economy.

## OUR ACHIEVEMENTS

**3**  
community  
planting days



**712**  
seedlings planted during  
community planting days

**57t**  
e-waste collected



**338t**  
mixed metal collected

**8.56t**

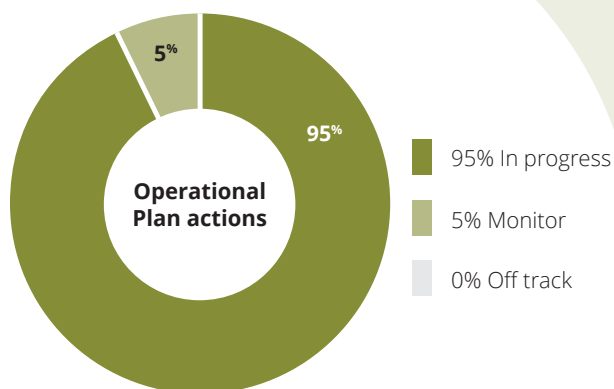
chemicals collected



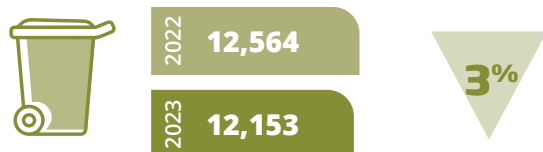
**12.56t**  
lead acid batteries  
collected

*Staff member at a native seedling giveaway*

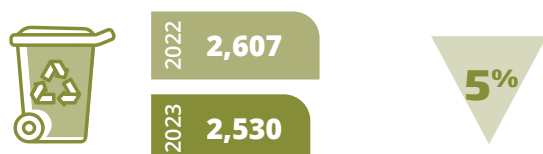
## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

**WASTE COLLECTED AT KERBSIDE**

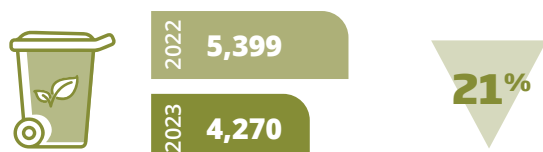
(July to December period)

**RECYCLABLES COLLECTED AT KERBSIDE**

(July to December period)

**GARDEN ORGANICS COLLECTED AT KERBSIDE**

(July to December period)



High volumes were experienced in the prior corresponding period in 2022 due to weather conditions.

**KEY ACHIEVEMENTS**

- ✓ Reported illegal waste was removed from over 340 sites
- ✓ 3,425kgs of waste has been diverted from landfill by using the RecycleSmart service
- ✓ Over 700 native seedlings were planted in East Maitland's bushland to offset work for the Maitland Resource Recovery Facility upgrade
- ✓ Household Chemical CleanOut carried out in November with 211 participants and resulted in the collection of 8.56 tonnes of chemicals
- ✓ A total of 200 seedlings were given away as part of a collaborative event with Mindaribba Local Land Council
- ✓ A total of 200 seedlings were given away for the rural seedling giveaway to residents located within rural areas
- ✓ Over 210 native seedlings were planted during a community planting day in Thornton
- ✓ The third Maitland Visitor Economy Forum was held in September and attracted 80 businesses from a number of industries.

**CHALLENGES**

- ✗ East Maitland community planting day cancelled in October
- ✗ Telarah Lagoon's blue green algae levels reach red alert status
- ✗ Walka Water Works Lagoon blue green algae levels reach amber alert status.



## 4. LET'S LEAD TOGETHER

### What our community wants:

- 4.1 To have elected leaders that look out for us.
- 4.2 To have an effective and efficient Council.
- 4.3 To work together to be the best our community can be.



Maitland Administration Centre, Maitland



## WHAT WE DELIVERED

### Maitland Administration Centre wins major architecture award

Following its recognition as the top achiever at the Newcastle Architecture Awards, the Maitland Administration Centre secured the region's prestigious 2024 Newcastle Medal during a local ceremony held by the Australian Institute of Architects on Friday 18 November.

This architectural building, designed through collaborative efforts between architecture firms BVN, PTW, EJE, and the Council's architectural team, stands as a testament to innovation. It not only serves as a new hub for our expanding workforce but also pays respect to the history of our city.

The Newcastle Architecture Awards jury, in singling out our team and consultants for this accolade, lauded the building as an 'outstanding addition to Maitland's landscape.' They commended its role in preserving the city's heritage while breathing new life into the High Street streetscape, seamlessly blending diverse architectural styles across different epochs.

Notably, the Maitland Administration Centre clinched the category award for Commercial Architecture as well, marking a dual triumph for its excellence in design and functionality.

### Community engagement efforts continue

Council's ongoing efforts to engage with our community remained a key focus for the half year. More than 10,000 responses were tallied up from our community through 38 activities covering 14 projects. We held a range of engagement activities from letter box drops, emails, Facebook posts, surveys, pop up stalls, through to in person information sessions.

Projects that we engaged with the community on included our Environmental Sustainability Strategy, our Disability Inclusion Access Plan (DIAP), our ward boundary changes, our Visitor Information Services review, along with Youth Week and Seniors Week.

As part of our commitment to being open and transparent, we continue to engage with our community in a range of ways to ensure that people are able to have their say about important Council projects.

### Maitland Administration Centre open day

On Saturday 5 August, in celebration of Local Government Week, Council organised an open day at the Maitland Administration Centre, to offer the community a glimpse of what goes on behind the scenes in the new building.

This event was open to all ages, providing residents with an exciting opportunity to connect, find out more about Council and explore the facilities, including a tour of the historic Maitland Town Hall. The event featured a community barbecue and live performances by local groups, including the Maitland City Brass Band, Maitland Pipes and Drums, and the Maitland City Choir.

Maitland Libraries also organised free drop in story time sessions and arts and also crafts activities in the sunken lobby space of the Maitland Administration Centre. Following this, the Council's environment team conducted an interactive session discussing the significance of our local waterways.

Residents were also invited to a backstage tour of the Maitland Regional Art Gallery, which was free of charge. The Maitland Aquatic Centre offered free Aqua fitness sessions, and discounted rates were available for guided and self guided tours of Maitland Gaol.

### Council held free pet microchipping days

Council offered the opportunity for pet owners in Maitland to get their cats and dogs microchipped at no cost. Three pop up microchipping events were held across the town in Rutherford, Telarah, and Woodberry during September and October. Microchipping pets isn't just a legal obligation in NSW; it's also a way to quickly reunite lost dogs and cats with their owners.

## OUR ACHIEVEMENTS

**3.05%**  
rates in arrears



**11**  
ordinary council  
meetings held

**38**  
community engagement  
activities



**13**  
council resolutions

**500**  
posts generated  
through the corporate  
Facebook page

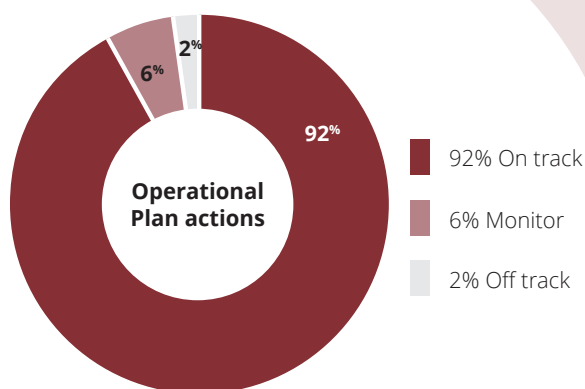


**30k**  
total Facebook  
followers

*Council Chambers, Maitland Town Hall*

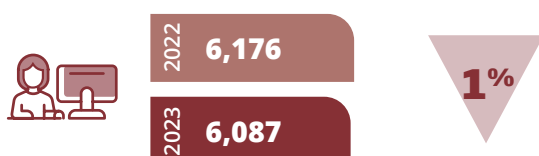


## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)



### CUSTOMER SERVICE REQUESTS RECEIVED

(July to December period)



### TOP 5 CUSTOMER SERVICE REQUESTS

(July to December period)



### KEY ACHIEVEMENTS

- ✓ 24 successful applicants for Section 356 Annual Community Grants Program with a total of \$74k being awarded
- ✓ New public computer hardware was rolled out at our libraries during the December quarter to improve the customer experience
- ✓ Resolved to proceed with the preparation and lodgement of a development application for the demolition of the former Administration Building
- ✓ Service review framework endorsed in December
- ✓ Council's organic reach on Facebook increased by 82% to reach 419,079 people
- ✓ Annual Report was endorsed in November
- ✓ Our Executive Leadership Team hosted a Facebook Live Q&A event in December
- ✓ Council's new Customer Request Management portal went live in December
- ✓ Internal communication with staff and Council was supported through 22 editions of the 'Good Work' newsletter
- ✓ Records Management Policy adopted in September
- ✓ Public Interest Disclosure Policy adopted in September
- ✓ Unreasonable Complainant Conduct Policy adopted in October
- ✓ Right to Information Policy adopted in November
- ✓ Keeping of Animals Policy adopted in December.

### CHALLENGES

- ✗ Maitland Animal Management Facility closed due to many canine parvovirus cases.

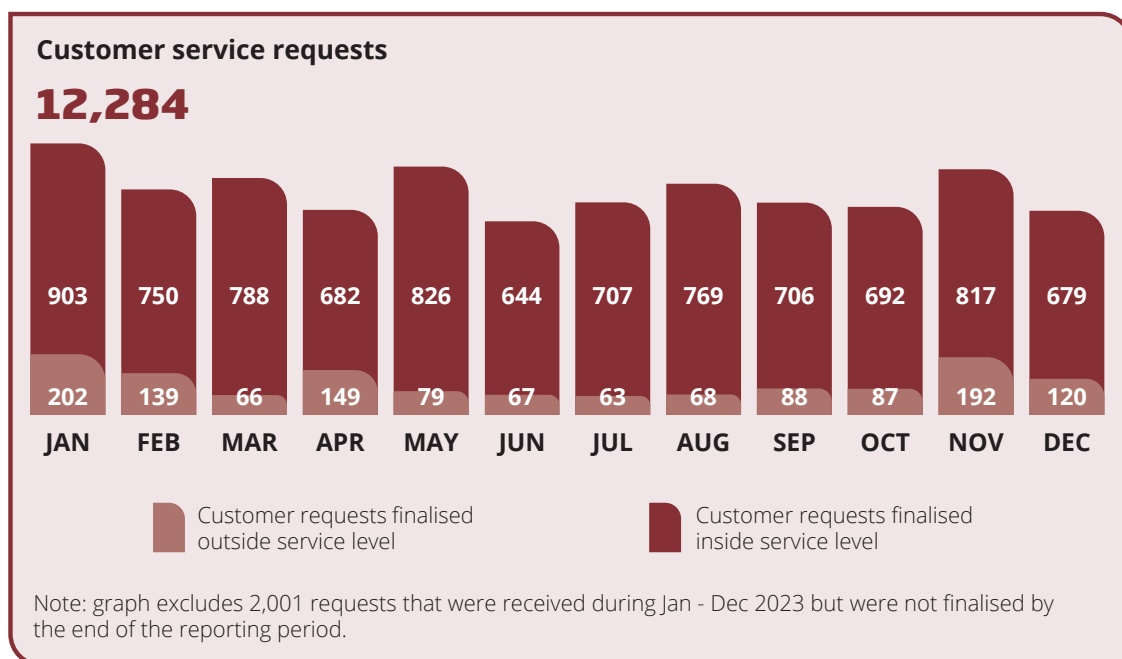
## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

## CUSTOMER EXPERIENCE

Our vision is to deliver consistently great service regardless of how customers choose to interact with us.

Council's Customer Experience Team received 27,414 calls, a slight decrease compared to the prior corresponding period of 29,926. Our corporate website received 331,688 visits and we facilitated 2,272 live chats, both a decrease from the prior corresponding periods.

Council has agreed service levels that it aims to meet for each customer service request category, subject to the seriousness of the issue. These range from three days for waste related matters to 10 days for pothole repairs and 15 days for footpath maintenance. Of all the requests finalised during the period, we completed 72% within agreed service levels.



## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)

**GRANTS SUCCESS**

Grant funding is an important source of Council revenue to advance the strategic vision and priorities set out in our Community Strategic Plan, Maitland +10. Smart investment of grant funds helps deliver projects and initiatives that align with the objectives outlined in Council's Delivery Program, the activities of our Operational Plan and other strategic plans adopted by Council.

During July to December 2023, Council applied for 24 grant applications and were successful in 13 grants, receiving a total of \$17 million to invest in projects that advance the priorities set out in Council's Delivery Program and Operational Plan.

**HIGHLIGHTS INCLUDE:**

- \$8.5m from the State Election Commitment for Transport NSW to fund the upgrade of Melville Ford Road and Maitland Vale Road and for the replacement of Melville Ford bridge
- \$2.5m from Regional Roads and Transport Recovery Package to fund the betterment of Melville Ford timber bridge at Melville Ford Road, Maitland
- \$1.4m from Local Roads and Community Infrastructure Program Phase 4 to fund shared pathway extension at Government Road, Thornton, shared pathway at Hillgate Drive to A&D Lawrence Park, Thornton, Cooks Square Park amenities, and shared pathway at Edward Avenue to Eurimbla Street to Somerset Drive, Thornton
- \$1m from Investing in Our Communities 2023 Project 2 to fund Cooks Square Park infrastructure upgrades
- \$1m from Investing in Our Communities 2023 to fund Max McMahon Oval infrastructure upgrades
- \$915k from Fixing Country Roads Round 6 to fund Total Road rehabilitation.



*Staff member serving a community member*



## ON THE MOVE - PROGRESSING THE DELIVERY PROGRAM - JULY - DECEMBER 2023 (Cont.)



**maitland**  
city council

**Enquiries**

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Disclaimer: Every effort has been made to ensure the accuracy of the information.

## 10.6 MAITLAND HALL OF FAME - NOMINEES RECOMMENDED FOR INDUCTION

<b>FILE NO:</b>	35/1
<b>ATTACHMENTS:</b>	1. Hall of Fame Nominees for Induction (Confidential Under Separate Cover)
<b>RESPONSIBLE OFFICER:</b>	Linda McLaren - Office Manager
<b>AUTHOR:</b>	Kelsie Wilson - Team Leader OGM
<b>MAITLAND +10</b>	Outcome 5 To celebrate what makes our city unique - our history, our people and our river
<b>COUNCIL OBJECTIVE:</b>	5.1.1 Curate and promote our unique history through our collections, museums, and experiences

### EXECUTIVE SUMMARY

*The purpose of this report is to advise Council of the four nominees recommended by the Awards and Recognition Committee for induction into the City of Maitland Hall of Fame.*

### OFFICER'S RECOMMENDATION

**THAT** the information contained in this Report be noted.

### REPORT

The City of Maitland Hall of Fame celebrates outstanding achievement and contribution of individuals from all spheres of the community who have made significant and enduring contributions in diverse range of fields and areas of endeavour.

Currently the Hall of Fame inductees are promoted on the Maitland City Council website. The achievements and contributions of the 51 inductees across a spectrum of fields, provides an aspirational community resource for current and future generations.

Last year Council endorsed a physical depiction of the Maitland Hall of Fame being established in the Maitland Park Rotunda. The Rotunda provides a site of significance for the display and celebration of the Hall of Fame inductees and a gathering space for the reflection and celebration of their achievements. The names of the inductees will be presented on engraved pavers that make up the floor of the Rotunda.

Nominations for the Hall of Fame closed 3 December 2023 and Council received a range of nominations for arts, theatre and literature, military services, business and public service and sports. The Hall of Fame Committee met 21 February 2024 and determined that four nominees be recommended for induction in 2023.

The recommended nominees and a short description of their achievements will be provided as a confidential attachment under separate cover to all Councillors.



MAITLAND HALL OF FAME - NOMINEES RECOMMENDED FOR INDUCTION (Cont.)

The names of the inductees will be subject to a media embargo until they are announced at an induction ceremony scheduled to be held at the Maitland Park Rotunda at the completion of the works later in 2024, at which the nominees will be inducted into the City of Maitland Hall of Fame.

The recognition of individuals whose contributions have made a difference, the City of Maitland Hall of Fame encourages pride in local achievement and inspires the highest community standards and values.

## **Officers Reports**

### **MAITLAND HALL OF FAME - NOMINEES RECOMMENDED FOR INDUCTION**

#### **Hall of Fame Nominees for Induction (Confidential Under Separate Cover)**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 1**

## **11 POLICY AND FINANCE COMMITTEE**

### **11.1 COMPLAINT MANAGEMENT POLICY REVIEW**

<b>FILE NO:</b>	<b>118/1</b>
<b>ATTACHMENTS:</b>	<b>1. Complaint Management Policy 2017 2. Complaint Management Policy 2024</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Linda McLaren - Office Manager Kelsie Wilson - Team Leader OGM</b>
<b>AUTHOR:</b>	<b>Tina Nay - Senior Governance Officer</b>
<b>MAITLAND +10</b>	<b>Outcome 15. To have an effective and efficient Council</b>
<b>COUNCIL OBJECTIVE:</b>	<b>15.1.4 Implement and maintain a contemporary governance, audit and risk framework</b>

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#### **EXECUTIVE SUMMARY**

*A periodic review was undertaken of the Complaint Management Policy which was last adopted March 2017.*

*The Complaint Management Policy has been updated to align with the NSW Ombudsman's Complaint management model policy.*

#### **OFFICER'S RECOMMENDATION**

##### **THAT**

- 1. Council rescind the Complaint Management Policy 2017 (Attachment 1).**
- 2. Council adopt the Complaint Management Policy 2024 (Attachment 2).**

#### **REPORT**

Council understands the importance and benefits of effective complaint handling and is committed to implementing a framework to handle complaints fairly, efficiently, and effectively.

The periodic review of the Complaint Management Policy has been conducted, and revisions made to the Policy to align with the NSW Ombudsman's Complaints management model policy.

Other minor amendments to the Policy include an update to legislative references, policy administration, and the inclusion of examples of what is not considered a complaint to supply users with a better understanding of the differences between a complaint and a service request.

COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**FINANCIAL IMPLICATIONS**

This matter has no direct financial impact upon Council's adopted budget or forward estimates.

**POLICY IMPLICATIONS**

Council's Policy Register will be updated for this review.

**STATUTORY IMPLICATIONS**

There are no statutory implications under the *Local Government Act 1993* with this matter.



## **Policy and Finance Committee**

# **COMPLAINT MANAGEMENT POLICY REVIEW**

## **Complaint Management Policy 2017**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 6**

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**DATE ADOPTED: 28 March 2017****VERSION: 2.0****POLICY OBJECTIVES**

This policy is intended to ensure that Council manages complaints fairly, efficiently and effectively.

Council's complaint management policy:

- Enables Council to respond to issues raised by citizens making complaints in a timely and cost-effective way.
- Boosts public confidence in our administrative process.
- Provides information that can be used to improve Council's services and complaint management.

This policy provides guidance to Council staff and citizens who wish to make a complaint on the key principles and concepts of our complaint management system.

**POLICY SCOPE**

For the purpose of this policy, a complaint is considered to be an expression of dissatisfaction made to or about Council services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

This policy applies to all complaints received by the organisation and to all staff receiving or managing these complaints, other than:

- Request for service, repairs, information or regulatory action by Council
- Code of Conduct complaints
- Staff grievances

This policy does not refer to complaints for which provision is made under specific legislations in New South Wales.

**POLICY STATEMENT****1. Organisational Commitment**

Maitland City Council recognises the value of complaints as an important tool in monitoring and responding to citizen and community expectations and will manage complaints in a timely and efficient manner.

Maitland City Council expects staff at all levels to be committed to fair, effective and efficient complaint handling.

**2. Making a complaint**

Complaints can be made verbally or in writing by letter, email, fax or live chat.

Council does not accept complaints via social media.

When making a complaint citizens have a responsibility to:

- Clearly identify their issues of complaint
- Provide all relevant information about their complaint to the best of their ability

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

- Cooperate with any requests for information or investigations
- Act honestly and respectfully

**3. Facilitating complaints****a. Citizen focus**

Council is committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and complaint handling. Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

**b. No detriment to citizens making complaints**

Council will take all reasonable steps to ensure that citizens making complaints are not adversely affected because a complaint has been made by them or on their behalf.

**c. Anonymous complaints**

While anonymous complaints will be recorded, Council will generally only act on them where the matter is of a safety or serious nature and there is sufficient information in the complaint to enable an investigation to be undertaken. The decision on whether to investigate will be made at the discretion of the General Manager.

**d. Accessibility**

Council will ensure that information about how and where complaints may be made is well publicised and ensure that systems to manage complaints are easily understood and accessible to everyone.

**4. Responding to complaints****a. Early resolution**

Where possible, complaints will be resolved at first contact with Maitland City Council.

**b. Responsiveness**

- Council will promptly acknowledge receipt of complaints within five (5) working days.
- Complaints will be assessed and prioritised in accordance with the urgency and/or seriousness of the issues raised.
- Following investigation of the complaint an outcome will be communicated to the citizen.
- If the citizen is not satisfied with the outcome of a complaint, they may request an internal review by Council or external review by another appropriate agency such as NSW Office of Local Government, NSW Ombudsman or Independent Commission Against Corruption.

**c. Objectivity and fairness**

Council will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

**d. Responding flexibly**

Staff are empowered to resolve complaints promptly and with as little formality as possible. Council will adopt flexible approaches to service delivery and problem solving to enhance accessibility for citizens making complaints.

**e. Confidentiality**

The identity of the citizen making the complaint will be protected where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by the Council as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**5. Managing the parties to a complaint****a. Complaints involving multiple agencies**

Where a complaint involves multiple organisations, Council will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated. Where services are contracted out, Council will take complaints not only about the actions of Council staff but also the actions of service providers.

**b. Complaints involving multiple parties**

When similar complaints are made by related parties Council will try to arrange to communicate with a single representative of the group.

**c. Empowerment of staff**

Staff managing complaints are empowered to implement Council's complaint management system as relevant to their role and responsibilities. Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

**d. Managing unreasonable conduct by citizens making complaints**

Council will not tolerate unreasonable conduct by citizens making a complaint. For further information on managing unreasonable conduct by citizens making complaints please see Council's Unreasonable Complainant Conduct Policy.

**6. Complaint management system**

When responding to complaints, staff must act in accordance with Council's complaint management system. Staff must also consider any relevant legislation and/or regulations when responding to complaints and feedback.

Council's complaint management system establishes the internal processes for dealing with complaints and covers:

- Receipt and acknowledgement
- Internal Assessment
- Investigation
- Council's response and reasons for its decision
- Record keeping in relation to complaints
- Alternative avenues for dealing with complaints
- Review and monitoring of complaints for the purpose of continuous improvement

**7. Trivial, frivolous, vexatious complaints**

Complaints that the Public Officer determines to be trivial, frivolous, vexatious, or not made in good faith will not be investigated. These complaints will be recorded in Council's corporate information system and the citizen making a complaint will be notified that the matter will not be investigated and the reasons for this decision.



## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**DEFINITIONS**

Complaint	An expression of dissatisfaction made to or about Council services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.
Complaint management system	All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.
Council	Maitland City Council
Dispute	An unresolved complaint escalated either within or outside of our organisation.
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our products [where relevant], services or complaint handling where a response is not explicitly or implicitly expected or legally required.
Public interest disclosure	A report about wrong doing made by a public official in New South Wales that meets the requirements of the <i>Public Interest Disclosures Act 1994</i> .

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**POLICY ADMINISTRATION**

BUSINESS GROUP:	ADMINISTRATION AND GOVERNANCE
RESPONSIBLE OFFICER:	GROUP MANAGER ADMINISTRATION AND GOVERNANCE
COUNCIL REFERENCE:	Ordinary Council Meeting – 28 March 2017 – Item 11.2
POLICY REVIEW DATE:	Three (3) years from date of adoption
FILE NUMBER:	130/24 & 35/1
RELEVANT LEGISLATION	<p>Government Information (Public Access) Act 2009</p> <p>Independent Commission Against Corruption Act 1988</p> <p>Local Government Act 1993</p> <p>Local Government (General) Regulation) 2005</p> <p>Ombudsman Act 1974</p> <p>Privacy &amp; Personal Information Protection Act 1998</p> <p>Public Interest Disclosures Act 1994</p>
RELATED POLICIES / PROCEDURES / PROTOCOLS	<p>Child Protection Policy</p> <p>Code of Conduct</p> <p>Complaint Management Procedure</p> <p>EEO, Bullying &amp; Grievance Protocol</p> <p>Equity, Diversity &amp; Respect Policy</p> <p>Managing for Performance Protocol</p> <p>Privacy Management Plan</p> <p>Public Interest Disclosure – Internal Reporting Policy</p> <p>Right to Information Policy &amp; Guidelines</p> <p>Unreasonable Complainant Conduct Policy</p> <p>Violent, Aggressive &amp; Threatening Behaviour Procedure</p>



POLICY HISTORY

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	26/2/2013	New policy adopted.
2.0	28/3/2017	Periodic Review in line with NSW Ombudsman framework and Australian Standards.

## **Policy and Finance Committee**

# **COMPLAINT MANAGEMENT POLICY REVIEW**

## **Complaint Management Policy 2024**

**Meeting Date: 27 February 2024**

**Attachment No: 2**

**Number of Pages: 12**

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)



## POLICY OBJECTIVES

The Complaint Management Policy is intended to ensure that we handle complaints fairly, efficiently, and effectively. Maitland City Council's complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way.
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our services, staff, and complaint handling.

This policy provides guidance to our staff and people who wish to make a complaint about Council's performance or operations.

This policy is based on the NSW Ombudsman's model complaint handling policy.

## POLICY SCOPE

This policy applies to all staff receiving or managing complaints from the public made to or about Council, regarding our services, staff, and complaint handling.

Staff grievances, code of conduct complaints and public interest disclosures are dealt with through separate mechanisms.

## POLICY STATEMENT

### 1. Organisational Commitment

Maitland City Council (Council) expects staff at all levels to be committed to fair, effective, and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.



## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

Who	Commitment	How
General Manager	Promote a culture that values complaints and their effective resolution	<p>Report publicly on Council's complaint handling.</p> <p>Provide adequate support and direction to key staff responsible for handling complaints.</p> <p>Regularly review reports about complaint trends and issues arising from complaints.</p> <p>Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.</p> <p>Encourage staff to make recommendations for system improvements.</p> <p>Recognise and reward good complaint handling by staff.</p> <p>Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.</p> <p>View a complaint as an opportunity for improved service delivery.</p>
Staff responsible for complaint handling	Establish and manage our complaint management system.	<p>Provide regular reports to the General Manager on issues arising from complaint handling work.</p> <p>Ensure recommendations arising out of complaint data analysis are canvassed with the General Manager and implemented where appropriate.</p> <p>Recruit, train and empower staff to resolve complaints promptly and in accordance with Council's policies and procedures.</p> <p>Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system.</p> <p>Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.</p> <p>Recognise and reward good complaint handling by staff.</p>
Staff whose duties include complaint handling	Demonstrate exemplary complaint handling practices	<p>Treat all people with respect, including people who make complaints.</p> <p>Assist people make a complaint, if needed.</p> <p>Comply with this policy and its associated procedures.</p> <p>Keep informed about best practice in complaint handling.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Provide suggestions to management on ways to improve the organisation's complaints management system.</p> <p>Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.</p>

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

All staff	Understand and comply with Council's complaint handling practices.	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of Council's complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access the Council's complaints process.</p> <p>Be alert to complaints and assist staff handling complaints resolve matters promptly.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</p>
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**a. Making a complaint**

Complaints can be made verbally or in writing by letter, email, fax or live chat.

Council does not accept complaints via social media.

When making a complaint citizens have a responsibility to:

- Clearly identify their issues of complaint
- Provide all relevant information about their complaint to the best of their ability
- Cooperate with any requests for information or investigations
- Act honestly and respectfully

**2. Facilitating complaints****a. People focus**

Council is committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and complaint handling. Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame. Council will promptly acknowledge receipt of complaints within five (5) working days.

People making complaints will be:

- provided with information about our complaint handling process.
- provided with multiples and accessible ways to make complaints, such as in person, by letter, email or through assistance by other people including staff,
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

**b. No detriment to citizens making complaints**

Council will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

**c. Anonymous complaints**

While anonymous complaints will be recorded, Council will generally only act on them where the matter is of a safety or serious nature and there is sufficient information in the complaint to enable an investigation to be undertaken.

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**d. Accessibility**

Council will ensure that information about how and where complaints may be made is well publicised and ensure that systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

**e. No charge**

Complaining to Council is free.

**3. Responding to complaints****a. Early resolution**

Where possible, complaints will be resolved at first contact with Maitland City Council.

**b. Responsiveness**

Council will promptly acknowledge receipt of complaints within five (5) working days.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

Council is committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

**c. Objectivity and fairness**

Council will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

**d. Responding flexibly**

Staff are empowered to resolve complaints promptly and with as little formality as possible. Council will adopt flexible approaches to service delivery and problem solving to enhance accessibility for citizens making complaints. We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

**e. Confidentiality**

Council will protect the identity of people making complaints where this is practical and appropriate.

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

Personal information that identifies individuals will only be disclosed or used by Council as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

#### 4. Managing the parties to a complaint

##### a. Complaints involving multiple agencies

Where a complaint involves multiple organisations, Council will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated. Where services are contracted out, Council will take complaints not only about the actions of Council staff but also the actions of service providers.

##### b. Complaints involving multiple parties

When similar complaints are made by related parties Council will try to arrange to communicate with a single representative of the group.

##### c. Empowerment of staff

All Staff managing complaints are empowered to implement Council's complaint management system as relevant to their role and responsibilities. Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

##### d. Managing unreasonable conduct by citizens making complaints

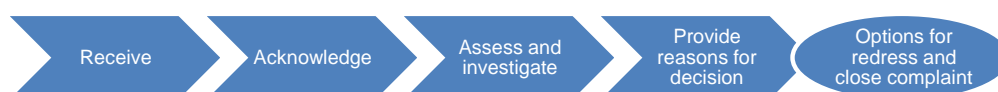
Council is committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible,
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

For further information on managing unreasonable conduct by people making complaints, please refer to Council's [Unreasonable Complainant Conduct Policy](#).

#### 5. Complaint management system



When responding to complaints, staff should act in accordance with Council's complaint handling procedures as well as any other internal documents providing guidance on the management of complaints. Staff should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out below.

##### a. Receipt of complaints

Unless the complaint has been resolved at the outset, Council will record the complaint and its supporting information. We will also assign a unique identifier to the complaint file.

The record of the complaint will document:

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

- the contact information of the person making a complaint
- issues raised by the person making a complaint and the outcome/s they want
- any other relevant and
- any additional support the person making a complaint requires.

**b. Acknowledgement of complaints**

We will acknowledge receipt of each complaint promptly, and preferably within five (5) working days. Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

**c. Initial assessment and addressing of complaints****Initial assessment**

After acknowledging receipt of the complaint, Council will confirm whether the issue/s raised in the complaint is/are within Council's control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, Council will consider:

- How serious, complicated, or urgent the complaint is,
- Whether the complaint raises concerns about people's health and safety,
- How the person making the complaint is being affected,
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

**Addressing complaints**

After assessing the complaint, Council will consider how to manage it. To manage a complaint, we may:

- Give the person making a complaint information or an explanation,
- Gather information from the person or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

**d. Providing reasons for decisions**

Following consideration of the complaint and any investigation into the issues raised, Council will contact the person making the complaint and advise them within 28 working days:

- the outcome of the complaint and any action we took,
- the reason/s for our decision,
- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review, or appeal.

If in the course of investigation, we make any adverse findings about a particular individual, we will consider any applicable privacy obligations under the *Privacy and Personal Information Protection Act 1998* and any applicable exemptions in or made pursuant to that Act, before sharing our findings with the person making the complaint.



## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**e. Closing the complaint, record keeping, redress and review**

Council will keep comprehensive records about:

- How we managed the complaint,
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions that need to be followed up.

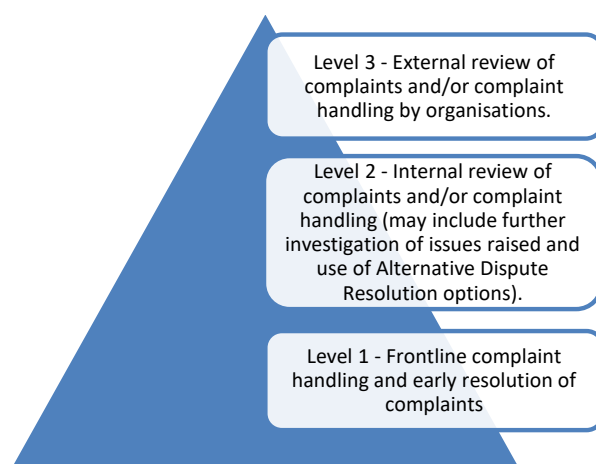
Council will ensure that outcomes are properly implemented, monitored, and reported to the complaint handling manager and/or senior management.

**6. Trivial, frivolous, vexatious complaints**

Complaints that the Public Officer determines to be trivial, frivolous, vexatious, or not made in good faith will not be investigated. These complaints will be recorded in Council's corporate information system and the citizen making a complaint will be notified that the matter will not be investigated and the reasons for this decision.

**7. Alternative avenues for dealing with complaints**

We will inform people who make complaints to or about us about any internal or external review options available to them (including, but not limited to, the NSW Ombudsman and/or the NSW Office of Local Government).

**The three levels of complaint handling**

Council aims to resolve complaints at the first level, the frontline. Wherever possible staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision. Where this is not possible, we may decide to escalate the complaint to a more senior officer within Council. This second level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decision/s already made, and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Where a person making a complaint is dissatisfied with the outcome of Council's review of their complaint, they may seek an external review of our decision by the NSW Ombudsman or the NSW Office of Local Government.

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**Accountability and learning****8. Analysis and evaluation of complaints**

Council will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis. Council currently uses two systems: Corporate Information System and Customer Request Management System (CRM).

Regular reports will be run on:

- a. the number of complaints received
- b. the outcome of complaints, including matters resolved at the frontline
- c. issues arising from complaints
- d. systemic issues identified, and
- e. the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to the General Manager and senior management for review.

**8.1 Monitoring of the complaint management system**

Council will continually monitor our complaint management system to:

- a. ensure its effectiveness in responding to and resolving complaints,
- b. identify and correct deficiencies in the operation of the system, and
- c. Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

Any non-compliance with this policy will be handled in accordance with our incident and breach management protocol. Intentional breaches of this policy may result in disciplinary action.

**8.2 Continuous improvement**

Council is committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- a. support the making and appropriate resolution of complaints,
- b. implement best practices in complaint handling,
- c. recognise and reward exemplary complaint handling by staff,
- d. regularly review the complaints management system and complaint data, and
- e. implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**9. Training and Awareness**

Council will provide regular training to staff on Council's complaints handling system and procedures. This training will be supplemented by resources available on the staff intranet.

**10. Accessibility of this Policy**

This Policy will be made publicly available on Council's website ad staff intranet.

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**DEFINITIONS**

<b>Complaint</b>	<p>An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.</p> <p>A complaint covered by this Policy can be distinguished from:</p> <ul style="list-style-type: none"> <li>• public interest disclosures made by our staff [see our Public Interest Disclosure Policy]</li> <li>• code of conduct complaints [see our Code of Conduct]</li> <li>• responses to requests for feedback about the standard of our service provision [see the definition of 'feedback' below]</li> <li>• reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response [see definition of 'feedback']</li> <li>• service requests [ see definition of 'service request' below], and</li> <li>• requests for information [see our Right to Information Policy].</li> </ul>
<b>Complaint management system</b>	All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.
<b>Council</b>	Maitland City Council
<b>Dispute</b>	An unresolved complaint escalated either within or outside of our organisation.
<b>Feedback</b>	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our products [where relevant], services or complaint handling where a response is not explicitly or implicitly expected or legally required.
<b>Grievance</b>	A clear, formal written statement by an individual staff member about another staff member or a work related problem.
<b>Public interest disclosure</b>	A report about wrong doing made by a public official in New South Wales that meets the requirements of the <i>Public Interest Disclosures Act 2022</i> .
<b>Service request</b>	<p>Service requests include:</p> <ul style="list-style-type: none"> <li>• requests for approval,</li> <li>• requests for action,</li> <li>• routine inquiries about Council's business,</li> <li>• requests for the provision of services and assistance (for example, missed waste collection or road resurfacing),</li> <li>• reports of hazards, damaged or faulty infrastructure (for example, road potholes or fallen branches of Council trees)</li> <li>• reports of failure to comply with laws regulated by Council</li> <li>• requests for explanation of Council policies, procedures, and decisions.</li> </ul>

## COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

**POLICY ADMINISTRATION**

BUSINESS GROUP:	OFFICE OF THE GENERAL MANAGER
RESPONSIBLE OFFICER:	MANAGER OF THE OFFICE OF THE GENERAL MANAGER
COUNCIL REFERENCE:	Ordinary Council Meeting – 26 March 2024 – Item xxx
POLICY REVIEW DATE:	Three (3) years from date of adoption
FILE NUMBER:	130/24 & 35/1
RELEVANT LEGISLATION	<p>Government Information (Public Access) Act 2009</p> <p>Independent Commission Against Corruption Act 1988</p> <p>Local Government Act 1993</p> <p>Local Government (General) Regulation) 2005</p> <p>Ombudsman Act 1974</p> <p>Privacy &amp; Personal Information Protection Act 1998</p> <p>Public Interest Disclosures Act 2022</p>
RELATED POLICIES / PROCEDURES / PROTOCOLS	<p>Child Protection Policy</p> <p>Code of Conduct</p> <p>Complaint Management Procedure</p> <p>EEO, Bullying &amp; Grievance Protocol</p> <p>Equity, Diversity &amp; Respect Policy</p> <p>Managing for Performance Protocol</p> <p>Privacy Management Plan</p> <p>Public Interest Disclosure – Internal Reporting Policy</p> <p>Right to Information Policy &amp; Guidelines</p> <p>Unreasonable Complainant Conduct Policy</p>





COMPLAINT MANAGEMENT POLICY REVIEW (Cont.)

POLICY HISTORY

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	26/2/2013	New policy adopted.
2.0	28/3/2017	Periodic Review in line with NSW Ombudsman framework and Australian Standards.
3.0	26/03/2024	Periodic review, updated legislation and responsible business group.

## 11.2 USE OF CITY OF MAITLAND COAT OF ARMS POLICY

FILE NO:	35/1
ATTACHMENTS:	1. Use of City of Maitland Coat of Arms Policy 2024
RESPONSIBLE OFFICER:	Kelsie Wilson - Team Leader OGM Linda McLaren - Office Manager
AUTHOR:	Tina Nay - Senior Governance Officer
MAITLAND +10	Outcome 15 To have an effective and efficient Council
COUNCIL OBJECTIVE:	15.1.4 Implement and maintain a contemporary governance, audit and risk framework

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### EXECUTIVE SUMMARY

*The Use of City of Maitland Coat of Arms Policy seeks to protect the image of Council through control of the use of the City of Maitland Coat of Arms.*

### OFFICER'S RECOMMENDATION

#### THAT

1. Council adopt the Use of City of Maitland Coat of Arms Policy 2024

### REPORT

The Use of City of Maitland Coat of Arms Policy is a new policy and seeks to protect the image of Council through control of the use of the City of Maitland Coat of Arms. It is important to the ongoing reputation and brand of the city, and as such, must be treated with appropriate respect by organisations outside of Council and in the public domain.

The use of the Coat of Arms will be restricted to formal representation of the City of Maitland.

The Coat of Arms motto 'Justitia et Fortitudo Invincibilia Sunt' may be broadly interpreted 'Justice and Fortitude are Invincible' and symbolises the spirit of the community in rising above adversity and the fostering of progress. The basic concept and design of the Coat of Arms was the work of a Maitland citizen, the late Mrs Cecily Mitchell. The Coat of Arms is also a dominant feature of the city flag.

### CONCLUSION

The introduction of the Use of the Coat of Arms Policy will formalise the protection of the image of Council through control of the use of the City of Maitland Coat of Arms.

USE OF CITY OF MAITLAND COAT OF ARMS POLICY (Cont.)

**FINANCIAL IMPLICATIONS**

This matter has no direct financial impact upon Council's adopted budget or forward estimates.

**POLICY IMPLICATIONS**

The adoption of the use of the Coat of Arms Policy will result in an amendment to Council's Policy Register.

**STATUTORY IMPLICATIONS**

There are no statutory implications under the *Local Government Act 1993* with this matter.

## **Policy and Finance Committee**

# **USE OF CITY OF MAITLAND COAT OF ARMS POLICY**

## **Use of City of Maitland Coat of Arms Policy 2024**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 2**

## USE OF CITY OF MAITLAND COAT OF ARMS POLICY (Cont.)

**DATE ADOPTED: 27 FEBRUARY 2024****VERSION: 1.0****POLICY OBJECTIVES**

The objective of this policy is to protect the image of Council through control of the use of the City of Maitland Coat of Arms.

**POLICY SCOPE**

This policy applies to the use of the City of Maitland Coat of Arms by organisations outside of Council.

**POLICY STATEMENT**

The City of Maitland Coat of Arms is an achievement of arms consisting of shield, crest, mantling, supporters and compartment granted to the City of Maitland on 20 December 1962 by the English Kings of Arms and which specifically identifies the Local Government area of Maitland. It is important to the ongoing reputation and brand of the city and organisation of Council, and as such, must be treated with appropriate respect by organisations outside of Council and in the public domain.

This policy does not relate to the city branding which is covered by Council's Brand Style Guide.

**1. Responsibilities**

The General Manager (or delegate) is responsible for approving the use of the City of Maitland Coat of Arms.

**1.1 Approval Arrangements**

The use of the Maitland City Council Coat of Arms shall be permitted by bodies, organisations or an individual where:

- Prior written submission has been submitted, stating the purpose, form and extent of the proposed use and the reason for such use. Any approval granted applies only for the specified use/s and must not in any way be taken as an overall approval to cover a number of uses;
- Approval in writing for the use has been obtained from the General Manager or delegate. Any approval given may be withdrawn or cancelled at any time at the absolute discretion of the Council by written notification, thereupon the Coat of Arms shall not be further used.
- Proof of the works has been provided to Council to ensure that the Coat of Arms image has not been altered.



## USE OF CITY OF MAITLAND COAT OF ARMS POLICY (Cont.)

**1.2 Provisions**

The use of the Coat of Arms shall be restricted to formal representation of the City of Maitland City Council. The use of the Coat of Arms must not in any way discredit the Coat of Arms, the Council or the city. The Coat of Arms shall be accorded due honour and the design shall not be departed from or distorted in any way.

**1.3 Contrary Use**

Council may instigate legal proceedings where the use of the Coat of Arms is contrary to this policy.

**2. Review and monitoring**

Council will keep a record on file of how the individual or group has used the Coat of Arms image. Non-compliance with this Policy will be reported to Council's Audit, Risk and Improvement Committee.

**POLICY ADMINISTRATION**

BUSINESS GROUP:	Office of the General Manager
RESPONSIBLE OFFICER:	Executive Officer
COUNCIL REFERENCE:	Ordinary Council Meeting 27 February 2024
POLICY REVIEW DATE:	Three (3) years from date of adoption
FILE NUMBER:	103/1
RELEVANT LEGISLATION	
RELATED POLICIES / PROCEDURES / PROTOCOLS	Council's Brand Style Guide

**POLICY HISTORY**

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	27 February 2024	New policy adopted

### 11.3 SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023

<b>FILE NO:</b>	2/8
<b>ATTACHMENTS:</b>	1. QBR 2 - 31 December 2023
<b>RESPONSIBLE OFFICER:</b>	Matthew Prendergast - Director City Planning
<b>AUTHOR:</b>	Michael Burfitt - Chief Financial Officer Tracey Tighe - Senior Corporate Accountant
<b>MAITLAND +10</b>	Outcome 15 To have an effective and efficient Council
<b>COUNCIL OBJECTIVE:</b>	15.1.2 Ensure Council is financially sustainable and meets required levels of performance

#### EXECUTIVE SUMMARY

*The attached Quarterly Budget Review Statement (QBRs) presents a summary of Council's financial position at the end of each quarter. It is a mechanism whereby Councillors and the community are informed of Council's progress against the Operational Plan (original budget) and the last revised budget, along with recommended changes and reasons for major variances. Presentation of the Quarterly Budget Review Statement has been updated from that presented in prior years.*

#### OFFICER'S RECOMMENDATION

##### THAT

1. The variations for the 31 December 2023 quarter be approved and form part of the Operational Plan for 2023/24.

#### REPORT

Clause 203 of the Local Government (General) Regulation 2005 requires Council's responsible accounting officer to prepare and submit the QBRs to Council within two months of the end of each quarter (except the June quarter).

The QBRs is composed of the following components:

- Statement by Responsible Accounting Officer set out below;
- Budget Review - Income and Expenses Statement;
- Budget Review - Capital Statement;
- Budget Review - Cash and Investments;
- Budget Review - Key Performance Indicators;
- Budget Review - Contracts and Other Expenses.

The variations are outlined in the attached report and show a net favourable adjustment to operating activity of \$3,806K with detailed explanations provided for the movements in the Income and Expenses Statement. The Capital Statement provides a summary of the variations of capital expenditure of \$892K for approval with a detailed explanation for those changes including the funding source in the "Capital Expenditure – Recommended Changes to the Budget" on page 4 of the report.

SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**Statement by the Responsible Accounting Officer:**

In my opinion the Quarterly Budget Review Statement for Maitland City Council for the quarter ended 31 December 2023 indicates that Council's projected financial position at 30 June 2024 is satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Michael Burfitt  
Responsible Accounting Officer  
Maitland City Council  
14 February 2024

**CONCLUSION**

The Income and Expenditure Statement incorporates those income and expenditure items that the officers are aware of for the period 1 July 2023 to 31 December 2023. Items of a capital as well as non-capital nature have been identified and are presented for consideration.

**FINANCIAL IMPLICATIONS**

The recommended adjustments, if adopted by Council, will form part of the Operational Plan 2023/24.

**POLICY IMPLICATIONS**

This matter has no specific policy implications for Council.

**STATUTORY IMPLICATIONS**

The Quarterly Budget Review Statement is required under Clause 203 of the Local Government (General) Regulation 2005.

## **Policy and Finance Committee**

# **SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023**

## **QBR 2 - 31 December 2023**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 10**



Maitland City Council | Quarterly Budget Review Statement March 2023

## QUARTERLY BUDGET REVIEW STATEMENT

DECEMBER 2023





## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**INCOME AND OPERATING EXPENSES BUDGET REVIEW STATEMENT****FOR THE PERIOD 1 JULY 2023 TO 31 DECEMBER 2023**

	2022-23 Actual	ORIGINAL BUDGET 2023/24	REVISED BUDGET	RECOMMENDED CHANGES FOR COUNCIL	PROJECTED YEAR END RESULT 2023/24	ACTUAL YTD
	\$000	\$000	\$000	\$000	\$000	\$000
<b>Income from continuing operations</b>						
Rates and annual charges	99,709	106,796	106,796	-	106,796	106,460
User charges and fees	10,230	9,214	9,214	-	9,214	5,635
Interest and investment revenue	7,152	8,189	8,508	1,017	9,525	5,492
Other revenues	4,116	3,820	3,851	45	3,896	3,143
Grants and contributions - operating purposes	19,368	10,475	22,794	2,772	25,566	6,204
Grants and contributions - capital purposes	75,356	15,174	17,785	3,043	20,828	19,987
<b>Total income from continuing operations</b>	<b>215,931</b>	<b>153,668</b>	<b>168,948</b>	<b>6,877</b>	<b>175,825</b>	<b>146,922</b>
<b>Expenses from continuing operations</b>						
Employee benefits and oncosts	53,138	58,788	59,604	-	59,604	29,517
Borrowing costs	2,474	2,491	2,491	-	2,491	1,234
Materials and Services	50,165	42,240	63,629	3,071	66,700	31,788
Depreciation and amortisation	29,869	27,332	27,332	-	27,332	13,666
Other expenses	8,270	8,885	9,107	-	9,107	4,771
Loss from the disposal of assets	3,785	-	-	-	-	-
<b>Total expenses from continuing operations</b>	<b>147,701</b>	<b>139,736</b>	<b>162,162</b>	<b>3,071</b>	<b>165,233</b>	<b>80,976</b>
<b>Net operating result from continuing operations</b>	<b>68,230</b>	<b>13,932</b>	<b>6,786</b>	<b>3,806</b>	<b>10,592</b>	<b>65,946</b>
<b>Net operating result for the year before grants and contributions provided for capital purposes</b>	<b>(7,126)</b>	<b>(1,242)</b>	<b>(10,999)</b>	<b>763</b>	<b>(10,236)</b>	<b>45,959</b>
Less: Rates yet to be allocated						(53,230)
<b>Net operating result for the year before grants and contributions provided for capital purposes - adjusted for rates unallocated</b>						<b>(7,271)</b>

## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**RECOMMENDED MATERIAL CHANGES TO REVISED BUDGET****INCOME AND OPERATING EXPENSES DECEMBER 2023 REVIEW**

Favourable / (Unfavourable)	Details
\$000	\$000
<b>1,017</b>	<b>Interest and investment revenue</b> Additional investment earnings from investment and cash holdings
<b>45</b>	<b>Other revenues</b> Additional property rental and insurance rebates
<b>2,772</b>	<b>Grants and contributions - Operating purposes</b> New grants with matching expenditure: - \$1,925 Regional and Local Roads Repair Program - \$205 NSW Floodplain Management Program - \$17 additional Block Grant funding - \$10 Australia Day Grant Recognition of additional Financial Assistance Grant allocation \$615
<b>3,043</b>	<b>Grants and contributions - Capital purposes</b> Additional developer contributions \$3,442 (\$400) suspension of Regional Road Repair funding by NSW Government
<b>6,877</b>	<b>TOTAL INCOME VARIATIONS</b>

**Proposed Expenditure**

Favourable / (Unfavourable)	Details
\$000	\$000
<b>-</b>	<b>Employee benefits and on-costs</b>
<b>(3,071)</b>	<b>Materials and services</b> Increases in: - \$1,925 Regional and Local Roads Repair Program (Offset by grant revenue - operating) - \$188 MAC remaining Defect Liability Program costs - \$240 additional Town Hall / MAC maintenance costs - \$134 additional Town Hall operational costs - \$204 Floodplain management program (operating grant funded) - \$140 additional security costs Maitland Resource Recovery Facility - \$60 Property expenditure - Old North road Lochinvar - \$50 Enterprise Risk Management project - \$45 Town Hall Floor sanding and polish - \$32 Insurance premium adjustments - \$26 MAC reception desk and carpet project - \$17 Block grant (roads component) expenditure - \$10 Australia day (operating grant funded)
<b>(3,071)</b>	<b>TOTAL EXPENDITURE VARIATIONS</b>
<b>3,806</b>	<b>TOTAL RECOMMENDED CHANGES TO INCOME AND OPERATING EXPENSES</b>

## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**CAPITAL BUDGET STATEMENT**

FOR THE PERIOD 1 JULY 2023 TO 31 DECEMBER 2023

	ORIGINAL BUDGET 2023/24	REVISED BUDGET	RECOMMENDED CHANGES FOR COUNCIL	PROJECTED YEAR END RESULT 2023/24	ACTUAL YTD
	\$000	\$000	\$000	\$000	\$000
<b>Capital funding</b>					
Rates and other untied funding	2,696	2,696	-	2,696	
Financial assistance grant - Roads component	1,500	1,500	-	1,500	
Grants and contributions	15,571	15,571	(400)	15,171	
Transfers from - Internal reserves	2,780	3,796	189	3,985	
Transfers from - External Reserves	7,335	9,359	1,102	10,461	
Carry overs	-	48,347	-	48,347	
Other capital funding sources	-	-	-	-	
- Borrowings	6,000	6,000	-	6,000	
- Hire purchase	1,989	1,989	-	1,989	
<b>Total capital funding</b>	<b>37,870</b>	<b>89,258</b>	<b>892</b>	<b>90,150</b>	
<b>Capital expenditure</b>					
Assets					
- Plant and equipment	4,166	6,934	-	6,934	4,309
- Land and buildings	-	7,958	655	8,613	3,380
- Roads, bridges and footpaths	22,472	55,647	237	55,884	11,762
- Drainage	562	562	-	562	1,305
- Recreational & other infrastructure assets	-	7,367	-	7,367	7,100
- Other	1,233	1,353	-	1,353	273
Loan repayments (principal)	8,739	8,739	-	8,739	4,329
Hire purchase repayments (principal)	697	697	-	697	212
<b>Total capital expenditure</b>	<b>37,870</b>	<b>89,258</b>	<b>892</b>	<b>90,150</b>	<b>32,670</b>

## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**CAPITAL EXPENDITURE – RECOMMENDED CHANGES TO THE BUDGET**

DECEMBER 2023

Description	Budget Variation +INCREASE/ (DECREASE)	SOURCE OF FUNDS				
		Developer Contribution	Externally restricted	Internally restricted	Grants and Contributions	Dep'n / Working Capital
	\$000	\$000	\$000	\$000	\$000	\$000
<b>Increase in capital works budget</b>						
Property Purchase Station lane Lochinvar	655		466	189		
Sophia Waters sportsground - initial funding	350		350			
Maitland Park outer field lighting & Cooks Square amenities - additional funding	185		185			
Wollombi road reconstruction	101		101			
Suspension of Regional Road Repair funding by NSW government - Total Road	(400)				(400)	
<b>Total Increase in capital works budget</b>	<b>892</b>	<b>-</b>	<b>1,103</b>	<b>189</b>	<b>(400)</b>	<b>-</b>
<b>Decrease in capital works budget</b>						
<b>Total Decrease in capital works budget</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL VARIATIONS</b>	<b>892</b>	<b>-</b>	<b>1,103</b>	<b>189</b>	<b>(400)</b>	<b>-</b>
<b>Revised Budget</b>	<b>89,258</b>					
<b>Current Forecast</b>	<b>90,150</b>					



## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**CASH AND INVESTMENTS****FOR THE PERIOD 1 JULY 2023 TO 31 DECEMBER 2023**

	ACTUAL Balance 30 June 2023	ORIGINAL BUDGET 30 June 2024	REVISED BUDGET 30 June 2024	RECOMMENDED CHANGES FOR COUNCIL RESOLUTION	PROJECTED YEAR END RESULT 30 June 2024
	\$000	\$000	\$000	\$000	\$000
<b>Total cash and investments</b>	226,836	166,002	182,413	2,914	185,328
<b>represented by:</b>					
<b>Externally restricted</b>					
Developer contributions	118,231	95,474	103,051	3,104	106,155
Special purpose grants	16,617	-	4,734	-	4,734
Domestic Waste Management	7,020	8,320	9,060	-	9,060
<b>Total externally restricted</b>	<b>141,868</b>	<b>103,794</b>	<b>116,845</b>	<b>3,104</b>	<b>119,949</b>
<b>Internally restricted</b>					
Employee leave entitlements	3,365	4,625	3,809	-	3,809
Economic development	903	903	903	(189)	714
Waste disposal site construction	2,421	2,421	2,421	-	2,421
Technology	3,198	918	918	-	918
Carry over works	17,264	-	3,801	-	3,801
Environmental works	690	690	690	-	690
Workers compensation	1,038	1,038	1,038	-	1,038
Asset management	2,061	2,061	2,061	-	2,061
General purpose	5,727	5,774	5,774	-	5,774
Waste disposal site rehabilitation	12,486	13,416	13,416	-	13,416
Transfer station construction	13,898	13,578	12,562	-	12,562
Financial Assistance Grant advance payment	8,383	8,383	8,383	-	8,383
Election cost	512	662	662	-	662
Pandemic / Emergency Response	899	899	899	-	899
Unexpended Borrowings	5,284	-	239	-	239
<b>Total internally restricted</b>	<b>78,129</b>	<b>55,368</b>	<b>57,576</b>	<b>(189)</b>	<b>57,387</b>
<b>Total restricted cash and investments</b>	<b>219,997</b>	<b>159,161</b>	<b>174,421</b>	<b>2,914</b>	<b>177,336</b>

Notes:

1. The restricted funds have been invested in accordance with Council's investment policies.
2. The reconciliation of cash with the bank statement has been performed for the period to the 31 Dec 2023.
3. External restrictions are funds that must be spent for a specific purpose and cannot be used for general operations. Internal restrictions are funds that council has determined will be used for a specific future purpose.



## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**CASH FLOW STATEMENT**

FOR THE PERIOD 1 JULY 2023 TO 31 DECEMBER 2023

	Actual 1 Jul 2023 to 31 Dec 2023	Actual 2022/23
	\$'000	\$'000
<b>Cash flows from operating activities</b>		
Total Own Source Revenue (Rates & Annual Charges / User Charges & Fees)	77,653	115,932
Grants and Contributions	26,192	65,992
Employee Benefits	(30,333)	(52,356)
Materials and Services	(38,800)	(51,423)
Other Expenses from Continuing Operations	(6,004)	(10,759)
<b>CASHFLOW FROM OPERATIONS</b>	<b>28,707</b>	<b>67,387</b>
<b>Cash flows from investing activities</b>		
Net movement in investments	(9,985)	18,744
Net movement in Infrastructure, property, plant and equipment (IPPE)	(26,123)	(73,702)
<b>CASHFLOW FROM INVESTING</b>	<b>(36,108)</b>	<b>(54,958)</b>
<b>Cash flows from financing activities</b>		
Net movement in borrowings	(2,742)	(2,997)
<b>CASHFLOW FROM FINANCING</b>	<b>(2,742)</b>	<b>(2,997)</b>
<b>Net change in cash and cash equivalents</b>	<b>(10,143)</b>	<b>9,432</b>
<b>Cash and cash equivalents at beginning of year</b>	<b>25,189</b>	<b>15,757</b>
<b>Cash and cash equivalents at end of reporting period</b>	<b>15,046</b>	<b>25,189</b>

## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**STATEMENT OF FINANCIAL POSITION****AS AT 31 DECEMBER 2023**

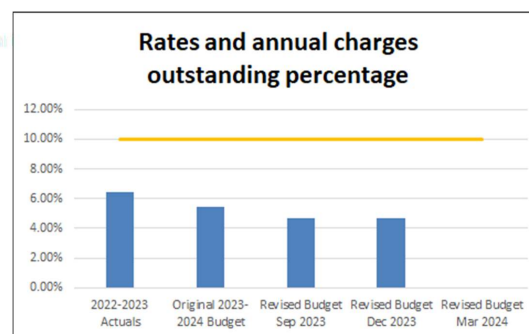
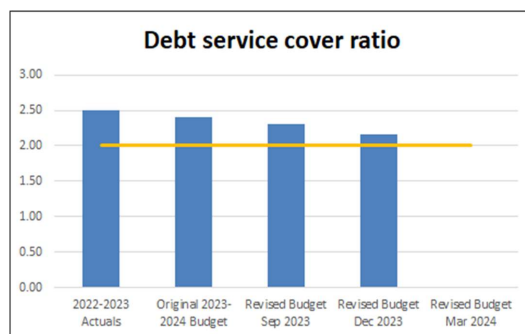
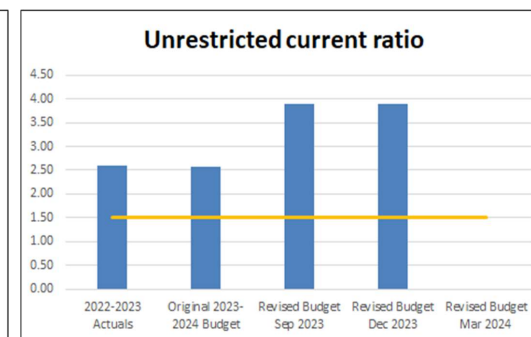
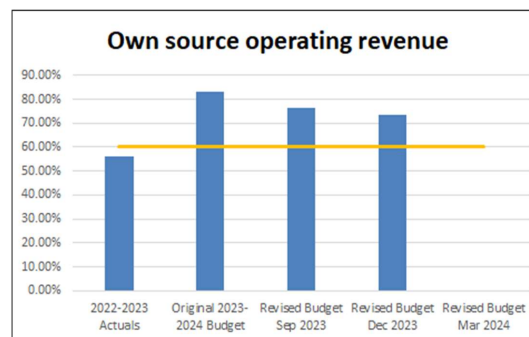
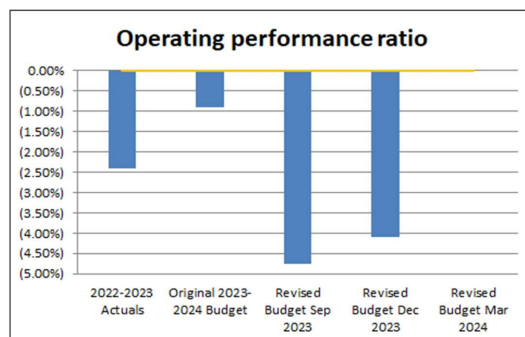
	<b>Actual as at 31 Dec 2023 \$'000</b>	<b>Actual as at 30 Jun 2023 \$'000</b>
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents	15,046	25,189
Investments	134,144	127,434
Receivables	2,763	11,709
Contract assets	(44)	1,628
Inventories	692	642
<b>Total current assets</b>	<b>152,600</b>	166,602
<b>Non-current assets</b>		
Investments	77,488	74,212
Infrastructure, property, plant and equipment (IPPE)	1,873,381	1,862,725
Intangible assets	133	132
Right of use assets	882	882
<b>Total non-current assets</b>	<b>1,951,884</b>	1,937,951
<b>Total assets</b>	<b>2,104,485</b>	2,104,553
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Payables	6,729	13,921
Contract liabilities	9,672	11,705
Lease liabilities	377	376
Borrowings	9,002	9,002
Employee benefit provisions	14,152	14,968
<b>Total current liabilities</b>	<b>39,932</b>	49,972
<b>Non-current liabilities</b>		
Lease liabilities	472	473
Borrowings	70,028	72,772
Employee benefit provisions	280	280
Provisions	21,148	21,148
<b>Total non-current liabilities</b>	<b>91,929</b>	94,673
<b>Total liabilities</b>	<b>131,861</b>	144,645
<b>Net assets</b>	<b>1,972,624</b>	1,959,908
<b>EQUITY</b>		
Accumulated surplus	1,133,013	1,120,297
Revaluations reserve	839,611	839,611
<b>Total Equity</b>	<b>1,972,624</b>	1,959,908



## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**KEY PERFORMANCE INDICATORS****BUDGET REVIEW FOR THE QUARTER ENDED 31 DECEMBER 2023**

All key performance indicators show that Council is in a sound financial position.

**OLG Benchmark**

Operating performance ratio	> 0%
Own source operating revenue	> 60%
Unrestricted Current Ratio	> 1.5
Debt Service Cover Ratio	> 2.0
Rates & Annual Charges Outstanding	< 10%

## SECOND QUARTER BUDGET REVIEW 2023/24 - PERIOD ENDED 31 DECEMBER 2023 (Cont.)

**CONTRACTS LISTING****FOR THE PERIOD 1 JULY 2023 TO 31 DECEMBER 2023**

Contracts entered during the three months to 31 December 2023 that exceed \$50,000 are detailed below:

Contractor's Name	Description	Contract Value (Incl GST)	Commence	Contract Duration	Budgeted (Y/N)
Husky Demolition Pty Ltd	Demolition and removal of old Dairy at Scobies Lane	50,050	Oct-23	6months	Y
Bolla Contracting Pty Ltd	Tennis Courts - East Maitland & Rutherford	354,467	Oct-23	6 months	Y
Bolte Civil Pty Ltd	Dalveen Road	1,325,251	Dec-23	21 Weeks	Y
Bolte Civil Pty Ltd	Wollombi Road	3,606,665	Dec-23	9 Months	Y
Bolla Contracting Pty Ltd	Wirraway Carpark construction	86,245	Oct-23	3 Months	Y
MH Power	Scobies Lane Realignment – Power Pole relocation	185,865	Oct-23	6 Months	Y
D&P fencing	Yarrabong Bridge Guardrail Replacement	114,064	Nov-23	1 Month	Y
Stantec Australia	Geotechnical Investigation	109,945	Oct-23	5 Months	Y
Douglas Partners	Geotechnical Investigation	115,573	Oct-23	5 Months	Y
MRW Building Pty Ltd	Design and construction of a child's play tower and all associated works	352,092	Dec-23	3 Months	Y
Lightning Asbestos Removal and Demolition Services	Demolition of Maitland Park Bowling Club	430,000	Oct-23	2 Months	N
Connectra Building & Developments Pty Ltd	Design & Construct Services at Cooks Square Park	556,875	Nov-23	12 Months	Y
RTC Facilities Maintenance Pty Limited	Construction of Maitland Park Outer Field Amenities Upgrade	814,553	Nov-23	3 Months	Y

**CONSULTANCY AND LEGAL EXPENSES****FOR THE PERIOD 1 JULY 2023 TO 31 DECEMBER 2023**

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high-level specialist or professional advice to assist decision making by management. Generally, it is the advisory nature of the work that differentiates from other contractors.

Expense	Amount YTD	Budgeted (Y/N)
	\$	
Consultancies	776,281	Y
Legal fees	181,288	Y

## 11.4 STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024

<b>FILE NO:</b>	<b>82/2</b>
<b>ATTACHMENTS:</b>	<b>1. Council's Holdings as at 31 January 2024</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Annette Peel - Manager Finance &amp; Procurement</b>
<b>AUTHOR:</b>	<b>Narelle Jeffries - Financial Accountant Laura Barry - Financial Accountant</b>
<b>MAITLAND +10</b>	<b>Outcome 15 To have an effective and efficient Council</b>
<b>COUNCIL OBJECTIVE:</b>	<b>15.1.2 Ensure Council is financially sustainable and meets required levels of performance</b>

### EXECUTIVE SUMMARY

*Clause 212 of the Local Government (General) Regulation 2021 requires Council to report on its investments.*

*As at the end of January 2024, Council had investments totalling \$208,207,105 under management.*

*Council's investment portfolio recorded a marked-to-market return of 5.00% per annum versus the bank bill index benchmark return of 4.44% per annum. The actual investment return for the month of January was \$889,319 a favourable variance of \$246,068 when compared to the monthly budget forecasts of \$643,251.*

*Council remains fully compliant with all Investment Policy requirements.*

### OFFICER'S RECOMMENDATION

#### THAT

- 1. The report indicating Council's Funds Management position be received and noted.**
- 2. The certification of the Responsible Accounting Officer be noted and the report adopted.**

### REPORT

For the month of January 2024, Council has total cash on call and investments of \$208,207,105 comprising:

- On call accounts      \$7,007,437
- Investments          \$201,199,668

This is compared to the month of December 2023 where Council had \$214,429,881 under management.



## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

Whilst Council has in excess of \$200 million under management, 56% of the portfolio is externally restricted funds, pertaining to developer contributions and domestic waste management reserves.

In January, Council's investment portfolio recorded a marked-to-market return of 5.00% per annum versus the bank bill index benchmark return of 4.44% per annum. Over the past 12 months, the investment portfolio has returned a marked-to-market return of 4.42%, versus the bank bill index benchmark's 4.00%.

Council's fixed and floating rate bond portfolio had another good month but the primary contributor to performance was the high yields being received on Council's term deposits which have been steadily replacing low interest rate deposits upon maturity.

Without marked-to-market influences, Council's investment portfolio yielded 4.99% per annum in January, up from 4.89% per annum in December. This is based on the actual interest income being earned on existing investments and excludes the underlying changes to the market value of the bonds in the portfolio.

During January, Council had maturities of \$15 million across 6 term deposits with terms ranging from 5 to 36 months paying an average of 3.70% per annum. A \$2.5 million 5 year CBA Fixed Rate Bond paying 3% per annum also matured during the month. Council invested \$9 million among 6, 8, 9 and 12 month deposits paying an average of 5.14% per annum, locking in a good level above 5% which is gradually getting more difficult as rates are trending lower. Council also took advantage of a newly issued senior ranked bond from the Great Southern Bank for its long term portfolio. Council invested \$1.2m in a 2.75 year Floating Rate Note paying 3 month bank bill swap rate + 1.60% per annum, its first quarterly rate is 5.945%.

Council has a well-diversified portfolio invested among a range of term deposits, fixed rate bonds and floating rate notes from highly rated Australian authorised deposit-taking institutions.

## Global issues:

- In its latest economic outlook, the International Monetary Fund projected global growth of 3.1% this year — the same pace as in 2023 and an upgrade from its previous forecast of 2.9%. Predictions of a global recession have receded, with inflation easing faster than economists anticipated. Central bankers, including the United States Federal Reserve, are expected to begin cutting interest rates in the coming months.
- Middle East problems and possible supply side threats (including from higher shipping costs flowing from the Red Sea problems) along with still sticky services inflation could pose short term risks to the fall in inflation.
- In the United States, the economy performed very strongly in the second half of 2023 despite rising interest rates. In the December quarter, Gross Domestic Product grew by an annualised 3.3% pace beating expectations of a 2% increase. However, the nation's Gross Domestic Product is expected to weaken over the course of 2024.
- United States inflation rose to 3.4% year over year in December with higher-than-expected energy and food prices and still sticky services inflation. But the trend

## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

remains down with more declines likely in the months ahead as high increases in January and February last year drop out of annual calculations.

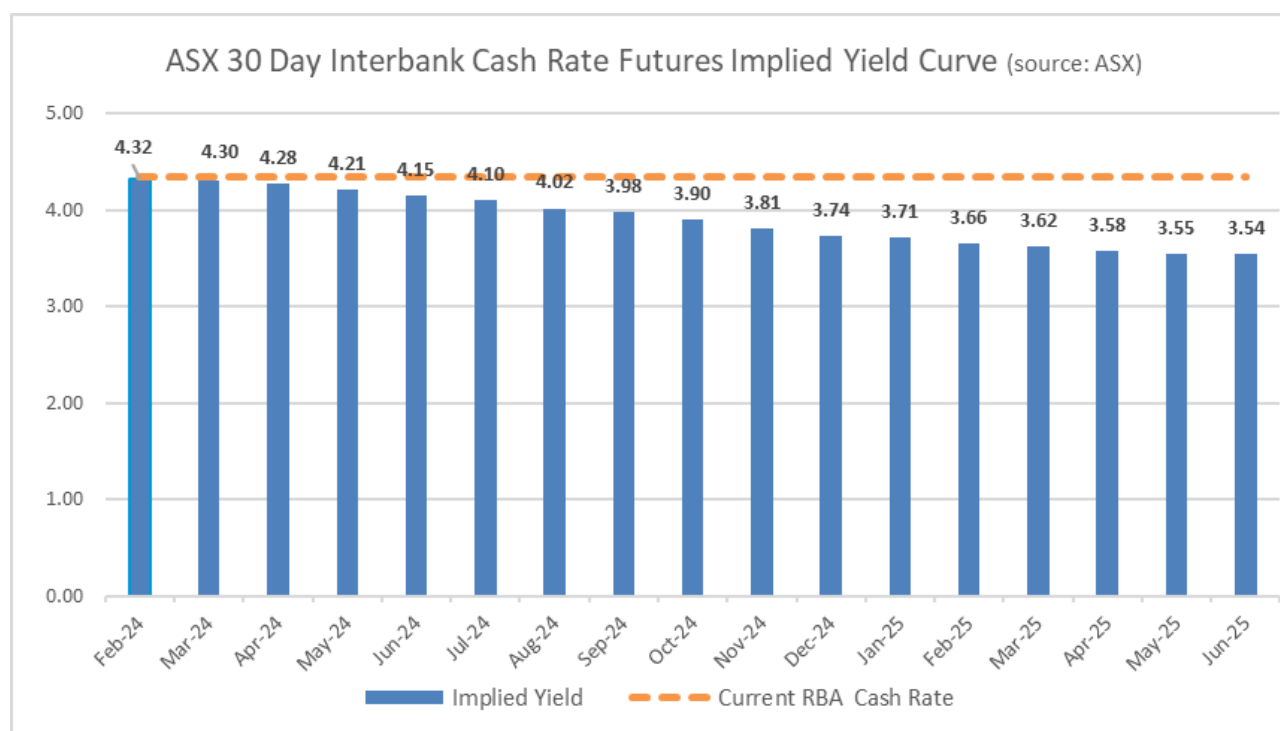
- While the struggling Chinese property market continues to be a drag on the nation's overall economic growth, the high-profile bankruptcy ruling in Hong Kong against Evergrande, once the jewel of China's property sector, is expected to have only marginal repercussions globally.

## Domestic issues:

- Inflation fell more than economists expected for the quarter ending December. The Consumer Price Index slowed to 0.6% in the December quarter taking the year over year figure to 4.1%, down from 5.4% for year over year September.
- This is the smallest quarterly rise since March 2021, and annual inflation has fallen from a peak of 7.8% a year ago. The main contributors to the fall were Clothing & Footwear while the Insurance, Alcohol & Tobacco, Housing, and Health sectors all recorded increases of over 5% over the past 12 months.
- While Australian inflation is higher than that in the United States and Europe this mainly reflects the fact that it lagged on the way up, lagged by around 3 to 6 months at the top and so is lagging on the way down.

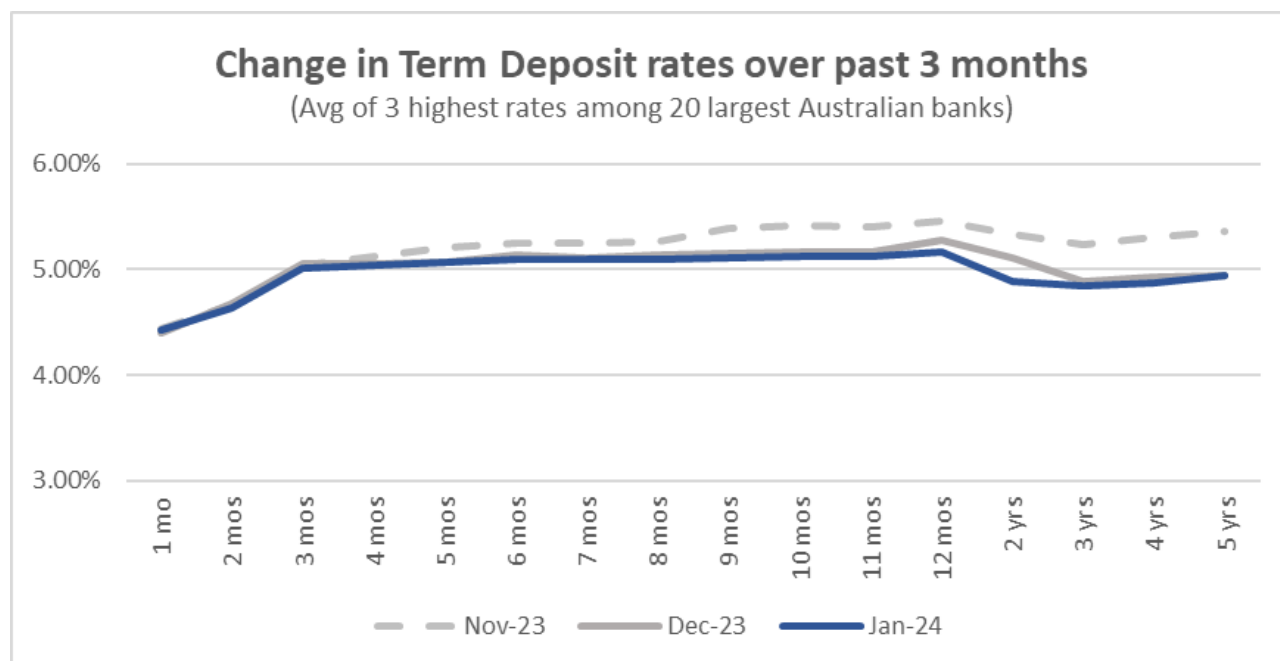
## Interest rates:

- With no RBA Board meeting in January, the RBA's official cash rate remains at 4.35%.
- The softer-than-expected inflation results released at the end of the month raised expectations that the RBA's most aggressive monetary policy tightening cycle in 30 years is coming to an end and that rate cuts could be coming in the second half of the year.
- The market is pricing in as much as 80 basis points in rate cuts by mid-2025:



## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

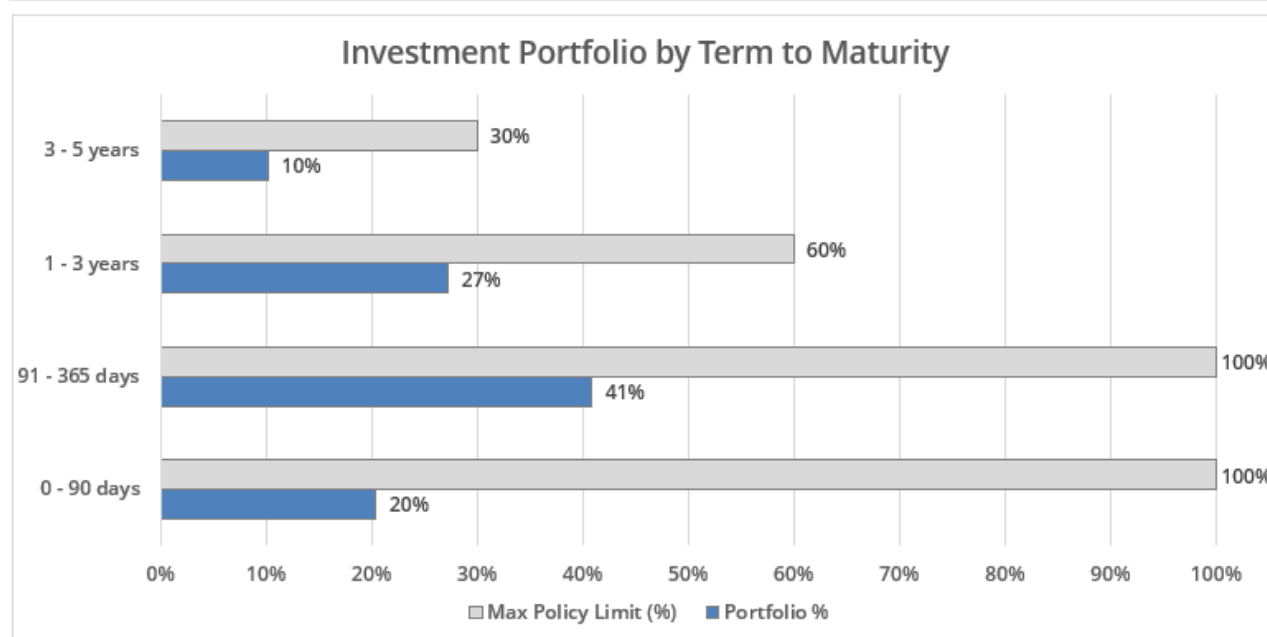
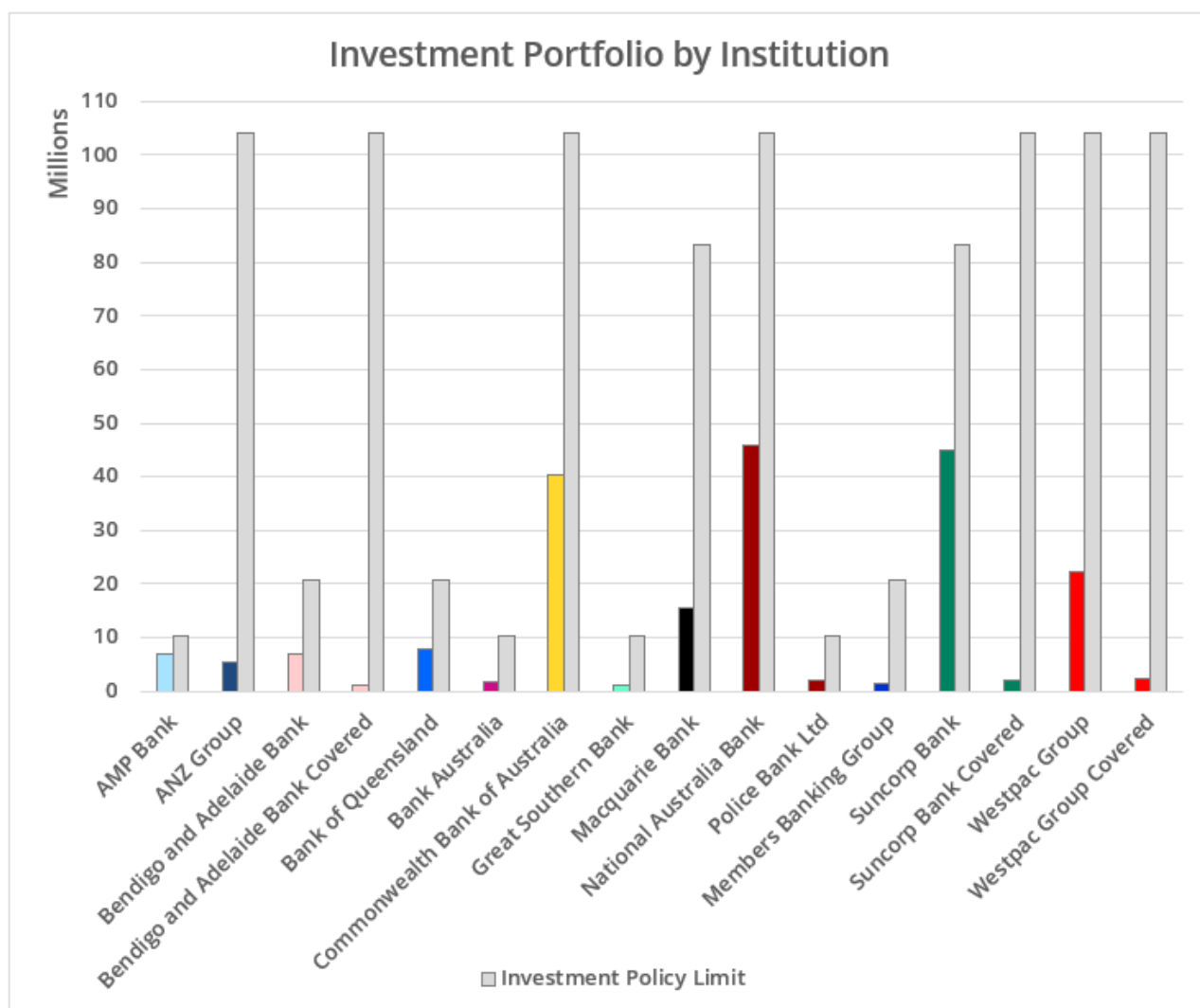
- In January, term deposit rates were little changed from last month, with the exception of the 1 to 2 year range where rates dropped off by 10-20 basis points as the market continues to adjust its pricing to reflect a reprieve from any further rate hikes in this cycle and projection of interest rate cuts starting this year.



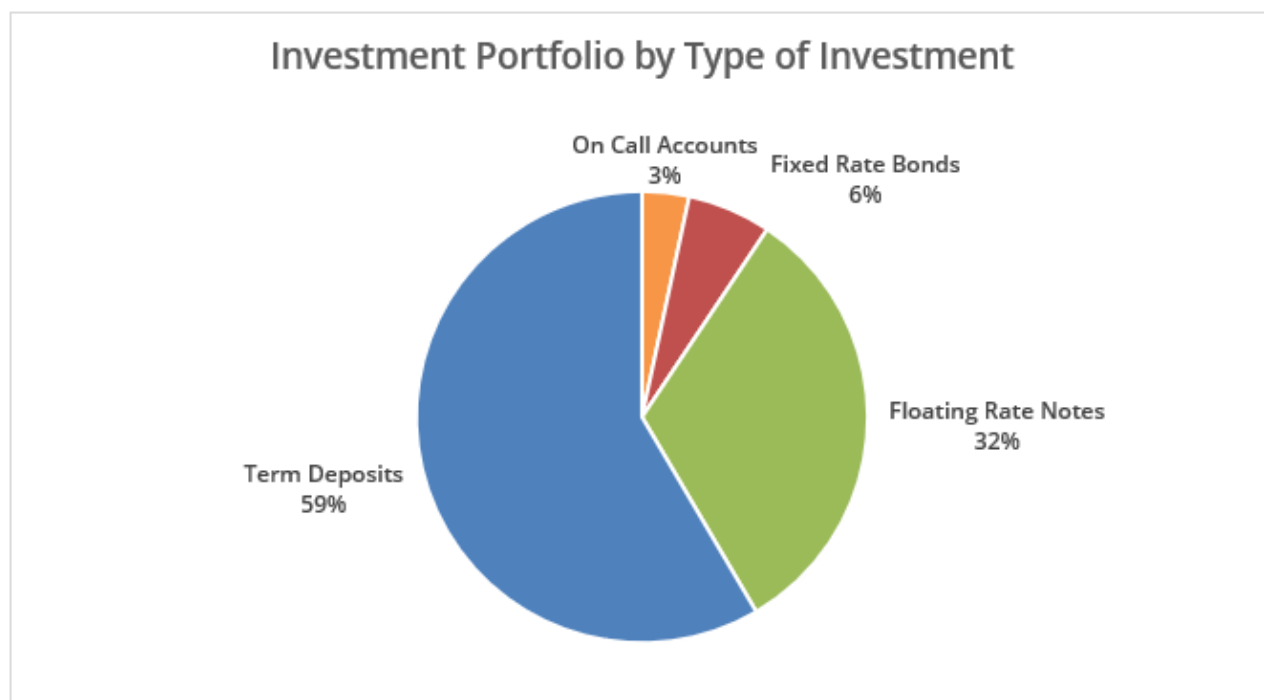
All market commentary is provided by Prudential Investment Services who advise on the management of Council's investment portfolio.

## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

## PORTFOLIO ANALYSIS



## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

**INVESTMENT PORTFOLIO AT A GLANCE**

Portfolio Performance vs 90 day Bank Bill Index	✓	Council's investment performance did exceed the benchmark for the month of January 2024
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**Investment Policy Requirement**

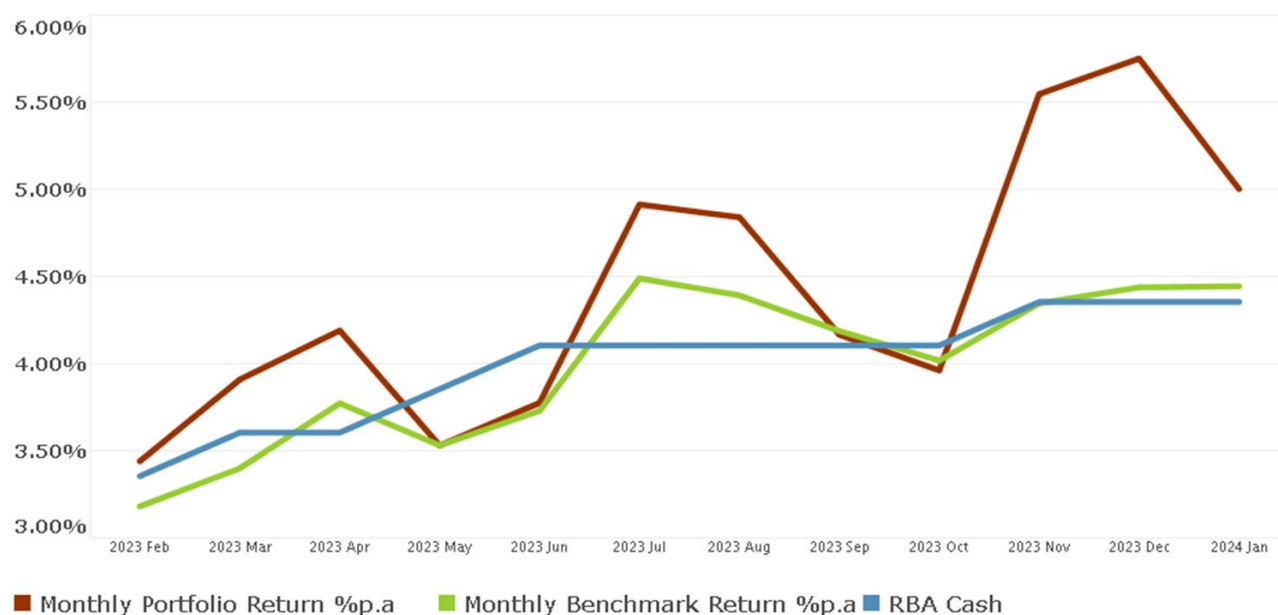
Legislative requirements	✓	Fully compliant
Portfolio credit rating limit	✓	Fully compliant
Institutional exposure limits	✓	Fully compliant
Term to maturity limits	✓	Fully compliant

**Investment Performance v Benchmark**

Term	Investment Portfolio Return	Benchmark: Bloomberg AusBond 90 day Bank Bill Index	RBA cash rate
1 month	5.00%	4.44%	4.35%
3 months	5.43%	4.41%	4.35%
6 months	4.87%	4.30%	4.22%
FYTD	4.88%	4.33%	4.21%
12 months	4.42%	4.00%	4.00%



## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

**Monthly Comparison: Investment Performance vs Benchmark****CONCLUSION****Certification of Responsible Accounting Officer**

The Responsible Accounting Officer certifies that the investments listed in the report have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government General Regulation 2021 and Council's Investment Policy

**FINANCIAL IMPLICATIONS**

The actual investment return for the month of January was \$889,319. This amounts to a favourable variance of \$246,068 when compared to the monthly budget forecasts of \$643,251. It should be noted that \$168,979 of this variance has been reallocated back to the externally restricted funds.

The year-to-date budget forecast for investment returns is \$4,502,757. The actual investment returns for the year to date are \$6,078,256, amounting to a favourable variance of \$1,575,499 which can be attributed to the current high interest rate environment.

**POLICY IMPLICATIONS**

Council's investments are made in accordance with Council's Investment Policy.

**STATUTORY IMPLICATIONS**

The above amounts have been invested and reported in accordance with:

- Section 625 of the Local Government Act, 1993
- Clause 212 of the Local Government (General) Regulation 2021

## **Policy and Finance Committee**

# **STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024**

## **Council's Holdings as at 31 January 2024**

**Meeting Date: 27 February 2024**

**Attachment No: 1**

**Number of Pages: 2**

## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

COUNCIL'S HOLDING AS AT 31 JANUARY 2024

<b>Bonds</b>							
	Face Value	Coupon	Borrower	Credit Rating	Maturity	Term of Investment	Current Value
30-Jul-24	2,000,000.00	1.8500	SUN Snr Bond (Jul24) 1.85%	A+	30-Jul-24	181	1,971,135.34
12-Feb-24	1,800,000.00	3.9000	WBC Snr Bond (Aug25) 3.90%	AA-	11-Aug-25	558	1,815,678.97
19-Feb-24	2,000,000.00	4.2000	CBA Snr Bond (Aug25) 4.20%	AA-	18-Aug-25	565	2,027,541.81
13-May-24	2,300,000.00	4.9000	WBC Snr Bond (Nov25) 4.90%	AA-	11-Nov-25	650	2,338,270.23
19-Feb-24	1,500,000.00	4.7500	CBA Snr Bond (Aug26) 4.75%	AA-	17-Aug-26	929	1,538,429.15
14-Mar-24	1,400,000.00	4.9460	MAC Snr Bond (Sep26) 4.946%	A+	14-Sep-26	957	1,435,418.75
19-Mar-24	1,500,000.00	5.0000	WBC Snr Bond (Sep28) 5.00%	AA-	19-Sep-28	1,693	1,544,360.93
<b>Totals</b>	<b>12,500,000.00</b>	<b>4.1552</b>					<b>12,670,835.19</b>
<b>Cash</b>							
	Face Value	Current Yield	Borrower	Credit Rating			Current Value
31-Jan-24	2,007,436.62	5.1607	Macquarie Bank	A+			2,007,436.62
31-Jan-24	5,000,000.00	4.4000	National Australia Bank	AA-			5,000,000.00
<b>Totals</b>	<b>7,007,436.62</b>	<b>4.6179</b>					<b>7,007,436.62</b>
<b>Floating Rate Note</b>							
Reset/ Coupon	Face Value	Current Coupon	Borrower	Credit Rating	Maturity	Term of Investment	Current Value
30-Apr-24	1,200,000.00	5.1243	SUN Snr FRN (Jul24) BBSW+0.78%	A+	30-Jul-24	181	1,201,680.94
7-Feb-24	3,000,000.00	5.1490	MAC Snr FRN (Aug24) BBSW+0.80%	A+	7-Aug-24	189	3,041,333.89
16-Apr-24	2,000,000.00	5.1108	ANZ Snr FRN (Jan25) BBSW+0.76%	AA-	16-Jan-25	351	2,010,740.70
22-Apr-24	2,000,000.00	5.1163	NAB Snr FRN (Jan25) BBSW+0.77%	AA-	21-Jan-25	356	2,009,323.45
12-Feb-24	5,000,000.00	5.1872	MAC Snr FRN (Feb25) BBSW+0.84%	A+	12-Feb-25	378	5,071,296.04
18-Mar-24	2,000,000.00	5.3425	BEN Snr FRN (Mar25) BBSW+0.98%	BBB+	17-Mar-25	411	2,017,093.29
18-Mar-24	2,400,000.00	5.0525	WBC Snr FRN (Mar25) BBSW+0.69%	AA-	17-Mar-25	411	2,420,167.58
24-Apr-24	2,000,000.00	5.4701	SUN Cov FRN (Apr25) BBSW+1.12%	AAA	24-Apr-25	449	2,013,037.85
12-Feb-24	2,000,000.00	5.1172	ANZ Snr FRN (May25) BBSW+0.77%	AA-	12-May-25	467	2,028,602.55
20-Feb-24	2,300,000.00	5.0629	WBC Cov FRN (May25) BBSW+0.73%	AAA	20-May-25	475	2,328,900.88
29-Feb-24	2,500,000.00	5.2674	NAB Snr FRN (May25) BBSW+0.90%	AA-	30-May-25	485	2,534,379.19
11-Mar-24	4,000,000.00	4.8402	MAC Snr FRN (Dec25) BBSW+0.48%	A+	9-Dec-25	678	4,009,266.03
26-Feb-24	1,500,000.00	5.8786	RACQ Snr FRN (Feb26) BBSW+1.50%	BBB+	24-Feb-26	755	1,511,689.45
26-Feb-24	1,700,000.00	4.8286	SUN Snr FRN (Feb26) BBSW+0.45%	A+	24-Feb-26	755	1,701,526.67
19-Feb-24	2,000,000.00	5.3900	SUN Snr FRN (May26) BBSW+1.05%	A+	18-May-26	838	2,027,871.20
26-Feb-24	3,900,000.00	4.7886	NAB Snr FRN (Aug26) BBSW+0.41%	AA-	24-Aug-26	936	3,906,249.45
15-Mar-24	2,300,000.00	4.8300	SUN Snr FRN (Sep26) BBSW+0.48%	A+	15-Sep-26	958	2,288,780.10
23-Apr-24	1,200,000.00	5.9450	GSB Snr FRN (Oct26) BBSW+1.60%	BBB	23-Oct-26	996	1,204,832.27
30-Apr-24	1,650,000.00	5.8443	BOz Snr FRN (Oct26) BBSW+1.50%	BBB	30-Oct-26	1,003	1,651,886.34
19-Feb-24	2,000,000.00	5.8900	POL Snr FRN (Nov26) BBSW+1.55%	BBB	17-Nov-26	1,021	2,024,696.88
15-Apr-24	2,000,000.00	5.0502	CBA Snr FRN (Jan27) BBSW+0.70%	AA-	14-Jan-27	1,079	2,001,204.30
26-Apr-24	2,250,000.00	5.1315	SUN Snr FRN (Jan27) BBSW+0.78%	A+	25-Jan-27	1,090	2,239,659.28
26-Feb-24	2,400,000.00	5.0975	NAB Snr FRN (Feb27) BBSW+0.72%	AA-	25-Feb-27	1,121	2,417,681.75
26-Feb-24	2,500,000.00	5.5775	NAB Snr FRN (Nov27) BBSW+1.20%	AA-	25-Nov-27	1,394	2,554,508.36
14-Mar-24	1,100,000.00	5.6041	SUN Snr FRN (Dec27) BBSW+1.25%	A+	14-Dec-27	1,413	1,114,160.64
15-Apr-24	3,000,000.00	5.5002	CBA Snr FRN (Jan28) BBSW+1.15%	AA-	13-Jan-28	1,443	3,037,925.21
12-Feb-24	2,500,000.00	5.3472	NAB Snr FRN (May28) BBSW+1.00%	AA-	12-May-28	1,563	2,540,115.96
18-Mar-24	1,200,000.00	5.5125	BEN Cov FRN (Jun28) BBSW+1.15%	AAA	16-Jun-28	1,598	1,210,747.48
11-Mar-24	1,400,000.00	5.2902	ANZ Snr FRN (Sep28) BBSW+0.93%	AA-	11-Sep-28	1,685	1,412,679.41
16-Feb-24	2,000,000.00	5.3680	NAB Snr FRN (Nov28) BBSW+1.03%	AA-	16-Nov-28	1,751	2,032,399.51
<b>Totals</b>	<b>67,000,000.00</b>	<b>5.2374</b>					<b>67,564,436.65</b>

## STATEMENT OF INVESTMENTS AS AT 31 JANUARY 2024 (Cont.)

**Term Deposits**

	Face Value	Current Yield	Borrower	Credit Rating	Maturity	Term of Investment	Current Value
	2,000,000.00	4.6900	Commonwealth Bank of Australia	AA-	6-Feb-24	6	2,007,929.87
	2,000,000.00	5.0100	Commonwealth Bank of Australia	AA-	6-Feb-24	6	2,092,513.42
	2,000,000.00	5.4200	Commonwealth Bank of Australia	AA-	14-Feb-24	14	2,050,487.67
	2,000,000.00	1.6300	Westpac Group	AA-	20-Feb-24	20	2,006,341.37
	3,000,000.00	5.0200	National Australia Bank	AA-	22-Feb-24	22	3,141,110.14
	2,000,000.00	4.6600	Commonwealth Bank of Australia	AA-	27-Feb-24	27	2,007,797.06
	4,000,000.00	5.0200	Commonwealth Bank of Australia	AA-	28-Feb-24	28	4,185,946.30
	3,000,000.00	5.1000	Bank of Queensland	BBB+	6-Mar-24	35	3,138,747.95
	3,000,000.00	5.4300	Commonwealth Bank of Australia	AA-	12-Mar-24	41	3,078,995.34
	3,000,000.00	5.3500	Commonwealth Bank of Australia	AA-	19-Mar-24	48	3,071,675.34
	4,000,000.00	4.9000	AMP Bank	BBB	27-Mar-24	56	4,166,465.75
	1,000,000.00	4.9700	Suncorp Bank	A+	2-Apr-24	62	1,033,496.44
	2,000,000.00	4.9700	Suncorp Bank	A+	2-Apr-24	62	2,066,992.88
	3,000,000.00	4.6000	Westpac Group	AA-	2-Apr-24	62	3,116,449.32
	2,000,000.00	5.2700	Suncorp Bank	A+	9-Apr-24	69	2,024,833.97
	2,000,000.00	5.5500	Bendigo and Adelaide Bank	BBB+	23-Apr-24	83	2,066,295.89
	3,000,000.00	4.9700	Suncorp Bank	A+	24-Apr-24	84	3,100,489.32
	3,000,000.00	5.3200	Commonwealth Bank of Australia	AA-	24-Apr-24	84	3,068,212.60
	2,000,000.00	5.1900	Commonwealth Bank of Australia	AA-	30-Apr-24	90	2,043,795.07
	2,000,000.00	5.1700	National Australia Bank	AA-	7-May-24	97	2,034,277.81
	2,000,000.00	5.2000	Bank of Queensland	BBB+	7-May-24	97	2,016,526.03
	2,000,000.00	5.1400	National Australia Bank	AA-	14-May-24	104	2,014,363.84
	2,000,000.00	5.4200	Commonwealth Bank of Australia	AA-	21-May-24	111	2,048,408.77
	3,000,000.00	4.6200	Suncorp Bank	A+	28-May-24	118	3,023,922.74
	4,000,000.00	4.9900	National Australia Bank	AA-	28-May-24	118	4,134,524.93
	2,000,000.00	5.0900	Commonwealth Bank of Australia	AA-	4-Jun-24	125	2,008,421.46
	3,000,000.00	5.1800	National Australia Bank	AA-	7-Jun-24	128	3,063,863.01
	3,000,000.00	5.4500	Suncorp Bank	A+	11-Jun-24	132	3,038,523.29
	2,000,000.00	5.1700	National Australia Bank	AA-	18-Jun-24	139	2,011,898.08
	3,000,000.00	5.7000	AMP Bank	BBB	28-Jun-24	149	3,101,663.01
	3,000,000.00	5.6200	Commonwealth Bank of Australia	AA-	3-Jul-24	154	3,097,926.58
	2,000,000.00	5.2100	National Australia Bank	AA-	9-Jul-24	160	2,041,965.48
	3,128,014.24	5.1000	Westpac Group	AA-	16-Jul-24	167	3,135,007.28
	3,000,000.00	5.5000	Bendigo and Adelaide Bank	BBB+	23-Jul-24	174	3,084,986.30
	2,000,000.00	5.1700	National Australia Bank	AA-	20-Aug-24	202	2,011,898.08
	2,000,000.00	5.4400	Commonwealth Bank of Australia	AA-	26-Aug-24	208	2,008,991.87
	2,000,000.00	4.4000	Westpac Group	AA-	2-Sep-24	215	2,036,164.38
	2,066,654.25	5.2400	Westpac Group	AA-	10-Sep-24	223	2,110,861.40
	2,000,000.00	5.4600	Suncorp Bank	A+	24-Sep-24	237	2,019,446.58
	1,000,000.00	5.3100	National Australia Bank	AA-	25-Sep-24	238	1,018,621.37
	2,000,000.00	5.2000	Suncorp Bank	A+	25-Sep-24	238	2,001,994.52
	2,000,000.00	5.4200	Suncorp Bank	A+	1-Oct-24	244	2,027,619.73
	2,000,000.00	5.1600	Suncorp Bank	A+	9-Oct-24	252	2,006,220.27
	2,000,000.00	5.4500	Suncorp Bank	A+	22-Oct-24	265	2,019,709.59
	4,000,000.00	5.4500	Suncorp Bank	A+	29-Oct-24	272	4,037,627.40
	2,000,000.00	5.5000	Suncorp Bank	A+	27-Nov-24	301	2,019,589.04
	5,000.00	4.5000	National Australia Bank	AA-	28-Nov-24	302	5,040.07
	3,000,000.00	5.2000	Bank of Queensland	BBB+	3-Dec-24	307	3,104,284.93
	2,500,000.00	5.4600	Suncorp Bank	A+	24-Dec-24	328	2,523,560.27
	2,000,000.00	5.1000	National Australia Bank	AA-	7-Jan-25	342	2,008,383.56
	2,000,000.00	2.0400	Westpac Group	AA-	25-Feb-25	391	2,007,936.44
<b>Totals</b>	<b>121,699,668.49</b>	<b>5.0749</b>					<b>124,292,803.81</b>
<b>Grand Totals</b>	<b>208,207,105.11</b>						<b>211,535,512.27</b>

## 11.5 SECTION 356 HIGH ACHIEVERS GRANTS PROGRAM

<b>FILE NO:</b>	<b>10/5/19</b>
<b>ATTACHMENTS:</b>	<b>Nil</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Darren Crumpler - Acting Group Manager Community and Recreation Suellen Goyne - Acting Manager Community and Recreation Whitney Hainey - A/Coordinator Community and Recreation Planning David Baker - Team Leader Community and Recreation Planner</b>
<b>AUTHOR:</b>	<b>Molly Marsh - Graduate Planner – Community &amp; Recreation</b>
<b>MAITLAND +10</b>	<b>Outcome 15 To have an effective and efficient Council</b>
<b>COUNCIL OBJECTIVE:</b>	<b>15.1.2 Ensure Council is financially sustainable and meets required levels of performance</b>

### EXECUTIVE SUMMARY

*This report presents to Council a recommendation to endorse the funding of three (3) applications under Council's Section 356 High Achievers Grant Program, in accordance with Section 356 of the Local Government Act.*

### OFFICER'S RECOMMENDATION

#### THAT

**Council adopts the Maitland Sport and Recreation Advisory Board and Maitland Regional Art Gallery/Maitland Libraries endorsement of the following three (3) applications for funding through the Section 356 High Achievers Grant Program:**

- 1. Cooper Hall – National Level Sports – 2024 Under 14's Regional Softball Championships - \$450.00**
- 2. Harrison Davis – International Level Sports – 2024 UCI BMX Race World Series Rotorua New Zealand - \$750.00**
- 3. Portia Jack – International Level Arts – Screen Actors' Intensive Los Angeles - \$750.00**

### REPORT

The Section 356 High Achievers Grant Program offers financial assistance to applicants under two categories being Sports and Creative Arts. The program is open all year, with Individuals, Collectives and Teams eligible to apply.

## SECTION 356 HIGH ACHIEVERS GRANTS PROGRAM (Cont.)

The level of support under the Sports High Achievers category is as follows:

- \$450 for individuals selected to compete on behalf of NSW at a National competition or equivalent
- \$750 for individuals selected to compete on behalf of Australia at International competition or equivalent
- \$1,000 for individuals competing at the Commonwealth Games
- \$1,500 for individuals competing at the Olympic Games
- Teams: 25% of the level of support for each selected individual.

The level of support under the Creative Arts High Achievers category is as follows:

- \$450 for individuals selected to participate on behalf of NSW at a National level or equivalent
- \$750 for individuals selected to participate on behalf of Australia at International level or equivalent
- Collectives: 25% of the level of support for each selected individual.

Two (2) eligible applications were received under the Sports High Achievers category and one (1) eligible application was received under the Creative Arts High Achievers category of the program.

The policy and guidelines require applications for Sports to be endorsed by the Maitland Sport and Recreation Advisory Board (MSRAB) and applications for Creative Arts by the Friends of Library committee or the Maitland Regional Art Gallery Members committee.

The following table summarises the endorsed applications:

Level of Support	Applicant	Support Information	Details	Amount Sought	Amount Approved
National	Cooper Hall	Under 14's Regional Softball Championship	Selected to represent NSW at U14's Regional Softball Championships, Canberra in January 2024.	\$450.00	\$450.00
International	Harrison Davis	UCI BMX Race World Series Rotorua New Zealand	Selected to compete in rounds 1 & 2 of the 2024 UCI BMX Race World Series, racing for Australia in the U23 category, Rotorua, New Zealand in February 2024.	\$750.00	\$750.00
International	Portia Jack	Screen Actors Intensive Los Angeles	Selected by the Australian Institute of Performing Arts to train and film for Screen Actors Intensive, Los Angeles in December 2023.	\$750.00	\$750.00
Total:				\$1,950.00	\$1,950.00



**SECTION 356 HIGH ACHIEVERS GRANTS PROGRAM (Cont.)**

As per the Section 356 Community Grants Policy, 25% of the program budget is allocated to the High Achievers Grant Program. This equates to \$37,500.00. The funding recommendation for applications received is \$1,950.00 resulting in 5.2% expenditure of the allocated budget across three (3) applications.

**CONCLUSION**

The Section 356 High Achievers Grant Program offers financial assistance to applicants under two categories being Sport and Creative Arts. Two (2) applications received on this occasion were assessed under the Sports High Achievers category. The applications were endorsed by the Maitland Sport and Recreation Advisory Board. One (1) application was received and assessed under the Creative Arts High Achievers category. This application was endorsed by Maitland Regional Art Gallery Members committee. It is recommended that Council approve the endorsed applications in accordance with the Section 356 Community Grant Policy and High Achievers Program guidelines.

**FINANCIAL IMPLICATIONS**

Funding is available from existing 2023/24 budget.

**POLICY IMPLICATIONS**

This matter has no specific policy implications for Council.

**STATUTORY IMPLICATIONS**

There are no statutory implications under the Local Government Act 1993 with this matter.

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## 11.6 COUNCILLOR EXPENSES AND FACILITIES FOR THE SIX MONTH PERIOD ENDING 31 DECEMBER 2023

FILE NO:	35/36/10
ATTACHMENTS:	Nil
RESPONSIBLE OFFICER:	Linda McLaren - Office Manager Kelsie Wilson - Team Leader OGM
AUTHOR:	Tina Nay - Senior Governance Officer
MAITLAND +10	Outcome 15 To have an effective and efficient Council
COUNCIL OBJECTIVE:	15.1.2 Ensure Council is financially sustainable and meets required levels of performance

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### EXECUTIVE SUMMARY

*Council's adopted 'Councillor Expenses and Facilities Policy' establishes the framework under which the reasonable and appropriate reimbursement of expenses and provision of facilities to councillors to help them undertake their civic duties is administered.*

*The policy requires that detailed reports on the provision of expenses and facilities to councillors be publicly available at a council meeting every six months and published in full on council's website. These requirements have been met through the provision of this report for the six months to 31 December 2023.*

### OFFICER'S RECOMMENDATION

#### THAT

1. The information contained in this report be noted.

### REPORT

In accordance with Council's adopted Councillor Expenses and Facilities Policy, this is the first six monthly report for the 2023/2024 financial year. The reporting period is from July to December 2023.

The expenditure for each Councillor is set out in the following table:

## COUNCILLOR EXPENSES AND FACILITIES FOR THE SIX MONTH PERIOD ENDING 31 DECEMBER 2023 (Cont.)

Councillor	Telecomm unications total	Conferences	Accommodation/M eals/Parking/Travel	Uniform	Total
Aitchison	•	\$2,375	\$1,198.75	•	\$3,573.75
Baker	\$898.42	•	•	•	\$898.42
Flannery	•	•	•	•	•
Fisher	\$824.88	•	•	•	\$824.88
Garnham	•	•	•	•	•
Griffin	•	\$1,385.00	\$961.08	•	\$2,346.08
Hackney	•	\$1385.00	\$370.00	•	\$1,755.00
Halliday	•	\$2,073.00	\$370.00	•	\$2,443.00
Mitchell	•	•	•	•	•
Penfold	\$1,200	\$1,560	\$1,529.88	\$595.00	\$4,909.51
Ranadive	•	•	•	•	•
Whiting	•	•	•	•	•

The total expenditure for all Councillors was \$16,750.64

One full set of printer toner cartridges were provided to Cr Griffin during the above period.

## CONCLUSION

The reporting of the expenditure summarised by each individual councillor and as a total for all councillors meets requirements of Council's adopted Councillor Expenses and Facilities Policy. All councillors have complied with the policy in the last reporting period.

## FINANCIAL IMPLICATIONS

This matter has no direct financial impact upon Council's adopted budget or forward estimates.

## POLICY IMPLICATIONS

This report satisfies the six monthly reporting requirement set out in the Councillor Expenses and Facilities Policy. This matter otherwise has no specific policy implications for Council.

## STATUTORY IMPLICATIONS

There are no statutory implications under the Local Government Act 1993 with this matter.

## **12 NOTICES OF MOTION/RESCISSION**

### **12.1 MAITLAND SENIOR CITIZENS BUILDING**

#### **NOTICE OF MOTION SUBMITTED BY CR STEPHANIE FISHER**

**FILE NO:** 35/48  
**ATTACHMENTS:** Nil  
**RESPONSIBLE OFFICER:** Jeff Smith - General Manager

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Cr Stephanie Fisher has indicated her intention to move the following Notice of Motion at the next Council Meeting being held on 27 February 2024:

*THAT*

1. That Maitland City Council provide a report, within the next 2 months, on the current status of the Maitland senior citizens building.
2. As part of the report, MCC outline the plans for future use of the building and specify if and when the Maitland Seniors group and other Community groups will have access to this facility.

#### **RESPONSE BY GENERAL MANAGER**

While Council staff will work to whatever timeframe is resolved by Council, it would be preferable to allow Council's new Director City Services (once appointed) to undertake a needs analysis of community space within Central Maitland, together with a financial analysis of the cost to bring these assets to a compliant and satisfactory standard and report this to Council.

**12.2 MOTION FOR 2024 ALGA ANNUAL CONFERENCE - OFFSHORE WINDMILLS****NOTICE OF MOTION SUBMITTED BY CRS MITCHELL GRIFFIN AND SALLY HALLIDAY**

**FILE NO:** 35/48  
**ATTACHMENTS:** Nil  
**RESPONSIBLE OFFICER:** Jeff Smith - General Manager

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Crs Mitchell Griffin and Sally Halliday have indicated their intention to move the following Notice of Motion at the next Council Meeting being held on Tuesday, 27 February 2024:

*THAT*

Council takes a position against the proposed offshore windmills for regional NSW and submits the following motion to the 2024 ALGA Annual Conference:

That ALGA advocates to the Federal Government for them to note the local community concerns and immediately cease plans for offshore windmills off the coast of the NSW Hunter Valley and Illawarra areas noting the significant risk to:

- Endangered bird life
- Local tourism Industries
- Fishing and research industries
- Whale migrations
- Commercial shipping lanes
- Marine ecology of the Hunter and Southern NSW including principles of Ecologically Sustainable Development such as precautionary principle in the stated area
- Visual amenity
- Effects on ocean current and other meteorological events
- Public interest benefit after weighing costs and benefits of the actual project, against the impact on climate change from indirect and direct greenhouse gas emissions (steel, non-renewable windmills, oil required etc)
- Employment of local residents in the Hunter and Illawarra regions

It has been proposed by the Federal Government for hundreds of offshore windmills off the coast of the Hunter Valley.

Many residents of Maitland travel to neighbouring LGA Port Stephens for employment in tourism, fisheries, and research. The proposed wind farm located off the coast poses significant risk to the employment of these residents. With fishing being a key industry in the Lower Hunter, the restrictions around the proposed windmills would hinder their industry. Furthermore, access for whale and dolphin watching would be prohibited, affecting local tourism operators as well as ruining the visual beauty of the pristine coastline.

**MOTION FOR 2024 ALGA ANNUAL CONFERENCE - OFFSHORE WINDMILLS (Cont.)**

The windmills will also create a safety and environmental risk, especially given that the region is a busy shipping lane for the world's largest coal port. It also happens to be part of the key whale migration routes along the Australian coastline. In addition to whales, the blades of the windmills will pose a direct threat to endangered bird life.

With the average lifespan of the blades being approximately 20 years, in comparison to the vast number of windmills, it is likely that many of these blades would remain in the Hunter as landfill over the coming two decades. This is unsustainable for our region. Furthermore, windmills take approximately 500-600 gallons of oil to operate which require replacement every 6 months.

By taking this issue to the ALGA annual congress in July, it would allow councils across Australia to band together as a collective behind advocating against this destructive and disrespectful project being pushed by the federal government.

**RESPONSE BY DIRECTOR**

Should the Notice of Motion be endorsed by the Council, Council staff will submit the motion to the 2024 ALGA Conference.



**13 QUESTIONS WITH NOTICE**

**14 URGENT BUSINESS**

**15 COMMITTEE OF THE WHOLE**

**15.1 CONSIDERATION OF TENDERS - SHARED PATH AND EXERCISE STATIONS - NORM CHAPMAN OVAL**

<b>FILE NO:</b>	<b>2023/137/2302</b>
<b>ATTACHMENTS:</b>	<b>Nil</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Todd Stanley - Acting Group Manager Infrastructure &amp; Works Ashley Kavanagh - Manager Works</b>
<b>AUTHOR:</b>	<b>Michael Leong - Works Engineer</b>
<b>MAITLAND +10</b>	<b>Outcome 4 To be healthy and active with access to local services and facilities</b>
<b>COUNCIL OBJECTIVE:</b>	<b>4.3 Provide facilities that enable us to participate in recreational and sports activities, no matter our background, ability or age</b>

*THAT Council move into Confidential Session to discuss this item under the terms of the Local Government Act 1993 Section 10A(2), as follows: (d) (i) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.*

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**EXECUTIVE SUMMARY**

*Tenders were called to engage a suitably qualified and experienced contractor to undertake footpath and exercise station construction at Norm Chapman Oval.*

*Nine tenders were received and assessed by a tender review panel. This report provides details of the tender assessment and a recommendation to award a contract for the works. This report is being presented to the Committee of the Whole as it contains confidential information.*

## 15.2 CONSIDERATION OF TENDERS - SHARED PATH CONSTRUCTION - GOLDINGHAM STREET TENAMBIT AND GOVERNMENT ROAD THORNTON

FILE NO:	2327
ATTACHMENTS:	Nil
RESPONSIBLE OFFICER:	Todd Stanley - Acting Group Manager Infrastructure & Works Ashley Kavanagh - Manager Works
AUTHOR:	Jacob Montgomery - Civil Engineer
MAITLAND +10	Outcome 2 To easily get to where we want to go
COUNCIL OBJECTIVE:	2.2 Make it safe and easy to get around the city, no matter how we choose to travel

*THAT Council move into Confidential Session to discuss this item under the terms of the Local Government Act 1993 Section 10A(2), as follows: (d) (i) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.*

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### EXECUTIVE SUMMARY

*Tenders have been called for the construction of two shared paths at Goldingham Street Tenambit and Government Road Thornton.*

*The projects have been funded through a combination of the Local Roads and Community Infrastructure Grant program and Councils Capital Works Program. Projects are required to be completed by the end of the 2023-24 Financial Year.*

*The tender was advertised as two separable portions. Tenderers were able to submit for one or both portions of work. Eleven tenders were received across the two separable portions of work.*

*All tenders were assessed by a tender review panel. This report provides details of the tender assessment and a recommendation to award a contract for both portions of work. The report is being presented to the Committee of the Whole as it contains confidential information.*

**15.3 CONSIDERATION OF TENDERS - LANDFILL WASTE COMPACTOR LEASE**

<b>FILE NO:</b>	<b>61/1</b>
<b>ATTACHMENTS:</b>	<b>Nil</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Matthew Prendergast - Director City Planning Catherine Pepper - Manager Environment &amp; Sustainability</b>
<b>AUTHOR:</b>	<b>Michelle Lindsay - Operations Manager Waste Services</b>
<b>MAITLAND +10</b>	<b>Outcome 13 To reduce our waste</b>
<b>COUNCIL OBJECTIVE:</b>	<b>13.1 Limit the amount of waste we create and send to landfill</b>

*THAT Council move into Confidential Session to discuss this item under the terms of the Local Government Act 1993 Section 10A(2), as follows: (d) (i) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.*

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**EXECUTIVE SUMMARY**

*Tenders were called for a long-term lease of a landfill waste compactor for use at the Maitland Resource Recovery Facility (MRRF).*

*Three tenders were received and assessed by a tender review panel. Details of the tender assessment and a review to alternatively consider purchasing the landfill waste compactor, based on the costs provided for long term lease, are presented in this report. This report is being presented to the Committee of the Whole as it contains confidential information.*

**15.4 OUTCOME OF TENDER NEGOTIATION - MORPETH TO WALKA WATER WORKS  
SHARED PATHWAY CONSTRUCTION - STAGE 2B**

**FILE NO:** 2023/137/2232

**ATTACHMENTS:** Nil

**RESPONSIBLE OFFICER:** Todd Stanley - Acting Group Manager Infrastructure & Works  
Ashley Kavanagh - Manager Works

**AUTHOR:** Kynan Lindus - Civil Engineer

**MAITLAND +10** Outcome 2 To easily get to where we want to go

**COUNCIL OBJECTIVE:** 2.2 Make it safe and easy to get around the city, no matter how we choose to travel

*THAT Council move into Confidential Session to discuss this item under the terms of the Local Government Act 1993 Section 10A(2), as follows: (d) (i) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.*

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**EXECUTIVE SUMMARY**

*At its meeting on 23 January 2024, Council resolved to decline to accept any of the submissions for the Morpeth to Walka Water Works Shared Pathway Construction – Stage 2B tender. Council resolved to enter negotiations with Spero Civil Pty Ltd to undertake construction of the pathway with a revised scope.*

*Council officers have completed negotiations with Spero Civil Pty Ltd to undertake a revised scope of works, assessed the updated submission, and provide a recommendation to award a contract based on the revised submission. The report is being presented to the Committee of the Whole as it contains confidential information.*

**16 COMMITTEE OF THE WHOLE RECOMMENDATIONS**

**17 CLOSURE**