

Ordinary Meeting Agenda

19 May 2026

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**.

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.

Table of Contents

Item	Subject	Page No
	Present.....	1
1	Invocation	1
2	Acknowledgement of Country	1
3	Apologies, Leave of Absence and Remote Attendance	1
4	Declarations of Interest	1
5	Confirmation of Minutes of Previous Meeting	1
6	Business Arising from Minutes	1
7	Withdrawal of Items and Acceptance of Late Items of Business.....	1
8	Mayoral Minute.....	1
9	Office of the General Manager	2
9.1	Unreasonable Customer Conduct Policy Review.....	2
10	City Planning	23
10.1	Adoption of the East Maitland Catalyst Area Structure Plan.....	23
10.2	Exhibition of Draft Development Control Plan - Aberglasslyn Precinct 4.....	31
11	City Services	37
11.1	Sponsorship of Maitland City Council Activities and Facilities	37
11.2	Local Transport Forum Minutes (April 2026)	55
11.3	Automated External Defibrillator Policy Draft	64
11.4	Temporary Suspension of Alcohol Free Zone	86

12	Customer and Digital Services.....	94
	12.1 Revised CCTV Policy	94
	12.2 New Monument and Memento Policy.....	117
13	People and Performance	121
	NIL	
14	Finance.....	122
	14.1 Quarter Three Report - Operational Plan and Budget 2025-26 Progress Report End 31 March 2026	122
	14.2 Quarter Three Grants, Partnership and Advocacy Update 2025-26	142
	14.3 Future Use of 285 High Street, Maitland.....	149
	14.4 Statement of Financial Investments as at 30 April 2026.....	155
15	Items for Information	165
	15.1 Strategic Advisory Committee Meeting Minutes	165
16	Notices of Motion/Rescission.....	167
	16.1 Heritage Building in Morpeth.....	167
17	Questions With Notice	169
	17.1 Lochinvar Creek - New England Highway Bridge Maintenance	169
	17.2 Metford Road Metford.....	171
18	Urgent Business.....	198
19	Committee of the Whole	199
	19.1 Land Acquisition for Road Widening - Maitland Vale Road	199
	19.2 Land Acquisition for Road Widening - Raymond Terrace Road	200

19.3	Consideration of Tenders - 2026/484 - Haussman Drive Overhead And Underground Power Relocation.....	201
19.4	Consideration of Tenders - 2025/137/2467 - Walka Water Works Spillway Bridge	202
20	Committee of the Whole Recommendations	203
21	Closure	203

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 21 April 2026 be confirmed.*
- 6 Business Arising from Minutes**
- 7 Withdrawal of Items and Acceptance of Late Items of Business**
- 8 Mayoral Minute**

9 Office of the General Manager

9.1 Unreasonable Customer Conduct Policy Review

FILE NO:	35/1, 130/24, 100/1
ATTACHMENTS:	1. Unreasonable Customer Conduct Policy
RESPONSIBLE OFFICER:	General Manager Office Manager
AUTHOR:	Team Leader OGM
MAITLAND'S FUTURE	4 Achieving together
COUNCIL OBJECTIVE:	4.1.2 Trusted customer experience

EXECUTIVE SUMMARY

Maitland City Council has adopted an Unreasonable Complainant Conduct Policy to ensure transparency, accountability, fairness and consistency in the management of unreasonable complainant conduct incidents. The policy is based on the principles outlined in the NSW Ombudsman's 'Managing unreasonable conduct by complainants' model policy and incorporates the Ombudsman's recommended approaches to support fair, reasonable and consistent decision-making.

A review of the policy has been undertaken, with adjustments made to ensure alignment with current organisational work practices.

OFFICER'S RECOMMENDATION

THAT

1. Council endorses the updated Unreasonable Customer Conduct Policy (Attachment 1) to be placed on public exhibition for a period of 28 days
2. Should there be no submissions of objection;
 - a. Council adopts the Unreasonable Customer Conduct Policy
 - b. Council delegates any minor changes of the Policy to the General Manager, any significant changes will result in a further report to Council

REPORT

This report presents the draft Unreasonable Customer Conduct Policy which has been reviewed to ensure the policy remains contemporary, effective, and consistent with the organisation's operational and risk management requirements.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

While aligned with the NSW Ombudsman's guidance and best practice principles, the revised policy has been tailored to reflect Council's service delivery functions and internal processes. The policy aims to support respectful and productive interactions between customers and Council staff, while ensuring all customers continue to receive appropriate access to Council.

The review has included a notable change to the policy name and updating the terminology of *complainant* to *customers*. This new terminology enables the policy to capture all forms of unreasonable customer correspondence and interactions, not solely those arising from formal complaints. This change supports the organisation to identify and manage patterns of unreasonable behaviour across all correspondence channels and ensure early intervention where behaviours escalate.

This approach supports staff wellbeing, promotes fair and equitable treatment of all customers, and strengthens organisational risk management by addressing unreasonable conduct irrespective of how or when it occurs.

CONSULTATION

Internal consultation on the revised policy was undertaken to ensure that relevant stakeholders had the opportunity to provide input and to support effective implementation. The draft policy and a summary of key changes were shared with relevant business areas. Where appropriate, revisions were made to reflect the feedback received, and final decisions were informed by organisational requirements.

CONCLUSION

This policy has been revised with a significant change being the move away from the term complainant to customer. This change reflects a broader scope, ensuring the policy captures all forms of customer interactions, including those that may be unreasonable, rather than being limited solely to formal complaints.

FINANCIAL IMPLICATIONS

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

POLICY IMPLICATIONS

The adoption of the revised Unreasonable Customer Conduct Policy will result in an amendment to Council's Policy Register.

STATUTORY IMPLICATIONS

The Unreasonable Customer Conduct Policy allows Council to effectively exercise its functions in accordance with the guiding principles prescribed in the Local Government Act 1993.

Office of the General Manager

Unreasonable Customer Conduct Policy Review

Unreasonable Customer Conduct Policy

Meeting Date: 19 May 2026

Attachment No: 1

Number of Pages: 16

Unreasonable **Customer** Conduct Policy

Date Adopted: xx/xx/2026

Version: 4.0

Policy Objectives

The policy has been developed to assist all staff members to better manage unreasonable conduct by **customer** ('UCC'). It aims to help staff:

- feel confident and supported in taking action to manage UCC
- act fairly, consistently, honestly, and appropriately when responding to UCC
- understand their roles and responsibilities in relation to the management of UCC, and how this policy will be used
- understand the types of circumstances when it may be appropriate to manage UCC using one or more of the following mechanisms:
 - the strategies provided in the 'Managing unreasonable conduct by a complainant' manual including the strategies to change or restrict a **customers** access to our services
 - alternative dispute resolution strategies to deal with conflicts involving **customers** and Council
 - legal instruments such as trespass laws or other legislation to prevent a **customer** from coming onto our premises, and orders to protect specific staff members from any actual or apprehended personal violence, intimidation, or stalking
- understand the criteria we will consider before we decide to change or restrict a **customers** access to our services
- be aware of the processes that will be followed to record and report UCC incidents, and the procedures for consulting and notifying **customers** about any proposed action or decision to change or restrict their access to our services
- understand the procedures for reviewing decisions made under this policy, including specific timeframes for review.

This policy is based on the NSW Ombudsman's 'Managing unreasonable conduct by complainants' model policy.

Policy Scope

This policy applies to all situations involving UCC experienced by Council staff at Council premises and by Council staff in the performance of their official duties, whether or not this takes place at Council premises.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

Policy Statement

1. Statement of Support

Maitland City Council is committed to being accessible and responsive to all **customers** who approach Council regardless of ethnic identity, national origin, religion, linguistic background, sex, gender expression, sexual orientation, physical ability or other cultural or personal factors.

At the same time, the success of Council depends on:

- our ability to do our work in the most effective and efficient ways possible
- the health, safety, and security of our staff
- our ability to allocate our resources fairly across all the **correspondence** we receive.

When **customers** behave unreasonably, their conduct can significantly affect the successful conduct of our work. Council will act proactively and decisively to manage any **customer** conduct that negatively and unreasonably affects Council and will support our staff to do the same in accordance with this policy.

2. Defining Unreasonable Customer Conduct

2.1. Unreasonable Customer Conduct

Unreasonable conduct by a **customer** is any behaviour by a current or former **customer** which, because of its nature or frequency raises substantial health, safety, resource or equity issues for Council, our staff, other service users or the **customer** themselves.

UCC can be divided into five categories of conduct:

- unreasonable persistence
- unreasonable demands
- unreasonable lack of cooperation
- unreasonable arguments
- unreasonable behaviours.

2.2. Unreasonable Persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a customer that has a disproportionate and unreasonable impact on Council, staff, services, time, or resources. Some examples of unreasonably persistent behaviour include:

- An unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with (even when it is evident the **customer** does understand the information provided).
- Persistently demanding a review simply because it is available, and without arguing or presenting a case for one.
- Pursuing and exhausting all available review options, even after Council has explained that a review is not warranted and refusing to accept that we cannot or will not take further action on their **correspondence**.
- Reframing **correspondence** in an effort to get it taken up again.
- Multiple and repeated contact **by any form of correspondence** and after being repeatedly asked not to.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

- Contacting different people within Council and externally to get a different outcome or a more sympathetic response to their **correspondence** which is known as internal and external ‘forum shopping’.
- Repeatedly contacting Council using multiple names, aliases, email addresses, or other contact details, where there are reasonable grounds to believe the communications originate from the same household or associated parties.
- Excessively using social media platforms, pages, groups, or accounts to repeatedly raise questions, queries, requests for clarification, or commentary directed at Council, where the volume, frequency, or nature of the activity is considered unreasonable. Council may consider such activity alongside direct correspondence when assessing unreasonable customer conduct.

2.3. Unreasonable Demands

Unreasonable demands are any demands expressly made by a **customer** that have a disproportionate and unreasonable impact on Council, staff, services, time, or resources. Some examples of unreasonable demands include:

- Issuing instructions and making demands about how to handle their **correspondence**, the priority it should be given, or the outcome to be achieved.
- Insisting on talking to a senior manager or the General Manager personally when the reasons that this is not appropriate or warranted, and this has been carefully explained to the **customer**.
- Emotional blackmail and manipulation resulting in intimidation, harassment, shaming, seduction or portraying themselves as being victimised when this is not the case.
- Insisting on outcomes that are not possible or appropriate in the circumstances, for example asking for someone to be fired or prosecuted, or for an apology or compensation when there is no reasonable basis for this.
- Demanding services of a nature or scale that Council cannot provide, even after this has been explained to them repeatedly.

2.4. Unreasonable Lack of Cooperation

Unreasonable lack of cooperation is when a **customer** is unwilling or unable to cooperate with Council staff or **council** process – resulting in a disproportionate and unreasonable use of Council services, time, or resources. Some examples of unreasonable lack of cooperation include:

- Sending a constant stream of complex or disorganised information without clearly defining the issue at hand or explaining how the material provided relates to their **correspondence** (where the **customer** is clearly capable of doing this).
- Providing little or no detail around their **correspondence** or providing information in ‘drips and drabs’.
- Refusing to follow or accept instructions, suggestions, or advice without a clear or justifiable reason for doing so.
- Arguing that a particular solution is the correct one in the face of valid contrary arguments and explanations.
- Unhelpful behaviour such as withholding information, acting dishonestly and misquoting others.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

2.5. Unreasonable Arguments

Unreasonable arguments include any arguments that are not based on any reason or logic, that are incomprehensible, false, or inflammatory, trivial, or delirious, and that disproportionately and unreasonably impact upon Council, staff, services, time, or resources. Arguments are unreasonable when they:

- fail to follow a logical sequence that the customer is able to explain to staff
- are not supported by any evidence or are based on conspiracy theories.
- lead a customer to reject all other valid and contrary arguments
- are trivial when compared to the amount of time, resources, and attention that the complainant demands
- are false, inflammatory, or defamatory.

2.6. Unreasonable Behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances (regardless of how stressed, angry, or frustrated a customer is) because it unreasonably compromises the health, safety and security of staff, other service users or the customer themselves. Some examples of unreasonable behaviours include:

- acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks
- harassment, intimidation, or physical violence
- rude, confronting, or threatening correspondence
- threats of harm to self or third parties, threats with a weapon or threats to damage property, including bomb threats
- stalking in person or online
- emotional manipulation.

Maitland City Council has a zero-tolerance policy towards any harm, abuse or threats directed toward Council staff. Council's obligations under the Work Health and Safety framework, requires employers to eliminate or minimise risks to both physical and psychological health. Any conduct of this kind will be dealt with under this policy, and in accordance with our duty of care and work health and safety responsibilities.

3. Roles and Responsibilities

3.1. All staff

All staff are responsible for familiarising themselves with this policy. Staff are also encouraged to explain the contents of this document to all customers, particularly those who engage in UCC or exhibit the early warning signs of UCC.

Any strategies that change or restrict a customers access to our services must be considered at the Public Officer or higher as provided in this policy.

Staff are also responsible for recording and reporting all UCC incidents they experience or witness (as appropriate) to the Public Officer within 24 hours of the incident occurring, using the Sample UCC Incident Form in Appendix A. A file note of the incident should also be copied into Council's Corporate Information System.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

3.2. The Public Officer

The Public Officer, in consultation with relevant staff, has the responsibility and authority to change or restrict a **customers** access to our services in the circumstances identified in this policy. When doing so they will consider the criteria in **section 5.2** below and will aim to impose any service changes or restrictions in the least restrictive ways possible. Their aim when taking such actions will not be to punish the **customer**, but rather to manage the impacts of their conduct.

When applying this policy, the Public Officer will also aim to keep at least one open line of communication with a **customer**. However, we do recognise that in extreme situations all forms of contact may need to be restricted for some time to ensure the health, safety, and security of our staff or third parties.

The Public Officer is also responsible for recording, monitoring, and reviewing all cases where this policy is applied to ensure consistency, transparency, and accountability for the application of this policy. They will manage and keep a file record of all cases where this policy is applied.

3.3. Directors and Executive Managers

The **Directors** and **Executive Managers** are responsible for supporting staff to apply the strategies in this policy, as well as those in the manual. Managers are also responsible for ensuring compliance with the procedures outlined in this policy, and that all staff members are trained to deal with UCC – including on induction.

Following UCC and/or stressful interaction with a **customer**, managers are responsible for providing affected staff members with the opportunity to debrief their concerns either formally or informally. Managers will also ensure that staff are provided with proper support and assistance including medical and/or police assistance, and if necessary, support through programs like the Employee Assistance Program.

Depending on the circumstances, **Executive Managers** may also be responsible for arranging other forms of support for staff, such as appropriate communication or intercultural training.

4. Responding to and Managing Unreasonable Customer Conduct**4.1. Changing or restricting a customer's access to Council Services**

UCC incidents will generally be managed by limiting or adapting the ways we interact with or deliver services to **customers** by restricting:

- **Who they have contact with** – limiting a **customer** to a sole contact person or staff member at Council.
- **What they can raise with Council** – restricting the subject matter of communications that Council will consider and respond to.
- **When they can have contact** – limiting a **customer's** contact with Council to a particular time, day, or length of time, or curbing the frequency of their contact with Council.
- **Where they can make contact** – limiting the locations where Council will conduct face-to-face interviews to secured facilities or areas of the office.
- **How they can make contact** – limiting or modifying the forms of contact that the **customer** can have with Council. This can include modifying or limiting face-to-face interviews, telephone, and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating provision of services altogether.

When using the restrictions provided in this section, Council recognises that discretion will need to be used to adapt them to suit a **customer's** personal circumstances such as level of competency, literacy

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

skills, and cultural background. In this regard, we also recognise that more than one strategy may be needed in individual cases to ensure their appropriateness and efficacy.

4.2. Who – limiting the customer to a sole contact point

Where a customer tries to forum-shop within Council, changes their issues of correspondence repeatedly, constantly reframes their correspondence, or raises an excessive volume of correspondence, it may be appropriate to restrict their access to a single staff member (a sole contact point) who will manage their correspondence and interaction with our office. This may help ensure they are dealt with consistently and may minimise the incidence of misunderstandings, contradictions, and manipulation.

Customers who are restricted to a sole contact person will, however, be given the contact details of one additional staff member who they can contact if their primary contact is unavailable, for example if they go on leave or are otherwise unavailable for an extended period of time. A register will be held with the information of the sole contact persons for each unreasonable customer inclusive of limited contact measures.

4.3. What – restricting the subject matter of communication that Council will consider

Where customers repeatedly send letters, emails, live chats, online forms, or other correspondence that raise trivial or insignificant issues, contain inappropriate or abusive content, or relate to matters that have already been comprehensively considered or reviewed (at least once) by Council, Council may restrict the issues the customer can raise, limit the manner or frequency of communication, decline to respond to further correspondence on the matter, or cease further engagement where no new relevant information has been provided. For example, we may:

- Refuse to respond to correspondence that raises an issue that has already been dealt with, that raises a trivial issue or is not supported by evidence. The customer will be advised that future correspondence of this kind will be read and filed without acknowledgement unless we decide that we need to pursue it further.
- Refuse to respond to additional correspondence which is received from a customer while a similar existing matter is under investigation or response, the subsequent correspondence will not be considered until the initial matter has been finalised. Following the outcome of the initial correspondence, any further correspondence may not be responded to where it is deemed repetitive or does not raise new or substantive issues.
- Restrict the customer to one form of contact per month. Any attempts to circumvent this restriction (for example by raising multiple concerns or issues in the one letter) may result in modifications or further restrictions being placed on their access.
- Return the correspondence to the customer and require them to remove any inappropriate content before we agree to consider its contents. A copy of the inappropriate correspondence will also be made and kept for our records to help identify repeat UCC incidents.

4.4. When and how – limiting when and how a customer can contact Council

If a customer's contact with Council places an unreasonable demand on our time or resources, or affects the health, safety, and security of our staff because it involves behaviour that is persistently rude, threatening, abusive or aggressive, Council may limit when or how the customer can interact with Council. This may include:

- Limiting their telephone calls or face-to-face interviews to a particular time of the day or days of the week.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

- Limiting the length or duration of telephone calls, written correspondence, or face-to-face interviews. For example:
 - Telephone calls may be limited to ten [10] minutes at a time and will be politely terminated at the end of that time period.
 - Lengthy written communications may be restricted to a maximum of five [5] typed or written pages, single sided, font size 12 or it will be sent back to the **customer** to be organised and summarised – this option is only appropriate in cases where the **customer** is capable of summarising the information and refuses to do so.
 - Limiting face-to-face interviews to a maximum of [30] minutes.
- Limiting the frequency of their telephone calls, written correspondence, or face-to-face interviews. Depending on the natures of the service(s) provided we may limit:
 - Telephone calls to [1] every 2 weeks.
 - Written communications to [1] every 2 weeks.
 - Face-to-face interviews to [1] every 2 months.

For irrelevant, overly lengthy, disorganised or very frequent written correspondence we may also:

- Require the **customer** to clearly identify how the information or supporting materials they have sent to Council relate to the central issues that we have identified in their **correspondence**.
- Restrict the frequency with which customers can send emails or other written communications to Council.
- Restrict a **customer** to sending emails to a particular email account (e.g., the organisation's main email account) or block their email access altogether and require that any further correspondence be mailed only.

Writing only restrictions

When a **customer** is restricted to 'writing only' they may be restricted to written communications through:

- Mailed only
- Email only to a specific staff email or our general Council email account
- Some other relevant form of written contact, where applicable.

If a **customer**'s contact is restricted to writing only, the Public Officer will clearly identify the specific means that the **customer** can use to contact Council (e.g., mail only). If it is not appropriate for a **customer** to enter our premises to hand deliver their written communication this must be communicated to them as well.

Any communications received by Council in a manner that contravenes a 'writing only' restriction will either be returned to the **customer** or read and filed without acknowledgement.

4.5. Where – limiting face-to-face interviews to secure areas

If a **customer** is violent or overtly aggressive, unreasonably disruptive, threatening or demanding or makes frequent unannounced visits to Council premises, we may consider restricting our face-to-face contact with them.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

These restrictions can include:

- Restricting access to particular secured premises or areas of the office such as the foyer area or a secured room/facility.
- Restricting their ability to attend our premises to specified times of the day or days of the week only – for example, when additional security is available or to times or days that are less busy.
- Allowing them to attend Council on an ‘appointment only’ basis, and only with specified staff.
- Banning the **customer** from attending our premises altogether and allowing some other form of contact, e.g., ‘writing only’ or ‘telephone only’ contact.

Contact through a representative only

In cases where Council cannot completely restrict contact with a **customer** and their conduct is particularly difficult to manage, Council may require them to make contact through a support person or representative only. The support person may be someone nominated by the **customer**, but they must be approved by the Public Officer.

When assessing a representative or support person’s suitability, the Public Officer should consider factors such as their level of competency and literacy skills, demeanour and behaviour, and relationship with the **customer**. If the Public Officer determines that the representative or support person may exacerbate the situation with the **customer**, the **customer** will be asked to nominate another person and we may assist them in this regard.

4.6. Completely terminating a **customer’s** access to Council services

In rare cases, and as a last resort when all other strategies have been considered, the Public Officer and the General Manager may decide that it is necessary for Council to completely restrict a **customer’s** contact or access to Council services.

A decision to have no further contact with a **customer** will only be made if it appears that the customer is unlikely to modify their conduct, or their conduct poses a significant risk for our staff or other parties because it involves one or more of the following:

- Acts of aggression, verbal or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to property while on our premises.
- Threats with a weapon or common office items that can be used to harm another person or themselves.
- Physically preventing a staff member from moving around freely either within their office or during an off-site visit.
- Conduct that is otherwise unlawful.

In these cases, the **customer** will be **formally advised** that their access has been restricted as outlined in **section 5.4** below.

A **customer’s** access to Council services and premises may also be restricted (directly or indirectly) using legal mechanisms like trespass laws and other legislation or legal orders to protect members of our staff from personal violence, intimidation or stalking by a **customer**.

4.7. Using alternative dispute resolution strategies to manage conflicts with **customers**

If the Public Officer and the General Manager determine that Council cannot terminate our services to a **customer** in a particular case or that we or our staff bear some responsibility for causing or

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

exacerbating their conduct, they may consider using alternative dispute resolution strategies ('ADRs') such as mediation and conciliation to resolve the conflict with the **customer** and attempt to rebuild our relationship with them. If an ADR is considered to be an appropriate option in a particular case, it will be conducted by an independent third party to ensure transparency and impartiality.

However, we recognise that in UCC situations an ADR may not be an appropriate or effective strategy, particularly if the **customer** is uncooperative or resistant to compromise. Therefore, each case will be assessed on its own facts to determine the appropriateness of this approach.

5. Procedure to be followed when changing or restricting a **customer's** access to our services

5.1. Consulting with relevant staff

When the Public Officer receives a UCC incident form from a staff member, they will contact the staff member to discuss the incident. They will discuss:

- The circumstances that gave rise to the UCC incident, including the **customer's** situation, personal and cultural background, and perspective.
- The impact of the **customer's** conduct on Council, relevant staff, our time, resources etc.
- The **customer's** response to the staff member's warnings or requests to stop the unreasonable behaviour.
- What the staff member has done to manage the **customer's** conduct (if applicable).
- Any suggestions made by relevant staff on ways that the situation could be managed.

5.2. Criteria to be considered

Following a consultation with relevant staff the Public Officer will search the Corporate Information Systems for information about the **customer's** prior conduct and history with Council. They will also consider the following criteria:

- Whether the conduct in question involved overt anger, aggression, violence, or assault (which is unacceptable in all circumstances).
- Whether the **customer's** case has merit.
- The likelihood that the **customer** will modify their unreasonable conduct if they are given a formal warning about their conduct.
- Whether changing or restricting access to our services will be effective in managing the **customer's** behaviour.
- Whether changing or restricting access to our services will affect the **customer's** ability to meet their obligations, such as reporting obligations.
- Whether changing or restricting access to our services will have an undue impact on the **customer's** welfare, livelihood, or dependents etc.
- Whether the **customer's** personal circumstances have contributed to the behaviour, for example, the **customer's** cultural background may mean their communication patterns differ from those of our staff or Council's standards, or the **customer** is a vulnerable person who is under significant stress as a result of one or more of the following:
 - homelessness
 - physical disability
 - illiteracy or other language or communication barrier
 - mental or other illness
 - personal crises
 - substance or alcohol abuse.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

- Whether the **customer**'s response or conduct was moderately disproportionate, grossly disproportionate, or not at all disproportionate in the circumstances.
- Whether there are any statutory provisions that would limit the types of limitations that can be applied to the **customer**'s contact with, or access to our services.

Once the Public Officer has considered these criteria, they will decide on the appropriate course of action. They may suggest formal or informal options for dealing with the **customer**'s conduct which may include one or more of the strategies provided in the manual and this policy.

5.3. Providing a warning letter

Unless a **customer**'s conduct poses a substantial risk to the health and safety of staff or other third parties, the Public Officer will provide them with a written warning about their conduct in the first instance. If the complainant is unable to read the letter, it will be followed/accompanied by a telephone call, using an interpreter if necessary.

The warning letter will:

- Specify the date, time, and location of the UCC incident(s).
- Explain why the **customer**'s conduct/UCC incident is problematic.
- List the types of access changes and/or restrictions that may be imposed if the behaviour continues. (Note: not every possible restriction should be listed but only those that are most relevant).
- Provide clear and full reasons for the warning being given
- Include an attachment of the organisation's ground rules and/or briefly state the standard of behaviour that is expected of the **customer**.
- Provide the name and contact details of the staff member who they can contact about the letter. Be signed by the Public Officer or preferably the General Manager.

5.4. Providing a notification letter

If a **customer**'s conduct continues after they have been given a written warning or in extreme cases of overt aggression, violence, assault, or other unlawful/unacceptable conduct, the Public Officer has the discretion to send **formal notification** immediately restricting the **customer**'s access to our services (without prior or further written warning). If the **customer** is unable to read the **correspondence** (due to literacy issues, non-English speaking, etc.) the letter will be followed or accompanied by a telephone call, using an interpreter if necessary.

This **formal** notification will:

- Specify the date, time, and location of the UCC incident(s).
- Explain why the **customer**'s conduct is problematic.
- Identify the change and/or restriction that will be imposed and what it means for the **customer**.
- Provide clear and full reasons for this restriction.
- Specify the duration of the change or restriction imposed, which will not exceed 12 months.
- Indicate a time period for review.
- Provide the name and contact details of the senior officer who they can contact about the letter and/or request a review of the decision.
- Be signed by the Public Officer or preferably the General Manager.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

5.5. Notifying relevant staff about access changes/restrictions

The Public Officer will notify relevant staff about any decisions to change or restrict a customer's access to our services, in particular reception and security staff in cases where a customer is prohibited from entering our premises.

The Public Officer will also update the UCC Register with a record outlining the nature of the restriction imposed and its duration.

5.6. Continued monitoring/oversight responsibilities

Once a customer has been issued with a warning or formal notification the Public Officer will review the customer's record/restriction every 6 months, on request by a staff member, or following any further incidents of UCC that involve the particular customer to ensure that they are complying with the restrictions/the arrangement is working.

If the Public Officer determines that the restrictions have been ineffective in managing the customer's conduct or are otherwise inappropriate, they may decide to either modify the restrictions, impose further restrictions, or terminate the customer's access to our services altogether.

6. Non-Compliance with a Change or Restriction on Access to Council Services**6.1. Recording and reporting incidents of non-compliance**

All staff members are responsible for recording and reporting incidents of non-compliance by customers. This should be recorded in a file note in the Corporate Information System and a copy forwarded to the Public Officer who will decide whether any action needs to be taken to modify or further restrict the customer's access to our services.

7. Periodic reviews of all cases where this policy is applied**7.1. Period for review**

All cases where this policy is used will be reviewed every 6 months after the service change or restriction was initially imposed or upheld.

7.2. Notifying the customer of an upcoming review

The Public Officer will ask customers if they would like to participate in the review process unless they determine that this invitation will provoke a negative response from the customer (i.e., further UCC). The invitation will be given, and the review will be conducted in accordance with the customer's access restrictions.

7.3. Criteria to be considered during a review

When conducting a review, the Public Officer will consider:

- Whether the customer has had any contact with the organisation during the restriction period.
- The customer's conduct during the restriction period.
- Any information or arguments put forward by the customer for review.
- Any other information that may be relevant in the circumstances.

The Public Officer may also consult any staff members who have had contact with the customer during the restriction period.

Sometimes a customer may not have a reason to contact our office during their restriction period. As a result, a review decision that is based primarily on the fact that the customer has not contacted

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

Council during their restriction period may not be an accurate representation of their level of compliance/reformed behaviour. This should be taken into consideration, in relevant situations.

7.4. Notifying a customer of the outcome of a review

The Public Officer will tell the customer the outcome of their review using an appropriate method of communication, as well as a written notification explaining the outcome. The review letter will:

- Briefly explain the review process.
- Identify the factors that have been considered during the review.
- Explain the decision or outcome of the review and the reasons for it.

If the outcome of the review is to maintain or modify the restriction, the review letter will also:

- Indicate the nature of the new or continued restriction.
- State the duration of the new restriction period.
- Provide the name and contact details of the Public Officer who the customer can contact to discuss the letter.
- Be signed by the Public Officer or preferably the General Manager.

7.5. Recording the outcome of a review and notifying relevant staff

Like all other decisions made under this policy, the Public Officer is responsible for keeping a record of the outcome of the review, updating Council's Corporate Information System and notifying all relevant staff of the outcome of the review including if the restriction has been withdrawn.

8. Managing Staff Stress

8.1. Staff reactions to stressful situations

Dealing with demanding, abusive, aggressive, or violent customers can be extremely stressful, distressing and even frightening for our staff. It is perfectly normal to get upset or stressed when dealing with difficult situations.

As an organisation, we have a responsibility to support staff members who experience stress as a result of situations arising at work and we will do our best to provide staff with debriefing and counselling opportunities, when needed. However, to do this we also need the help of all Maitland City Council staff to identify stressful incidents and situations. All staff have a responsibility to tell relevant supervisors and senior managers about UCC incidents, and any other stressful incidents that they believe require management to be involved.

8.2. Debriefing

Debriefing means talking things through following a difficult or stressful incident. It is an important way of dealing with stress. Many staff do this naturally with colleagues after a difficult face-to-face meeting or telephone call, but staff can also debrief with a supervisor or senior manager (or as a team) following a significant incident. We encourage all staff to engage in an appropriate level of debriefing, when necessary.

Staff may also access Council's Employee Assistance Program – a free, confidential counselling service.

9. Training and Awareness

Maitland City Council is committed to ensuring that all staff are aware of and know how to use this policy. All staff who deal with customers in the course of their work will also receive appropriate

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

training and information on using this policy and on managing UCC on a regular basis and, in particular, on induction. This should include training to support culturally appropriate communication.

10. Ombudsman may request copies of Council records

Council will keep records of all cases where this policy is applied, including a record of the total number of cases where it is used every year. This data may be requested by the Ombudsman to conduct an overall audit and review in accordance with its administrative functions and/or to inform its work on UCC.

11. Violent, Aggressive and Threatening Behaviour

In situations where customers at Council premises become violent, aggressive, or threatening, Council staff should follow the Aggressive and Abusive Customer Protocol. This procedure outlines a separate step by step process for dealing with an aggressive customer and dealing with a violent and threatening customer. If a situation with a violent, aggressive, or threatening customer needs to be escalated, a Council staff member should always contact their supervisor or manager to seek assistance. A number of Council staff have been given delegated authority to direct a customer to leave the Council premises.

If an aggressive or abusive situation occurs at external Council premises (for example library, art gallery, aquatic centres, and visitor information centre) and the delegated staff are unavailable, the most senior member of staff on duty at the time may direct the offending customer to leave the premises.

If the person when asked to leave remains on Council premises, the Officer is to contact the Police to attend and escort the person from the premises and advise the customer of this action.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

Policy Definitions

Customer	A customer expressing dissatisfaction with Council policy, procedure, action, or quality of service.
General Manager	A reference to the General Manager includes a reference to their delegate.
Public Officer	Council's delegated Public Officer under section 343 of the Act appointed by the General Manager, currently Manager Governance and Risk. Council officials acting in the role of Manager Governance and Risk will automatically assume the role of the delegate of Public Officer during the acting period.
Unreasonable arguments	Any arguments that are not based in reason or logic, that are incomprehensible, false, or inflammatory, trivial, or delirious and that disproportionately and unreasonably impact upon council, council officials, services, time and/or resources.
Unreasonable customer	A customer that has been declared unreasonable in accordance with this policy due to their UCC.
Unreasonable customer conduct	Any behaviour by a current or former customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for council, council official, other service users and customers or the customer themselves.
Unreasonable demands	Any demands (express or implied) that are made by a customer that have a disproportionate and unreasonable impact on council, council official, council services, time and/or resources allocated to deliver these services.
Unreasonable lack of cooperation	An unwillingness and/or inability by a customer to cooperate with council, council officials, or complaints system and processes that results in disproportionate and unreasonable use of council services, time and/or council resources.
Unreasonable persistence	Continued, incessant and unrelenting conduct by a customer that has a disproportionate and unreasonable impact on council, council officials, council services, time and/or resources allocated to deliver these services.
Violet, aggressive and threatening behaviour	Violent, aggressive, and threatening behaviour is defined as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. This can include, but is not limited to, verbal and written abuse; threats; aggressive behaviour such as shouting, swearing or badgering; harassment such as derogatory comments; or physical attacks such as pushing or striking.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

Policy Administration

Business Group:	Office of the General Manager
Responsible Officer:	Office Manager, Office of the General Manager
Council Reference:	Ordinary Council Meeting – 19 May 2026 – Item 9.1
Policy Review Date:	Three (3) years from date of adoption
File Number:	35/1, 130/24, 100/1
Relevant Legislation	Government Information (Public Access) Act 2009 Local Government Act 1993 Ombudsman Act 1974 Public Interest Disclosures Act 2022 Work Health and Safety Act 2011
Related Policies / Procedures / Protocols	Code of Conduct for Staff Code of Conduct for Council Committee Members, Delegates of Council and Council Advisers Complaint Management Policy Public Interest Disclosure Policy Aggressive and Abusive Customer Protocol Work Health and Safety Policy

Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	8/3/2011	New policy to replace Complainants – Dealing with difficult & dealing with difficult customers policies.
2.0	22/3/2016	Periodic review to ensure compliance with NSW Ombudsman Model Policy.
3.0	24/10/2023	Periodic review to ensure compliance with NSW Ombudsman Model Policy.
3.1	-	Updated to new branding and alignment to organisation structure. No change to content.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

4.0	19/05/2026	Periodic review inclusive of changes to broaden the policy scope to include unreasonable customers, not only complainants.
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Appendix A – UCC Incident Form

Date Adopted:

Version: 1.0

This form should only be filled out if you encounter unreasonable conduct by a customer and consider that steps may need to be taken to change or restrict a customer’s access to services.

Complete this form and send it electronically or by hand to the **Public Officer** within 24 hours of a UCC incident. They will decide on the necessary and appropriate course of action for responding to and managing the complainant’s conduct.

Date:	
Case Officers Name:	
Name of Customer:	
Customer’s Case File Number:	

Details of the customer’s conduct/incident including whether emergency services were contacted:

Why do you consider this conduct to be unreasonable?

For example - has it occurred before/repeatedly, caused significant disruptions to our organisation, has or could it raise significant health and safety issues for our staff or other persons.

UNREASONABLE CUSTOMER CONDUCT POLICY REVIEW (Cont.)

What action, if any, have you taken to manage the customer's conduct?

For example - warning the customer 'verbally' about their conduct, previous attempts to manage the behaviour etc.

What do you think should be done to effectively manage the customer's conduct?

Note - the final decision on the appropriate course of action will be made by the Public Officer.

Is there any other information that might be relevant to this case?

Please include information on any personal or cultural background issues that may have affected the customer's conduct. If necessary, attach any supporting documentation.

10 City Planning

10.1 Adoption of the East Maitland Catalyst Area Structure Plan

FILE NO:	103/185
ATTACHMENTS:	<ol style="list-style-type: none"> 1. Response to Submissions and Redacted Submissions Report (Under Separate Cover) 2. East Maitland Catalyst Area Structure Plan (Under Separate Cover) 3. Draft Infrastructure Needs Analysis (Under Separate Cover) 4. Draft Social Infrastructure Assessment (Under Separate Cover)
RESPONSIBLE OFFICER:	Director City Planning Acting Manager Strategic Planning Strategic Planning Policy Lead
AUTHOR:	Senior Strategic Planner
MAITLAND'S FUTURE	1 Liveable Maitland
COUNCIL OBJECTIVE:	1.1.3 Housing diversity

EXECUTIVE SUMMARY

On 21 October 2025, Council resolved to place the draft East Maitland Catalyst Area (EMCA) Structure Plan and the supporting Social Needs Analysis and Infrastructure Needs Analysis (together referred to as the draft EMCA Structure Plan) on public exhibition. The public exhibition period occurred from 27 October to 24 November 2025. During the exhibition period, 34 submissions were received. Two submissions objected to the Structure Plan, while the remaining submissions generally supported the Structure Plan in principle, noting the need to address matters such as traffic, infrastructure capacity, and impacts on neighbourhood character as growth occurs.

The purpose of this report is to outline the outcomes of public exhibition and recommend adoption of the final EMCA Structure Plan. Following adoption, endorsement of the EMCA Structure Plan will be sought from the Department of Planning, Housing and Infrastructure (DPHI).

OFFICER'S RECOMMENDATION

THAT

- 1. Council acknowledges the Response to Submissions and Redacted Submissions Report (Attachment 1).**
- 2. The East Maitland Catalyst Area Structure Plan (Attachment 2) be adopted.**
- 3. Council notes the Infrastructure Needs Analysis (Attachment 3) and Social Needs Analysis (Attachment 4).**

ADOPTION OF THE EAST MAITLAND CATALYST AREA STRUCTURE PLAN (Cont.)

4. **Notification of Council's decision be provided to those who made a submission.**
5. **Council submits the draft East Maitland Catalyst Area Structure Plan and the supporting documents (Attachment 2, 3 and 4) to the Department of Planning, Housing and Infrastructure for endorsement.**
6. **Subject to Department of Planning, Housing and Infrastructure endorsement, implementation of the EMCA Structure Plan commence through the preparation of relevant Council and proponent-initiated planning proposals and precinct area plans.**

REPORT**East Maitland Catalyst Area Structure Plan**

The East Maitland Catalyst Area (EMCA) Structure Plan was prepared utilising grant funding under the DPHI's Regional Housing Strategic Planning Fund awarded to Council in October 2023. The EMCA Structure Plan (Attachment 2) provides a 20-year policy blueprint to guide future growth and investment within parts of East Maitland, Ashtonfield and Metford.

The Structure Plan estimates that around 3,000 new homes could be built, providing space for about 6,500 people by 2045, subject to land use changes enabling infill development and market investment. The EMCA Structure Plan will guide the coordination of infrastructure to align with projected growth, while providing clear signals to government and the private market about the most appropriate locations for future infill growth.

Overall, the EMCA Structure Plan aims for the EMCA to prosper as an inclusive, liveable and sustainable community, where residential and economic growth are balanced with strong environmental outcomes.

Social Needs Analysis and Infrastructure Needs Analysis

To support growth in the EMCA, the Social and Utility Infrastructure Needs Analysis identify infrastructure requirements and population thresholds that may trigger the need for new infrastructure, upgrades or further studies. These recommendations are not currently funded and will require development contributions, government funding and further detailed planning.

Key infrastructure, facilities of additional studies that have been recommended include:

- Upgrades to transport infrastructure, including improvements to Metford Road, Mitchell Drive and Chelmsford Drive; multi-modal access improvements to Metford Train Station (including northern access); enhanced bus and active transport connections to Maitland Hospital from Metford Station, Victoria Street Station and Green Hills; and additional links within the active transport network.
- Stormwater infrastructure improvements, including upgrades along Metford Road and Raymond Terrace Road; culvert upgrades at the Main Northern Railway, New England Highway and Chelmsford Drive; and investigation of detention and water sensitive urban design measures for land north of Maitland Hospital.

 ADOPTION OF THE EAST MAITLAND CATALYST AREA STRUCTURE PLAN (Cont.)

- Upgrades to wastewater and electrical substation infrastructure.
- Embellishment of existing public open space and facilities, and potential provision of additional open space.
- Provision of a new primary school or a significant upgrade to an existing school.

Further analysis of infrastructure requirements will be undertaken as part of any Planning Proposal, Development Control Plan and development contributions planning for the EMCA. This work will involve further consultation with relevant State infrastructure agencies, including Transport for NSW, to confirm infrastructure requirements and delivery timeframes. Identified infrastructure may also inform future updates to Council's Partnership and Advocacy Strategy and will be planned in accordance with Council's adopted strategies and policies.

Stakeholder Engagement and Public Exhibition

Throughout 2018 to 2023 an intergovernmental working group comprising of Council staff, DPFI, Transport for NSW (TfNSW), Health NSW, Homes NSW and the Hunter and Central Coast Development Corporation progressed initial strategic planning and projects within the EMCA, including:

- Planning and delivery of the new Maitland Hospital.
- Preliminary master planning of surplus land within the new hospital site.
- Review of social housing assets and opportunities for renewal.
- Promotion of the EMCA to the market and government advocacy.
- Preparation of the TfNSW East Maitland to Thornton Integrated Transport Plan.
- Preparation of preliminary land use analysis of the EMCA.

Further stakeholder consultation was undertaken for the EMCA Structure Plan by the project consultants in February 2025. This involved discussing constraints and future development opportunities with major landholders and government agencies. The details of which are provided in the supporting Infrastructure Needs Analysis (Attachment 3).

An Exhibition Engagement Plan was developed for public exhibition. The following activities were undertaken during the public exhibition period:

- YourSay webpage, with 2,117 views, 26 follows and 23 submissions
- Ask@maitland.nsw.gov.au, with 11 submissions
- Q&A Forum on Maitland YourSay page, with 6 contributions
- Three Community Drop-In Information Sessions, with a total of 43 attendees
- Front desk and phone calls, with 11 total enquiries
- Public exhibition item on Maitland City Council website with 253 page views
- Media releases and social media posts including newspaper advertisement in the Maitland Mercury, 18 radio mentions across 2NUR, ABC Newcastle and 2HD, TV mention on NBN Evening news
- Targeted letterbox drops to 2,700 properties
- Flyers distributed to 6,250 properties within and surrounding EMCA boundary
- Advertising and materials at Council facilities

ADOPTION OF THE EAST MAITLAND CATALYST AREA STRUCTURE PLAN (Cont.)

Overall, an estimated audience of 118,509 people were reached across TV, radio, print and online.

Submissions

Following public exhibition, Council staff undertook a detailed review of all submissions. In total, 34 submissions were received. The majority of the submissions supported in principle the draft Structure Plan, with two objections. A detailed summary of submissions and Council's responses, including the original redacted submissions is provided in Attachment 1.

The first objection related to the impact on the existing character and amenity of East Maitland due to the increase in housing density along with compounding traffic congestion. In response, Council staff noted that the draft Structure Plan was a high-level policy document, which sought to form the future narrative for the EMCA and establish a framework for where housing density should occur. This is generally in close walkable proximity to services supported by existing infrastructure to reduce reliance on vehicles. Additionally, the draft Infrastructure and Social Needs Analysis reports identify when infrastructure such as upgrades to roads are required once a housing or population threshold has been reached. This strategically coordinates infrastructure delivery over time and reduces reactive infrastructure planning.

The second objection related to increased residential density within the Victoria Street Residential sub-precinct and the impact this would have on the surrounding amenity of the area, along with the impact on the community member's property. The submission also objected to the potential of the community member's property being demolished for new development. As with the above submission, the draft Structure Plan was a high-level policy document, which sought to form the future narrative for the EMCA and establish a framework for where housing density should occur. Detailed sub-precinct master planning will occur at the planning proposal phase to determine appropriate building heights, along with sub-precinct development control plans to guide place-based controls which will balance the amenity of the area with new development.

The EMCA Structure Plan will seek to balance the existing character and amenity of East Maitland with the growth in housing by undertaking detailed sub-precinct master planning during the draft Structure Plan's implementation. This next phase will undergo the preparation of background information to understand the appropriate height of building limits, local road improvements, active transport connections, and the sequencing of supporting infrastructure. This information will inform the preparation of planning proposals to rezone land and amend building heights and other provisions within the *Maitland Local Environmental Plan 2011*, as well as sub-precinct area plans within the Maitland Development Control Plan, resulting in a coordinated planning framework for future infill housing growth. The community will also have a further opportunity to provide input during these future phases.

Overall, the major themes raised in the 34 submissions during the public exhibition period included:

ADOPTION OF THE EAST MAITLAND CATALYST AREA STRUCTURE PLAN (Cont.)

- Traffic, transport, car parking, road congestion and pedestrian safety concerns associated with future growth (15 submissions, 44%).
- The need for improved or additional utility and social infrastructure. This includes improved active transport and/or public transport, such as shared pedestrian/cycle ways and better connectivity from train stations and centres and residential areas, including across the New England Highway (14 submissions, 41%).
- Concerns about density and its impact on the existing character and amenity of the area (9 submissions, 26%).
- The need for additional housing supply (6 submissions, 17%).
- Environmental constraints, such as biodiversity conservation, flood mitigation or bushfire prone land (6 submissions, 17%).
- Improved heritage conservation (4 submissions, 12%).
- Questions regarding the policy alignment with the Structure Plan and how the Structure Plan will be implemented, including infrastructure costing and staging (4 submissions, 12%).

The EMCA Structure Plan seeks to balance or improve the above matters, by identifying the opportunities and constraints of the area and establishing actions for improvements, or delivery of infrastructure once a population or housing threshold has been reached. These matters will be further investigated during the detailed master planning phase to ensure either appropriate land use zones or development controls are created to improve the EMCA from its current form.

Draft Structure Plan – Key Changes Since Exhibition

In response to public submissions, a series of amendments to the EMCA Structure Plan were made. Out of the 34 submissions:

- 5 (15%) had amendments made as proposed.
- 17 (50%) were noted for inclusion for additional analysis during the planning proposal and detailed site-specific development control plan master planning phase.
- 12 (35%) were noted with no further action.

The amendments made as proposed included:

1. Removal of the proposed E1 Local Centre zone adjacent to the Metford service station, replacing it with a broader action to investigate a neighbourhood centre or local centre in the Metford area. This amendment was made as the proposed site is considered unsuitable for development as a traditional local centre. The revised action provides greater flexibility to identify alternative locations with improved feasibility for a local or neighbourhood centre within the Metford area.
2. Removal of the proposed Productivity Support zone for the site known as 266 Raymond Terrace Road and identification of the site as an Investigation Area. This change recognises the site's proximity to train services and its potential for a mixed use, transit-oriented development outcome. The landowner will be required to prepare investigations in consultation with Council and relevant State agencies and submit these investigations for review. Any future land use change will be subject to further environmental, flooding and bushfire studies. It is noted that this investigation area is specific to the EMCA Structure Plan and the land is not currently included in the NSW Government's TOD State Environmental Planning Policy precincts.
3. Remove the indicative road connection from Barto n Street to Metford Road and replace with an active transport shared pedestrian and cycleway link.

ADOPTION OF THE EAST MAITLAND CATALYST AREA STRUCTURE PLAN (Cont.)

4. Minor updates to text and mapping to correct errors or anomalies, including creek names, clarification of the active transport network, and additional explanation of key urban planning initiatives.
5. Improve the Structure Plan objectives to better align with regional environmental policy and strategy.
6. Provide additional information containing to any potential impact on employment zoned land.

Department of Planning, Housing and Infrastructure Endorsement and Implementation of the EMCA Structure Plan

Following adoption, the EMCA Structure Plan will be submitted to the Department of Planning, Housing and Infrastructure for endorsement. DPHI endorsement formally validates the EMCA Structure Plan as a local strategy within the planning hierarchy of strategic plans. The endorsement also improves strategic merit with the objectives of the Hunter Regional Plan 2041, Section 9.1 Ministerial Directions under the *Environmental Planning and Assessment Act 1979*, and State Environmental Planning Policies. Ultimately, this reduces the outcome uncertainty when undertaking future planning proposals for the EMCA.

Implementation of the EMCA Structure Plan will commence through the preparation of Council-led planning proposals and precinct area plans, consistent with actions identified in Council's Operational Plan 2025–2026 and subject to future budget allocations and/or external grant funding opportunities. Planning proposals will be prioritised based on strategic need, resourcing availability and alignment with Council's adopted planning and infrastructure delivery priorities.

In addition, proponent-led planning proposals may be supported where they demonstrate strategic alignment with the EMCA Structure Plan and are consistent with Council's planning framework. In these instances, proponents will be required to fund the costs associated with detailed investigations, supporting studies and rezoning fees in accordance with Council's adopted fees and charges.

CONCLUSION

The EMCA Structure Plan will provide a 20-year policy blueprint to guide future growth and investment within the EMCA. It will guide the coordination of infrastructure to align with growth, while providing clear signals to government and the private market about the most appropriate locations for future growth.

The EMCA Structure Plan has undergone extensive stakeholder engagement and public exhibition. This process has ensured that the EMCA Structure Plan is comprehensive and is broadly aligned with the community's vision for the future. The EMCA Structure Plan will establish the high-level land use and infrastructure framework. Subject to adoption and endorsement from the DPHI, implementation will commence with the first phase involving the preparation of detailed Council initiated planning proposals and site-specific area plans.

ADOPTION OF THE EAST MAITLAND CATALYST AREA STRUCTURE PLAN (Cont.)

FINANCIAL IMPLICATIONS

ITEM	VALUE (EXCL. GST)	COMMENTS
Expenditure		
Consultant services	\$283,873.09	Consultant costs associated with preparation of the EMCA Structure Plan and supporting technical studies.
Total Expenditure	\$283,873.09	
Income		
Regional Housing Strategic Planning Funding Grant	\$220,909.09	Grant funding provided by the NSW Government under the Regional Housing Strategic Planning Fund.
Strategic Operational Plan budget	\$62,964.00	Council budget allocation for preparation of the EMCA Structure Plan.
Total Income	\$283,873.09	
Result	\$0	The EMCA Structure Plan project is fully funded within existing grant funding and Council budget allocation.

RISK IMPLICATIONS

RISK	RISK RATING	PROPOSED TREATMENT	PROPOSED RISK RATING	RESOURCING
There is a reputational risk that the EMCA Structure Plan will not be adopted. This may lead to uncertainty within the community and investors on the future direction for the EMCA.	High	A detailed report outlining the outcomes of the public exhibition period and recommended amendments to the Structure Plan has been provided to support informed decision making.	Low	Within existing resources.
There is a risk that the outcomes of the public exhibition process are not clearly communicated, which may lead to confusion among	Medium	A detailed Response to Submissions Report has been prepared outlining the issues raised	Low	Within existing resources.

ADOPTION OF THE EAST MAITLAND CATALYST AREA STRUCTURE PLAN (Cont.)

stakeholders and reduced confidence in the planning process.		during exhibition and how they have been addressed.		
There is a risk that infrastructure identified in the EMCA Structure Plan is not delivered in a timely manner due to funding limitations, which may lead to growth placing additional pressure on existing infrastructure and services.	High	The Infrastructure Needs Analysis identifies infrastructure requirements and informs future infrastructure planning and advocacy, including investigation of funding mechanisms such as development contributions, the Housing and Productivity Contribution, Voluntary Planning Agreements, grant funding and direct government investment.	Medium	Within existing resources.
There is a risk that private sector investment does not occur at the scale anticipated, which may lead to the housing and employment outcomes of the Structure Plan not being realised.	Medium	The EMCA Structure Plan provides clear strategic direction to support market certainty and guide future private sector investment.	Low	Within existing resources.

POLICY IMPLICATIONS

The recommendations are consistent with Council's Community Strategic Plan, Local Strategic Planning Statement and Local Housing Strategy. Additionally, the recommendations are consistent with the Greater Newcastle Metropolitan Plan and Hunter Regional Plan.

STATUTORY IMPLICATIONS

This report and the EMCA Structure Plan are consistent with the following legislation:

- *Local Government Act 1993*
- *Environmental Planning and Assessment Act 1979*

10.2 Exhibition of Draft Development Control Plan – Aberglasslyn Precinct 4

FILE NO:	DCP25002
ATTACHMENTS:	1. DRAFT Aberglasslyn Development Control Plan – Eastern Precinct – For Exhibition (Under Separate Cover)
RESPONSIBLE OFFICER:	Director City Planning Acting Manager Strategic Planning Acting Coordinator City Planning
AUTHOR:	Senior Strategic Planner
MAITLAND’S FUTURE	1 Liveable Maitland
COUNCIL OBJECTIVE:	1.1.3 Housing diversity

EXECUTIVE SUMMARY

The Aberglasslyn Urban Release Area (URA) comprises approximately 200 hectares of land located north of Rutherford. The URA is divided into four precincts, with Precincts 1 to 3 already incorporated into Chapter 10 of the Maitland Development Control Plan 2026 and largely developed as the suburb of Aberglasslyn.

Precinct 4, the subject of this report, comprises approximately 90 hectares of land at the eastern edge of Aberglasslyn, extending into the suburb of Oakhampton. It contains approximately 60 hectares of land zoned R1 General Residential, together with land zoned SP2 Infrastructure, RU1 Primary Production land, C2 Environmental Conservation, and C3 Environmental Management under the Maitland Local Environmental Plan 2011.

This report seeks Council’s endorsement to publicly exhibit the draft Aberglasslyn Precinct 4 DCP for a minimum period of 28 days.

OFFICER’S RECOMMENDATION

THAT

- 1. The draft Development Control Plan Aberglasslyn Precinct 4 (Attachment 1) be placed on public exhibition for a minimum of 28 days; and**
- 2. Should there be no submissions of objection:**
 - a. Council adopts the Development Control Plan Aberglasslyn Precinct 4 into Chapter 10 of the Maitland Development Control Plan 2026 – Special Precincts, Locality Plans, and Urban Release Areas.**
 - b. Council delegates any minor changes of the DCP to the General Manager. Any significant changes will result in a further report and recommendation to Council.**

EXHIBITION OF DRAFT DEVELOPMENT CONTROL PLAN - ABERGLASSLYN PRECINCT 4 (Cont.)**REPORT**

The Aberglasslyn Urban Release Area Precinct 4 was identified in Maitland's Local Housing Strategy 2041 as an investigation area with potential to support future residential growth. The land is located immediately east of Aberglasslyn and forms an extension of the existing urban development footprint.

A planning proposal was submitted to Council in 2021 seeking to demonstrate the site's suitability for future residential purposes. The proposal sought to facilitate residential development while protecting environmentally sensitive land through the rezoning of the site.

At its meeting of 15 April 2025, Council resolved to defer finalisation of the planning proposal pending the preparation of a Local Transport Strategy and the commencement of an Integrated Transport Strategy for the broader Local Government Area (LGA). The Department of Planning, Housing, and Infrastructure (DPHI) advised on 16 June 2025 that it did not support the request for an extension and intended to proceed to finalise the planning proposal.

An Information Report was subsequently provided to Council at its meeting of 17 June 2025, advising of DPHI's intention to finalise the planning proposal. Following this, DPHI, in its role as plan-making authority, finalised the rezoning of the land on 30 June 2026 through the delegate of the Minister for Planning and Public Spaces.

As part of preparation the draft DCP, Council has worked closely with the lead developer to undertake a detailed assessment of transport issues associated with development of the precinct. The outcomes of that assessment have informed the draft DCP, with required transport infrastructure upgrades to be delivered through a future local infrastructure contributions plan or voluntary planning agreement for the precinct. The proposed delivery and funding mechanism will be the subject of a future report to Council.

The draft Maitland Integrated Transport Plan has been prepared and is currently undergoing internal review by Council staff. It is anticipated the draft strategy will be reported to Council for exhibition during the 2026–2027 financial year.

The site is bounded by the Hunter River to the north and the rail corridor to the south. The zoning framework provides for residential land that is generally buffered from both the Hunter River and the rail corridor by land zoned C2 Environmental Conservation and C3 Environmental Management. Land to the west adjoins the existing residential development at Aberglasslyn, while land to the east remains undeveloped and is zoned RU1 Primary Production.

EXHIBITION OF DRAFT DEVELOPMENT CONTROL PLAN - ABERGLASSLYN PRECINCT 4 (Cont.)

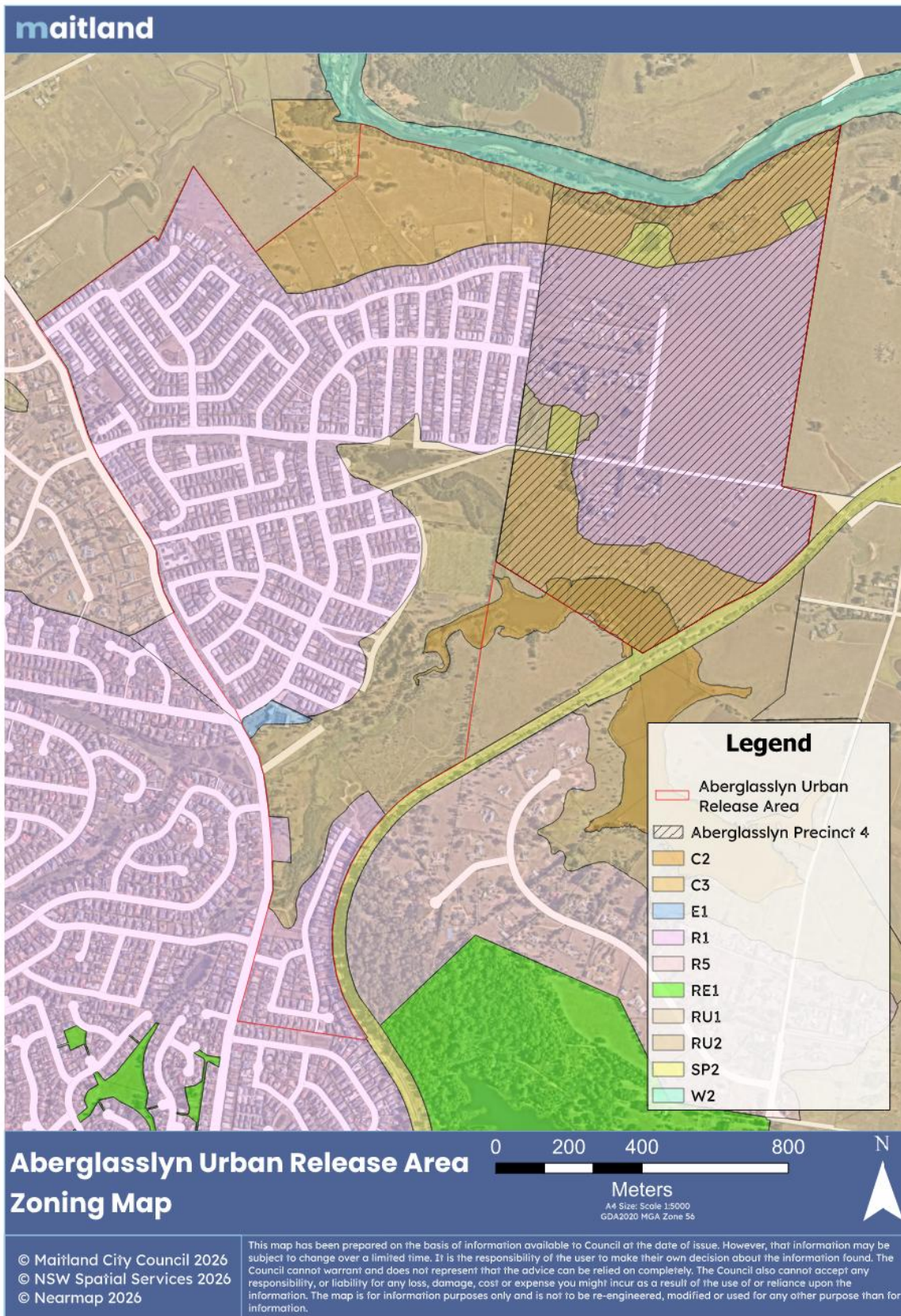


Figure 1 Zoning Map

EXHIBITION OF DRAFT DEVELOPMENT CONTROL PLAN - ABERGLASSLYN PRECINCT 4 (Cont.)

Draft Aberglasslyn Precinct 4 Development Control Plan

Precinct 4 has been identified for future residential development as an extension of Aberglasslyn. Any future development will need to be carefully managed to respond to site constraints and achieve an appropriate outcome for the locality.

The draft DCP has been prepared to address site constraints, improve development outcomes and guide the delivery of a well-designed future neighbourhood through the following measures:

- Identifying the desired future character for the site
- Ensuring existing environmental values are protected and enhanced
- Ensuring road and pedestrian connections are appropriately planned
- Facilitating passive recreation opportunities
- Supporting effective multi-modal transport access that responds to the local context
- Providing an integrated and sustainable approach to open space, urban design and water management
- Providing clear guidance on the level of information and assessment required to support development applications in the precinct

Traffic

Traffic and transport impacts are a key consideration for the future development of Precinct 4. In response, additional investigations have been undertaken as part of the preparation of the draft DCP, including updated traffic modelling and an Existing Road Safety Audit to assess key constraints within the surrounding road network.

While some identified network issues extend beyond the precinct boundary and will be subject to further detailed design and assessment, the outcomes of these investigations have informed the draft DCP controls to help ensure future development is supported by appropriate, safe and efficient transport arrangements.

Local Infrastructure

Council is currently preparing a local infrastructure plan to support future development within the Aberglasslyn Precinct 4 area. The plan will identify the local infrastructure required to service development and provide a framework to ensure that infrastructure is coordinated and funded in a timely and equitable manner.

CONSULTATION

Preparation of the draft DCP has been undertaken in collaboration with Council's Environmental and Sustainability, Development Assessment and Compliance, and the City Services departments and directorates.

It is proposed that the draft DCP be publicly exhibited for a minimum period of 28 days, in accordance with Council's Community Participation Plan and relevant legislative requirements. The exhibition process will provide the community with an opportunity to review the draft DCP and make submissions.

EXHIBITION OF DRAFT DEVELOPMENT CONTROL PLAN - ABERGLASSLYN PRECINCT 4 (Cont.)

Landowners within and adjoining the precinct will be notified of the exhibition and submission timeframe. Relevant government agencies will also be notified and invited to comment on the draft DCP. Exhibition material will be made available on Council's website.

CONCLUSION

The draft Aberglasslyn Precinct 4 DCP has been prepared in accordance with the framework and format of the recently adopted Maitland Development Control Plan 2026. If ultimately adopted, the DCP would be incorporated into Chapter 10 – Special Precincts, Locality Plans and Urban Release Areas.

Public exhibition of the draft DCP will provide government agencies, landowners and the broader community with an opportunity to review and comment on the development principles intended to guide future development of the precinct.

Following the exhibition period, a further report will be presented to Council where objections are received or where significant amendments to the draft DCP are proposed.

FINANCIAL IMPLICATIONS

ITEM	VALUE (EXCL. GST)	COMMENTS
Income		
Stage 1 DCP fee	\$20,000	Paid on lodgement as per Council's Fees and Charges 2025/2026.
Stage 2 DCP fee	\$20,000	Paid prior to exhibition as per Council's Fees and Charges 2025/2026.
Total Income	\$40,000	
Expenditure		
Staff Time and Resources	-\$40,000	Staff time and resources required for the preparation of the DCP.
Total Expenditure	-\$40,000	
Result	\$0	

EXHIBITION OF DRAFT DEVELOPMENT CONTROL PLAN - ABERGLASSLYN PRECINCT 4 (Cont.)

RISK IMPLICATIONS

Risk	Risk Rating	Proposed Treatment	Proposed Risk Rating	Resourcing
There is an operational risk that the exhibition and subsequent adoption of the DCP is delayed, which may prevent the timely assessment and determination of future development applications. This could lead to Council failing to meet the Department of Planning, Housing and Infrastructure's performance targets under the Statement of Expectations Order.	High	Progress the DCP to exhibition in accordance with this report, prioritise the post-exhibition review process, and report the finalised DCP to Council for further consideration as soon as practicable.	Medium	Within existing
There is an operational risk that a significant number of stakeholder objections are received during the public exhibition period, which may lead to delays in the adoption of the draft DCP.	Medium	Undertake proactive communication and engagement during the exhibition period, provide clear factual responses to issues raised, and consider appropriate amendments to the draft DCP where necessary. Provide a report to Council on the outcomes of the exhibition process.	Low	Within existing

POLICY IMPLICATIONS

The Aberglasslyn Precinct 4 DCP is a Council policy document prepared under the *Environmental Planning and Assessment Act 1979* and in accordance with clause 6.3 of the *Maitland Local Environmental Plan 2011*. Once adopted, it will form part of the Maitland Development Control Plan 2026 and provide detailed planning controls specific to the URA.

STATUTORY IMPLICATIONS

There are no statutory implications under the *Local Government Act 1993* in relation to this matter. However, the preparation and adoption of the Aberglasslyn Precinct 4 DCP is undertaken in accordance with clause 6.3 of the *Maitland Local Environmental Plan 2011*. Public exhibition must also be undertaken in accordance with the *Environmental Planning and Assessment Act 1979* and the *Environmental Planning and Assessment Regulation 2021*.

11 City Services

11.1 Sponsorship of Maitland City Council Activities and Facilities

FILE NO:	35/1
ATTACHMENTS:	<ol style="list-style-type: none"> 1. Maitland City Council Sponsorship Policy (2022) 2. Draft Sponsorship of Maitland City Council Activities and Facilities Policy
RESPONSIBLE OFFICER:	Director City Services
AUTHOR:	Senior Business Analyst
MAITLAND'S FUTURE	4 Achieving together
COUNCIL OBJECTIVE:	4.2.2 Collaborative organisation

EXECUTIVE SUMMARY

Maitland City Council has a range of responsibilities to deliver services and programs under relevant legislation and policies. There are a variety of sections within Council that, at times, may enter into sponsorship agreements, to enhance our activities or programs, increase community connections or to extend marketing activities for mutual benefit. These include but aren't limited to: Events, Programs, Facilities, Sporting facilities, Libraries and Maitland Regional Art Gallery

This Policy applies to Council sourcing and receiving sponsorship arrangements to support a range of activities, programs, facilities (owned and/or managed) and events that contribute towards achieving the outcome of our Community Strategic Plan.

In accordance with Council's policy review, the Maitland sponsorship policy has been reviewed and updated. The revised policy is presented for adoption

OFFICER'S RECOMMENDATION

THAT

- 1. Council rescind the Maitland City Council Sponsorship Policy (2022)**
- 2. Council endorses the Draft Sponsorship of Maitland City Council Activities and Facilities Policy (Attachment 2) to be placed on public exhibition for a period of 28 days**
- 3. Should there be no submissions of objection;**
 - a. Council adopts the Sponsorship of Maitland City Council Activities and Facilities Policy**
 - b. Council delegates any minor changes of the Policy to the General Manager. Any significant changes will result in a further report and recommendation to Council**

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

REPORT

A review of the current policy has provided the opportunity to update the policy to focus on Council sourcing and receiving sponsorship arrangements and make improvements

The revised policy provides guidance to staff, Councillors and prospective sponsors of the approach, evaluation and opportunities for sponsorships, it also demonstrates Councils commitment to enhancing our services, building strong community relationships and driving business partnerships across Maitland City LGA.

The table below outlines the significant changes to this policy:

Current Policy (Adopted 25 October 2022)	Draft Policy (Significant Changes, Additions, Removal)
Name	Changed Sponsorship Policy – Sponsorship of Maitland Council Activities and Facilities
Policy Objectives	Changed Provides clarity that this policy is focused on council seeking sponsorship
	Removed Reference to council issuing sponsorship (this will be addressed in a future policy coming to Council in the new financial year regarding Council issuing funding)
Project Scope	Changed This now includes reference to Council owned and managed facilities and to lessees and contractors acting on behalf of Council
Policy Principles	Changed The principles were re-worded and expanded to clarify our approach and: <ul style="list-style-type: none"> • ensure probity and transparency for all sponsorship opportunities • provide clarity on how council will achieve value with sponsorship • provide clarity on how council will evaluate the impact of sponsorship on council activities
Risk Assessment	Changed Enhanced risk assessment to review risks and benefits as part of the assessment
Attracting Sponsors	Addition This provides clarity around our approach to seeking sponsorship
Sponsorship Assessment Criteria	Changed This provides clarity of the criteria under which potential sponsors and sponsorship agreement will be assessed
Sponsorship Recognition	Changed This section highlights in more details how sponsorships will be recognised
Responsibilities and Approvals	Addition This section provides a clearer outline for responsibilities and approval levels for sponsorships

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

CONCLUSION

The revised Sponsorship of Maitland City Council Activities and Facilities Policy will provide guidance to Council in relation to the sourcing and management of incoming sponsorships.

CONSULTATION

The revised policy incorporates internal feedback from the Executive Leadership Team, City Planning Directorate, Communications, Marketing and Engagement teams and City Services teams.

FINANCIAL IMPLICATIONS

In the last financial year Council received just over \$100,000 in sponsorship income, following this new policy we envisage this value to increase to support our operating budget.

RISK IMPLICATIONS

Risk	Risk rating	Proposed treatment	Proposed risk rating	Resourcing – within or additional
There is a reputational risk if sponsorship assessments are not managed in line with this policy which may lead to reputational damage if Council partners with sponsors that don't align with our brand	High	Adoption of new policy	Low	Within existing resources
There is a service delivery risk that we will be unable to proactively seeking sponsorship which may lead to Council being unable to fulfill our current service levels and programs	High	Adoption of new policy	Low	Within existing resources
There is a financial risk that we do not receive value for money as part of the agreements which may lead to additional financial outlay from Council	Medium	Adoption of new policy	Low	Within existing resources
There is a financial risk that if we don't take a more holistic approach to sponsorship we will miss out on valuable opportunities which may lead to Council not being able to enhance our services to the community	Medium	Adoption of new policy	Low	Within existing resources

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

There is a reputational risk that we don't benefit from the opportunity to build stronger community partnerships which may lead to Council damaging our reputation in the community	Medium	Adoption of new policy	Low	Within existing resources
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POLICY IMPLICATIONS

This report involves rescinding the existing policy and adoption of a revised policy which will require an amendment to Council's Policy Register.

STATUTORY IMPLICATIONS

The Sponsorship policy aligns with the following legislation:

- State Environmental Planning Policy (Exempt & Complying Development Codes) 2008
- State Environmental Planning Policy (Transport & Infrastructure) 2021
- Environmental Planning & Assessment Act 1979
- Local Government Act 1993 (NSW).
- State Records Act 1998 (NSW).
- Privacy and Personal Information Protection Act 1998 (NSW).
- Government Information (Public Access) Act 2009 (NSW).
- ICAC – Sponsorship in the Public Sector 2006

City Services

Sponsorship of Maitland City Council Activities and Facilities

Maitland City Council Sponsorship Policy (2022)

Meeting Date: 19 May 2026

Attachment No: 1

Number of Pages: 4

Maitland City Council Sponsorship Policy

Date Adopted: 25 October 2022

Version: 2.1

Policy Objectives

The objectives of this policy are to:

- Establish a framework with suitable and appropriate principles and guidelines to allow the negotiation and implementation of sponsorship arrangements for Maitland City Council.
- To achieve a greater community and business connection with Maitland City Council.
- Establish transparency around the level of sponsorship available and the process for applying.
- Apply a consistent approach in responding to and processing all sponsorship requests.

Policy Scope

This policy applies to both the granting and receiving of sponsorship for Maitland City Council. This policy applies to Council officers, Councillors, contractors, volunteers and others acting on behalf of Council. This policy does not apply to Council user groups in the context of the Sponsorship Signage Within Recreation Facilities Policy.

Policy Statement

Maitland City Council has a range of responsibilities to deliver services and programs under relevant legislation and policies. There are a range of sections within Council that, at times, may enter into sponsorship agreements, either granting or receiving, to enhance, vary or reduce the cost of activities or programs, increase community connections or to extend marketing activities for mutual benefit.

A sponsorship is a commercial agreement in which Maitland City Council or an external party provides a contribution of money or in kind to support in return for specified benefits. Sponsorship differs from grant programs, donations and financial assistance as these programs do not involve a benefit beyond modest recognition.

This policy defines principles and guidelines to ensure appropriate decisions are made in developing sponsorship agreements for Maitland City Council.

1. Principles

All sponsorship agreements developed, both receiving and granting, must adhere to the following principles:

- Take the form of a written agreement.
- Be consistent with the Independent Commission Against Corruption (ICAC) guidelines.
- State that Council's functions will continue to be carried out fully and impartially,

 SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

notwithstanding the existence of a sponsorship arrangement.

- State that any attempted influence of Maitland City Council's regulatory functions will result in an automatic review, which may result in the termination of the sponsorship arrangement.
- Not infer any real or apparent conflict between the intent and actions of Maitland City Council and those of the sponsor.
- Not impose or imply conditions that would limit or appear to limit Maitland City Council's ability to carry out its functions fully and/or impartially.
- Ensure that the sponsorship does not compromise or question the integrity of Maitland City Council operations.
- Be formed in public accountability and transparency with clear statements of objectives and benefits negotiated.
- Ensure Council considers the value for money received in return for Council's investment.
- Ensure Council considers the value for money in granting sponsorship.
- Granted sponsorship will not include Council's explicit endorsement of the organisation or organisation's product.

2. Risk Assessment

Each sponsorship proposal will be accompanied by a risk assessment.

The risk assessment will assess areas such as cost/benefit of the sponsorship, consistency with the objectives of Maitland City Council, reputation, capacity to execute agreements, level of personal benefit, the regulatory role of Council is not compromised, and conflicts of interest do not occur.

3. Council employees / Councillors / Consultants

Council will put in place measures to ensure any employee of Council, designated person or Councillor including relatives/partners will not receive a personal benefit from the sponsorship agreement. Depending on the condition of the engagement, contractors and consultants could be regarded as employees of Maitland City Council and will be considered when assessing the status of personal benefits in a sponsorship agreement.

Types of Sponsorship

Maitland City Council has identified two core sponsorship opportunities, these being granting sponsorship and receiving sponsorship. Sponsorship opportunities can be sought and granted at any time throughout the year, dependant on the individual program, through solicited and unsolicited proposals.

Sponsorship arrangements will be entered into with reputable organisations whose public image, products and services are consistent with the values, goals and specific policies of local government in the City of Maitland.

Granting Sponsorship

1. Financial

Maitland City Council is open to granting sponsorship funding (cash) to community and industry groups, events and organisations that fit within the guiding principles of this policy, located, operating or providing direct benefit within the local government area.

 SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

2. In Kind

Maitland City Council offers in kind sponsorship to community and industry groups, events and organisations that fit within the guiding principles of this policy, located, operating or providing direct benefit within the local government area.

To ensure maximum community benefit, funding of any one initiative/organisation is restricted to one source of funding from Council i.e. an applicant is not eligible for sponsorship if, for example, the applicant has received funding via another funding source of Council.

Receiving Sponsorship

1. Financial

Maitland City Council will seek financial sponsorship by inviting businesses or organisations that service the local area to consider sponsoring specific activities, events or projects. These sponsorship arrangements aim to assist Council to fund or enhance activities and services delivered in the community.

2. In Kind

Maitland City Council will seek in kind sponsorship by inviting businesses or organisations that service the local area to consider sponsoring specific activities, events or projects through supplying products or services to enhance activities or services delivered in the community

Unsuitable for Sponsorship

Maitland City Council does not consider the following companies, partnerships, organisations or individuals suitable for entering into sponsorship agreements with:

- Those whose services or products are considered to be injurious to health or are seen to be in conflict with Maitland City Council policies and responsibilities to the community, such as those involved in the manufacture, distribution and wholesaling of tobacco related products, pornography and addictive drugs.
- Those found guilty of illegal or improper conduct by the ICAC or any other legal authority.
- Businesses, entities or individuals that are currently in legal dispute with Council.
- Those events and activities that do not obtain appropriate approvals prior to the event or activity occurring (e.g. street trading, road closure, development consent).
- Overtly religious or political activities that could be perceived as divisive within the community including politicians and political parties.
- Agreements which give the sponsor influence or perceived influence over the Council and access to restricted information.

Alcohol related sponsorship may be accepted providing such sponsorship is not directly linked to activities, assets, facilities or service for people under the age of 18.

Potential Benefits for Sponsors

Maitland City Council will recognise sponsors in a number of ways. The extent of such recognition will be determined in relation to the level and nature of the sponsorship and subject to a written agreement specifying benefits and costs.

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

Sponsorship recognition will be tasteful and discreet, avoiding situations of potential embarrassment or criticism of Maitland City Council.

Additional Funding Channels

Maitland City Council offers a range of additional funding channels. All opportunities can be found on Council's website maitland.nsw.gov.au

Process

Roles and Responsibilities

Council officers with the appropriate delegations have the authority to negotiate paid sponsorship and in kind sponsorship on behalf of Council within their financial delegations. If the sponsorship agreement for a sponsorship that Council is receiving is over \$25,000 including GST in value (cash, in kind or a combination), it must be authorised in writing by the General Manager.

Promotion of Sponsorship Opportunities

Sponsorship opportunities can be sought and granted at any time throughout the year, dependant on the individual program, through solicited and unsolicited proposals. Advertisement of available sponsorship opportunities will be completed at least once a year through a broadly based and open process that is not limited to invited sponsors.

Unsolicited proposals will be assessed against principles outlined in this policy for their suitability and risk.

Agreements

Every sponsorship agreement is a contract and conditions will be fully described in a document which clearly sets out:

- The form or forms of sponsorship acknowledgement and benefits which will be available e.g. naming rights.
- Any personal benefits available to the sponsor's employees and their relatives.
- The term of the sponsorship and any conditions regarding renewal.
- The consequences of change which may occur over time e.g. a shift in the relationship, sponsorship no longer reflecting the principles outlined in this policy, new policies, new corporate ideals or objectives.
- The financial accountability requirements.
- The provision for termination or suspension of the agreement.
- Post sponsorship reporting requirements.
- The names and positions of responsible officers on both sides of the sponsorship.

The agreement will include a statement to the effect that any attempted influence of Maitland City Council's regulatory functions will result in an automatic review and possible termination of the sponsorship arrangement.

Maitland City Council will ensure that sufficient resources are available to ensure delivery of the promised sponsor benefits. A sample agreement is supplied in the Maitland City Council Sponsorship Guidelines.

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

Future Dealings

When receiving sponsorship, Council should consider that in any future dealings between the sponsor and Council, that Council may take such steps as it considers necessary and appropriate to avoid any occasion for suspicion of improper conduct or any suggestion of willingness to provide improper concessions or preferential treatment.

Sponsor Recognition

All relevant departments within Maitland City Council recognise and acknowledge sponsors differently but in accordance with terms stipulated in their respective contracted agreements.

Evaluation and Review

All sponsorships will require an acquittal to be completed at the conclusion of the sponsorship agreement.

A Maitland City Council Sponsorship Register will be kept as a record of all sponsorship agreements, both granted and received by the Vibrant City department.

Reporting to Council

An annual report on sponsorship will be completed and reported to Council in October each year outlining the results of granted and received sponsorship.

Policy Definitions

External party	A non-individual entity that can legally enter into a written agreement.
Sponsor:	A Council, organisation or individual providing resources for use in achieving defined objectives, in return for specific benefits.
Sponsorship:	A commercial arrangement in which a sponsor provides a contribution of money or in kind to support an activity in return for specified benefits. Further definition can be found in the ICAC Guidelines.
In kind	Where goods or services with a real cost or value are supplied rather than cash as the sponsorship offering.

Policy Administration

Business Group:	City Services
Responsible officer:	Manager Community & Recreation
Council reference:	Ordinary Council Meeting 25 September 2018 – Item 11.1
Policy review date:	Three (3) years from date of adoption

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

File number:	35/1
Relevant legislation	Nil
Related documents	<ul style="list-style-type: none"> • Vibrant City Sponsorship Program • Sponsorship Signage within Recreation Facilities Policy • Community Grants Program

Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	25 September 2018	New policy adopted.
2.0	25 October 2022	Policy has been reviewed with minor updates made.
2.1	-	Updated to new branding and alignment to organisation structure. No change to content.

City Services

Sponsorship of Maitland City Council Activities and Facilities

Draft Sponsorship of Maitland City Council Activities and Facilities Policy

Meeting Date: 19 May 2026

Attachment No: 2

Number of Pages: 6

Sponsorship of Maitland City Council Activities and Facilities Policy

Date Adopted:

Version: 3.0

Policy Objectives

The objectives of this policy are to:

- Provide the principles, both monetary and non-monetary, that underpin
 - decision making in regard to sourcing and approved sponsorship of Maitland Councils events, services, programs, and facilities
 - management of sponsorship arrangements
- Ensures all sponsorship is dealt with in a fair, consistent, transparent and equitable manner.
- Outlines responsibilities of parties involved in a sponsorship arrangement.

Policy Scope

This Policy applies to Council sourcing and receiving sponsorship arrangements to support a range of activities, programs, events and Council owned and or managed facilities.

This policy applies to Council officers, Councillors, lessees, contractors, volunteers and others acting on behalf of Council.

This policy does not apply to Council issuing or granting sponsorship.

Policy Statement

Maitland City Council has a range of responsibilities to deliver services, programs and facilities for community benefit. There are a range of departments within Council that, at times, may enter into sponsorship agreements, to enhance our service offering, provide increase community benefit and deliver mutual benefit to partners. These include but aren't limited to events, programs and the broad array of facilities that Council provides.

Sponsorship is a commercial agreement where an external party provides a contribution of money or in kind to support in return for specified benefits. Sponsorship differs from council provided grant programs, donations and financial assistance.

This policy defines principles and guidelines to ensure appropriate decisions are made in developing sponsorship agreements for Maitland City Council.

1. Principles

1.1 Council will ensure probity and transparency for all sponsorship partnerships

 SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

- Sponsorships must adhere to Council's Statement of Business Ethics, Code of Conduct and any other related policies.
- Sponsorship arrangements must not limit Council's ability to carry out its core functions, conflict with Council's values or negatively impact the community.
- Sponsorships will not be accepted from individuals or organisations that pose a conflict or reputational risk to Council such as:
 - involved in current compliance or legal matters with Council;
 - political parties or related political matters ;
 - any tobacco or gambling industry business entity;
 - manufacturer of addictive drugs;
 - pornography or
 - firearms.
- Where sponsorship takes the form of provision of a sponsor's product or service, Council will evaluate the product to ensure it is fit for purpose against the Councils' operational criteria.
- Council will maintain a register of sponsorships and associated details to support with the assessment, delivery and performance of all sponsorships with Council.

1.2 Council will achieve value with sponsorship

- A standard sponsorship deed agreement will document objectives, conditions, procedures, contribution values, expected benefits, reporting and performance management arrangements.
- The General Manager is delegated to implement procedures and approve sponsorships to ensure sponsorship agreements are assessed in a consistent manner and ensure the value of the arrangement reflects benefit and risk for council and sponsor partner
- Payments received in respect of a sponsorship agreement will be appropriately authorised and monitored by staff with appropriate delegation

1.3 Council will evaluate impact of sponsorship on council activities.

- Sponsorship provided to Council will provide an opportunity for improved benefit to the local community.
- Sponsorship proposals will be assessed against
 - compliance with this policy,
 - enterprise risk management framework
 - benefits for the community
 - potential financial benefits for Council to deliver enhanced events, services, programs, or improvements to a facility
- Sponsorship agreements will be evaluated at the end of the agreement with stakeholders and prior to renewal of any new agreement.

2. Risk and benefit assessment

Each sponsorship proposal will be accompanied by a risk and benefit assessment.

The risk and benefit assessment will assess areas such as but not limited to

- cost/benefit of the sponsorship,
- consistency with the objectives of Maitland City Council,
- Council's reputation,

 SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

- capacity to execute agreements,
- level of benefit,
- regulatory role of Council,
- impact on Council's ability to meet any regulatory requirements and
- potential conflicts of interest.

3. Council employees / Councillors / Consultants role

To support compliance with Councils Code of Conduct requirements, Council will put in place measures to ensure any employee of Council, designated person or Councillor including relatives/partners will not receive a personal benefit from the sponsorship agreement.

Attracting Sponsors

Council will develop sponsorship prospectuses and offering documentation. These will include all events, programs, services and facilities where we have established sponsorship would be appropriate. This package will be used to promote the opportunity to sponsor Council in the following ways:

- Public advertisement: Council will advertise sponsorship opportunities through local media, social media and Council's website and
- Targeted approach: Council may directly approach organisations and invite them to consider becoming a sponsor.

Sponsorship Assessment Criteria

Criteria against which potential sponsors and sponsorship agreements will be assessed include:

- The objectives and products of potential sponsors are not in, or will not be perceived to be in, conflict with the values and objectives of Maitland City Council.
- Consistency with this policy and our Enterprise Risk Management Framework
- Council will not accept sponsorship from entities that have been found guilty of illegal, corrupt or improper conduct;
- Potential sponsors will be credible organisations or individuals with an established track record of corporate responsibility.
- As stated in Principle 5 of the ICAC Sponsorship in the Public Sector Guidelines, goods or services offered are 'fit for purpose', relevant to the community's needs and add value to the proposed activity, as determined by Council.
- The agreement must benefit the Council, its residents, workers and visitors.
- The agreement will not create any real, or perceived conflict of interest.
- The agreement will not provide personal benefit to any employees of Maitland City Council.
- The agreement must not impede Council's compliance with legislative obligations.
- Where a sponsorship proposal does not meet the assessment criteria, Council may decline the sponsorship. Decisions to decline sponsorship will be documented, and the applicant will be advised.

Sponsorship Recognition

Recognition of sponsors will vary depending on the event or activity and level of sponsorship. Recognition will be outlined in the annual prospectus to provide transparency across all levels of sponsorship. Some of the benefits to sponsors may include:

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

- Appropriate signage at the sponsored activity or service
- Naming rights and signage on facilities.
- Recognition in media releases and social media posts written and distributed by Maitland City Council
- Invitations to relevant Council functions.
- Recognition and /or logo recognition on Council's website, printed material, signage and social media channels; and
- Recognition in Council's printed and electronic newsletters.

Responsibilities

General Manager	The General Manager is authorised to exercise the responsibilities detailed in this policy
Executive Leadership Team (ELT)	The ELT are responsible for ensuring their directorates adhere to the requirements of this policy and provide guidance in respect of achieving a connected city with thriving communities within their directorates and the organisation Directors and Managers are responsible to authorise receipt of incoming sponsorship provided it is a function of the position to which they are appointed, and it is in accordance with the requirements of this policy.
Employees	Employees must adhere to the requirements of this Policy and operate within its authorities.

Approvals

ACTIVITY	APPROVALS
Sponsorship Agreements under \$50,000	Managers and/or Executive Manager , as per financial delegation and in accordance with this policy and supporting procedures
Sponsorship agreements over \$50,000	Directors as per financial delegations and in accordance with this policy and supporting procedures

Policy Definitions

Activities	Council undertakes a range of activities that are suitable for sponsorship, the included but are not limited to events, services, programs and facilities.
Agreement	A sponsorship agreement that governs the legal relationship between a recipient and sponsor and those entitled to enforce the agreed obligation.
External party	A non-individual entity that can legally enter into a written agreement.

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

Gambling industry business entity	A corporation or individuals engaged in a business undertaking that is mainly concerned with either or a combination of the following, but only if it is for the ultimate purpose of making a profit: <ul style="list-style-type: none"> the manufacture of machines used primarily for wagering, betting or other gambling. Some examples of gambling industry business entities include: TAB, Sports Bet, Aristocrat (manufacturers of poker machines)
In kind	Where goods or services with a real cost or value are supplied rather than cash as the sponsorship offering.
Sponsor:	A Council, organisation or individual providing resources for use in achieving defined objectives, in return for specific benefits.
Sponsorship:	A commercial arrangement in which a sponsor provides a contribution of money or in kind to support an activity in return for specified benefits. Further definition can be found in the ICAC Guidelines.
Tobacco industry business entity	A corporation and individuals engaged in a business undertaking that is mainly concerned with the manufacture or sale of tobacco products. <p>Some examples of tobacco industry business entities include – British American Tobacco Australasia, Phillip Morris International, Tobacconists</p>

Policy Administration

Business Group:	City Services
Responsible officer:	Director City Services
Council reference:	
Policy review date:	Three (3) years from date of adoption
File number:	35/1
Relevant legislation	<ul style="list-style-type: none"> Local Government Act 1993 (NSW). State Records Act 1998 (NSW). Privacy and Personal Information Protection Act 1998 (NSW). Government Information (Public Access) Act 2009 (NSW). ICAC – Sponsorship in the Public Sector 2006
Related documents	<ul style="list-style-type: none"> Maitland Council Grants, Donations and Sponsorship issuing Policy Sponsorship Prospectus

SPONSORSHIP OF MAITLAND CITY COUNCIL ACTIVITIES AND FACILITIES (Cont.)

Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	25 September 2018	New policy adopted.
2.0	25 October 2022	Policy has been reviewed with minor updates made.
2.1	-	Updated to new branding and alignment to organisation structure. No change to content.
3.0		<ul style="list-style-type: none">· Update to name· Removal of reference of Council issuing sponsorships· Updated principles and sponsorship assessment criteria

11.2 Local Transport Forum Minutes (April 2026)

FILE NO:	140/5
ATTACHMENTS:	<ol style="list-style-type: none"> 1. Local Transport Forum Minutes 2 April 2026 (Under Separate Cover) 2. Proposed Traffic Management Plan Haussman Drive – Background and Context (Under Separate Cover)
RESPONSIBLE OFFICER:	Director City Services Manager Asset Strategy and Engineering
AUTHOR:	Operations Manager Transport & Infrastructure Engineering Traffic Management Officer
MAITLAND'S FUTURE	1 Liveable Maitland
COUNCIL OBJECTIVE:	1.2.3 Safe and efficient road networks

EXECUTIVE SUMMARY

The minutes of Maitland City Council's Local Transport Forum Meeting held on Thursday, 2 April 2026 are attached. At this meeting, the following reports were considered:

Item 5.1 - Event Temporary Traffic Management - The temporary road closure applications and associated traffic management plans for the 2026 Maitland River Run

Item 5.2 - Proposed Line markings and Signage for a new Pedestrian Crossing on Lawes Street and King Street, East Maitland

Item 5.3 - Proposed Temporary Traffic Management at the Intersection of Taylor Avenue and Haussman Drive, Thornton

Item 5.5 - Line Marking for Proposed Left Turn at Chisholm Road, East Maitland.

OFFICER'S RECOMMENDATION

THAT

- 1. The Local Transport Forum meeting minutes for the meeting held on Thursday, 2 April 2026 be noted.**
- 2. For item 5.1, the Traffic Guidance Scheme prepared for the proposed 2026 Maitland Running Festival – along the River Walk, Hunter St, Odd St, High Street and Abbot Street, Maitland on Sunday, 7 June 2026 be deemed fit for purpose. Signs and devices necessary to affect the proposed traffic management arrangements be approved.**
- 3. For item 5.2, the regulatory line marking and signage associated with the "Proposed Zebra Crossing – Corner Lawes and King Street, East Maitland" construction plans 4484-2A (Sheet 4) as amended in red be approved.**

LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

- 4. For item 5.3, the Traffic Guidance Scheme and temporary road closure information prepared for the proposed construction works along Haussman Drive and Taylor Avenue be deemed fit for purpose. The temporary signs and devices necessary to affect the proposed traffic management arrangements be approved.**
- 5. For item 5.5, the regulatory signage and line marking associated with implementation of a left turn lane at the Chisholm Road intersection with Brunswick Street, as detailed on plan 4427-1A as amended in red be approved.**

REPORT

The minutes of Maitland City Council's Local Transport Forum (LTF) Meeting held on Thursday, 2 April are attached. The summary of items discussed at the meeting is as follows:

Item 5.1 – Event Temporary Traffic Management – 2026 Maitland River Run is an optional referral to LTF and Council, detailing the proposed changed traffic conditions associated with 2026 Maitland River Run.

Item 5.2 – Lawes and King Streets, East Maitland – The pedestrian (Zebra) Crossing is an optional referral to LTF and Council, detailing the proposed changed traffic management arrangement associated with installation of a zebra crossing at the intersection of Lawes and King Streets, East Maitland.

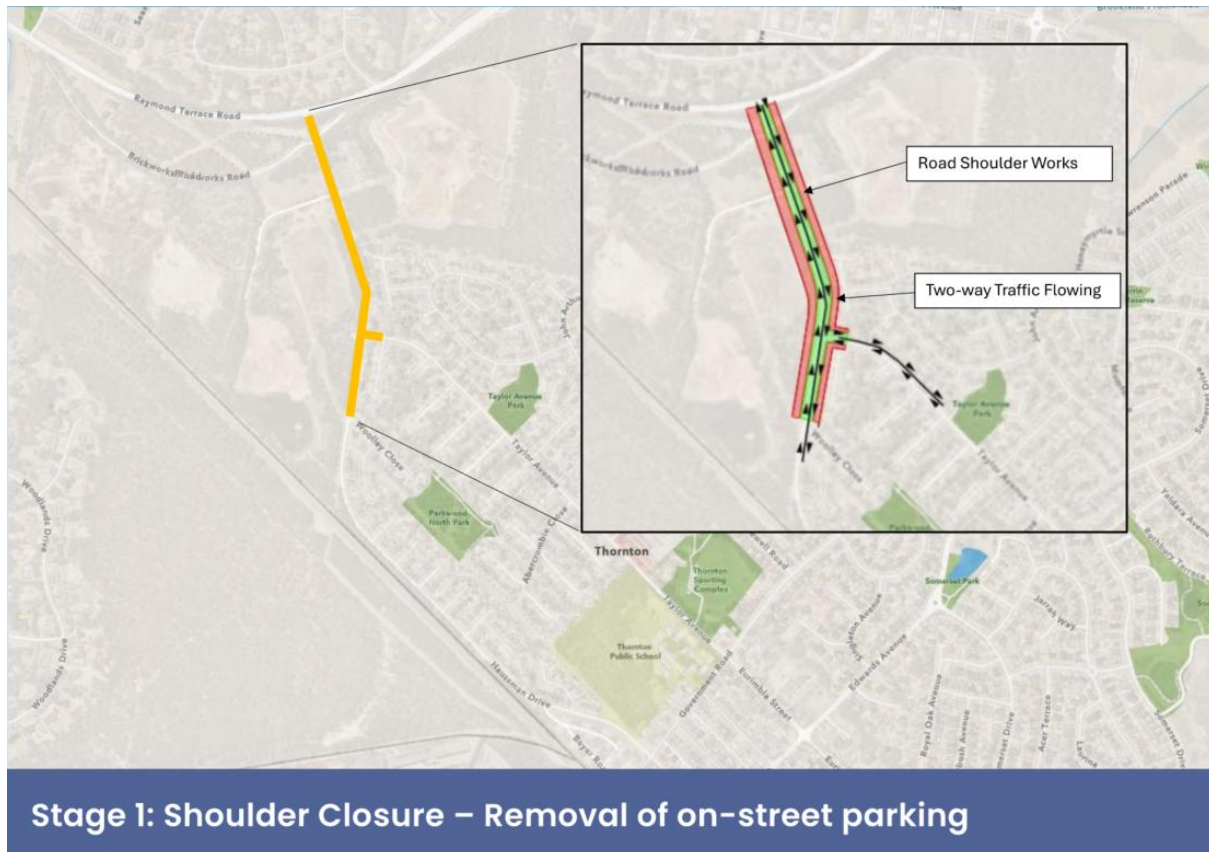
Item 5.3 – The proposed Temporary Traffic Management at the intersection of Taylor Avenue and Haussman Drive is a mandatory referral to LTF and Council as it impacts pre-existing bus stops for greater than 24 hours and restricts the travel of a vehicle for greater than 6 months. This report details the proposed changed traffic conditions associated with the Taylor Avenue and Haussman Drive intersection upgrade (roundabout) project and the Haussman Drive lane duplication project. The proposed Traffic Guidance Scheme's detail the southbound lane closure of Haussman Drive between Raymond Terrace Road and Taylor Avenue.

The construction of this project will be completed in 3 construction stages as outlined below:

LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

Stage 1 – Shoulder and parking land closures of Hausman Drive between Woolley Close and Raymond Terrace Road:

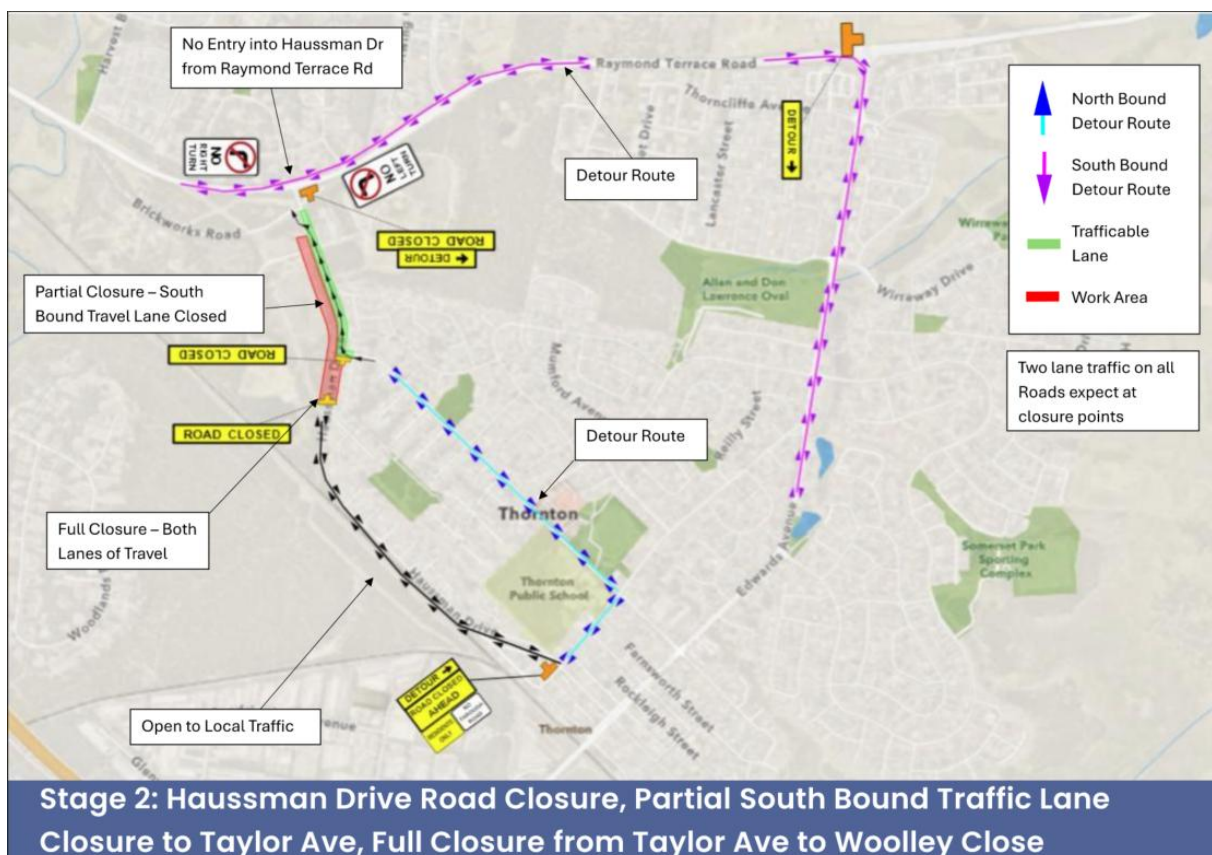
- Shoulder and parking lane closures of Hausman Drive between Woolley Close and Raymond Terrace Road, to facilitate utility services relocation works.
- Planned for late May 2026, for a duration of approximately 2-3 months.



LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

Stage 2 – Southbound Lane Closure of Haussman Drive Between Taylor Avenue and Raymond Terrace Road. Full width road closure between Woolley Close and Taylor Avenue:

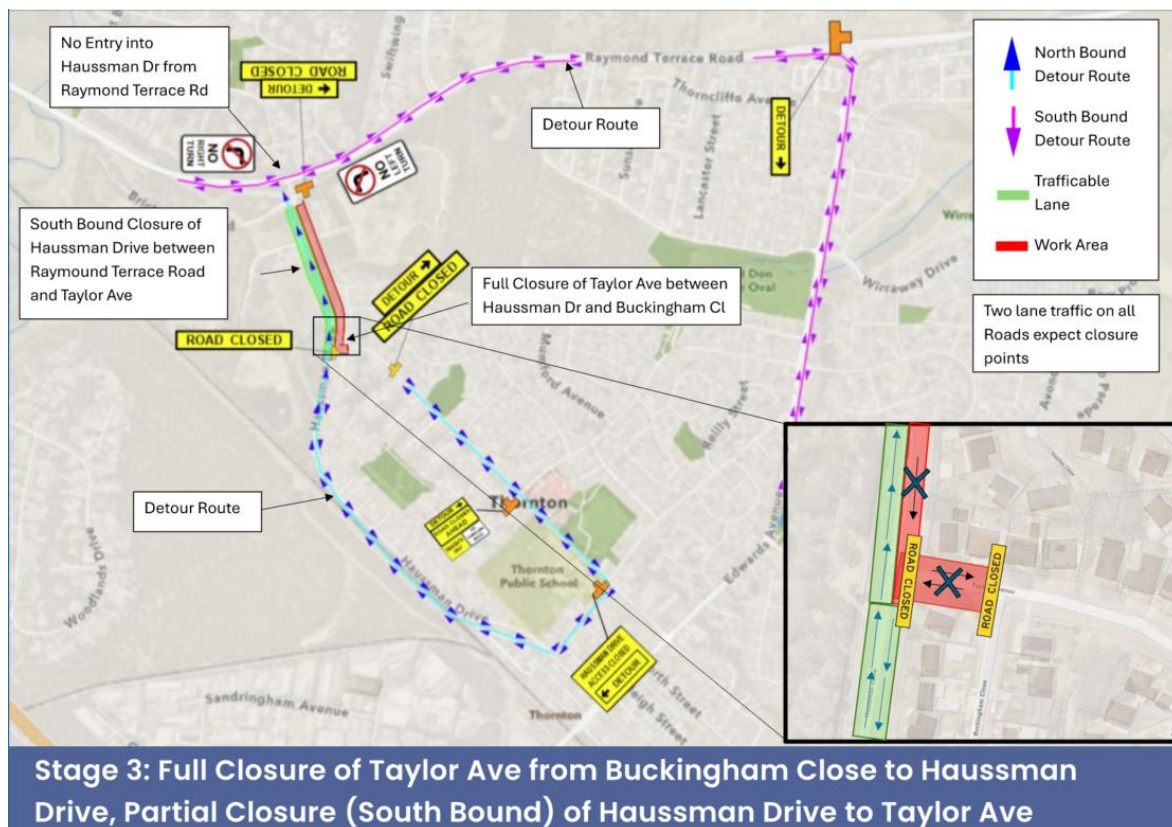
- Southbound lane closure to traffic will be implemented on Haussman Drive between Taylor Avenue and Raymond Terrace Road. Detours for southbound traffic will be available via Raymond Terrace Road and Government Road. TfNSW have been consulted and will assist by adjusting traffic light signaling timings to prioritise the detour route and reduce additional travel times.
- Haussman Drive will have a full width road closure implemented between Woolley Close and Taylor Avenue. Detour routes for effected residents will be available via Government Road and Taylor Avenue.
- Planned for July 2026, for a duration of approximately 18 months (with pause during Stage 3 works).



LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

Stage 3 – Southbound Lane Closure of Haussman Drive Between Taylor Avenue and Raymond Terrace Road. Full width road closure of Taylor Avenue between Haussman Drive and Buckingham Close:

- Southbound traffic lane closure will be implemented on Haussman Drive between Taylor Avenue and Raymond Terrace Road. Detours for southbound traffic will be available via Raymond Terrace Road and Government Road. TfNSW have been consulted and will assist by adjusting traffic light signaling timings to prioritise the detour route and reduce additional travel times.
- Taylor Avenue will have a full width road closure implemented between Haussman Drive and Buckingham Close. Detour routes for effected residents will be available via Government Road and Haussman Drive.
- Planned for January 2027, for a duration of approximately 2 months. During this time, the road closure of Haussman Drive between Woolley Close and Taylor Avenue will be opened northbound to provide detour route for effected residents.



This will result in travel between Taylor Avenue and Raymond Terrace Road being one-way in a northbound direction only, for a period of approximately 18 months over stages 2 and 3. Full details of the closures and impacts are presented in attachment 2.

Item 5.4 The proposed Line Marking and Signage for a new Pedestrian Crossing on Vintage Drive, Gillieston Heights was withdrawn from the LTF meeting.

Item 5.5 – The line marking for the proposed left turn at Chisholm Road is an optional referral to LTF and Council, detailing the proposed installation of signage and line marking for a designated left turn lane at the intersection of Chisholm Road and Brunswick Street, East Maitland.

LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

General business items raised during the LTF meeting are to be noted, however no determinations are required by Council.

CONSULTATION

In accordance with the NSW Roads Regulation 2018, events and associated road closures as reported at LTF will be advertised in the local newspaper or on Council's Website. This is also advertised on TfNSW's OneRoad platform. Council must give at least 7 days notice of its intention to temporarily close a public road.

Event / Road Closure	Notification Publication Date
2026 Maitland River Run	20 March, 2026

The LTF agenda is issued prior to the meeting to allow LTF members to undertake any internal or external consultation as required before the meeting date. Items, including both agenda items and general business, are discussed with all present LTF members prior to finalising recommendations and issuing of minutes.

For project specific consultation, details of dialogue with stakeholders is documented in each individual LTF report.

CONCLUSION

The officer's recommendation for items 5.1, 5.2, 5.3 and 5.5 are reported for approval by Council. General business items raised during the LTF meeting are to be noted, however no determinations are required by Council

RISK IMPLICATIONS

RISK	RISK RATING	PROPOSED TREATMENT	PROPOSED RISK RATING	RESOURCING
There is a financial risk of the proposed works increasing Councils asset base that may lead to increased maintenance and resourcing requirements.	Med	Anticipated increases are expected to be negligible to minor for inclusion within total assets base.	Low	Within existing resources.
There is a risk associated with regulatory device installation that may lead to reputational harm if not authorised	Med	Adopt the recommendation	Low	Within existing resources.
There is a risk associated with lack of authorisation for regulatory device installation that may lead to non-compliance with NSW Road Rules and other legislation	High	Adopt the recommendation	Med	Within existing resources.

LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

<p>There is a delivery risk associated with Council not approving the road closures for Haussman Drive and Taylor Avenue works that may lead to the works taking an extra 8 weeks and additional \$600,000 (\$400,000 in traffic control and \$200,000 in site costs and overheads).</p>	Med	Adopt the recommendation	Low	Within existing resources.
<p>There is an increased safety risk associated with Council not approving the road closures for Haussman Drive and Taylor Avenue works that may lead to a greater number of hazards for workers and motorists.</p>	High	Adopt the recommendation	Low	Within existing resources.
<p>There is a risk of traffic impacts on surrounding road network during the implementation of Haussman Drive TGS's that may lead to community complaints to Council.</p>	High	<ul style="list-style-type: none"> • Communications plan developed to inform community of impacts, detour routes etc. • Detour routes advertised as Government Road, or Woodberry Road. • TfNSW consulted, and will alter staging on traffic signals to reduce travel times on detour routes • CDC buses consulted and alternate routes proposed to minimise impacts to public transport network • Advanced warning signage in place advising motorists of detours 	Medium	Within existing resources – Traffic management included in project budget.

LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

FINANCIAL IMPLICATIONS

ITEM	VALUE (EXCL. GST)	COMMENTS
Expenditure		
<i>Item 5.1 - Event Traffic Management 2026 Maitland River Run</i>	\$0.00	All Event Traffic Management costs are covered by the event holder/applicant.
<i>Item 5.2 - King & Lawes Street proposed Zebra crossing</i>	\$3,200	Supply and installation of signage
<i>Item 5.3 - Proposed Temporary Traffic management - Taylor Avenue and Haussman Drive, Thornton</i>	\$650,000	Traffic control component of the project.
<i>Item 5.5 - Chisholm Road, left turn Lane</i>	\$15,000	Installation of concrete islands, signs and lines
Total Expenditure	\$668,200	
Source of Funding		
Rate Revenue	\$18,200	Capital budget (CAPEX)
Grants	\$325,000	CAPEX for Haussman Drive project
Developer contributions	\$325,000	CAPEX for Haussman Drive project
Total Source of Funding	\$668,200	
Net Result	\$0	

A \$600,000 saving has been identified by utilising the continuous closure of one lane of traffic to manage vehicle movements within the construction site. The \$600,000 saving comprises \$400,000 in reduced traffic control costs and \$200,000 in reduced site costs and overheads from completing construction works eight weeks faster. The traffic control expenditure value shown in the above financial table already incorporates the \$400,000 saving. The \$200,000 saving is attributed to the overall project and not reflected in the above table.

LOCAL TRANSPORT FORUM MINUTES (APRIL 2026) (Cont.)

POLICY IMPLICATIONS

This report relates to and is consistent with Council's adopted policies including:

- Asset Management Policy and associated Asset Management Strategy and Asset Management Plans
- Asset Capitalisation Policy
- Procurement Policy
- Risk Management Policy
- Records Management Policy
- Community Engagement Policy
- Work Health and Safety Policy
- Regulation and Compliance Policy
- Activities on Public Roads Policy

STATUTORY IMPLICATIONS

The process associated with Local Transport Forum and approval for works is in line with relevant provisions of:

- NSW Roads Act 1993
- NSW Roads Regulations 2018
- NSW Local Government Act 1993
- NSW Road Rules 2014
- WHS Act 2011.

11.3 Automated External Defibrillator Policy Draft

FILE NO:	35/1
ATTACHMENTS:	1. Draft Automated External Defibrillator Policy 2. Initial Audit – AED Unit Locations and Categories
RESPONSIBLE OFFICER:	Director City Services Manager Asset Strategy and Engineering
AUTHOR:	Operations Manager Asset Management Coordinator Community & Recreation Planning Senior Community Asset Engineer
MAITLAND'S FUTURE	1 Liveable Maitland
COUNCIL OBJECTIVE:	1.1.4 Inclusive public places and spaces

EXECUTIVE SUMMARY

A draft policy regarding Automated External Defibrillators (AED) is being developed and presented to Council for exhibition. The policy establishes clear commitments and frameworks for providing AEDs through Council facilities and establishes ownership and maintenance requirements.

The report outlines the current status of AED's in Council facilities and identifies the gaps between this current state and what the policy requires. Steps forward and financial implications to achieve the level of service outlined in the policy have been identified.

The report seeks Council's endorsement to place the draft policy on public exhibition for a minimum period of 28 days to enable community and stakeholder feedback prior to final adoption.

OFFICER'S RECOMMENDATION

THAT

- 1. Council endorses the Draft Automated External Defibrillator Policy as shown in Attachment 1 to be placed on public exhibition for a period of 28 days.**
- 2. Should there be no submission or objections**
 - a. Council adopts the Automated External Defibrillator Policy**
 - b. Delegation be given to the General Manager for approval of the number and location of the external Public Access Defibrillators (PAD) units, using a risk-based identification approach.**
 - c. Council delegates authority to the General Manager to approve any minor amendments to the policy. Any significant changes will result in a further report to Council.**

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)**REPORT**

Council has developed a new draft policy regarding Automated External Defibrillators (AED) within Council owned facilities. The draft Automated External Defibrillator (AED) Policy establishes Council's commitment to improving community safety and emergency response outcomes through the strategic provision and management of AEDs across Council-owned facilities.

The policy recognises that early access to defibrillation significantly increases survival rates in cases of sudden cardiac arrest and seeks to ensure AEDs are appropriately located, accessible, and maintained. The intent is to create a consistent and predictable level of service across Council facilities, ensuring that, regardless of location, the community can expect nominated Maitland City Council buildings to provide reasonable access to life-saving equipment during a cardiac emergency.

The key objectives of the policy are to provide a consistent approach for the provision, installation, and lifecycle management of AED units, while supporting compliance with current and future Work Health and Safety (WHS) obligations and recognised best practice in first aid and emergency response.

The policy applies to all Council owned buildings and facilities, including administrative buildings, libraries, aquatic centres, community halls and sporting facilities. It applies to Council staff, volunteers, contractors, and members of the public who access these facilities. A key component of the policy is Council's commitment to Public Access Defibrillation (PAD units). This includes investigating and implementing accessible PAD units in suitable public locations to provide 24-hour access to life-saving equipment.

The policy supports the integration of all AED locations into publicly accessible databases and promotes the use of clear signage and user-friendly equipment to enable use by both trained and untrained individuals.

Definitions**Automated External Defibrillator (AED)**

A portable electronic device used in emergency situations that automatically analyses heart rhythm and, if appropriate, delivers a controlled electric shock to restore a normal heart rhythm in the event of a cardiac arrest.

Cardiac Arrest

A sudden loss of heart function resulting in unresponsiveness and lack of normal breathing. Immediate CPR and defibrillation may improve survival.

Public Access Defibrillation (PAD)

The placement of AEDs in publicly accessible locations available to members of the public 24 hours a day, for use in emergency situations prior to the arrival of emergency services.

Signage

Information signage to be co-located with AED units as required. This is to contain easy to follow directions for contacting emergency services and use of the AED. It should also contain site name and location details.

The types of AEDs located in Council facilities:

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Portable (Mobile) AED Units – Small units stored in portable carry bags, suitable for small spaces or locations with high risk of vandalism, and “grab and go” applications where it is practical to carry the unit during use of facility.

Secured Wall Mounted AEDs – Larger AED units installed within permanent cabinets in public areas of the facility. These units have high visibility signage to promote awareness of their location.

PAD units (Public Access) – Portable AEDs installed in weatherproof cases on buildings or posts with standardised signage and colours, suitable for 24-hour public access. The AED case may be equipped with a self-contained with solar panels or connected to a 240v power supply. The AED unit may contain additional features such as back-to-base alarms, automatic emergency services contact, and/or GPS tracking of unit for security purposes.

POLICY COMMITMENTS

AED distribution

The AED Policy establishes a category-based framework for determining AED provision across Council facilities, rather than a blanket solution. This model should be consistently applied to ensure standardisation across the organisation as buildings are added or updated.

An audit of Council facilities was undertaken to assess current AED provisions. Facilities were then categorised based on their usage, occupancy, and operational characteristics. The audit identified facilities across these five primary categories:

Category 1 – Council Staffed Facilities

Council owned or operated buildings with permanent staff during business hours, such as administration buildings, libraries, aquatic centres, satellite multi crew amenity buildings and waste facility.

These facilities are to be equipped with at least one AED unit with signage located in a visible and accessible location.

Category 2 – Council Owned Community Facilities

Council facilities used on a regular basis by community groups, either through regular hirer bookings, or one off events, such as sports ground amenities and community halls.

These facilities shall have either a secured AED unit, or a portable unit (depending on space, main usage and user group input) and signage placed in a readily accessible location with appropriate signage highlighting its location.

Category 3 – Council Owned General Low-Use Facilities

Includes council owned public toilet blocks, rotundas, storage buildings, and other buildings or structures with minimal or infrequent use.

No AED is required at these facilities.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Category 4 – Council Owned Commercial Buildings

Council owned facilities with a permanent, ongoing commercial lease holder, such as childcare centres, or commercial buildings, and RFS buildings.

These facilities may have AED units installed within the premises by the lease holder, but these will not be managed or maintained by Council.

Category 5 – Public Spaces

Council Owned public space locations such as parks, walkways and play spaces which are readily accessible to the public 24 hours a day.

It is recommended that delegation be given to the General Manager for approval of the number and location of the external Public Access Defibrillators (PAD) units, using a risk-based identification approach.

Opportunities to co-locate these PAD's with other facilities will be investigated.

ASSET OWNERSHIP

Asset ownership and register

All AED units installed to wall of a Council-managed facilities (Categories 1, 2 and 5) are to be formally recognised as Council assets. This includes both existing units and any future installations, regardless of whether they were originally funded or installed by Council, user groups, or through external grant programs.

If a sporting or community group choose to continue ownership and maintaining of their existing installed AED, the AED will be uninstalled from the Council building and returned to the club, with all ongoing maintenance and costs to be the responsibility of the sporting or community group.

The initial audit has identified that a number of AED units - particularly those located within community facilities - are not currently captured within Council's asset register, nor under any regular maintenance program. This presents a gap in asset visibility, lifecycle planning, and maintenance accountability. To address this, a comprehensive asset validation process will be required to ensure all applicable AED units are recorded and managed consistently.

To support effective asset management, the following key data fields will need to be captured for each AED unit:

- Asset ID and location (including facility name and specific placement within the site)
- AED type (portable, wall-mounted, external PAD, and brand)
- Installation date and expected end-of-life date
- Maintenance history

Maintenance regime

A consistent and proactive maintenance regime is essential to ensure that AED units remain operational and ready for use in an emergency. The AED Policy outlines Council's responsibility to maintain all applicable units, including routine inspections, replacement of consumables, and servicing or replacement of faulty equipment.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Best practice recommends that AED units have a quarterly inspection program. Inspections should include:

- Visual checks to confirm the unit is present, accessible, and fit for use
- Inspection of electrode pads and batteries to confirm they are within expiry dates
- Confirmation that signage is in place and clearly visible.

In addition to routine inspections, maintenance activities will include:

- Replacement of consumables (pads and batteries) in accordance with manufacturer specifications
- Functional testing of units as required
- Prompt repair or replacement of damaged, used, and non-operational units.

Delivery of maintenance activities may involve a combination of internal resources and external contractors.

CURRENT STATE ASSESSMENT

An audit of Council facilities was undertaken to assess current AED provision against the ideal requirements outlined in the AED Policy. Facilities were then categorised in accordance with the policy's classification framework. Audit data can be found in the attachment 2.

Existing AED coverage

The audit identified a mixed level of AED coverage across Council facilities:

- 105 sites were recorded and classified. If multiple buildings exist on a single site, they are recorded as a single site unless dramatically different in use.
- 36 AED units were found across these sites.
- 25 sites were identified as sites where AED units should be present but were not found.
- Seven of these sites are currently closed and were deemed to currently not require a unit.
- There were no recorded Council owned 24 hour PAD units.

There is therefore an identified gap of 25 AED units required to meet the requirements of the proposed policy.

Accessibility and public availability

While the audit confirms the presence or absence of AED units at each facility, it did not assess the accessibility of these units, including whether units are available to the public outside of normal operating hours or signage and visibility.

Most existing AED units are located within buildings or behind locked access gates, that are only opened during business hours or during bookings, so it is assumed that access to these are limited to certain windows. As a result, whilst numbers of units may be high, public access to AEDs is restricted by operating hours, or official bookings.

Overall, while AED units are present at a number of Council facilities, accessibility, particularly after hours, remains a key area for improvement.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Current maintenance arrangements

There are currently no consistent maintenance agreements for the inspection or servicing of AED units on Council property. These are instead, being completed differently by each department of Council, by user groups themselves, or not occurring at all.

ADDRESSING IDENTIFIED GAPS

Facility coverage gaps

The audit identified 25 Council facilities where AED units will be required under the policy framework but are not currently installed. Fifteen gaps in the AED provision were found within Category 2 sites, and ten gaps in the Category 1 sites.

Prioritisation of these sites should be undertaken using a risk-based approach, considering:

- Usage and occupancy levels, particularly facilities with high visitation or organised sporting activity
- Risk profile of activities undertaken, including physical exertion and demographic considerations
- Proximity to other existing AED units, including nearby facilities or publicly accessible devices
- Emergency response times, particularly in areas where ambulance response may be longer

Based on these factors, high-use sports facilities and staffed facilities without AED coverage should be considered the highest priority for installation. Assessment and installation of these units should be completed as part of Capital Works Program planning projects.

Public Access Unit (PAD) gaps

The audit highlights a significant gap in the provision of Public Access Defibrillation (PAD). This represents a key opportunity in providing a service to the community and achieving the policy's commitment to improving community access to life-saving equipment.

In considering future PAD installations, several key factors should be assessed holistically, including:

- Foot traffic and population density, particularly in high-use public spaces
- Type and intensity of activities, including recreational and sporting use
- Emergency response times, with priority given to areas where access to emergency services may be delayed
- Proximity to existing AEDs or emergency services, to ensure suitable distribution
- Visibility and accessibility, ensuring units can be easily located and used by the public.

There is a clear opportunity to expand the installation of external PAD units, which are typically housed in secure, weatherproof cabinets and may include features such as:

- Back-to-base monitoring and alarm systems
- GPS tracking
- Lighting
- Clear, standardised signage
- Self-contained with solar panel power for remote sites

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

The introduction of these units would support access outside of normal business and booking hours.

A structured approach to the rollout of PAD units is required, with decisions made using a risk based approach, and taking into account existing privately owned PAD units with 24-hour access.

The current market has a scale of available units, including fully self-contained, robust, temperature controlled and alarmed unit with communication capabilities suitable for remote areas, through to building mounted options connected to a 240v power supply, with lighting and various monitoring capabilities.

Regardless of type, the placement of PAD units should be guided by key issues such as:

- **Accessibility:** units should be available 24 hours a day and located in areas that are easy to access by the public
- **Visibility:** clear signage and prominent placement to ensure rapid identification in an emergency, with multi-lingual instructions as required
- **Safety and security:** installation within secure cabinets to minimise vandalism and ensure reliability
- **Foot traffic and population density:** installation in areas with high patronage and/or population density
- **Proximity to Emergency services:** installation should generally be avoided where emergency services are already close by.

It is proposed that all new community centres or sporting amenities buildings be considered as locations for PAD units. Other locations are to be determined using a risk-based approach.

All AED units should be registered with an online database such as the NSW Ambulance AED map, as well as being advertised on Councils website with the times they are available.

Asset ownership and management gaps

The audit identified gaps in the recording and management of AED assets, particularly within community facilities. There is currently no central asset register of AED units nor a structured formal maintenance regime. This results in limited visibility over asset condition and lifecycle planning and presents risk in unmaintained or expired units being missed.

As such, all existing AED units within community facilities will need:

- Formal recording within Council's asset management system
- Ownership and responsibility for ongoing maintenance taken on by Council
- Incorporation into routine inspection and servicing programs

This will result in an increase in both capital and operational responsibility and costs to Council for service agreements, consumables, and eventual replacement of units at end of life.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Quarterly maintenance inspection, replacement of consumable parts, and asset register curation by a third-party contractor is the current preferred option. There will also be the end-of-life replacement requirements at the 8-10 year mark, which should be completed progressively each year.

If a sporting or community group choose to continue ownership and maintaining an installed existing AED, the AED will be uninstalled from the Council building and returned to the club, with all ongoing maintenance to be responsibility of the sporting or community group. This may result in a situation where Council is required to add additional units at a facility where one has already been recorded. This will be confirmed during the community consultation process.

PARTNERSHIPS AND GRANT OPPORTUNITIES**Grant funding opportunities**

There are a number of external funding opportunities available to support the procurement and installation of AED units, particularly within community and sporting environments. These sources are intended to compliment Council funding, not be the sole sources.

These include grant programs offered by State Government agencies and sporting bodies, such as programs administered through the NSW Office of Sport, such as the Local Sport Defibrillator Grant Program.

Council can play a supporting role in these grant applications by:

- Providing technical guidance on suitable AED types and installation requirements
- Assisting with site selection and risk justification based on the AED policy
- Partnering with user groups to strengthen applications

Community and stakeholder partnerships

The implementation of the AED Policy will rely on strong collaboration with community stakeholders, including sporting clubs, user groups, and not-for-profit organisations.

For community facilities with regular hirers, cooperation with council will assist with partnerships for the installation of new units, a shared responsibility for monitoring and reporting of faults or vandalism and in promoting community awareness and training.

Public accessibility and usability

Ensuring that AED units are accessible and usable by members of the public is a key component of the AED Policy. This includes not only physical access to the devices but also ensuring that they can be easily identified and operated in emergency situations.

Informative signage plays a critical role in supporting accessibility and should be clearly visible and located in proximity to AED units, and consistent with common and recognised signage for CPR procedure and AED use, such as Royal Life Saving Society signage.

To improve usability for a diverse community, consideration should be given to:

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

- Multilingual signage and instructions to change the language of AED unit's audio instructions
- Visual diagrams, enabling use by individuals with limited English proficiency.

Modern AED units typically include audio and visual prompts that guide users through the defibrillation process. Council should preference devices with multi-language options to ensure they can be effectively operated by untrained persons.

Improving public accessibility and usability will maximise the likelihood that AED units are used effectively in an emergency, supporting improved health outcomes and aligning with Council's commitment to community safety.

CONSULTATION

Consultation has occurred throughout both the initial audit and in development of the policy, with all impacted stakeholders within Work Health and Safety, Major Venues and Facilities, Works, Libraries, Maitland Regional Art Gallery, Waste and Aquatics teams being invited to review the draft policy in March 2026.

CONCLUSION

The draft Automated External Defibrillation unit policy has been written to bring consistency to the placement, ownership, and responsibility of AED units within Council facilities. It uses common best practice and pragmatic approaches to guide the selection of the locations, types, and ownership of AED units, to both reduce Council's risk exposure, whilst also providing a valuable service to the community.

Currently there are several Council facilities which do not meet the requirements being outlined in the policy, therefore, significant investigation and funding is required to fill these gaps and to align with the policy being proposed.

FINANCIAL IMPLICATIONS

There is a financial implication for adopting the draft policy in its current state through the works required to bring facilities to the level required to meet the policy requirements. This would include the purchase and installation of new 25 AED units within Council facilities and 4 PAD units to be located in public spaces. This is based on the status of AED units as of this report. There is also the requirement for ongoing asset inspection, maintenance and renewal.

The below table outlines the financial implications required to meet the requirements of the draft policy.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

For FY 2026/27

CAPEX FINANCIAL PROPOSAL 2026/27		
Source	Amount (excl. GST)	Comments
INCOME		
2026/27 CWP Citywide Defibrillation funding	\$ 200,000	CAPEX Funding available for installation of new units and associated costs as per below
TOTAL INCOME	\$ 200,000	
EXPENDITURE		
Purchase and installation of 25 new units for facilities	\$75,000	Priced at \$3,000 per unit
Purchase of new 4 PAD units	\$60,000	Priced at \$15,000
Asset handover inspection	\$20,000	
TOTAL COST	\$155,000	
RESULT	\$45,000	Available for additional units identified during the community consultation period

OPEX FINANCIAL PROPOSAL 2026/27		
Source	Amount (excl. GST)	Comments
INCOME		
Building Services maintenance budget requirement	\$3,625	OPEX expenditure for yearly maintenance
TOTAL INCOME	\$3,625	
EXPENDITURE		
Servicing of units	\$3,625	\$62.50 per unit per quarter year, serviced every 3 months
TOTAL COST	\$3,625	
RESULT	\$0	

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

For FY 2027/28 and annually onwards

CAPEX FINANCIAL PROPOSAL 2027/2028 & ONWARDS		
Source	Amount (excl. GST)	Comments
INCOME		
Capital Works AED Asset Replacement Project	\$18,000	Replacement of 6 units per year at \$3000 per unit as an asset replacement program
TOTAL INCOME	\$18,000	
EXPENDITURE		
Replacement of 6 units at end of life (10-year life estimate)	\$18,000	Priced at \$3000 per unit
RESULT	\$18,000	

OPEX FINANCIAL PROPOSAL 2027/2028 & ONWARDS		
Source	Amount (excl. GST)	Comments
INCOME		
Building Services maintenance budget requirement	\$14,500	OPEX expenditure for yearly maintenance
TOTAL INCOME	\$14,500	
EXPENDITURE		
Servicing of units	\$14,500	\$62.50 per unit per quarter year, serviced every 3 months
TOTAL COST	\$14,500	
RESULT	\$0	

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

RISK IMPLICATIONS

RISK	RISK RATING	PROPOSED TREATMENT	PROPOSED RISK RATING	RESOURCING-WITHIN OR ADDITIONAL
There is a reputational risk of having non-functioning AED units at Council staffed facilities, that may lead to reputational damage to Council if a faulty unit was identified by a community member.	High	Adopt ownership and maintenance recommendation with AED policy	Low	Within allocated resources
There is a WHS risk of an AED unit at a Council facility being faulty that may lead to significant impact on the health and safety of users in an emergency and a potential breach of the WHS Act.	High	Adopt ownership and maintenance recommendation with AED policy	Low	Within allocated resources.
There is a financial risk of inconsistent AED purchasing for Council owned AED units which may lead to unnecessary financial outlay and replacement costs.	High	Adopt category-based installation recommendation with AED policy	Low	Within allocated resources.
There is a reputational risk to Council and a financial risk to user groups being made to regularly inspect and maintain their AEDS at Council facilities, that may lead to additional costs being incurred and negative impacts on community groups	High	Adopt ownership recommendation with AED policy	Low	Within allocated resources.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

<p>There is a financial and reputation risk to Council by providing PAD units in unsuitable areas with low demand and high vandalism, which may lead to poor community perception and increased maintenance and replacement costs</p>	<p>Med</p>	<p>Adopt risk assessment-based recommendation for deployment of PADs.</p>	<p>Low</p>	<p>Within allocated resources.</p>
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POLICY IMPLICATIONS

This would establish a new policy for Council. This report relates to and is consistent with the following.

- Risk Management Policy
- Asset Management Policy
- Work Health & Safety Policy

STATUTORY IMPLICATIONS

This report relates to and is consistent with the following legislation:

- Local Government Act 1993
- Work Health and Safety Act 2011 and WHS Regulation 2017

City Services

Automated External Defibrillator Policy Draft

Draft Automated External Defibrillator Policy

Meeting Date: 19 May 2026

Attachment No: 1

Number of Pages: 5

Automated External Defibrillator Policy

Date Adopted:**Version:** 1.0

Policy Objectives

- Support community safety and Council's duty of care to staff, volunteers, user groups and visitors.
- Provide a consistent framework for the provision, management and maintenance of Automated External Defibrillators (AEDs) across Council facilities.
- Ensure AEDs located at Council owned and managed facilities are appropriately installed, accessible and maintained so they are ready for use in an emergency.
- Support compliance with relevant Work Health and Safety (WHS) legislation and recognised best practice for first aid and emergency response.
- Promote public access to life-saving defibrillation equipment.

Policy Scope

This policy applies to:

- All Council owned buildings and facilities.
- Council staff, volunteers and contractors working at Council facilities.
- Community groups and members of the public using Council facilities where AEDs are installed.

Policy Statement

Council recognises that early access to defibrillation significantly improves survival outcomes for people experiencing sudden cardiac arrest.

Council is committed to providing a consistent approach to the provision, installation, maintenance and management of Automated External Defibrillators (AEDs) across Council facilities to support the safety of staff, volunteers and the community.

Council will implement and maintain AED infrastructure in accordance with relevant Work Health and Safety legislation, recognised emergency response practices and operational requirements within Council facilities.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Policy Definitions

Automated External Defibrillator (AED)

A portable electronic device used in emergency situations that automatically analyses heart rhythm and, if appropriate, delivers a controlled electric shock to restore a normal heart rhythm in the event of a cardiac arrest.

Cardiac Arrest

A sudden loss of heart function resulting in unresponsiveness and lack of normal breathing. Immediate CPR and defibrillation may improve survival.

Public Access Defibrillation (PAD)

The placement of AEDs in publicly accessible locations available to members of the public 24 hours a day, for use in emergency situations prior to the arrival of emergency services.

Signage - information signage to be co-located with AED units as required. This is to contain easy to follow directions for contacting emergency services and for use of the AED. It should also contain site name and location details.

Types of AEDs located in Council facilities:

Portable (Mobile) AED Units - Small units stored in portable carry bags, suitable for small spaces or locations with high risk of vandalism, and “grab and go” applications where it is practical to carry the unit during use of facility.

Secured Wall Mounted AEDs - Larger AED units installed within permanent cabinets in public areas of the facility. These units have high visibility signage to promote awareness of their location.

PAD units (Public Access) - Portable AEDs installed in weatherproof cases on buildings or posts with standardised signage and colours, suitable for 24-hour public access. The AED case may be equipped with a self-contained with solar panels or connected to a 240v power supply. The AED unit may contain additional features such as back-to-base alarms, automatic emergency services contact, and/or GPS tracking of unit for security purposes.

1. AED Placement and Provision

Placement

A category-based framework determines the AED provision across Council facilities and are categorised based on their usage, occupancy, and operational characteristics.

Category 1 - Council Staffed Facilities

Council owned or operated buildings with permanent staff during business hours, such as administration buildings, libraries, aquatic centres, satellite multi crew amenity buildings and waste facility.

These facilities are to be equipped with at least 1 AED unit with signage located in a visible and accessible location.

Category 2 - Council Owned Community Facilities

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Council facilities used on a regular basis by community groups, either through regular hirer bookings, or one off events, such as sports ground amenities and community halls.

These facilities shall have either a secured AED unit, or a portable unit (depending on space, main usage and user group input) and signage placed in a readily accessible location with appropriate signage highlighting it's location.

Category 3 – Council Owned General Low-Use Facilities

Includes public toilet blocks, rotundas, storage buildings, and other buildings or structures with minimal or infrequent use.

No AED is required at these facilities.

Category 4 – Council Owned Commercial Buildings

Council owned facilities with a permanent, ongoing commercial lease holder, such as childcare centres, or commercial buildings, and RFS buildings.

These facilities may have AED units installed within the premises by the lease holder, but these will not be managed or maintained by Council.

Category 5 – Public Spaces

Council Owned public space locations such as parks, walkways and play spaces which are readily accessible to the public 24 hours a day.

Delegation is to be given to the General Manager for the number and location of the external Public Access Defibrillators (PAD) units, using a risk-based identification approach.

Provision

AED units installed at Category 1, 2 & 5, will be recognised as Council assets and Council will be responsible for their maintenance, consumables and replacement.

Facilities and sites will be assessed to determine the ideal location and type of AED units to be installed. Assessment may consider the number of staff, type of public use and activities undertaken.

For sites which are to have PAD units, assessment will consider proximity to emergency services and other non-Council managed PAD units, population density, foot traffic and risk of cardiac arrest.

To facilitate the placement and ongoing maintenance of AED units, Council will provide funding through both Capital and Operational budgets.

Council will also support user groups in grant applications, such as NSW Office of Sports Local Sports Defibrillator Grant Program, and will support partnerships with other government bodies and organisations.

2. Accessibility and Public Information

Council will support the accessibility and usability of AED units by members of the public, including individuals without formal training. This assistance will be through the inclusion of clear signage and equipment with audio prompts where available.

Council will also provide multilingual guidance at relevant facilities such as community centres and sports grounds as required.

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Council will also provide up to date information on the location of AED units in a publicly accessible online database, such as the NSW Ambulance database and Councils website.

3. Maintenance and Asset Management

Council will ensure AED units located at Council facilities are maintained so they remain operational and ready for use. Maintenance activities will include routine inspection, replacement of consumables and servicing or replacement of faulty equipment. Council will maintain an asset register of AED units and record maintenance activities and replace with suitable units at end of life.

4. Training and Competency

While AEDs are designed for use by untrained persons, Council will promote staff and public awareness of AED locations and emergency response procedures.

5. Emergency Response

In the event of a suspected cardiac arrest at a Council facility, signage and guidance will prioritise contacting emergency services (000) as the first step, followed by administering CPR where possible and retrieving and using an AED as soon as possible while awaiting the arrival of emergency medical services.

6. Roles and Responsibilities

Council is responsible for supporting the overall provision and management of AED infrastructure across Council facilities.

Councils Assets team is responsible for the installation and replacement of units at end of life.

The Work Health and Safety & Risk teams provide guidance on first aid requirements and supports staff training and risk assessment for AED placement.

Building Services are responsible for the engagement of third-party inspectors at best practice intervals to service and maintain units.

Facility managers or responsible officers support building services and third-party contractors' routine inspections, and the reporting of use or damage.

Staff, volunteers, and user groups are to be aware of AED locations and follow emergency response procedures where applicable.

Policy Administration

Business Group:	City Services
Responsible officer:	Operations Manager Asset Management
Council reference:	
Policy review date:	July 2029
File number:	

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Relevant legislation	<ul style="list-style-type: none"> • Work Health and Safety Act 2011 (NSW) • Work Health and Safety Regulation 2017 • SafeWork NSW – Managing the Work Environment and Facilities Code of Practice • SafeWork NSW – First Aid in the Workplace guidance.
Related documents	<ul style="list-style-type: none"> • Maitland City Council Work Health and Safety Policy • Maitland City Council Asset Management Policy • SafeWork NSW – Managing the Work Environment and Facilities Code of Practice • SafeWork NSW – First Aid in the Workplace guidance.

Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES

City Services

Automated External Defibrillator Policy Draft

Initial Audit – AED Unit Locations and Categories

Meeting Date: 19 May 2026

Attachment No: 2

Number of Pages: 2

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

AED Audit

Building Location or Council Venue	Building Category	Unit required	Number of units known	Gap
2 Cumberland Street East Maitland	4	NA	NA	no
2 John Street East Maitland	4	NA	NA	no
4 John Street East Maitland	4	NA	n	no
A&D Lawrence satellite multi crew amenity building	1	1	0	Yes
A&D Lawrence Sportsground	2	1	1	no
Beryl Humble Sporting Complex	2	1	1	no
Bolwarra Lookout	3	0	0	no
Bolwarra Lookout satellite multi crew amenity building	1	1	0	Yes
Bolwarra Sporting Complex	2	1	1	no
Bolwarra Tennis Club House	2	1	0	Yes
Bruce Street Community Hall	2	1	1	no
Centennial Park East Maitland Toilet Block	3	0	0	no
Chelmsford Drive Toilet Block	3	0	0	no
Child Care Centre - Mefford (B)	4	NA	NA	no
Child Care Centre - Rutherford (B)	4	NA	NA	no
Child Care Centre - Thornton (B)	4	NA	NA	no
Church Street Toilet Block	3	0	0	no
Community Centre - Thornton - (C)	4	NA	NA	no
Community Centre - Woodberry - (C)	4	NA	NA	no
Cooks Square Park	2	1	1	no
Coronation Oval	2	1	1	no
East Maitland Aquatic Centre	1	1	1	no
East Maitland Library	1	1	0	Yes
East Maitland Tennis Club House (Lawes street)	4	NA	NA	no
Ernie Jurd Sportsground	2	1	1	no
Federation Centre (Basketball Stadium) - (C)	4	NA	NA	no
Fieldsend Oval	2	1	1	no
Fred Harvey Sportsground Field 1	2	1	1	no
Fred Harvey Sportsground Field 2	2	1	0	Yes
Gillieston Heights Community Hub	2	1	1	no
Headspace - Elgin Street Maitland	4	NA	NA	no
Hew Cottage (East Maitland)	3	0	0	no
Hockey Centre	4	NA	NA	no
King Edward Park Sportsground	2	1	0	Yes
Largs Lang Drive RFS Bolwarra Heights	4	NA	NA	no
Lawes Street Car Park Toilet Block	3	0	0	no
Lena O'Brien Park & Community Centre	2	1	0	Yes
Lochinvar RFS Building	4	NA	NA	no
Lochinvar Sporting Complex	2	1	1	no
Lorn Park Oval	2	1	1	no
Louth Park RFS Building	4	NA	NA	no
Loves Building (High Street)	4	NA	NA	no
Maitland Administration Centre / Town Hall	1	1	1	no
Maitland Animal Management Facility	1	1	0	Yes
Maitland Aquatic Centre	1	1	2	no
Maitland Croquet Club house	2	1	2	no
Maitland Library	1	1	0	Yes
Maitland Netball Courts	2	1	1	no
Maitland Park Outer Fields	2	1	1	no
Maitland Park satellite multi crew amenity building	1	1	0	Yes
Maitland Regional Art Gallery	1	1	1	no

AUTOMATED EXTERNAL DEFIBRILLATOR POLICY DRAFT (Cont.)

Maitland Regional Athletics Centre	2	1	1	no
Maitland Regional Sportsground	2	1	1	no
Maitland Vale RFS Building	4	NA	NA	no
Maitland Visitor Information Centre	2	1	0	Yes
Max McMahon Sportsground Amenities	2	1	1	no
McKeachies Sporting Complex	2	1	1	no
Metford Community Hall	2	1	0	Yes
Metford Recreation Reserve	2	1	1	no
Metford Works Depot	1	1	2	no
Morpeth Common Toilet Blocks	3	0	0	no
Morpeth School of Arts	2	1	0	Yes
Morpeth Scout Hall	2	1	0	Yes
Morpeth Sportsground Amenities	2	1	1	no
Morpeth Sportsground lower fields	3	0	0	no
Mount Pleasant St Toilet Block	3	0	0	no
Mount Vincent Waste Facility	1	1	0	Yes
Museum - Morpeth Courthouse - (B)	4	NA	NA	no
Noel & Daphne Unicomb Park	3	0	0	no
Noel Unicomb Community Hall	4	NA	0	no
Norm Chapman Sportsground	2	1	1	no
Pat Hughes Community Hall	2	1	0	Yes
Queens Wharf	3	0	0	no
Robins Oval	2	1	1	no
Ron Stewart Sportsground Toilets	3	0	0	no
Roy Jordan Sportsground	2	1	0	Yes
Roy Jordan Sportsground Cricket storage building	3	0	0	no
Rutherford Community Centre	2	1	0	Yes
Rutherford Library	1	1	0	Yes
S.E.S Centre Rutherford	4	NA	NA	no
Shamrock Hill Multipurpose Centre	2	1	0	Yes
Shamrock Hill Sportsground	2	1	1	no
Shiple Drive satellite multi crew amenity building	1	1	0	Yes
Somerset Park	2	1	1	no
Steamfest Shed	2	1	0	Yes
Stockade Hill Heritage Park - Rotunda	3	0	0	no
Telarah Netball Courts Toilet block	3	0	0	no
Tenambit BMX	2	1	1	no
Tenambit Sporting Complex	2	1	1	no
Tenambit Tennis Courts Club house	3	0	0	no
Thornton Library	1	1	0	Yes
Thornton Netball Courts	2	1	0	Yes
Thornton Oval	2	1	1	no
Thornton RFS Building	4	NA	NA	no
Thornton Tennis Courts Club house	2	1	0	Yes
Victoria Street Tennis Club House	4	NA	NA	no
Warehouse RFS Building East Maitland	4	NA	NA	no
Zone Fire Control Centre East Maitland	4	NA	NA	no

11.4 Temporary Suspension of Alcohol Free Zone

FILE NO:	139/57
ATTACHMENTS:	1. AFZ Suspension Luminous 2. AFZ Suspension NYE
RESPONSIBLE OFFICER:	Director City Services
AUTHOR:	Manager Community & Recreation Coordinator City Events & Activation
MAITLAND'S FUTURE	3 Vibrant Maitland
COUNCIL OBJECTIVE:	3.2.2 City activation and presentation

EXECUTIVE SUMMARY

Council's City Events Team seeks Council approval to temporarily suspend a section of the Alcohol Free Zone (AFZ) in Central Maitland for Luminous which will be held on Friday 19 & Saturday 20 June 2026 and Maitland's New Year's Eve Celebrations which will be held on Thursday 31 December 2026. The purpose of this report is to inform Council of the AFZ suspension application and request approval for such.

OFFICER'S RECOMMENDATION

THAT

1. **Council resolves to approve the temporary suspension of a section of the Alcohol Free Zone in Central Maitland for:**
 - a. **Luminous, for High Street (Shared Zone) between Elgin Street and Bourke Street, Bulwer Street North of Maxi Save car park entrance, Dransfield Lane, the pedestrian walkway on the eastern side of Elgin Street, between Dransfield Lane and High Street, the pedestrian walkway on the western side of Bourke Street between Coffin Lane and High Street, Coffin Lane west of Bourke Street, and the Riverside Walk between 420 High Street and Cathedral Street inclusive of the Riverlink, Bourke Street Link, Lavenders Lane and Pre-School Lane, on Friday 19 June and Saturday 20 June 2026.**
 - b. **Maitland New Year's Eve Celebrations, for the Riverside Carpark including NAB Laneway and Stillsbury Lane, The Riverside Walk and Riverbank from the Belmore Bridge to Cathedral Street, Drill Hall Lane and Preschool Lane including the Preschool Lane Car Park, between 5.00pm and 9.30pm on Thursday 31 December 2026.**

REPORT

Maitland City Council's City Events and Place Activation Team are seeking approval to temporarily suspend a section of the Alcohol Free Zone (AFZ) in Central Maitland for Luminous on Friday 19 & Saturday 20 June 2026 and Maitland New Year's Eve Celebrations on Thursday 31 December 2026.

TEMPORARY SUSPENSION OF ALCOHOL FREE ZONE (Cont.)**Luminous**

Luminous, is the newest event on the City's events calendar, after its 2025 success, is set to feature dazzling lighting installations, fiery displays, live performances, demonstrations and a fireworks display on Saturday 20 June.

It is requested the AFZ be lifted for this event to accommodate a number of licensed stallholders to facilitate pop up bars and stalls for the event.

Date and Times of Alcohol Free Zone suspension:

Friday 19 June 2026 between 5.00pm and 8.30pm and

Saturday 20 June 2026 between 3.00pm and 8.30pm.

Location of suspension (refer to attachment no. 1):

1. High Street between Elgin Street and Bourke Street (Shared Zone)
2. Bulwer Street north of Maxi Save car park entrance
3. Dransfield Lane
4. Pedestrian walkway on the eastern side of Elgin Street, between Dransfield Lane and High Street
5. Pedestrian walkway on the western side of Bourke Street between Coffin Lane and High Street
6. Coffin Lane west of Bourke Street
7. The Riverside Walk between 420 High Street and Cathedral Street inclusive of the Riverlink, Bourke Street Link, Lavenders Lane and Pre-School Lane.

Maitland New Year's Eve Celebrations

Maitland's New Year's Eve Celebrations is a key event in Maitland City Council's flagship event calendar, with a program of family activities and entertainment, culminating in spectacular fireworks display at 9.00pm.

It is requested the AFZ be temporarily suspended for Maitland's New Year's Eve Celebrations to allow the community to bring along small quantities of alcohol (identified in the event conditions of entry) for consumption during event hours, which is consistent with how the event has operated in previous years.

Date and Times of AFZ suspension:

Thursday 31 December 2026 between 5.00pm and 9.30pm.

Locations of suspension:

1. The Riverside Car Park, including NAB Laneway & Stillsbury Lane
2. The Riverside Walk and Riverbank from the Belmore Bridge to Cathedral Street
3. Drill Hall Lane
4. Preschool Lane including the Preschool Lane Car Park.

CONSULTATION

Council officers have consulted the NSW Police – Port Stephens Hunter Police District seeking comment on the lifting of the Alcohol Free Zone as noted within this report.

NSW Police advised via email that they hold no objection to the temporary suspension of the Alcohol Free Zones for both events.

TEMPORARY SUSPENSION OF ALCOHOL FREE ZONE (Cont.)

CONCLUSION

It is proposed that Council resolves to suspend the AFZ for the above locations, dates and times to support the delivery of Luminous and Maitland New Year's Eve 2026.

RISK IMPLICATIONS

RISK	INHERENT RISK RATING (E, H, M, L)	RISK MITIGATION/ TREATMENT	RESIDUAL RISK RATING (E, H, M, L)	RESOURCING – WITHIN OR ADDITIONAL	WITHIN RISK APPETITE? Y/N
There is a risk that suspending the restriction of alcohol for these events that may lead to an increase in public drinking and public intoxication resulting in community harm and reputation damage for Council	Medium	Luminous and New Years Eve are proposed to be multi layered events with a range of experiences creating a family friendly atmosphere. Events have conditions of entry, a security and alcohol management plan, police awareness and a risk assessment developed to mitigate these risks.	Low	Within existing resourcing	Yes
There is a risk that not lifting the restrictions of alcohol, contrary to previous events of this nature, that may lead to reputational damage and illegal drinking at these events	Medium	Council adopt the recommendations within this report	Low	Within existing resourcing	Yes
There is a risk of not having alcohol at this style of event, similar to other events of this nature that it may lead to reputation damage and less public appeal	Medium	Council adopt the recommendations within this report	Low	Within existing resourcing	Yes

TEMPORARY SUSPENSION OF ALCOHOL FREE ZONE (Cont.)

FINANCIAL IMPLICATIONS

The Luminous budget includes proposed income from a number of local and regional wine, beer and spirit producers. Should Council decide not to support the proposal to lift the AFZ, this income would be reduced and alternate income streams would need to be investigated.

POLICY IMPLICATIONS

This matter seeks the suspension of an alcohol free zone, which will temporarily lift the conditions outlined in Council's Alcohol Policy for Sportsgrounds, Venues and Reserves.

LEGISLATIVE IMPLICATIONS

The suspension or cancellation of Alcohol Free Zones is permissible under the Local Government Act 1993, Chapter 16 part 4, where the council may, at the request of any person or body or of its own motion, suspend the operation of an alcohol free zone.

City Services

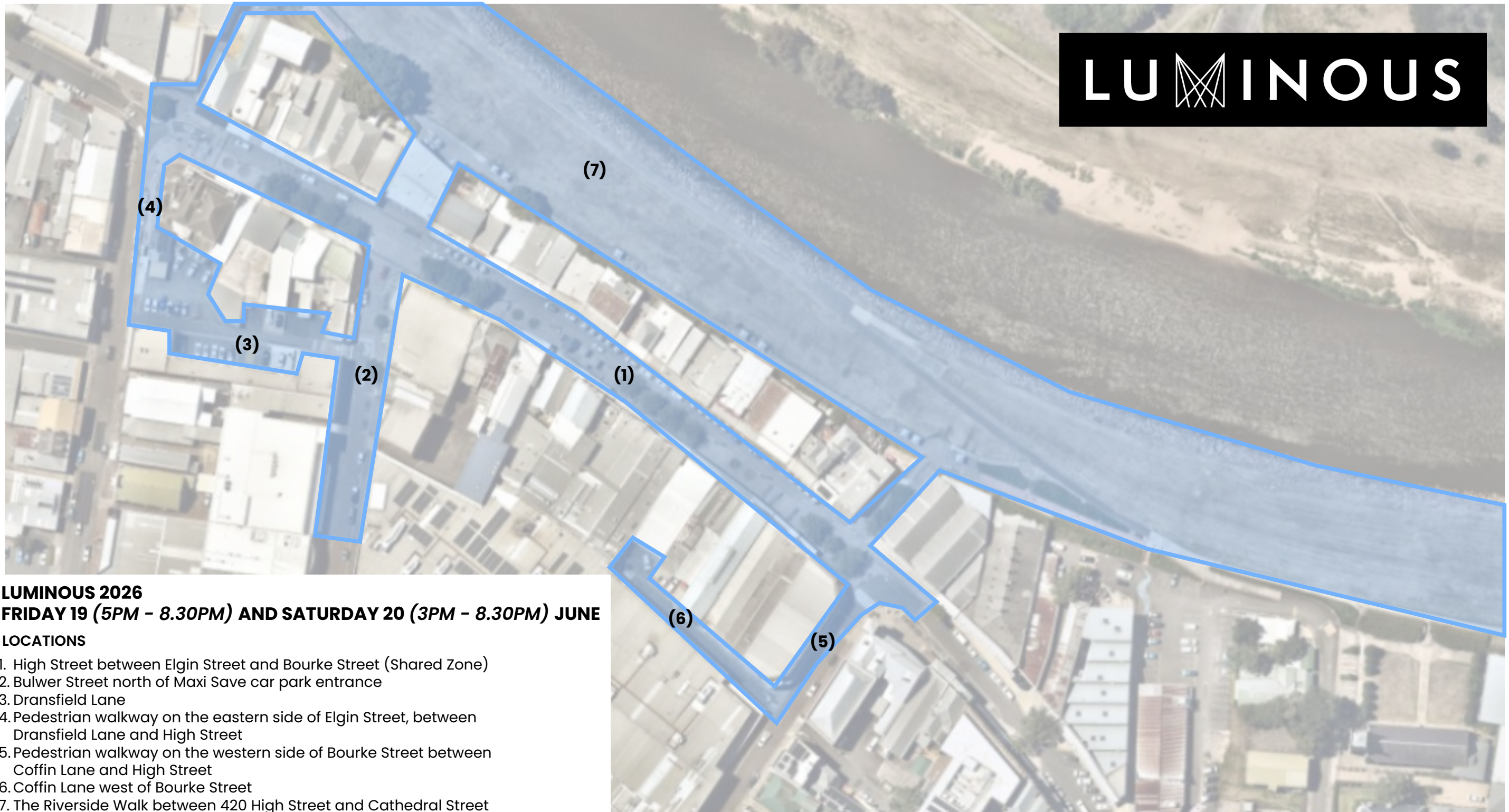
Temporary Suspension of Alcohol Free Zone

AFZ Suspension Luminous

Meeting Date: 19 May 2026

Attachment No: 1

Number of Pages: 1



LUMINOUS 2026
FRIDAY 19 (5PM - 8.30PM) AND SATURDAY 20 (3PM - 8.30PM) JUNE

LOCATIONS

1. High Street between Elgin Street and Bourke Street (Shared Zone)
2. Bulwer Street north of Maxi Save car park entrance
3. Dransfield Lane
4. Pedestrian walkway on the eastern side of Elgin Street, between Dransfield Lane and High Street
5. Pedestrian walkway on the western side of Bourke Street between Coffin Lane and High Street
6. Coffin Lane west of Bourke Street
7. The Riverside Walk between 420 High Street and Cathedral Street inclusive of the Riverlink, Bourke Street Link, Lavenders Lane and Pre-School Lane.

City Services

Temporary Suspension of Alcohol Free Zone

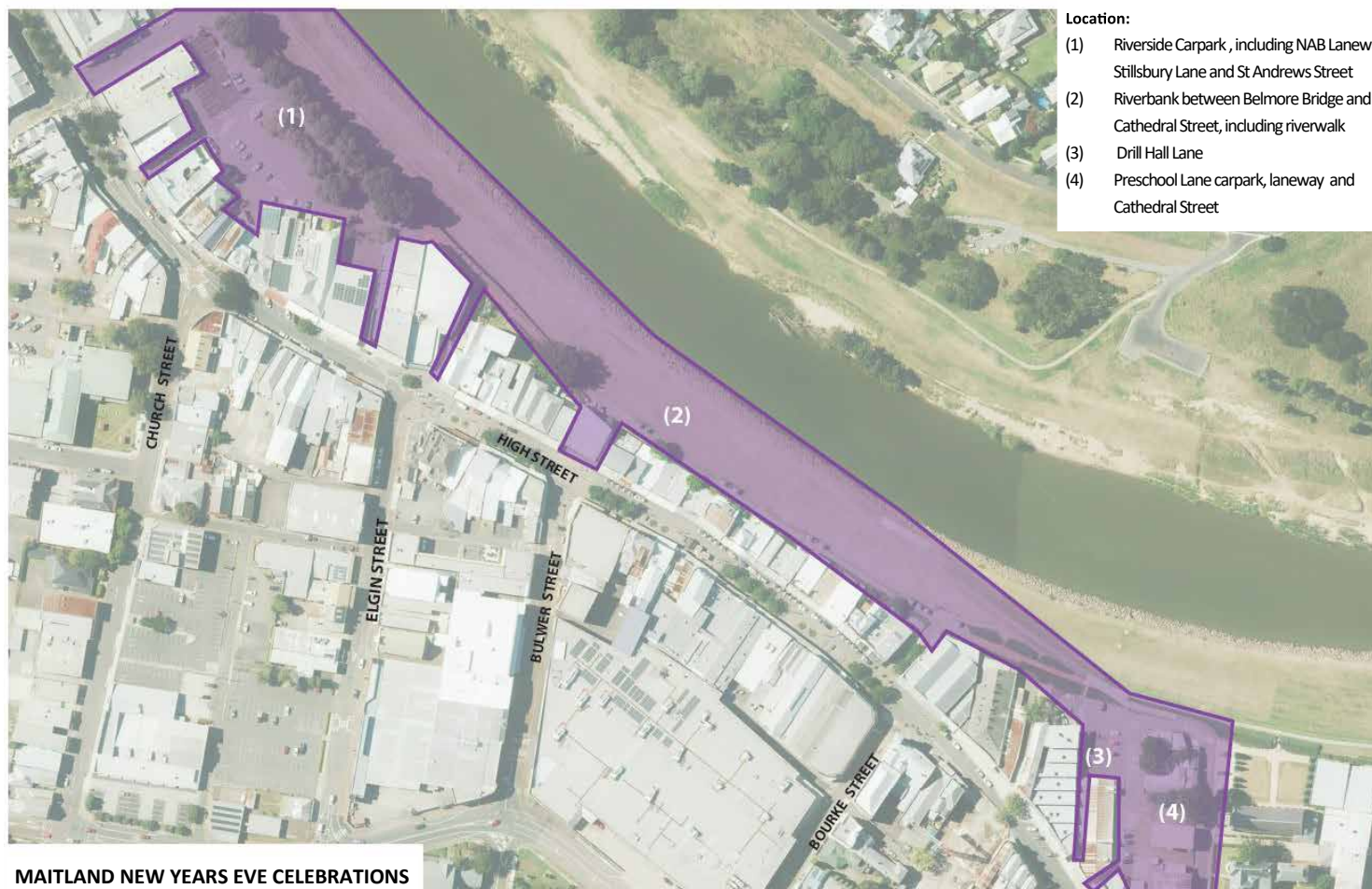
AFZ Suspension NYE

Meeting Date: 19 May 2026

Attachment No: 2

Number of Pages: 1

TEMPORARY SUSPENSION OF ALCOHOL FREE ZONE (Cont.)



- Location:**
- (1) Riverside Carpark , including NAB Laneway, Stillsbury Lane and St Andrews Street
 - (2) Riverbank between Belmore Bridge and Cathedral Street, including riverwalk
 - (3) Drill Hall Lane
 - (4) Preschool Lane carpark, laneway and Cathedral Street

**MAITLAND NEW YEARS EVE CELEBRATIONS
ALCOHOL FREE ZONE
31 DECEMBER 2026**

12 Customer and Digital Services

12.1 Revised CCTV Policy

FILE NO:	118/1
ATTACHMENTS:	1. CCTV Policy – Revised 2. CCTV Policy 2024
RESPONSIBLE OFFICER:	Executive Manager Customer & Digital Services
AUTHOR:	Manager Enterprise Architecture
MAITLAND'S FUTURE	4 Achieving together
COUNCIL OBJECTIVE:	4.3.3. Leverage technology and data

EXECUTIVE SUMMARY

Maitland City Council has undertaken a review of its CCTV Policy to ensure alignment with current legislative requirements, operational practices, and contemporary governance standards.

The revised CCTV Policy strengthens Council's framework for the use of surveillance systems in public spaces, with a continued focus on enhancing community safety, deterring unlawful activity, and maintaining public confidence. The policy reinforces Council's commitment to privacy, transparency, and responsible data management, ensuring compliance with relevant legislation.

Key updates include clarification of the use of CCTV for regulatory and enforcement purposes, strengthened privacy and data handling provisions, and the introduction of Body Worn Camera (BWC) provisions for authorised officers. The policy also defines the limits of CCTV use, confirming that systems are not intended for workplace surveillance or the use of biometric technologies such as facial recognition.

The revised policy improves governance, accountability, and operational clarity while maintaining a balanced approach between community safety and individual privacy.

OFFICER'S RECOMMENDATION

THAT

- 1. Council endorses the Draft CCTV Policy (Attachment 1) to be placed on public exhibition for a period of 28 days.**
- 2. Should there be no submissions of objection:**
 - a. Council adopts the CCTV Policy.**
 - b. Council delegates authority to the General Manager to approve any minor amendments to the Policy. Any significant changes will be the subject of a further report to Council for consideration.**

REVISED CCTV POLICY (Cont.)

REPORT

Maitland City Council has undertaken a review of its CCTV Policy to ensure it reflects current legislative requirements, operational practices, and best practice in surveillance governance.

The CCTV Policy provides a framework for the use of surveillance systems in public spaces to support community safety, regulatory compliance, and asset protection. The revised policy builds on the existing framework by improving clarity, strengthening governance controls, and ensuring alignment with privacy and information management obligations.

The revised policy includes the following key updates:

- Clarification of the use of CCTV and surveillance devices for regulatory, compliance, and enforcement purposes, including environmental investigations such as illegal dumping
- Introduction of provisions for Body Worn Cameras (BWC) used by Rangers and authorised officers for safety, de-escalation, and evidentiary purposes
- Strengthened privacy, data handling, and information management provisions, including alignment with relevant legislation and data breach requirements
- Reinforcement that CCTV systems are not used for workplace surveillance, with clear limitations on the use of recorded material involving Council staff
- Improved governance and authorisation controls for the deployment and use of surveillance systems, including covert surveillance where required for lawful investigations
- Clarification of signage requirements and transparency obligations, while allowing flexibility where signage may compromise lawful enforcement activities
- General improvements to policy structure, clarity, and definitions to ensure consistency with Council's policy framework

The revised policy maintains Council's commitment to responsible surveillance practices, ensuring that CCTV is used appropriately, lawfully, and transparently while supporting operational needs and community expectations. The policy is proposed to be placed on public exhibition for a period of 28 days, with any submissions reviewed prior to final adoption.

CONSULTATION

As part of the CCTV Policy review, internal consultation was undertaken with key stakeholders including Rangers, Environmental Services, and Legal Services to inform operational requirements and clarify Council's position on the appropriate use of CCTV across regulatory, compliance, and enforcement activities.

Feedback from consultation confirmed general support for the revised policy direction, particularly the clarification of enforcement use cases and the introduction of Body Worn Cameras. However, consultation also identified that the management of CCTV footage across Council is currently fragmented, with varying practices across business units.

While adequate controls are in place to manage access, storage, and use of footage, improvements are required to ensure a more centralised and consistent approach; particularly in relation to chain of custody, data security, and privacy compliance. This is important to mitigate risks associated with data handling and to strengthen alignment with Council's Privacy Policy, Records Management framework, and relevant legislation, including the Privacy and Personal Information Protection Act 1998 (NSW).

REVISED CCTV POLICY (Cont.)

The findings of the consultation highlighted an opportunity to enhance CCTV governance through a broader, coordinated upgrade of Council's CCTV network and associated systems. This would support improved management of surveillance data, strengthen compliance with record retention and privacy obligations, and ensure a consistent, auditable approach to footage handling across Council.

CONCLUSION

The revised CCTV Policy provides a strengthened and contemporary framework for the use of surveillance across Council, ensuring alignment with legislative requirements, operational needs, and community expectations. The policy introduces greater clarity around regulatory, compliance, and enforcement use, including the appropriate application of Body Worn Cameras and covert surveillance for lawful purposes such as illegal dumping investigations.

Consultation has confirmed support for the revised approach while also identifying opportunities to improve the management of CCTV footage across Council. A more centralised and consistent approach to data handling, storage, and chain of custody will be important to enhance governance and ensure ongoing compliance with privacy and records management obligations, including the Privacy and Personal Information Protection Act 1998 (NSW).

Subject to public exhibition and consideration of any submissions received, the revised policy represents a balanced and responsible approach to surveillance, supporting community safety while maintaining Council's commitment to privacy, transparency, and accountability.

RISK IMPLICATIONS

RISK	INHERENT RISK RATING (E, H, M, L)	RISK MITIGATION/ TREATMENT	RESIDUAL RISK RATING (E, H, M, L)	RESOURCING – WITHIN OR ADDITIONAL	WITHIN RISK APPETITE? Y/N
There is a risk of fragmented CCTV footage management leading to privacy breaches or loss of evidentiary integrity.	H	Policy controls, centralised management, improved chain of custody and access controls aligned with the Privacy and Personal Information Protection Act 1998 (NSW)	M	Within (future uplift may require funding)	Y
Inappropriate or unclear use of CCTV/BWC may lead to misuse or reputational impact.	M	Clear policy, authorisation controls, staff training and use guidelines	L	Within	Y

REVISED CCTV POLICY (Cont.)

FINANCIAL IMPLICATIONS

For full transparency the CCTV policy has no financial implications, however MCC has initiatives in place that impact the “use of” CCTV within MCC LGA.

ITEM	VALUE (EXCL. GST)	COMMENTS
Expenditure		
<i>Policy Review and Implementation</i>	Nil	Potential future capital investment to support centralised management and system uplift
<i>Future CCTV Network and Data Management Improvements</i>	To be determined	Potential future capital investment to support centralised management and system uplift
<i>Purchase and Implementation of Body Worn Cameras</i>	To be determined	Purchase of BWC devices to be determined with Rangers and IT review
<i>Covert Cameras</i>	To be determined	Purchase of covert cameras to support illegal dumping and IT to review
Total Expenditure	To be determined	
Source of Funding	To be determined	Funding Source to be determined by Rangers, Environment
Illegal Dumping Revenue	To be determined	
Grants	NA	
Contributions	NA	
Other (please outline)	NA	
Total Source of Funding	To be determined	
Net Result	NA	

POLICY IMPLICATIONS

The report is consistent with Council’s adopted policy framework, including:

- Procurement Policy
- Work Health and Safety (WHS) Policy
- Privacy Policy
- Records Management Policy

The revised CCTV Policy strengthens alignment with Council’s governance, privacy, and information management obligations. There are no inconsistencies with existing policy positions.

REVISED CCTV POLICY (Cont.)

LEGISLATIVE IMPLICATIONS

The report is consistent with relevant legislation, including:

- Local Government Act 1993 (NSW)
- Environmental Planning and Assessment Act 1979 (NSW)
- Work Health and Safety Act 2011 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Surveillance Devices Act 2007 (NSW)

The revised policy has been developed to ensure compliance with applicable legislative requirements relating to surveillance, privacy, and the lawful collection and management of information. No variations to legislative requirements are proposed.

Customer and Digital Services

Revised CCTV Policy

CCTV Policy – Revised

Meeting Date: 19 May 2026

Attachment No: 1

Number of Pages: 9

CCTV Policy

Date Adopted: Tuesday, 26th November 2024

Version: 1.1

Policy Objectives

- Provide direction and guidance to Maitland City Council ('Council') when considering the management and use of closed circuit television (CCTV) in public places or on Council-managed property or infrastructure.
- Ensure that Council CCTV camera network systems comply with relevant statutory requirements.

Policy Scope

This Policy applies to the Council-owned CCTV camera network installed in public places for surveillance purposes. This includes cameras located on Council property and mobile surveillance cameras. With express permission, mobile cameras may also be placed on private land or attached to Council vehicles and equipment.

The installation and placement of CCTV cameras, as well as other aspects of the CCTV system, will be determined solely by the Council in consultation with relevant stakeholders as appropriate.

This Policy is not intended to guide the use of CCTV cameras operated by other parties. This includes private landowners or businesses, as well as tenants or licensees of Council land or buildings, who must only install CCTV cameras in accordance with the terms of their leases or licenses (or with the consent of Council if those are silent on the issue).

This Policy includes the use of overt and covert CCTV or still-image surveillance devices deployed for regulatory, compliance and enforcement purposes, including but not limited to investigation of environmental offences and illegal dumping under the Protection of the Environment Operations Act 1997 (NSW).

Such devices may be temporary, mobile and standalone and may be deployed on public land or, where appropriate, on private land with the consent of the landowner.

This Policy applies to the General Manager, all Council staff, councillors, contractors, volunteers and committees.

Policy Statement

Council considers it important to provide a safe environment for its staff and community. The primary purpose of Closed-Circuit Television (CCTV) camera network is to deter and/or detect unlawful activity and help improve the community's perception of safety.

Council also recognises that CCTV is just one of many strategies to reduce crime. The preferred approach is to use Crime Prevention through Environmental Design principles for any spaces Council designs or constructs. This approach includes creating clear sightlines, minimising concealed areas,

REVISED CCTV POLICY (Cont.)

installing appropriate lighting, enhancing natural surveillance, increasing access control, and improving signage before considering the installation of CCTV.

The development of this Policy has been guided by the *NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed-Circuit Television (CCTV) in Public Places*.

Council is dedicated to safeguarding the privacy of individuals by ensuring that any personal information or health information collected within the CCTV camera network follows the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Records and Information Privacy Act 2002* (NSW).

Council's CCTV camera network will not be used for the purposes of automated biometric verification or biometric identification such as facial recognition.

Council will comply with the requirements of the *Surveillance Devices Act 2007* generally and in particular in relation to any audio captured on the CCTV camera network (which is only captured in very limited locations and very limited circumstances with appropriate signage).

Council will regularly evaluate the CCTV camera network to determine whether it is achieving its objectives.

Collection of Information

Council currently operates a CCTV camera network in the area around Maitland Administration Centre, Maitland Resources Recovery Facility, Maitland Regional Athletics Centre, Maitland Regional Art Gallery, Maitland City Council Works Depot and Maitland Animal Management Facility. Live feeds from the Maitland Administration Centre are monitored by Council authorised staff. Council also has CCTV installations on mobile equipment and at numerous public locations throughout the local government area.

When the Council collects CCTV camera footage, it will be:

- managed in accordance with the Privacy and Personal Information Protection Act 1998, Health Records and Information Privacy Act 2002, Government Information (Public Access) Act 2009, Workplace Surveillance Act 2005, and the NSW Local Government Act 1993.
- managed according to the Council's Privacy Management Plan.
- managed in compliance with the legal obligations under the Information Protection Principles (IPP) and Health Protection Principles (HPP) for collection, storage, use, and disclosure.
- subject to the NSW Mandatory Notification of Data Breach (MNDB) Scheme.
- surveillance devices deployed for regulatory or enforcement investigations will not capture or record audio unless separately authorised and compliant with applicable legislation.

These steps ensure that CCTV footage is handled responsibly and in compliance with legal requirements.

Use and Disclosure

Council will ensure that the CCTV camera network is only used for the purposes for which it was collected or as otherwise permitted by law. It will not be used for general intelligence gathering purposes.

REVISED CCTV POLICY (Cont.)

Council will not disclose CCTV footage or photographs generated from the footage or any accompanying audio to third parties without the individual's consent, except where required by law or where necessary to lessen or prevent a threat to life, health or safety.

Governance

Council's privacy and information management functions provide oversight of the handling, access, and disclosure of recorded material. The use of CCTV within the Maitland City Local Government Area will be conducted fairly, lawfully, and transparently in accordance with applicable legislation and this Policy.

The Council retains ownership and copyright of all documentation, recorded material, and other materials related to CCTV operations under this Policy.

It is acknowledged that CCTV cameras installed in public place locations and as part of Council infrastructure may also capture Council staff performing work tasks. The CCTV camera network, the subject of this Policy, is not designed to intentionally provide workplace surveillance. Where the purpose is to provide workplace surveillance or a record of accidents or other non-crime incidents involving Council staff, Council will comply with the *Workplace Surveillance Act 2005* and will apply Council's Workplace Surveillance Policy, including complying with the notice requirements.

Any proposal to implement the CCTV system at a specific public location will be assessed according to the *Guiding Principles of the NSW Government Policy Statement and Guidelines for the Establishment and Implementation of CCTV in Public Places*.

Surveillance devices deployed for regulatory, compliance or enforcement purposes, including covert surveillance in relation to illegal dumping or environmental offences, are deployed for statutory investigative functions and not for the purpose of monitoring Council employees. Such surveillance does not constitute workplace surveillance within the meaning of the *Workplace Surveillance Act 2005* (NSW).

Where such surveillance incidentally captures Council employees performing work duties, that material will not be used for performance management or disciplinary purposes except where it relates to suspected unlawful activity, serious misconduct, or work health and safety matters.

Covert surveillance undertaken for regulatory enforcement purposes will be authorised internally by an appropriate delegated officer. Deployment locations, installation dates, retrieval dates and handling of recorded material will be documented.

Recorded material not required for evidentiary purposes will be securely deleted at the earliest opportunity.

CCTV Image Monitoring, Capture, Storage, Disposal and Signage

The CCTV system will not be monitored 24 hours a day 7 days a week. It will primarily serve as a tool for regulatory enforcement and lawful investigations to address criminal activity and identify offenders, aiming to reduce harm to the community. To achieve this, footage will be captured and recorded. Recorded material will be retained and disposed of in accordance with the *State Records Act 1998* (NSW) and Council's approved records management framework.

Recorded material from Council's CCTV camera network is considered a public record and is subject to standard information management security procedures as outlined in the NSW *State Records Act 1998* and the Council's Record Management Policy and Right to Information Policy. Recorded material no longer required will be disposed of using approved disposal methods.

REVISED CCTV POLICY (Cont.)

The Council will inform the public through relevant and clearly visible signage when CCTV cameras are installed for general public safety, asset protection or facility management purposes.

Where CCTV or still-image surveillance devices are deployed for lawful regulatory or enforcement investigations, including illegal dumping investigations, signage may not be installed where signage would reasonably prejudice or defeat the purpose of the investigation.

Body Worn Cameras – Ranger Services

Council may authorise the use of Body Worn Cameras (BWC) by Rangers and other authorised officers for the purposes of:

- Officer and public safety
- De-escalation of conflict
- Evidence gathering in relation to alleged offences
- Supporting lawful investigations and prosecutions
- Enhancing transparency and accountability

The use of BWCs supports Council's statutory regulatory functions, including but not limited to functions exercised under the Protection of the Environment Operations Act 1997 and the Local Government Act 1993.

BWCs may be activated during enforcement interactions, investigations, or where recording is reasonably necessary for evidentiary or officer safety purposes. BWCs are not intended to record continuously for entire shifts.

Where reasonably practicable, Rangers will inform individuals that recording is taking place.

BWCs capture video and audio. Audio recording is lawful where the Ranger is a party to the conversation and the recording is reasonably necessary to protect the Ranger's lawful interests, consistent with the Surveillance Devices Act 2007 (NSW).

BWCs are not deployed for the purpose of monitoring employee performance and do not constitute workplace surveillance within the meaning of the Workplace Surveillance Act 2005. Footage will not be used for performance management or disciplinary purposes except where it relates to suspected unlawful activity, serious misconduct or work health and safety matters.

All recordings will be managed, stored, accessed and retained in accordance with the provisions of this Policy relating to CCTV recorded material.

Security

Council will take reasonable steps to ensure that the CCTV footage it collects is accurate, up-to-date, complete and retained in accordance with Council's '*Records Management Policy*'. Council is committed to implementing security measures to protect this information from misuse, loss, unauthorised access, modification, or disclosure.

The Council will implement appropriate security measures and internal controls to prevent unauthorised access, alteration, disclosure, accidental loss, or destruction of recorded material. Only appropriately licensed, trained and authorised personnel will have access to operating controls and

REVISED CCTV POLICY (Cont.)

recording facilities, except in the case of an emergency when NSW Police or other NSW government agencies may have access with the approval of the General Manager.

Council will ensure the installation of CCTV cameras will be undertaken by persons who are appropriately licensed under the *Security Industry Act 1997*.

Access and Correction

Individuals have the right to request access and change contact details, please refer to Maitland City Councils '*Right to Information Guidelines*' and '*Change of Contact Details*' on our website. All public requests for access to recorded material, must be made through an Access Application pursuant to the *Government Information (Public Access) Act 2009* (GIPA), please visit our '*Governance and Transparency*' section of our website.

Recorded material will not be sold or used for commercial purposes or entertainment. It will only be used for the purposes outlined in this Policy. The display of recorded material to the public will only be permitted in accordance with law enforcement functions related to the investigation of crime, missing person, or as allowed by law.

Maintenance

Council will put in place processes to inspect and maintain the CCTV camera network for proper performance to ensure the footage it provides is accurate, up to date and complete. Council will ensure that any person engaging in maintaining the CCTV system is appropriately licensed as required by the *Security Industry Act 1997*.

Enquiries and Complaints

Council encourages anyone with an enquiry or concern about its CCTV camera network to first discuss the issues informally with Council's Customer Experience Team via the below contact details.

Contact details:

Email: cet@maitland.nsw.gov.au

Phone: 4934 9700

Live chat: via website: www.maitland.nsw.gov.au

In person: 263 High Street, Maitland NSW 2320

Complaints in relation to Council's establishment, management or operation of CCTV may be made through Council's existing customer complaints processes (verbally or in writing by letter, email, fax or live chat). Complaints, except for those specified below, will be managed in accordance with Council's '*Complaint Management Policy*'.

Complaints or enquiries about the handling of CCTV footage and a person's personal or health information or possible data breaches can be directed to Council's Privacy Officer via the below contact details. Such complaints will be managed in accordance with Council's '*Privacy Management Plan*' and '*Data Breach Policy*'.

Contact details:

Privacy Officer

Maitland City Council

Post: PO Box 220, Maitland NSW 2320

Email: privacy@maitland.nsw.gov.au

Phone: 4934 9700

REVISED CCTV POLICY (Cont.)

Policy Definitions

Affected individual	As defined in section 59D of the PPIP Act, an affected individual is an individual: <ul style="list-style-type: none"> to whom the information subject to unauthorised access, unauthorised disclosure or loss relates, and who a reasonable person would conclude is likely to suffer serious harm as a result of the data breach.
Camera	Includes an electronic device capable of monitoring or recording visual images of activities in public places.
Closed Circuit Television (CCTV)	Defined as a television system that transmits images on a 'closed loop' basis, where images are only available to those directly connected to the transmission system. The transmission of closed circuit television images may involve the use of coaxial cable, fibre-optic cable, telephone lines, infra-red, wireless and radio transmission systems. A hand held or fixed video recorder is not included in this definition unless it is connected to the transmission system.
CCTV camera network	Refers to a Closed Circuit Television (CCTV) system operated by Council in public places and within council-operated facilities. It excludes privately owned and operated CCTV systems in private places and is distinct from CCTV used solely for council facility management. The primary purposes include enhancing public safety, deterring crime, protecting council assets, and ensuring operational security
Data breach	Data breach means unauthorised access to, or unauthorised disclosure of, personal information or a loss of personal information. Examples of a data breach are when a device containing personal information is lost or stolen, an entity's database containing personal information is hacked or an entity mistakenly provides personal information to the wrong person.
Employee/Staff	A person working for Council, including contractors and volunteers.
Health information	A specific type of personal information which may include information or an opinion about the physical or mental health or a disability (at any time) of an individual. This includes, for example, information contained in medical certificates, information about medical appointments or test results.
Law enforcement agency	Means any of the following: (a) NSW Police Force, (b) A police force or police service of another State or a Territory, (c) The Australian Federal Police, (d) The Police Integrity Commission, (e) The Independent Commission Against Corruption, (f) The New South Wales Crime Commission, (g) The Australian Crime Commission, (h) The Department of Corrective Services, (i) The Department of Juvenile Justice, (j) Any other authority or person responsible for the enforcement of the criminal laws of the Commonwealth or of the

REVISED CCTV POLICY (Cont.)

	State, (k) A person or body prescribed for the purposes of this definition by the regulations.
Loss	Loss refers to the accidental or inadvertent loss of personal information held by Council, in circumstances where it is likely to result in unauthorised access or disclosure. For example, where a staff member leaves personal information (including hard copy documents, unsecured computer equipment, or portable storage devices containing personal information) on public transport.
Personal information	Information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or could be reasonably ascertained from the information or opinion, as defined in section 4 of the PPIP Act. For the purpose of this policy, personal information includes health information within the meaning of the <i>Health Records and Information Privacy Act 2002</i> .
Public Place	Defined in the NSW <i>Local Government Act 1993</i> and means public reserves, public bathing reserves, public baths or swimming pools, public roads, public bridges, public wharfs or public road-ferries, a Crown reserve, or public land (which is any land vested in or under the control of the council, such as car parks).
Serious harm	Serious harm occurs where the harm arising from the eligible data breach has, or may, result in a real and substantial detrimental effect to the affected individual. That is, the effect on the individual must be more than mere irritation, annoyance, or inconvenience. Harm to an individual includes physical harm, economic, financial, or material harm, emotional or psychological harm; reputational harm, and other forms of serious harm that a reasonable person in Council's position would identify as a possible outcome of the data breach.
Unauthorised access	Unauthorised access of personal information occurs when personal information that an entity holds is accessed by someone who is not permitted to have access. This includes unauthorised access by an employee of the entity, or an independent contractor, as well as unauthorised access by an external third party (such as by hacking). For example, a staff member browses a fellow employee's personnel record without any legitimate purpose.
Unauthorised disclosure	Unauthorised disclosure occurs when an entity, whether intentionally or unintentionally, makes personal information accessible or visible to others outside the organisation, and releases that information from its effective control in a way that is not permitted by the PPIP Act. This includes an unauthorised disclosure by an employee of the organisation. For example, a staff member accidentally publishes a confidential data file containing the personal information of one or more individuals on the internet.

REVISED CCTV POLICY (Cont.)

Unlawful activity	Means an act or omission that constitutes an offence against a law of this State or the Commonwealth.
Video Surveillance	Surveillance by a closed circuit television system for direct visual monitoring and/or recording of activities on premises or in a public space.

Policy Administration

BUSINESS GROUP:	Customer and Digital Services
RESPONSIBLE OFFICER:	Manager Enterprise Architecture
COUNCIL REFERENCE:	
POLICY REVIEW DATE:	One (1) year from date of adoption
FILE NUMBER:	118/1
RELEVANT LEGISLATION	Health Records and Information Protection Act 2002 (NSW) Privacy and Personal Information Protection Act 1998 (NSW) Privacy and Personal Information Protection Regulation 2019 (NSW) State Records Act 1998 (NSW) Workplace Surveillance Act 2005 (NSW) Security Industry Act 1997 (NSW) Government Information (Public Access) Act 2009 Surveillance Devices Act 2007 Protection of the Environment Operations Act 1997
RELATED POLICIES / PROCEDURES / PROTOCOLS	Privacy Management Plan Records Management Policy Data Breach Policy Code of Conduct Cyber Information Security Policy Workplace Surveillance Policy

Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	26 th November 2024	Initial Policy

REVISED CCTV POLICY (Cont.)

1.1	TBC	Amended to clarify the use of covert regulatory surveillance, introduce provisions for Ranger body worn cameras, strengthen workplace surveillance exclusions, and improve legislative alignment and drafting accuracy.
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Customer and Digital Services

Revised CCTV Policy

CCTV Policy 2024

Meeting Date: 19 May 2026

Attachment No: 2

Number of Pages: 7

CCTV Policy

Date Adopted: Tuesday, 26th November 2024

Version: 1.0

Policy Objectives

- Provide direction and guidance to Maitland City Council ('Council') when considering the management and use of closed circuit television (CCTV) in public places or on Council-managed property or infrastructure.
- Ensure that Council CCTV camera network systems comply with relevant statutory requirements.

Policy Scope

This Policy applies to the Council-owned CCTV camera network installed in public places for surveillance purposes. This includes cameras located on Council property and mobile surveillance cameras. With express permission, mobile cameras may also be placed on private land or attached to Council vehicles and equipment.

The installation and placement of CCTV cameras, as well as other aspects of the CCTV system, will be determined solely by the Council in consultation with relevant stakeholders as appropriate.

This Policy is not intended to guide the use of CCTV cameras operated by other parties. This includes private landowners or businesses, as well as tenants or licensees of Council land or buildings, who must only install CCTV cameras in accordance with the terms of their leases or licenses (or with the consent of Council if those are silent on the issue).

This Policy applies to the General Manager, all Council staff, councillors, contractors, volunteers and committees.

Policy Statement

Council considers it important to provide a safe environment for its staff and community. The primary purpose of Closed-Circuit Television (CCTV) camera network is to deter and/or detect unlawful activity and help improve the community's perception of safety.

Council also recognises that CCTV is just one of many strategies to reduce crime. The preferred approach is to use Crime Prevention through Environmental Design principles for any spaces Council designs or constructs. This approach includes creating clear sightlines, minimising concealed areas, installing appropriate lighting, enhancing natural surveillance, increasing access control, and improving signage before considering the installation of CCTV.

The development of this Policy has been guided by the *NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed-Circuit Television (CCTV) in Public Places*.

Council is dedicated to safeguarding the privacy of individuals by ensuring that any personal information or health information collected within the CCTV camera network follows the *Privacy and*

REVISED CCTV POLICY (Cont.)

Personal Information Protection Act 1998 (NSW) and the *Health Records and Information Privacy Act 2002* (NSW).

Council's CCTV camera network will not be used for the purposes of automated biometric verification or biometric identification such as facial recognition.

Council will comply with the requirements of the *Surveillance Devices Act 2007* generally and in particular in relation to any audio captured on the CCTV camera network (which is only captured in very limited locations and very limited circumstances with appropriate signage).

Council will regularly evaluate the CCTV camera network to determine whether it is achieving its objectives.

Collection of Information

Council currently operates a CCTV camera network in the area around Maitland Administration Centre, Maitland Resources Recovery Facility, Maitland Regional Athletics Centre, Maitland Regional Art Gallery, Maitland City Council Works Depot and Maitland Animal Management Facility. Live feeds from the Maitland Administration Centre are monitored by Council authorised staff. Council also has CCTV installations on mobile equipment and at numerous public locations throughout the local government area.

When the Council collects CCTV camera footage, it will be:

- managed in accordance with the Privacy and Personal Information Protection Act 1998, Health Records and Information Privacy Act 2002, Government Information (Public Access) Act 2009, Workplace Surveillance Act 2005, and the NSW Local Government Act 1993.
- managed according to the Council's Privacy Management Plan.
- managed in compliance with the legal obligations under the Information Protection Principles (IPP) and Health Protection Principles (HPP) for collection, storage, use, and disclosure.
- subject to the NSW Mandatory Notification of Data Breach (MNDB) Scheme.

These steps ensure that CCTV footage is handled responsibly and in compliance with legal requirements.

Use and Disclosure

Council will ensure that the CCTV camera network is only used for the purposes for which it was collected or as otherwise permitted by law. It will not be used for general intelligence gathering purposes.

Council will not disclose CCTV footage or photographs generated from the footage or any accompanying audio to third parties without the individual's consent, except where required by law or where necessary to lessen or prevent a threat to life, health or safety.

Governance

The use of CCTV within the Maitland City Local Government Area will be operated fairly and transparently, in accordance with applicable laws.

The Council retains ownership and copyright of all documentation, recorded material, and other materials related to CCTV operations under this Policy.

 REVISED CCTV POLICY (Cont.)

It is acknowledged that CCTV cameras installed in public place locations and as part of Council infrastructure may also capture Council staff performing work tasks. The CCTV camera network, the subject of this policy, is not designed to intentionally provide workplace surveillance. Where the purpose is to provide workplace surveillance or a record of accidents or other non-crime incidents involving Council staff, Council will comply with the *Workplace Surveillance Act 2005* and will apply Council's Workplace Surveillance Policy, including complying with the notice requirements.

Any proposal to implement the CCTV system at a specific public location will be assessed according to the *Guiding Principles of the NSW Government Policy Statement and Guidelines for the Establishment and Implementation of CCTV in Public Places*.

CCTV Image Monitoring, Capture, Storage, Disposal and Signage

The CCTV system will not be monitored 24 hours a day 7 days a week. It will primarily serve as a tool for law enforcement to address criminal activity and identify offenders, aiming to reduce harm to the community. To achieve this, footage will be captured and recorded. Recordings will be kept securely and for no longer than is necessary for the purposes of this policy.

Recorded material from Council's CCTV camera network is considered a public record and is subject to standard information management security procedures as outlined in the *NSW State Records Act 1998* and the Council's Record Management Policy and Right to Information Policy. Recorded material no longer required will be disposed of using approved disposal methods.

The Council will inform the public through relevant and clearly visible signage when Council CCTV cameras are in operation at a location, including where audio is captured as applicable.

Security

Council will take reasonable steps to ensure that the CCTV footage it collects is accurate, up-to-date, complete and retained in accordance with Council's *'Records Management Policy'*. Council is committed to implementing security measures to protect this information from misuse, loss, unauthorised access, modification, or disclosure.

The Council will implement appropriate security measures and internal controls to prevent unauthorised access, alteration, disclosure, accidental loss, or destruction of recorded material. Only appropriately licensed, trained and authorised personnel will have access to operating controls and recording facilities, except in the case of an emergency when NSW Police or other NSW government agencies may have access with the approval of the General Manager.

Council will ensure the installation of CCTV cameras will be undertaken by persons who are appropriately licensed under the *Security Industry Act 1997*.

Access and Correction

Individuals have the right to request access and change contact details, please refer to Maitland City Council's *'Right to Information Guidelines'* and *'Change of Contact Details'* on our website. All public requests for access to recorded material, must be made through an Access Application pursuant to the *Government Information (Public Access) Act 2009* (GIPA), please visit our *'Governance and Transparency'* section of our website.

Recorded material will not be sold or used for commercial purposes or entertainment. It will only be used for the purposes outlined in this Policy. The display of recorded material to the public will only be permitted in accordance with law enforcement functions related to the investigation of crime, missing person, or as allowed by law.

REVISED CCTV POLICY (Cont.)

Maintenance

Council will put in place processes to inspect and maintain the CCTV camera network for proper performance to ensure the footage it provides is accurate, up to date and complete. Council will ensure that any person engaging in maintaining the CCTV system is appropriately licensed as required by the *Security Industry Act 1997*

Enquiries and Complaints

Council encourages anyone with an enquiry or concern about its CCTV camera network to first discuss the issues informally with Council's Customer Experience Team via the below contact details.

Contact details:

Email: cet@maitland.nsw.gov.au

Phone: 4934 9700

Live chat: via website: www.maitland.nsw.gov.au

In person: 263 High Street, Maitland NSW 2320

Complaints in relation to Council's establishment, management or operation of CCTV may be made through Council's existing customer complaints processes (verbally or in writing by letter, email, fax or live chat). Complaints, except for those specified below, will be managed in accordance with Council's '*Complaint Management Policy*'.

Complaints or enquiries about the handling of CCTV footage and a person's personal or health information or possible data breaches can be directed to Council's Privacy Officer via the below contact details. Such complaints will be managed in accordance with Council's '*Privacy Management Plan*' and '*Data Breach Policy*'.

Contact details:

Privacy Officer

Maitland City Council

Post: PO Box 220, Maitland NSW 2320

Email: privacy@maitland.nsw.gov.au

Phone: 4934 9700

Policy Definitions

Affected individual	<p>As defined in section 59D of the PPIP Act, an affected individual is an individual:</p> <ul style="list-style-type: none"> • to whom the information subject to unauthorised access, unauthorised disclosure or loss relates, and • who a reasonable person would conclude is likely to suffer serious harm as a result of the data breach.
Camera	Includes an electronic device capable of monitoring or recording visual images of activities public places.
Closed Circuit Television (CCTV)	Defined as a television system that transmits images on a 'closed loop' basis, where images are only available to those directly connected to the transmission system. The transmission of closed circuit television images may involve the use of coaxial cable, fibre-optic cable, telephone lines, infra-red, wireless and radio transmission systems. A hand held or fixed video recorder is not

REVISED CCTV POLICY (Cont.)

	included in this definition unless it is connected to the transmission system.
CCTV camera network	Refers to a Closed Circuit Television (CCTV) system operated council in public places and within council-operated facilities. It excludes privately owned and operated CCTV systems in private places and is distinct from CCTV used solely for council facility management. The primary purposes include enhancing public safety, deterring crime, protecting council assets, and ensuring operational security
Data breach	Data breach means unauthorised access to, or unauthorised disclosure of, personal information or a loss of personal information. Examples of a data breach are when a device containing personal information is lost or stolen, an entity's database containing personal information is hacked or an entity mistakenly provides personal information to the wrong person.
Employee/Staff	A person working for Council, including contractors and volunteers.
Health information	A specific type of personal information which may include information or an opinion about the physical or mental health or a disability (at any time) of an individual. This includes, for example, information contained in medical certificates, information about medical appointments or test results.
Law enforcement agency	Means any of the following: (a) NSW Police Force, (b) A police force or police service of another State or a Territory, (c) The Australian Federal Police, (d) The Police Integrity Commission, (e) The Independent Commission Against Corruption, (f) The New South Wales Crime Commission, (g) The Australian Crime Commission, (h) The Department of Corrective Services, (i) The Department of Juvenile Justice, (j) Any other authority or person responsible for the enforcement of the criminal laws of the Commonwealth or of the State, (k) A person or body prescribed for the purposes of this definition by the regulations.
Loss	Loss refers to the accidental or inadvertent loss of personal information held by Council, in circumstances where it is likely to result in unauthorised access or disclosure. For example, where a staff member leaves personal information (including hard copy documents, unsecured computer equipment, or portable storage devices containing personal information) on public transport.
Personal information	Information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or could be reasonably ascertained from the information or opinion, as defined in section 4 of the PPIP Act. For the purpose of this policy, personal information includes health information within the meaning of the <i>Health Records and Information Privacy Act 2002</i> .
Public Place	Defined in the NSW <i>Local Government Act 1993</i> and means public reserves, public bathing reserves, public baths or swimming pools,

REVISED CCTV POLICY (Cont.)

	public roads, public bridges, public wharfs or public road-ferries, a Crown reserve, or public land (which is any land vested in or under the control of the council, such as car parks).
Serious harm	<p>Serious harm occurs where the harm arising from the eligible data breach has, or may, result in a real and substantial detrimental effect to the affected individual. That is, the effect on the individual must be more than mere irritation, annoyance, or inconvenience.</p> <p>Harm to an individual includes physical harm, economic, financial, or material harm, emotional or psychological harm; reputational harm, and other forms of serious harm that a reasonable person in Council's position would identify as a possible outcome of the data breach.</p>
Unauthorised access	Unauthorised access of personal information occurs when personal information that an entity holds is accessed by someone who is not permitted to have access. This includes unauthorised access by an employee of the entity, or an independent contractor, as well as unauthorised access by an external third party (such as by hacking). For example, a staff member browses a fellow employee's personnel record without any legitimate purpose.
Unauthorised disclosure	Unauthorised disclosure occurs when an entity, whether intentionally or unintentionally, makes personal information accessible or visible to others outside the organisation, and releases that information from its effective control in a way that is not permitted by the PPIP Act. This includes an unauthorised disclosure by an employee of the organisation. For example, a staff member accidentally publishes a confidential data file containing the personal information of one or more individuals on the internet.
Unlawful activity	Means an act or omission that constitutes an offence against a law of this State, or the Commonwealth Video Surveillance is defined as surveillance by a closed circuit television system for direct visual monitoring and/or recording of activities on premises or in a public space.

REVISED CCTV POLICY (Cont.)

Policy Administration

BUSINESS GROUP:	Customer and Digital Services
RESPONSIBLE OFFICER:	Manager Enterprise Architecture
COUNCIL REFERENCE:	26 November 2024 – Item 11.5
POLICY REVIEW DATE:	Three (3) years from date of adoption
FILE NUMBER:	118/1
RELEVANT LEGISLATION	Health Records and Information Protection Act 2002 (NSW) Privacy and Personal Information Protection Act 1998 (NSW) Privacy and Personal Information Protection Regulation 2019 (NSW) State Records Act 1998 (NSW) Workplace Surveillance Act 2005 (NSW) Security Industry Act 1997 (NSW) Government Information (Public Access) Act 2009 Surveillance Devices Act 2007 Security Industry Act 1997
RELATED POLICIES / PROCEDURES / PROTOCOLS	Privacy Management Plan Records Management Policy Data Breach Policy Code of Conduct Cyber Information Security Policy Workplace Surveillance Policy

Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	26 th November 2024	Initial Policy

12.2 New Monument and Memento Policy

FILE NO:	26/1
ATTACHMENTS:	1. Monument and Memento Policy (Under Separate Cover)
RESPONSIBLE OFFICER:	Executive Manager Customer & Digital Services
AUTHOR:	Manager Enterprise Architecture
MAITLAND'S FUTURE	1 Liveable Maitland
COUNCIL OBJECTIVE:	1.1.1 Quality open space network

EXECUTIVE SUMMARY

The Cemeteries Monument and Memento Policy has been developed to provide a clear, consistent, and contemporary framework for the installation, maintenance, and management of monuments and memorials within Maitland City Council cemeteries.

Council, as the cemetery operator, is responsible for ensuring that all memorial structures are safe, compliant with legislative requirements, and respectful of the cultural and historical significance of cemetery spaces. The policy aligns with the AS4204:2019 Headstones and cemetery monuments and relevant NSW legislation, including the Cemeteries and Crematoria Act 2013.

The policy introduces strengthened controls relating to monument design, construction, and approval processes, including clear requirements for structural safety, engineering certification (where applicable), and site-specific assessment. It also formalises a case-by-case assessment approach, allowing Council to respond appropriately to varying site conditions, materials, and monument designs.

In addition, the policy improves clarity around contractor requirements, inspection processes, memorial maintenance responsibilities, and enforcement provisions.

The policy is intended to support community expectations while ensuring Council meets its obligations to provide safe, accessible, and well-managed cemetery environments.

OFFICER'S RECOMMENDATION

THAT

- 1. Council endorses the Cemeteries Monument and Memento Policy (Attachment 1) to be placed on public exhibition for a period of 28 days.**
- 2. Should there be no submissions of objection:**
 - a. Council adopts the Cemeteries Monument and Memento Policy.**
 - b. Council delegates authority to the General Manager to approve any minor amendments to the Policy. Any significant changes will be the subject of a further report to Council for consideration.**

NEW MONUMENT AND MEMENTO POLICY (Cont.)**REPORT**

The purpose of this report is to present the Cemeteries Monument and Memento Policy (Version 1.0, 2026) for Council's consideration and endorsement for public exhibition. Maitland City Council is the cemetery operator for multiple cemetery sites across the Local Government Area and is responsible for the administration, maintenance, and regulatory compliance of these facilities in accordance with the Cemeteries and Crematoria Act 2013 (NSW) and associated regulations.

The introduction of this policy provides a dedicated framework for the management of monuments and mementos within Council-managed cemeteries. While broader cemetery management is addressed within Council's existing Cemetery Policy, this document establishes specific requirements and controls relating to monumental works.

The policy has been developed to address several key areas:

1. Alignment with legislative requirements and applicable Australian Standards, including structural and safety considerations for monuments
2. Establishment of clear monument specifications, including size, materials, and construction requirements
3. Introduction of engineering certification triggers for higher-risk monuments based on height, weight, materials, and site conditions
4. Implementation of a case-by-case assessment model to ensure site-specific conditions, including soil stability and surrounding context, are appropriately considered
5. Strengthening of approval processes, including application requirements, assessment criteria, and decision-making authority
6. Introduction of compliance and enforcement provisions, including staged inspections and contractor obligations
7. Clarification of ownership, maintenance responsibilities, and Council's authority to intervene in cases of unsafe or abandoned memorials
8. Improved guidance for families and monumental masons to ensure consistency, transparency, and community understanding

The policy also formalises contractor requirements, including mandatory qualifications, insurance, and work health and safety obligations, ensuring that all monumental works are undertaken by suitably qualified and authorised personnel.

The proposed policy supports Council's commitment to maintaining safe, respectful, and well-managed cemetery environments, while allowing flexibility to accommodate varying monument designs and cultural practices.

It is proposed that the policy be placed on public exhibition for a period of 28 days to allow for community and stakeholder feedback prior to final adoption.

CONSULTATION

Internal consultation was undertaken with Cemeteries staff, Legal Services, Engineering, Surveyors, and relevant operational stakeholders to inform the development of the Monument and Memento Policy and ensure alignment with operational, safety, and legislative requirements.

NEW MONUMENT AND MEMENTO POLICY (Cont.)

Consultation focused on monument safety, structural compliance, engineering certification requirements, contractor obligations, and Council's regulatory responsibilities as cemetery operator. Feedback supported the introduction of clearer approval pathways, inspection processes, and a case-by-case assessment model to address varying monument designs, site conditions, and cultural considerations.

Engineering and surveying input assisted in refining requirements relating to structural stability, footing design, and site-specific risk assessment, while Legal Services provided advice regarding Council's compliance obligations, enforcement powers, and consistency with applicable legislation and Australian Standards, including AS4204:2019 Headstones and cemetery monuments.

The consultation process confirmed support for the proposed policy direction and identified the need for clear guidance material to assist families, monumental masons, and contractors in understanding Council's requirements and approval processes

CONCLUSION

The Cemeteries Monument and Memento Policy provides a clear, structured, and contemporary framework for the management of monuments within Council cemeteries.

The policy strengthens safety, compliance, and governance while supporting community expectations and maintaining the dignity and integrity of cemetery environments.

Public exhibition will provide an opportunity for community feedback prior to final adoption.

RISK IMPLICATIONS

RISK	INHERENT RISK RATING (E, H, M, L)	RISK MITIGATION/ TREATMENT	RESIDUAL RISK RATING (E, H, M, L)	RESOURCING – WITHIN OR ADDITIONAL	WITHIN RISK APPETITE? Y/N
There is a risk of monument failure or instability that may lead to injury or damage	H	Implementation of structural requirements, engineering certification triggers, and inspection processes	M	Within	Y
There is a risk of inconsistent decision-making under a case-by-case assessment model	M	Clear policy criteria, internal review processes, and defined approval authority	L	Within	Y

NEW MONUMENT AND MEMENTO POLICY (Cont.)

FINANCIAL IMPLICATIONS

ITEM	VALUE (EXCL. GST)	COMMENTS
Expenditure	Nil	No direct financial impact
Total Expenditure	Nil	
Source of Funding	N/A	
Net Result	Nil	

POLICY IMPLICATIONS

The report relates to and is consistent with the following policies:

- Procurement Policy
- Cemetery Policy
- WHS Policy

The proposed policy strengthens Council's policy framework for cemetery management and operates in conjunction with the existing Cemetery Policy.

LEGISLATIVE IMPLICATIONS

The policy relates to and is consistent with the following legislation:

- Cemeteries and Crematoria Act 2013 (NSW)
- Public Health Act 2010 (NSW)
- Public Health Regulation 2022 (NSW)
- Environmental Planning and Assessment Act 1979 (NSW)
- Work Health and Safety Act 2011 (NSW)

The policy supports compliance with applicable legislation and introduces no variations that would create inconsistency with statutory requirements.

13 People and Performance

Nil

14 Finance

14.1 Quarter Three Report – Operational Plan and Budget 2025–26 Progress Report End 31 March 2026

FILE NO:	35/33/21
ATTACHMENTS:	<ol style="list-style-type: none"> 1. Community Progress Report January to March 2026 2. Q3 Mayoral Minutes and Notices of Motion – Report (Under Separate Cover) 3. Quarterly Budget Review Statement 31 March 2026
RESPONSIBLE OFFICER:	Executive Manager Finance Manager Corporate Performance and Engagement Manager Financial Reporting
AUTHOR:	Corporate Performance Lead Corporate Planning & Reporting Officer Senior Management Accountant Senior Corporate Accountant
MAITLAND'S FUTURE	4 Achieving together
COUNCIL OBJECTIVE:	4.1.3 Transparent decision making

EXECUTIVE SUMMARY

Our Quarterly Report has been revised to strengthen trust, support clear and open communication and present a summary of Council's position at the end of each quarter. The report outlines progress against our Operational Plan including budget and capital works program. We want to ensure our community stays up to date on the things that matter most to them.

Our Community Progress Report offers a summary of the projects and initiatives within Council's Operational Plan 2025-26 and Delivery Program 2025-29.

With a strong community focus, this report provides accessible and transparent updates on budgetary and operational performance for the period of 1 January to 31 March 2026. It includes performance highlights and key operational activities aligned with the themes of our Community Strategic Plan, infrastructure works delivered under our capital works program, and our financial position as of 31 March 2026.

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.

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026 (Cont.)

Quarter three budget review for 2025-26 reports an increase of \$1,028K in the operating result and a small projected reduction in capital expenditure of \$286K.

The \$1,028K increase in operating result (before capital) reflects several adjusting items. These include, \$196K for profit on sale of property, \$576K reduction in consultancy costs and adjustment for investment income \$243K. Details are included in the attached report.

The \$286K reduction in capital expenditure reflects a series of adjustments to reflect the planned delivery of works for 2025-26. The funding for the projects that have been removed will be returned to the appropriate reserve for future reallocation.”

OFFICER’S RECOMMENDATION

THAT

- 1. Council receives the Community Progress Report (attachment 1), a report for the period January to March 2026 on progressing the Delivery Program 2025 – 2029.**
- 2. The report be made available to the community on Council’s website and promoted via social media.**
- 3. Council receives progress against outstanding Council Resolutions, Notices of Motion and Mayoral Minute Actions (attachment 2),**
- 4. Council approves budget variations for the 31 March 2026 quarter three (attachment 3) and changes form part of the Operational Plan for 2025-26.**
- 5. Council approves variations to the Operational Plan as outlined in the report, allowing adjustments to support effective delivery of projects and initiatives.**

REPORT

Community Progress Report – January to March 2026

The Community Progress Report provides an overview on progress towards our Delivery Program 2025-29, a statement of commitment to the community from our elected Council, translating the community’s vision and priorities from our Community Strategic Plan into actions.

The report is presented under the four focus areas of the Delivery Program and Operational Plan and provides an overview of progress toward our community outcomes, encompassing the first quarter of the financial year being January to March 2026. In addition to meeting our legislative obligations, the objectives of the report are to:

- communicate our vision, themes and outcomes 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.
- provide transparent progress updates against Operational Plan actions.

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026 (Cont.)

Furthermore, the Community Progress Report outlines progress towards our service workload measures outlined in the Delivery Program 2025-29. It also includes a status update on all Operational Plan actions, operating income and expenditure summary, and an overview of our successful grant applications and Capital Works projects.

Proposed variations to Operational Plan actions

As part of our commitment to delivering meaningful outcomes for the community, we have undertaken a comprehensive review of our operational plan actions. This ensures that our efforts are strategically aligned with the community's top priorities, allowing us to focus on initiatives that bring the most value.

By refining our approach, we are better positioned to deliver impactful services and drive continuous improvement in everything we do.

Operational Plan action	Comments	New action
3.2.2.7 Develop guidelines for the use of the public spaces within The Levee	Remove action to align with the outcomes that will be presented within The Levee review once completed	Not applicable

Council Resolutions, Notices of Motion and Mayoral Minute Actions

Mayoral Minutes/ Notice of Motions:

21 outstanding Mayoral Minutes (MM) and Notice of Motions (NoM) to be actioned, including:

- 11 on track for progress
- 7 behind on progress
- 3 overdue on progress

During Q3, 6 Mayoral Minutes & Notice of Motions were actioned and status changed to complete. A listing of the Council Motions & Notice of Motions is attached.

Open Council Motions and Notice of Motions by Directorate:

- 3 City Planning
- 13 City Services
- 3 Finance
- 2 Office of the General Manager

Council Resolutions:

There are currently 55 open resolutions. Open resolutions by directorate:

- 19 City Planning
- 21 City Services
- 8 Finance
- 3 People and Performance
- 3 Office of the General Manager
- 1 Customer and Digital Services

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026 (Cont.)

23 resolutions were completed during the quarter. The completed resolutions by the directorate are as follows:

- 8 City Planning
- 5 City Services
- 6 Finance
- 1 People and Performance
- 3 Office of the General Manager

Also attached is a detailed report of open and completed Notices of Motion and Mayoral Minute actions as of 31 March 2026.

Quarter three budget review

Clause 203(2) of the Local Government (General) Regulations 2021 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 - Financial Overview;
- Budget Review - Income and Expenses Statement;
- Budget Review - Capital Statement;
- Budget Review - Cash and Investments;
- Budget Review - Developer Contribution Summary;
- Budget Review - Key Performance Indicators;

The variations are outlined in the attached report and show a net favourable adjustment to operating activity (before capital) of \$1,028K 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 (\$286K) for approval with a detailed explanation for those changes including the funding source in the "Capital Expenditure - Recommended Changes to the Budget" section of the report.

Statement by the Responsible Accounting Officer:

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2021.

In my opinion, the Quarterly Budget Review Statement for Maitland City Council for the quarter ended 31 March 2026 indicates that Council's projected financial position at 30 June 2026 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
7 May 2026

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026 (Cont.)

CONCLUSION

Our Community Progress Report provides an overview of the delivery of projects and activities within Council's Delivery Program 2025-29 over the period January to March 2026.

The Income and Expenditure Statement incorporates those income and expenditure items that the officers are aware of for the period 1 January 2026 to 31 March 2026. Items of a capital as well as non-capital nature have been identified and are presented for consideration.

IMPLICATIONS

Risk Implications

Risk	Inherent Risk rating (E, H, M, L)	Risk Mitigation/ Treatment	Residual Risk Rating (E, H, M, L)	Resourcing - within or additional	Within Risk Appetite? Y/N
There is a risk of the community being unaware of what Council has delivered that may lead to a loss of Community trust and confidence in Council's ability to deliver on its commitments.	Medium	By placing the attached documents on Council's website and social channels.	Low	Within identified resources.	Yes
There is a risk that we do not meet the legislative reporting requirements with respect to the principal activities detailed in the endorsed Delivery Program and Operational Plan	Medium	By placing the attached documents on Council's website and social channels.	Low	Within identified resources.	Yes

FINANCIAL IMPLICATIONS

The budget variations recommended through the Quarterly Budget Review Statement are presented in more detail in attachment 3. As at the quarterly review, Maitland City Council is forecasting that the annual budget deficit before grants and contributions provided for capital purposes will be slightly improved compared with the Q2 result, at \$3.38 million for the year ending 30 June 2026.

The recommended adjustments, if adopted by Council, will form part of the Operational Plan 2025-26.

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026 (Cont.)

POLICY IMPLICATIONS

This matter has no specific policy implications for Council.

STATUTORY IMPLICATIONS

The production of the Community Progress Report meets the requirements of Section 406 of the *Local Government Act 1993* and the Integrated Planning and Reporting guidelines for reporting against the Delivery Program.

The Quarterly Budget Review Statement is required under Clause 203 of the Local Government (General) Regulations 2021.

Finance

Quarter Three Report – Operational Plan and Budget 2025–26 Progress Report End 31 March 2026

Quarterly Budget Review Statement 31 March 2026

Meeting Date: 19 May 2026

Attachment No: 3

Number of Pages: 13



March 2026

Quarterly Budget Review Statement

maitland
CITY COUNCIL

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

maitland		QBRS Financial Overview										Maitland City Council					
		Budget review for the quarter ended 31 March 2026		Council Name:		Approved Changes		Approved Changes		Revised		Recommended changes For Council resolution		Projected Year End (PVE)		Actual YTD	
Description		Previous Year		Current Year		Approved Changes		Approved Changes		Revised		Recommended changes For Council resolution		Projected Year End (PVE)		Actual YTD	
		Actual		Original		Review		Review		Budget		Budget		Result		Variance	
		2024/25		2025/26		Q1		Q2		Q3		2025/26		2025/26		2025/26	
		\$000's		\$000's		\$000's		\$000's		\$000's		\$000's		\$000's		\$000's	
Net Operating Result before grants and contributions provided for capital purposes		-15,562	-2,184	0	-2,265	41	0	0	0	-4,408	1,028	-3,380	0	-1,196	1,331	0	0
General Fund		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Water Fund		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sewer Fund		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consolidated		-15,562	-2,184	0	-2,265	41	0	0	0	-4,408	1,028	-3,380	0	-1,196	1,331	0	0
Operating Result from continuing operations (with capital grants and contributions) excluding depreciation, amortisation and impairment of non financial assets		81,248	65,353	-4,954	-3,877	0	0	0	0	54,522	2,397	56,919	-8,434	45,385	0	0	0
Borrowings		78,757	77,778	-2,290	8,553	184,288	5,025	189,313	20,810	184,288	5,025	189,313	-2,290	194,906	78,885	0	0
External restrictions		175,049	166,503	-2,213	10,390	0	0	60,322	1,574	60,322	1,574	61,896	9,751	57,807	0	0	0
Internal Allocations		58,916	52,145	0	0	0	0	12,081	0	12,081	0	12,081	0	15,336	0	0	0
Unallocated		8,642	12,081	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cash, Cash Equivalents and Investments		240,627	232,729	5,018	18,944	0	0	256,691	6,599	256,691	6,599	263,290	30,561	286,048	0	0	0
Capital Funding		51,177	66,925	-5,079	-18,944	0	0	44,903	-286	44,903	-286	44,617	-22,308	27,667	0	0	0
Capital Expenditure		51,177	66,925	-5,079	-18,944	0	0	44,903	-286	44,903	-286	44,617	-22,308	27,667	0	0	0
Net Capital		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Developer Contribution	Opening Balance		Total Cash Contributions Received		Total Interest Earned		Total Expended		Total Internal Borrowings (to)/from		Held as Restricted Asset		Cumulative balance of internal borrowings (to)/from	
	As at 1 July 2025	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q	As at this Q
\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
142,683	142,683	20,009	20,009	5,058	5,058	8,911	8,911	0	0	156,839	156,839	0	0	

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

Income and Expenses Budget Review Statement – Maitland City Council Budget review for the quarter ended 31/03/2026											
Consolidated Fund											
Description	Previous Year Actual 2024/25 \$000's	Current Year Original Budget 2025/26 \$000's	Approved Changes			Revised Budget \$000's	Recommended changes For council resolution \$000's	Projected Year End (PVE) 2025/26 \$000's	Variance Original budget v PVE 2025/26 \$000's	Actual YTD 2025/26 \$000's	
			Review Q1 \$000's	Review Q2 \$000's	Review Q3 \$000's						
INCOME											
Rates and Annual Charges	114,151	124,118	0	-240	123,878	0	123,878	-240	92,490		
User Charges and Fees	10,051	11,465	0	-141	11,322	10	11,332	-151	8,481		
Other Revenue	2,262	2,029	45	28	2,102	8	2,110	80	3,492		
Grants and Contributions – Operating	11,156	11,478	-151	464	11,791	-50	11,741	263	7,544		
Grants and Contributions – Capital	64,582	35,505	-4,689	-5,918	26,898	1,349	28,267	-7,238	20,035		
Interest and Investment Income	12,386	11,395	0	400	11,795	243	12,038	643	8,894		
Other Income	1,429	1,216	0	1,216	1,216	155	1,371	155	1,581		
Net gain from disposal of assets	0	0	0	628	628	196	824	824	628		
Total Income from continuing operations	210,017	197,205	-4,795	-5,779	189,631	1,930	191,561	-5,644	143,340		
EXPENSES											
Employee benefits and on-costs	64,466	66,035	211	592	66,838	322	67,160	1,125	51,117		
Materials & Services	57,227	52,679	1,903	456	55,038	-794	54,244	1,565	37,383		
Borrowing Costs	3,710	2,629	0	0	2,629	0	2,629	0	1,904		
Other Expenses	11,477	10,510	45	50	10,605	5	10,610	100	7,551		
Net Loss from Disposal of Assets	288	0	0	0	0	0	0	0	0		
Total Expenses from continuing operations excluding depreciation, amortisation and impairment of non financial assets	137,169	131,852	2,159	1,098	135,109	-467	134,642	2,790	97,955		
Operating Result from continuing operations excluding depreciation, amortisation and impairment of non financial assets	81,848	66,353	-6,954	-5,877	54,522	2,397	56,919	-8,434	45,385		
Depreciation, amortisation and impairment of non financial assets	32,828	32,032	0	0	32,032	0	32,032	0	24,024		
Operating result from continuing Operations	49,020	33,321	-6,954	-5,877	22,490	2,397	24,887	-8,434	21,361		
Net Operating Result before grants and contributions provided for capital purposes	-15,562	-2,184	-2,265	41	-4,408	1,028	-3,380	-1,196	1,331		
Notes											
Original Budget +/- approved budget changes in previous quarters = REVISED Budget											
Revised Budget +/- recommended changes this quarter = PROJECTED year results											

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

Income and Expenses Budget Review Statement – Maitland City Council Budget review for the quarter ended 31/03/2026 General Fund													
Description	Previous Year		Current Year		Approved Changes		Approved Changes		Revised Budget	Recommended changes For council resolution	Projected Year End (PVE) Result	Variance Original budget v PVE	Actual YTD
	Actual	Budget	Original	Budget	Review	Review	Review	Review					
	2024/25	2025/26	2024/25	2025/26	Q1	Q2	Q3	Q3	\$000's	\$000's	2025/26	2025/26	2025/26
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
INCOME													
Rates and Annual Charges	114,151	124,118				-240			123,878		123,878	-240	92,290
User Charges and Fees	13,051	11,465				-141			11,322	10	11,332	-131	8,481
Other Revenue	2,262	2,029	45			28		2,110	8		2,110	80	3,492
Grants and Contributions - Operating	11,156	11,478	-151	464				11,791	-50		11,741	263	7,544
Grants and Contributions - Capital	64,582	35,505	-4,689	-3,918				26,898	1,369		26,267	-7,238	20,030
Interest and Investment Income	12,286	11,395		400				11,795	243		12,038	643	8,894
Other Income	1,429	1,216						1,216	155		1,371	155	1,581
Net gain from disposal of assets				628				628	196		824	824	628
Total Income from continuing operations	219,017	197,205	-4,795	-2,779	0	0	0	189,651	1,930		191,561	-5,644	143,340
EXPENSES													
Employee benefits and on-costs	64,466	66,035	211	592				66,838	322		67,160	1,125	51,117
Materials & Services	57,227	52,679	1,903	456				55,038	-794		54,244	1,565	37,383
Borrowing Costs	3,710	2,629						2,629			2,629	0	1,904
Other Expenses	11,477	10,510	45	50				10,605	5		10,610	100	7,551
Net Loss from Disposal of Assets		288						0			0	0	0
Total Expenses from continuing operations excluding depreciation, amortisation and impairment of non financial assets	137,169	131,852	2,159	1,098	0	0	0	135,109	-467		134,642	2,790	97,955
Operating Result from continuing operations excluding depreciation, amortisation and impairment of non financial assets	81,848	65,353	-6,954	-3,877	0	0	0	54,522	2,397		56,919	-8,454	45,385
Depreciation, amortisation and impairment of non financial assets	32,828	32,032						32,032			32,032	0	24,024
Operating result from continuing Operations	49,020	33,321	-6,954	-3,877	0	0	0	22,490	2,397		24,887	-8,454	21,361
Net Operating Result before grants and contributions provided for capital purposes	-15,562	-2,184	-2,265	41	0	0	0	-4,408	1,028		-3,380	-1,196	1,331
Notes	Original Budget +/- approved budget changes in previous quarters = REVISED Budget Revised Budget +/- recommended changes this quarter = PROJECTED year results												

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

Recommended Changes to Budget

Income and Operating Expenses March 2026 Review

Proposed Income

Favourable / (Unfavourable)


\$000	DETAILS
10	User charges and fees - \$10 Various additional regulatory fee income.
243	Interest and Investment Income - Additional investment income due to market changes and additional capital for investment purposes.
8	Other revenue - \$15 Additional development assessments income. - (\$7) Reduced City Heritage publication sales.
(50)	Grants and contributions - Operating purposes - (\$50) Reduced tree maintenance contributions, funded by reduction in expenditure.
1,369	Grants and Contributions - Capital - \$6,313 Additional developer contributions. - (\$4,944) Grant income adjustment for changes in grant funded projects.
155	Other Income - \$83 Additional government parental leave contributions, funding additional expenditure. - \$76 Additional rental income, funding property costs. - (\$3) Reduced sundry sales income.
196	Net gain on disposal of assets - Sale of Council owned land and buildings - Kookaburra Korner.
1,930	Total Income Variations

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

Proposed Expenditure
Favourable / (Unfavourable)

\$000	DETAILS
(322)	<p>Employee benefits and on-costs</p> <ul style="list-style-type: none"> - (\$83) Parental leave costs funded from government contributions. - (\$43) Property salary expenditure, funded from additional rental income. - \$50 Adjustments to tree maintenance costs due to reduced contributions. <p>Reallocations</p> <ul style="list-style-type: none"> - \$60 to Materials & Services for property consultant costs. - (\$306) from Materials & Services for Infrastructure and Design insourcing activity.
794	<p>Materials and Services</p> <ul style="list-style-type: none"> - (\$33) Consultancy costs for strategic property. - \$576 Deferral in consultant costs to future periods for economic development and land use planning. (funded from developer contributions). <p>Reallocations:</p> <ul style="list-style-type: none"> - \$306 to Employee costs for Infrastructure and Design insourcing activity. - \$5 to Other Expenses for community programs. - (\$60) from Employee costs for property consultancy.
(5)	<p>Other Expenses</p> <p>Reallocation:</p> <ul style="list-style-type: none"> - (\$5) from Material and Services for community programs.
467	Total expenditure variations

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

 Capital Budget Review Statement – Maitland City Council Budget review for the quarter ended 31/03/2026											
Description	Previous Year		Current Year			Approved Changes Review			Approved Changes Review		Actual YTD
	Actual	Original Budget	Original Budget	Approved Changes Review	Approved Changes Review	Approved Changes Review	Approved Changes Review	Approved Changes Review	Approved Changes Review	Actual YTD	
	2024/25	2025/26	2025/26	Q1	Q2	Q3	Q1	Q2	Q3	2025/26	2025/26
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
CAPITAL FUNDING											
Rates & other united funding	8,892	12,170	12,170	341			341			12,511	341
Capital Grants & Contributions	14,667	20,219	20,219	-2,856	-4,608		-4,608			11,512	-8,707
Reserves - External Restrictions	12,842	22,738	22,738	-4,395	-3,946		-3,946			16,948	-5,790
Reserves - Internally Allocated	10,146	3,450	3,450	3,812	-8,100		-8,100			-2,435	-5,865
New Loans	4,650	8,368	8,368		-2,290		-2,290			6,078	-2,290
Proceeds from sale of assets										0	0
Other										0	0
Total Capital Funding	51,177	66,925	66,925	-3,079	-18,944	0	-18,944	0	0	44,617	-22,308
CAPITAL EXPENDITURE											
WIP	20,845									0	0
New Assets	10,467	27,112	27,112	-457	-4,651		-4,651			20,999	-6,115
Asset Renewal	19,865	39,813	39,813	-2,622	-14,205		-14,205			23,618	-16,195
Other										0	0
Total Capital Expenditure	51,177	66,925	66,925	-3,079	-18,944	0	-18,944	0	0	44,617	-22,308
Net Capital Funding - Surplus / (Deficit)	0	0	0	0	0	0	0	0	0	0	0
Notes	Original Budget +/- approved budget changes in previous quarters = REVISED Budget Revised Budget +/- recommended changes this quarter = PROJECTED year results										

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

Recommended Changes to Budget

Capital Expenditure March 2026 Review

Description	SOURCE OF FUNDS					
	Budget Variation +INCREASE / (DECREASE)	Developer Contributions	Capital Works Reserve (Revenue funding)	Internal Reserves	Grants	Council
Increase in capital works budget	\$000	\$000		\$000	\$000	\$000
Existing projects funding adjustments						
Building Construction	60	60	-	-	-	-
Footpaths & Cycleway Construction	40	30	-	-	-	10
Recreation & Open Space Construction	270	200	-	-	-	70
Road Construction	2,877	2,081	-	-	200	596
New projects						
Land	480	480	-	-	-	-
Building Construction	60	10	-	-	-	50
Drainage Construction	5	-	-	-	-	5
Recreation & Open Space Construction	362	10	-	-	-	352
Total Increase in capital works budget	4,154	2,871	-	-	200	1,083
Decrease in capital works budget	\$000	\$000		\$000	\$000	\$000
Projects deferred from 25/26						
Plant & Equipment	(720)	-	-	-	-	(720)
Bridge Construction	(210)	-	-	-	(110)	(100)
Building Construction	(1,132)	(80)	-	(275)	(320)	(457)
Drainage Construction	(139)	(20)	-	-	-	(119)
Footpaths & Cycleway Construction	(279)	(110)	-	-	(169)	-
Recreation & Open Space Construction	(313)	(100)	-	-	(24)	(189)
Road Construction	(937)	(10)	-	-	(710)	(217)
Transport Infrastructure Construction	(607)	-	-	-	(130)	(477)
Projects with returned funding						
Road Construction	(69)	-	(69)	-	-	-
Transport Infrastructure Construction	(35)	-	(35)	-	-	-
Total Decrease in capital works budget	(4,440)	(320)	(104)	(275)	(1,463)	(2,278)
TOTAL VARIATIONS	(286)	2,551	(104)	(275)	(1,263)	(1,195)
	QBR2	44,903				
	Current Forecast	44,617				

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

Cash and Investments Budget Review Statement – Maitland City Council											
Budget review for the quarter ended 31/03/2026											
Description	Previous Year	Current Year	Approved	Approved	Approved	Revised	Recommended	Projected	Variance	Actual	
	Actual	Original	Changes	Review	Changes	Budget	For council resolution	Year End (PYE)	Original budget v PYE	YTD	
2024/25	2025/26	Q1	Q2	Q3	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26
\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
Total Cash, Cash Equivalents & Investments	240,627	232,729	5,018	18,944		256,691	6,599	263,290	30,561	268,048	
EXTERNALLY RESTRICTED											
Water Fund						0		0	0		
Sewer Fund						0		0	0		
Developer contributions - General	142,683	140,592	4,395	3,946		148,933	3,762	152,695	12,103	158,839	
Developer contributions - Water						0		0	0		
Developer contributions - Sewer						0		0	0		
Transport for NSW Contributions						0		0	0		
Domestic waste management	10,596	11,560				11,560		11,560	0	11,560	
Stormwater management						0		0	0		
Other	19,790	16,351	2,836	4,608		23,795	1,263	25,058	8,707	24,507	
Total Externally Restricted	173,069	168,503	7,231	8,553	0	184,288	5,025	189,313	20,810	194,906	
Cash, cash equivalents & investments not subject to external restrictions	67,558	64,226	-2,213	10,390	0	72,403	1,574	73,977	9,751	73,143	
INTERNAL ALLOCATIONS											
Employee entitlements	3,939	3,939				3,939		3,939	0	3,939	
Waste disposal site rehabilitation	15,422	17,019	1,940			18,959		18,959	1,940	15,422	
Transfer station construction	9,919	6,919	811	700		8,430	275	8,705	1,786	8,810	
Carry Over Works	6,124	6,124	-5,166			958		958	-5,166	6,124	
Capital Works	5,332	859	202	9,690		10,751	1,299	12,050	11,191	5,332	
Unexpended loans	4,743	4,743				4,743		4,743	0	4,743	
Other	13,437	12,542				12,542		12,542	0	13,437	
Total Internally Allocated	58,916	52,145	-2,213	10,390	0	60,322	1,574	61,896	9,751	57,807	
Unallocated	8,642	12,081	0	0	0	12,081	0	12,081	0	15,336	

External Restrictions - must be used for a specific purpose and are not to be used for general operations. The funds are bound by legislation or third party agreement that restricts their use.

Internal Allocations - Council have allocated by resolution or policy to identified programs of work and any forward plans identified by Council. These allocations are at the discretion of council.

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

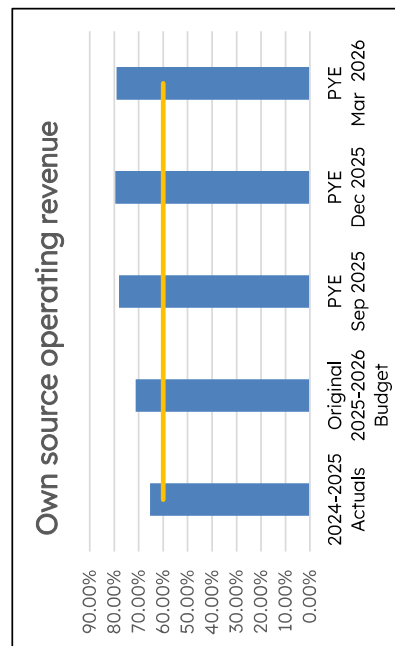
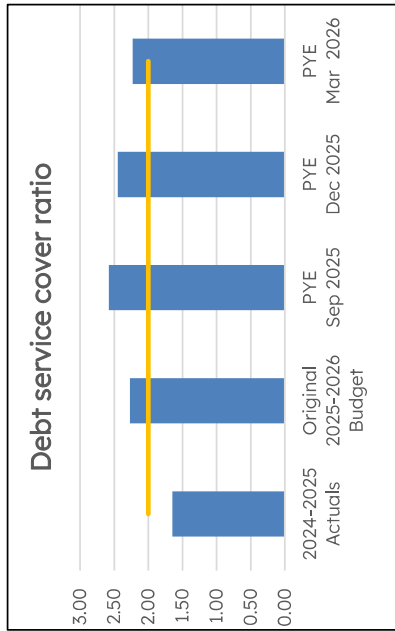
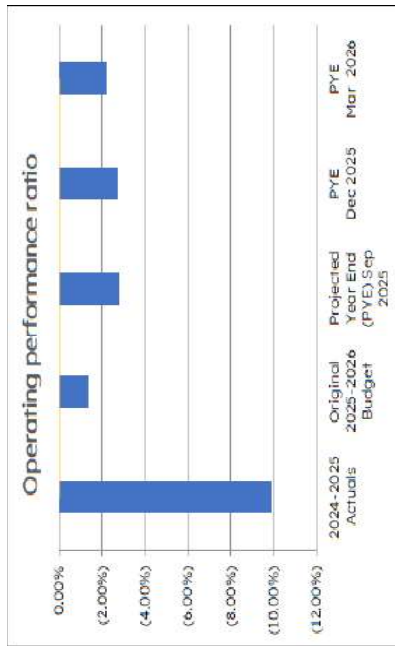
maitland		Developer Contributions Summary – Maitland City Council																										
		Budget review for the quarter ended 31/03/2026																										
Purpose	Opening Balance		Cash			Non-Cash Land			Non-Cash Land			Developer Contributions Received			Monetary Amounts Expended			Interest Earned		Internal Borrowings		Held as Asset		Cumulative balance				
	As at 1 July 2025	\$000's	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	As at this Q	\$000's
Drainage	1,475	21	166	95	0	0	0	0	0	0	0	0	0	19	17	17	0	0	0	0	0	0	0	0	0	0	1,810	
Roads	1,039	0	113	0	0	0	0	0	0	0	0	0	0	7	7	6	6	5	22	0	0	0	0	0	0	0	1,138	
Traffic facilities	58,029	2,875	2,714	5,399	0	0	0	0	0	0	0	0	0	747	667	679	1,276	563	21	0	0	0	0	0	0	0	69,251	
Parking	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Open space	40,049	1,029	1,782	1,924	0	0	0	0	0	0	0	0	0	511	460	453	12	307	2,396	0	0	0	0	0	0	0	45,493	
Community facilities	39,136	575	860	1,171	0	0	0	0	0	0	0	0	0	498	432	416	1,310	-85	2,311	0	0	0	0	0	0	0	39,850	
Other	1,302	85	139	210	0	0	0	0	0	0	0	0	0	23	19	19	143	157	98	0	0	0	0	0	0	0	1,399	
Total \$7.11 Under plans	141,031	4,584	5,775	8,799	0	0	0	0	0	0	0	0	0	1,804	1,601	1,590	2,747	947	4,848	0	0	0	0	0	0	0	156,642	
\$7.11 Not under plans																												
\$7.12 Levies	1,652	187	226	438	0	0	0	0	0	0	0	0	0	21	21	21	54	115	200	0	0	0	0	0	0	0	2,197	
\$7.4 Planning agreements																												
\$6.4 Contributions																												
Other																												
Total Developer Contributions	142,683	4,771	6,001	9,237	0	0	0	0	0	0	0	0	0	1,825	1,622	1,611	2,801	1,062	5,048	0	0	0	0	0	0	0	158,839	

Notes
All developer contributions received are to be disclosed, and distinguished as cash or non cash. Recognition occurs when council gains control over the asset (cash or non cash). Councils have obligations to provide facilities from contribution revenue levied on developers under the provisions of s7.4, s7.11 and s7.12 of the *Environmental Planning and Assessment Act 1979*. Developer contributions may only be expended for the purpose for which the contributions were required, however council may apply contributions according to the priorities established in work schedules for the contribution plan. "Monetary Amounts Expended" should only include monetary expenditure. Enter positive value when expended. The amounts recorded under "Non-cash Land" and "Non-cash Other" are not included in "Monetary Amounts Expended", as these represent assets provided in a non-monetary form.

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026 (Cont.)

Key Performance Indicators

Budget Review for the Quarter ended 31 March 2026



Historical OLG Benchmark

- Operating performance ratio > 0%
- Own source operating revenue > 60%
- Debt Service Cover Ratio > 2.0

QUARTER THREE REPORT - OPERATIONAL PLAN AND BUDGET 2025-26 PROGRESS REPORT END 31 MARCH 2026
(Cont.)

Appendix 1. How to read guide

QBRs Financial Overview														
Budget review for the quarter ended 31 March 2026				Maitland City Council										
Description	Previous Year	Current Year		Approved Changes		Approved Changes		Approved Changes		Revised Budget	Recommended changes for Council resolution	Projected Year End (PYE) Result	Variance Original budget v PYE	Actual YTD
	Actual	Budget	Original Budget	Review	Review	Review	Review	Review	Review					
	2024/25	2025/26	2025/26	Q1	Q2	Q3	Q1	Q2	Q3	\$000's	\$000's	2025/26	2025/26	2025/26
Net Operating Result before grants and contributions provided for capital purposes	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
General Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Water Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sewer Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consolidated	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Operating Result from continuing operations (with capital grants and contributions) excluding depreciation, amortisation and impairment of non-financial assets	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Borrowings														
Total borrowings														
External restrictions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Allocations	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unallocated	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cash, Cash Equivalents and Investments	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Capital Funding	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Capital Expenditure	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NET CAPITAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Developer Contribution	Opening Balance		Total Cash Contributions Received		Total Interest Earned		Total Expended		Total Internal Borrowings (to)/from		Held as Restricted Asset		Cumulative balance of internal borrowings (to)/from	
	As at July 2025	\$000's	As at this Q	\$000's	As at this Q	\$000's	As at this Q	\$000's	As at this Q	\$000's	As at this Q	\$000's	As at this Q	\$000's
Total Developer Contributions			0	0	0	0	0	0	0	0	0	0	0	0

- 1. Approved changes - Review** - Changes approved by a previous council resolution. The original budget amount plus the approved changes determines the revised budget in this QBRs.
 - 2. Revised budget** - Original budget plus prior quarter approved changes.
 - 3. Recommended changes for council resolution** - Budget changes must be approved by Council. By resolving to accept this QBRs, councillors are approving the recommended changes.
 - 4. Projected year end result** - The revised forecast position at financial year end. It is the original budget plus the approved and recommended budget changes.
 - 5. Variance** - Variance between the original adopted budget and the revised projected year result. Councillors and the community should be aware of the reasons behind the variance.
 - 6. Actual YTD** - The actual result from 1st July until the end of the quarter being reported.
 - 7. Internal allocations and unallocated reserves** - Demonstrate the level of liquidity of Council, specifically, Council's ability to cover short term liabilities such as employee entitlements.
 - 8. Capital** - Informs Council if the capital works program is on track to deliver programs in IP&R documentation.
- The Consolidated Fund is the combination of the General, Water, Sewer and Waste fund. Some councils do not provide water or sewer to their communities.
- The funds are reported separately to ensure council, and the community have a clear picture of how the respective infrastructure and service delivery streams are performing.



14.2 Quarter Three Grants, Partnership and Advocacy Update 2025–26

FILE NO:	35/33/21
ATTACHMENTS:	Nil
RESPONSIBLE OFFICER:	Executive Manager Finance
AUTHOR:	Manager Corporate Performance and Engagement Corporate Grants Officer Corporate Planning & Reporting Officer
MAITLAND'S FUTURE	3 Vibrant Maitland
COUNCIL OBJECTIVE:	3.3.2 Advocacy and partnerships

EXECUTIVE SUMMARY

This report aims to provide Councillors and the community with a comprehensive snapshot of our efforts to secure external funding, supporting key projects and initiatives within the Partnerships and Advocacy Strategy 2025-26 and the Delivery Program 2025–2029.

In recognition of the increasing significance of grant funding and aligning with our Partnerships and Advocacy Strategy, this quarterly update provides a clear and transparent overview of Council's grant activities. This includes a summary of applications submitted, successful awards, pending outcomes, and unsuccessful bids.

By sharing this information every quarter, we aim to keep the community informed about how we are working to secure funding and support important projects and advocacy efforts. This helps build trust and shows our dedication to partnering with others to make a positive difference for everyone.

OFFICER'S RECOMMENDATION

THAT

- 1. Council receives the Quarter Three (Q3) Grants, Partnerships and Advocacy Update for the period January to March 2026.**

REPORT

Our Partnerships and Advocacy Strategy identifies the ways we can work with key partners and other levels of government to deliver on our shared vision. The strategy outlines roles, responsibilities, the unfunded priority projects, and advocacy agenda areas we will be advocating for over the 2025-26 financial year.

The Strategy is reviewed and updated each year to align with our Integrated Planning and Reporting timetable to ensure it remains relevant and current for our community.

Actions and key performance measures for the delivery of our strategy are monitored quarterly to assess progress.

QUARTER THREE GRANTS, PARTNERSHIP AND ADVOCACY UPDATE 2025-26 (Cont.)

The majority of identified partnership priority projects have been included within the Draft Capital Works Program 2026-27 to develop project specific initiation briefs outlining clear scope, budget, timeframes and risks to enable informed applications to suitable grants or funding programs.

A media coverage report was developed and generated outlining media opportunities for each of the partnership projects including potential audience reach, media mentions and coverage volume per media type.

This quarter Maitland's Mayor and General Manager attended Parliament House on 19 March and 26 March 2026 with Hunter Joint Organisation raising awareness of the shared priorities across the region.

Council staff prepared and lodged a submission to the Federal Government's national inquiry into Local Government Funding and Fiscal Sustainability, lodged a submission to the NSW State Budget, responded to a request from Federal Member for Lyne Alison Penfold for infrastructure and community needs for the Lyne electorate and lodged a formal submission to the NSW Government advocating for the adaptive re-use of the Former Maitland Hospital Site.

Council is advocating, and will continue to advocate, for more diverse and affordable housing through the preparation of the Lower Hunter and Central Coast Regional Plan and through submissions on the NSW Government's planning reforms released in December 2025 and continues to collaborate with the Hunter Joint Organisation on a number of programs including circular economy initiatives.

Actions

Action	Status
Align Council's strategic priorities to appropriate regional, state and federal government priorities.	On Track
Progress partnership priority projects to ensure they are 'grant ready' to apply for grant opportunities as they arise.	Monitor
Identify potential funding opportunities for identified key infrastructure and non-infrastructure projects to provide prioritised new infrastructure, programs or events for the city.	On Track
Advocate on behalf of Maitland through regular meetings with identified partners (Local, Regional, State and Federal levels).	On Track
Proactive media on key priorities for Council throughout the year based on a communications and engagement plan and regular conversations with Maitland's Mayor.	On Track
Report as part of Council's quarterly performance report and annual report on partnership and advocacy actions throughout the year.	On Track
Empower and build staff capacity across the organisation in grant application and management.	On Track

QUARTER THREE GRANTS, PARTNERSHIP AND ADVOCACY UPDATE 2025-26 (Cont.)

Action	Status
Continue to grow and develop the Partnerships and Advocacy Strategy.	On Track
Review key priorities annually in line with Integrated Planning and Reporting timelines.	On Track
Develop and mature Council's partnership policy to ensure appropriate governance of existing and future partnerships.	Monitor

Key performance indicators

We continue to track Key Performance Indicators against the Partnerships and Advocacy Strategy. For the quarter there were 93 media mentions aligning to the Strategy with 46 mentions online, 36 on radio, seven in print and four on television.

Some of the prominent projects discussed this quarter included the Walka Water Works and the expansion of the exclusion zone for the chimney, healthcare and unlocking the economic potential of the old hospital site.

Three posts were published this quarter including two on the Morpeth to Walka Shared Pathway and one on Thornton Road Network upgrades.

Grant funding is an important source of Council revenue to advance the strategic vision and priorities set out in Maitland's Future, our Community Strategic Plan. Smart investment of grant funds helps deliver against our priority projects as well as 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.

We continue to monitor and report on applications each quarter. Council employees applied for \$11.1 million in funding across 14 grants between January and March 2026.

We have successfully secured 10 grants worth \$8,827,966 this quarter. The successful applications year to date is \$11.4M across 19 grants.

Applications for \$8,790,021 million worth of funding across 22 grants remain pending for the quarter ending 31 March 2026. Council was notified of three unsuccessful grants totaling \$2,225,529.

Some of the **successful grants** in this reporting period Q3 2025-26 (January to March 2026) include:

- **\$3,161,637** – NSW Reconstruction Authority - EPAR Package 2 Minor Roads
- **\$1,871,298** – NSW Reconstruction Authority – Emergency Works
- **\$1,732,070** – NSW Reconstruction Authority – EPAR Package 1 Major Roads
- **\$512,123** – NSW Reconstruction Authority – Immediate Repair Work

 QUARTER THREE GRANTS, PARTNERSHIP AND ADVOCACY UPDATE 2025-26 (Cont.)

- **\$610,909** - Black Spot Program for roundabout at Dragonfly Drive and Grasshawk Drive intersection, Chisholm
- **\$402,980** - Greening Our City Grant - growing resilience project
- **\$383,775** - Black Spot Program for raised intersection threshold treatment at McKeachies Drive and Oakhampton Road intersection, Aberglasslyn
- **\$137,500** – Stronger Together Local Councils Major Festival Grant – Maitland Riverlights 2026
- **\$9,900** – Community Cohesion Grant – Community Cohesion Programs
- **\$5,774** – NSW Youth Week Grant – Youth Week 2026.

Applications **pending outcome** at Q3 2025-26 include:

- **\$2,000,000** – Faster Assessments Incentive Program – Max McMahon Redevelopment Stage 2
 - **\$1,250,000** – Regional Events and Partnership Stream Program – Ground Up - Infrastructure for bigger events at the Garnham Grounds in Maitland
 - **\$1,000,000** – Crown Reserves Improvement Fund – Walka Water Works Urgent Chimney repairs.
 - **\$1,000,000** – Safer Cities Her Way 2 – Tier 1 – SafeHER Connections High Street Station
 - **\$720,614** – Get NSW Active – Chisholm Road Ashtonfield shared path and crossing Upgrade
 - **\$582,295** – Black Spot Program for roundabout at High Street and Church Street Largs intersection
 - **\$420,000** – WASM Litter Prevention Grant – Stream 3 – Litter Free Future
 - **\$371,723** – Circular Textiles Waste Solutions
 - **\$257,400** – Get NSW Active – New England Highway Lochinvar walking and shared paths
 - **\$250,000** – Regional Housing Strategic Planning Fund Round 4 – Strategic Transport Model
 - **\$200,146** – Black Spot Program for speed bumps and wombat crossing at Lindesay Street and High Street East Maitland intersection
 - **\$168,880** – Black Spot Program for High Street Maitland – High pedestrian activity area extension and associated infrastructure
 - **\$150,000** – Safer Cities Her Way 2 – Tier 2 – Empowered, connected and Thriving Community Plan
 - **\$143,487** – Accessible Australia – Tranche 2 – Sophia Waters Playspace
 - **\$98,150** – Get NSW Active – Avery Street Rutherford Footpath Connection
 - **\$45,897** – Game on for Change – Safe Waters, Safe Workplaces: Building Respectful and Violence-Free Aquatic Environments
 - **36,983** – Regional NSW Strategic Partnership Program – Big Smoke Little Smoke
 - **\$29,568** – Crown Reserves Improvement Fund – Walka Turtle Protection
 - **\$19,500** - Country Passenger Transport Infrastructure Grants Scheme Upgrades to bus stop infrastructure - nine projects
 - **\$18,601** - Crown Reserves Improvement Fund – Morpeth Reserve Weed Control
 - **\$13,860** – Crown Reserves Improvement Fund – Walka Water Works Weed Control
 - **\$12,917** – Crown Reserves Improvement Fund – Glebe Cemetery Surrounds Weed Control.
-

 QUARTER THREE GRANTS, PARTNERSHIP AND ADVOCACY UPDATE 2025-26 (Cont.)

Unsuccessful applications at Q3 2025-26 include:

- **\$2,121,350** - Grid Enhancing Technologies Program for long duration flow battery at Maitland Council's resource recovery facility
- **\$101,334** - Floodplain Risk Management Program - Overland flood study
- **\$2,845** - Holiday Break Program: Autumn/Winter 2026 - Introduction to Dungeons and Dragons.

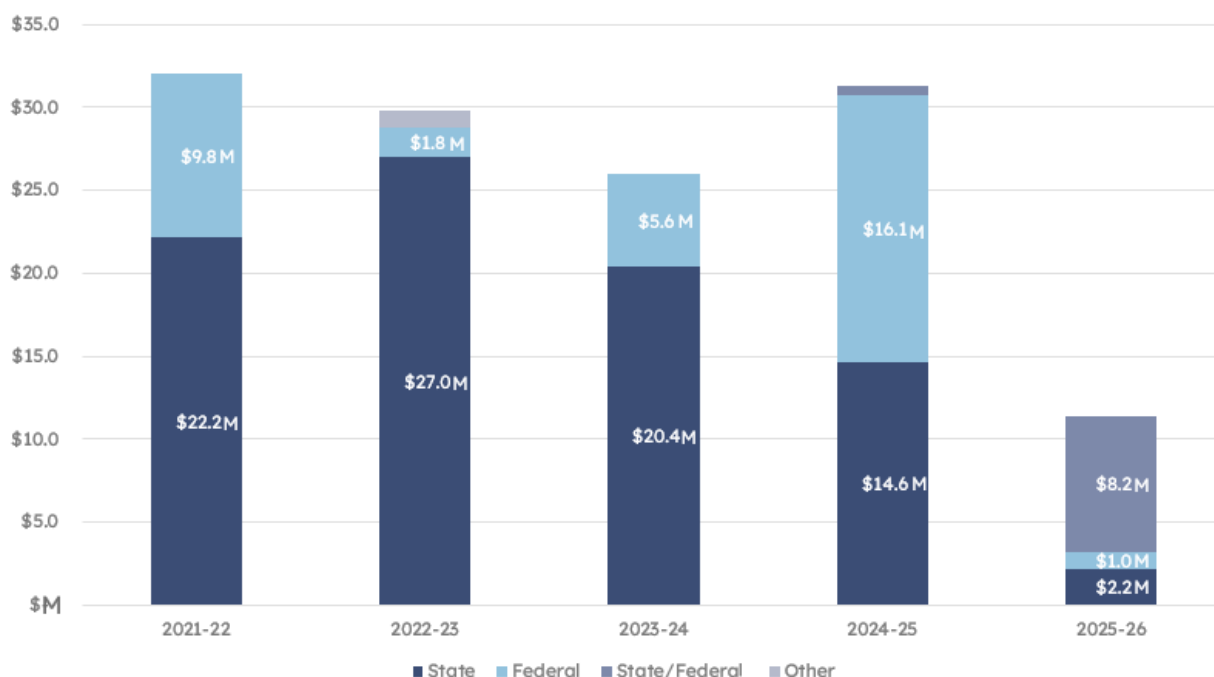
A number of letters of support were also provided to local community groups and sporting clubs who are applying for grant funding with two letters provided this quarter and 14 year to date.

Key Performance Indicators – continue to measure	Status
Number of submitted grant applications	On Track
Number of successful grant applications	Monitor
Amount of grant funding received	Monitor
Maitland Council social media posts on key priority projects	On Track
Media articles and media mentions for key priority projects	On Track
Community satisfaction survey (biennial) quality of life question result	On Track
Completed reporting on our achievements against the action plan in Cascade	On Track
Completed annual reporting against each of the key priorities/ projects	On Track
Number of letters of support provided to our community sporting clubs for grant applications	On Track
Number of registered users to Maitland's Grants Guru platform	On Track

Partnering with the New South Wales and Australian Governments helps Council to deliver services and improve facilities to our community through one off grant funding secured for new projects.

QUARTER THREE GRANTS, PARTNERSHIP AND ADVOCACY UPDATE 2025-26 (Cont.)

Successful grants yearly comparison by agency



CONCLUSION

The quarterly update provides a clear assessment of grant applications made to align with Council’s Parentships and Advocacy Strategy 2025-2026 and Delivery Program 2025–2029 for Q3 of 2025-26.

Some of the applications staff are working to submit over the next quarter include:

- **\$2,556,435** – Safer Local Roads and Infrastructure Program – Scobies Lane Realignment stage 2
- **\$1,000,000** – Active Regional Communities Package Community Participation – Walka Chimney repairs.

RISK IMPLICATIONS

Risk	Inherent Risk rating (E, H, M, L)	Risk Mitigation/ Treatment	Residual Risk Rating (E, H, M, L)	Resourcing – within or additional	Within Risk Appetite? Y/N
There is a risk of the community being unaware of what Council is advocating for which may lead to a	Medium	Providing regular reporting and updates to our community.	Low	Within identified resources	Yes

QUARTER THREE GRANTS, PARTNERSHIP AND ADVOCACY UPDATE 2025-26 (Cont.)

Risk	Inherent Risk rating (E, H, M, L)	Risk Mitigation/ Treatment	Residual Risk Rating (E, H, M, L)	Resourcing – within or additional	Within Risk Appetite? Y/N
loss of community trust and confidence in Council's ability to deliver on its commitments.					
There is a risk of the community being unaware of the outcomes of grant applications which may lead to potential reputation implications.	Medium	By reviewing and monitoring all successful grants applications through our quarterly performance reporting process	Low	Within identified resources	Yes

FINANCIAL IMPLICATIONS

Grant funding is an important source of Council revenue to advance Maitland's strategic vision and priorities. Grant funds help to deliver projects and initiatives that would not be possible for Council to deliver alone.

This matter has a financial impact upon Council's forward estimates with \$8,274,921 in funding for key projects and services. These projects will form part of our Capital Works Delivery Program and incorporated into our budget moving forward.

POLICY IMPLICATIONS

This relates to Council's:

- Grants Management Framework 2025
- Partnerships and Advocacy Strategy 2025-26
- Maitland's Future – Community Strategic Plan 2025-2034
- Delivering Maitland's Future – Delivery Program and Operational Plan 2025-26

STATUTORY IMPLICATIONS

The Q3 grants update fulfils the requirements of *Section 406 of the Local Government Act 1993* and the NSW Integrated Planning and Reporting guidelines for quarterly progress reporting. Beyond compliance, this report demonstrates our commitment to proactive monitoring and transparency, ensuring Councillors remain well-informed about our progress in delivering key priorities.

14.3 Future Use of 285 High Street, Maitland

FILE NO:	81898
ATTACHMENTS:	Nil
RESPONSIBLE OFFICER:	Executive Manager Finance
AUTHOR:	Strategic Property Manager
MAITLAND'S FUTURE	4 Achieving together
COUNCIL OBJECTIVE:	4.3.1 Informed planning

EXECUTIVE SUMMARY

At its meeting of 17 February 2026, Council resolved to demolish the former Administration Building at 285 High Street, Maitland.

With demolition progressing, this report seeks Council direction on the preferred interim treatment and use of the site following demolition.

Located within the Maitland civic precinct, the site presents an opportunity to respond to ongoing parking demand while also supporting flexible community and civic uses. The options presented consider varying balances between sealed parking areas and landscaped open space, while preserving Council ownership and future redevelopment opportunities.

OFFICER'S RECOMMENDATION

THAT

- 1. Council notes the options for the treatment and use of the land following the demolition of 285 High Street, Maitland.**
- 2. Council endorses option 2 – Mixed Use (Car Parking and Green Space) as the preferred interim treatment of the site.**
- 3. Council authorises the General Manager to progress detailed design, costings and implementation of the endorsed option within available budget, with any additional funding requirements to be reported to Council if required**

REPORT

At the Council meeting held on 17 February 2026, Council resolved to demolish the former Administration Building at 285 High Street, Maitland.

With demolition progressing, Council is now required to determine the preferred layout, surface treatment and functional use of the site once demolition is complete.

FUTURE USE OF 285 HIGH STREET, MAITLAND (Cont.)

It is important to note that Council will retain ownership of the land, and any treatment or use endorsed through this report may be amended or superseded by a future Council resolution should a longer-term strategic use for the site be identified.

Council staff are currently finalising the Development Application (DA) for demolition of the building, which will be lodged shortly. While the DA does not require a final decision on the future use of the land, early Council direction on the preferred treatment of the site will support efficient delivery of post-demolition works. Surface finishes and associated minor works can be undertaken separately under relevant exempt or complying development provisions within the Maitland Local Environmental Plan.

Strategic Context

The site is located within the Maitland civic precinct where there is continuing demand for additional parking to support Council operations, local businesses, visitors, Town Hall functions and community events.

This demand is also expected to increase with the future reopening and activation of the Senior Citizens Centre, which will generate additional visitor and accessible parking needs within the precinct.

At the same time, the site represents an opportunity to contribute to the activation of the CBD through flexible civic space.

Importantly, a well-designed sealed parking area can serve multiple purposes, operating as public parking during weekday demand periods, while also accommodating markets, events, overflow civic gatherings or community activities during evenings, weekends or special occasions.

Accordingly, the key decision for Council is not whether the site should be parking or community space, but rather the balance between parking capacity and dedicated landscaped green space.

Any interim use would remain reversible and would not limit future redevelopment opportunities.

Options for Council consideration

Option 1 – Predominantly car parking with flexible event use

Configure the majority of the site as sealed parking with supporting landscaping treatments.

Indicative outcome

- Maximum parking capacity: 32 spaces (inclusive of the seven (7) existing under-building car parking spaces). This equates to an additional 25 spaces overall, after accounting for the loss of 7 current/existing spaces.
- Supports weekday civic and CBD demand
- Sealed area can be repurposed for events, markets or community functions during evenings/weekends
- Efficient low-maintenance interim use
- Retains future redevelopment flexibility
- Finish to hardstand with Asphalt finish approx. \$700,000 (NOTE: this price includes \$60,000 for footpath on High and Grant st and \$70,000 for drainage)

FUTURE USE OF 285 HIGH STREET, MAITLAND (Cont.)

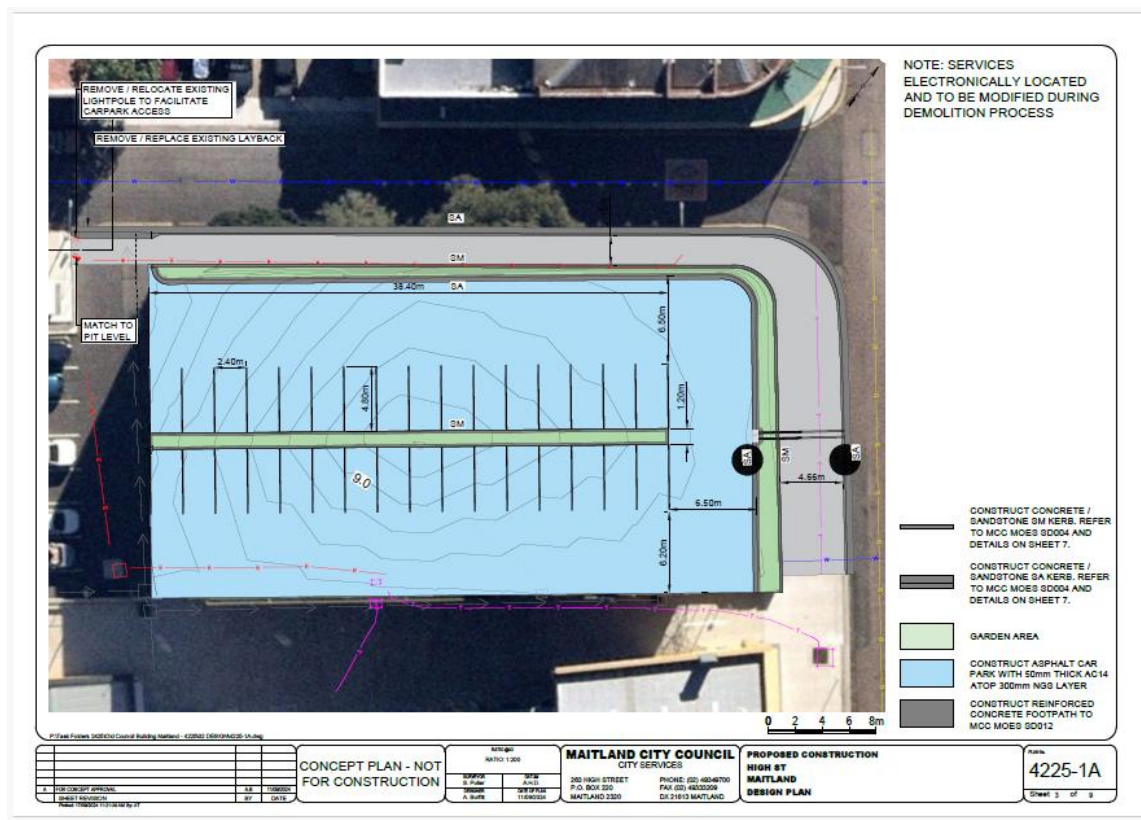


Figure 1: draft concept plan for 285 High Street with parking only

Option 2 – Mixed use (parking + green space)

Configure part of the site as sealed parking, with the remaining portion as landscaped grass/open space.

Indicative outcome

- Moderate parking capacity: 20 spaces (inclusive of the seven (7) existing under-building car parking spaces). This equates to an additional 13 spaces overall, after accounting for the loss of 7 current/existing spaces.
- Dedicated green/open space for passive use and community amenity
- Parking area still available for multi-use event activity
- Stronger visual presentation
- Retains future redevelopment flexibility
- Finish to hardstand with Asphalt finish - \$560,000 (NOTE: this price includes \$60,000 for footpath on High and Grant st and \$70,000 for drainage)

FUTURE USE OF 285 HIGH STREET, MAITLAND (Cont.)



Figure 2: draft concept plan for 285 High Street with mixed use (parking + greenspace)

Core decision for Council

The key decision is the preferred balance between:

- Higher parking capacity with flexible hardstand community use, or
- Reduced parking capacity with additional dedicated green space

Both options allow the site to provide immediate value to the community while preserving long-term strategic opportunities.

CONCLUSION

The demolition of the former Administration Building provides Council with an opportunity to unlock immediate value from a strategically located civic precinct site while retaining flexibility for its longer-term future use.

This report does not seek to determine the permanent future of the land. Rather, it seeks Council direction on the most appropriate interim treatment and functional use of the site following demolition.

The core decision for Council is the preferred balance between:

- Maximising parking capacity to respond to existing and emerging demand within the civic precinct; or
- Providing a mixed-use outcome that balances additional parking with landscaped green space and broader community activation opportunities.

Both options retain Council ownership, can be delivered as interim and reversible solutions, and preserve the opportunity for future redevelopment or strategic use of the site.

FUTURE USE OF 285 HIGH STREET, MAITLAND (Cont.)

FINANCIAL IMPLICATIONS

This matter has a direct financial impact upon Council's adopted budget and/or forward estimates, associated with the post-demolition interim treatment of 285 High Street.

Option 1 (Predominantly car parking with flexible event use) has an indicative capital cost of approximately \$700,000 to finish to hardstand with an asphalt surface (including \$60,000 for footpath works on High and Grant Streets and \$70,000 for drainage). Option 2 (Mixed use – parking and green space) has an indicative capital cost of approximately \$560,000 (including \$60,000 for footpath works and \$70,000 for drainage). The selected option will influence total delivered parking yield (32 spaces under Option 1 and 20 spaces under

Option 2, inclusive of the seven (7) existing under-building spaces) and any ongoing maintenance requirements associated with sealed surfaces and landscaped areas.

Detailed design and final costings will be confirmed prior to delivery, and any additional funding requirement (if not able to be accommodated within existing budgets) will be reported to Council for consideration.

RISK IMPLICATIONS

RISK	INHERENT RISK RATING (E, H, M, L)	RISK MITIGATION/ TREATMENT	RESIDUAL RISK RATING (E, H, M, L)	RESOURCING – WITHIN OR ADDITIONAL	WITHIN RISK APPETITE? Y/N
Delay in Council decision resulting in vacant or underutilised site following demolition	M	Seek Council direction now to enable planning and timely delivery of works aligned to demolition program	L	Within	Y
Insufficient parking provision leading to ongoing precinct parking pressure	H	Present option for higher parking yield and consider future demand from surrounding civic/community facilities	M	Within	Y
Community concern regarding loss of green/open space or visual amenity	M	Provide mixed-use option including landscaping and open space; undertake clear communication of interim nature	L	Within	Y

FUTURE USE OF 285 HIGH STREET, MAITLAND (Cont.)

Interim works constrain future redevelopment opportunities	M	Design works as reversible / modular and avoid significant permanent infrastructure commitments	L	Within	Y
Cost escalation of interim treatment works	M	Prepare concept design and cost estimates prior to delivery; align works with available budget	L	Within / Additional subject to chosen option	Y
Safety / presentation risk if site remains unfinished post demolition	M	Coordinate demolition completion with immediate surface treatment and site stabilisation	L	Within	Y
Demand for parking lower than expected, resulting in underutilised sealed area	L	Enable site to function as multi-use event / civic space outside parking periods	L	Within	Y

POLICY IMPLICATIONS

This matter has no specific policy implications for Council.

STATUTORY IMPLICATIONS

There are no statutory implications under the Local Government Act 1993 for this matter and council can deal with the land as its Operational classification. The General Manager has delegated authority to sign as landowner for the DA for demolition and the assessment will be reviewed by Council planning staff. Future uses of the site, as per this report, can be addressed under “exempt and complying” rules.

14.4 Statement of Financial Investments as at 30 April 2026

FILE NO:	82/2
ATTACHMENTS:	1. Council's Holdings as at 30 April 2026
RESPONSIBLE OFFICER:	Executive Manager Finance Manager Financial Reporting
AUTHOR:	Financial Accountant
MAITLAND'S FUTURE	4 Achieving together
COUNCIL OBJECTIVE:	4.1.3 Transparent decision making

EXECUTIVE SUMMARY

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

As at the end of April 2026, Council had investments totaling \$249,637,442 under management.

Council's investment portfolio recorded a marked-to-market return of 5.11% per annum versus the bank bill index benchmark return of 4.24% per annum. The actual investment return for the month of April was \$1,105,116, a favourable variance of \$213,869 when compared to the monthly budget forecasts of \$891,247.

The revised year-to-date budget forecast for investment returns is \$8,912,473. The actual investment returns for the year-to-date are \$9,156,115 amounting to a favourable variance of \$243,642 which can be attributed to a combination of the current interest rate environment and additional capital for investment.

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 April 2026, Council has total cash on call and investments of \$249,637,442 comprising:

▪ On call accounts	\$7,212,442
▪ Investments	\$242,425,000

This is compared to the month of March 2026 where Council had \$254,129,663 under management. The decrease in Council's investment holdings is due to the expected increase in expenditure during the period.

STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)

Whilst Council has in excess of \$200 million under management, 62% of the portfolio is externally restricted funds, pertaining to developer contributions and domestic waste management reserves.

In April, Council's investment portfolio recorded a marked-to-market return of 5.11% per annum versus the bank bill index benchmark return of 4.24% per annum. Financial year to date the investment portfolio has returned a marked-to-market return of 4.58%, versus the bank bill index benchmark's 3.74%.

Without marked-to-market influences, Council's investment portfolio yielded 4.79% per annum for the month, up 9 basis points from last month. 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 April, Council had maturities of \$9 million across four term deposits with original terms between 8 - 13 months which were yielding an average of 4.31% per annum.

For its long term portfolio, Council invested:

- \$2 million in a 3 year senior ranked floating rate note from MyState Bank paying quarterly interest of 3 month Bank Bill Swap Rate +1.15% per annum, currently 5.47% per annum.
- \$1 million in a 3 year senior ranked floating rate note from Maitland Mutual paying quarterly interest of 3 month Bank Bill Swap Rate +1.40% per annum, currently 5.79% per annum.
- \$1.5 million in a new 5 year senior ranked floating rate note from Heritage Peoples Choice Bank paying quarterly interest of 3 month Bank Bill Swap Rate +1.28% per annum, currently 5.65% per annum.

Cash flow requirements are considered before any new investments are established therefore maturing investments are not always reinvested as they may be required for expenditure commitments. Also, where there is a surplus of cash after expenditure commitments Council will, on advice of our investment advisors, invest these funds until required.

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

Global issues – Commentary provided by Prudential Investment Services:

- The ongoing severe restriction of oil flows through the Strait of Hormuz and the risk of a re-escalation of the War, sprinkled with speculation of the war ending soon, resulted in Brent crude oil prices fluctuating between US\$126 and US\$90 per barrel through the month, ending the month near its wartime high.
- In the United States, inventory data showed sharp declines in crude and fuel stockpiles, while exports surged to record highs above 6 million barrels per day, underscoring tightening global supply.
- The United States Federal Reserve left the Federal Funds Rate unchanged at its April meeting. The Committee noted Gross Domestic Product was “expanding at a solid pace” and the unemployment rate “little changed in recent months” even as job gains “remained low”. Members’ views on the price outlook showed caution but not overt concern, with inflation simply characterised as “elevated”.

STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)

- Latest developed countries' business indicators are showing initial signs of stagflation with slightly weaker business conditions and higher price pressures. The weakness in activity is concentrated in Europe and Japan. Both input and output price pressures rose further to levels last seen in 2022.
- Global share markets ended higher for the month as optimism of a diplomatic end to the war in Iran managed to outpace concerns of a drawn out conflict. Good earnings results from United States corporations helped the S&P 500 gain over 10%. European shares ended up 5.4% and Japanese and Chinese markets gained 6.7% and 8.5%, respectively. Australia's All Ordinaries was up a modest 2.4% led by strong gains in the Information Technology sector overcoming a sharp drop in Healthcare shares.

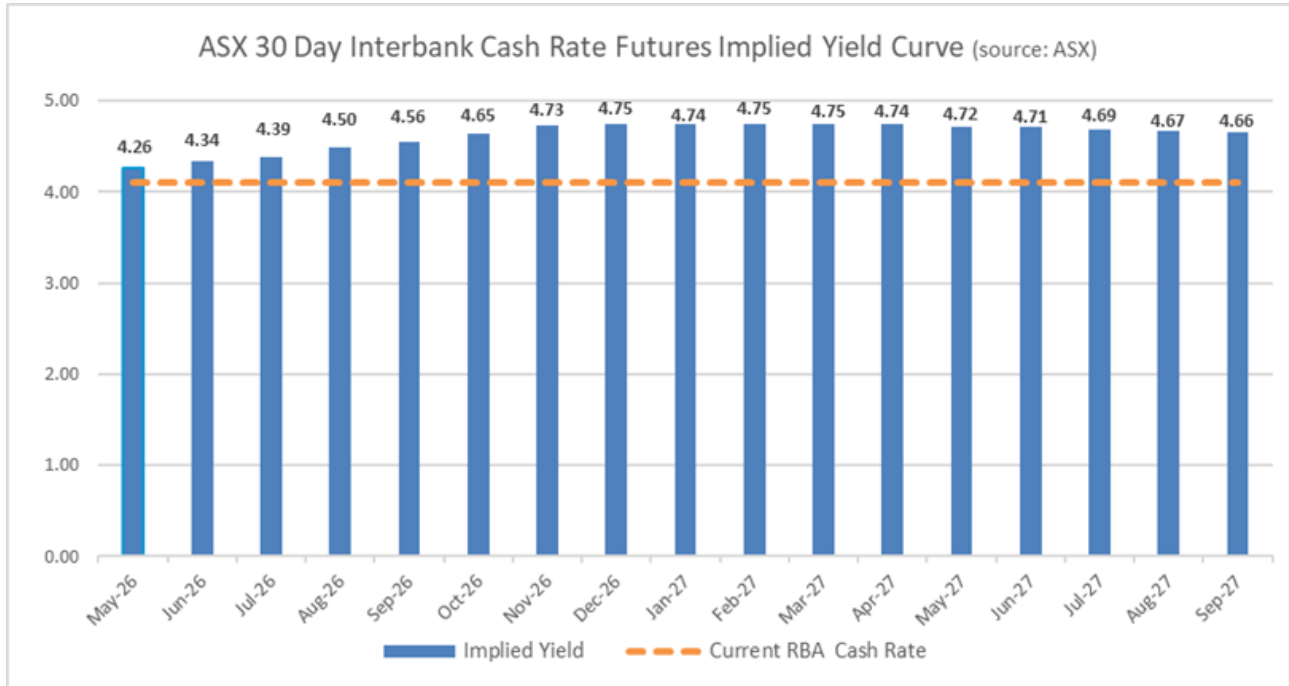
Domestic issues – Commentary provided by Prudential Investment Services:

- Like other countries, Australian business conditions surveys are also showing signs of stagflation pressures with orders remaining well below historical averages and prices on the rise to levels not seen since 2022.
- The month ended with plenty of inflation data for the markets to sift through with both the March monthly and quarterly Consumer Price Index results released. For the month, headline inflation has risen by 4.6% year over year with trimmed mean up 3.3%. For the March quarter, inflation was up 4.1% year over year and trimmed mean +3.5% year over year, all well over the RBA's 2-3% target range.
- Together with the spike in both consumer inflation expectations and business survey measures of costs and prices, the March inflation data is expected to raise plenty concerns at the RBA.
- Pass-through to other (non-fuel) prices is starting to impact everything from building products to takeaway food. Home-building and vehicle repair costs, along with downstream insurance inflation, also picked up in the month and quarter.

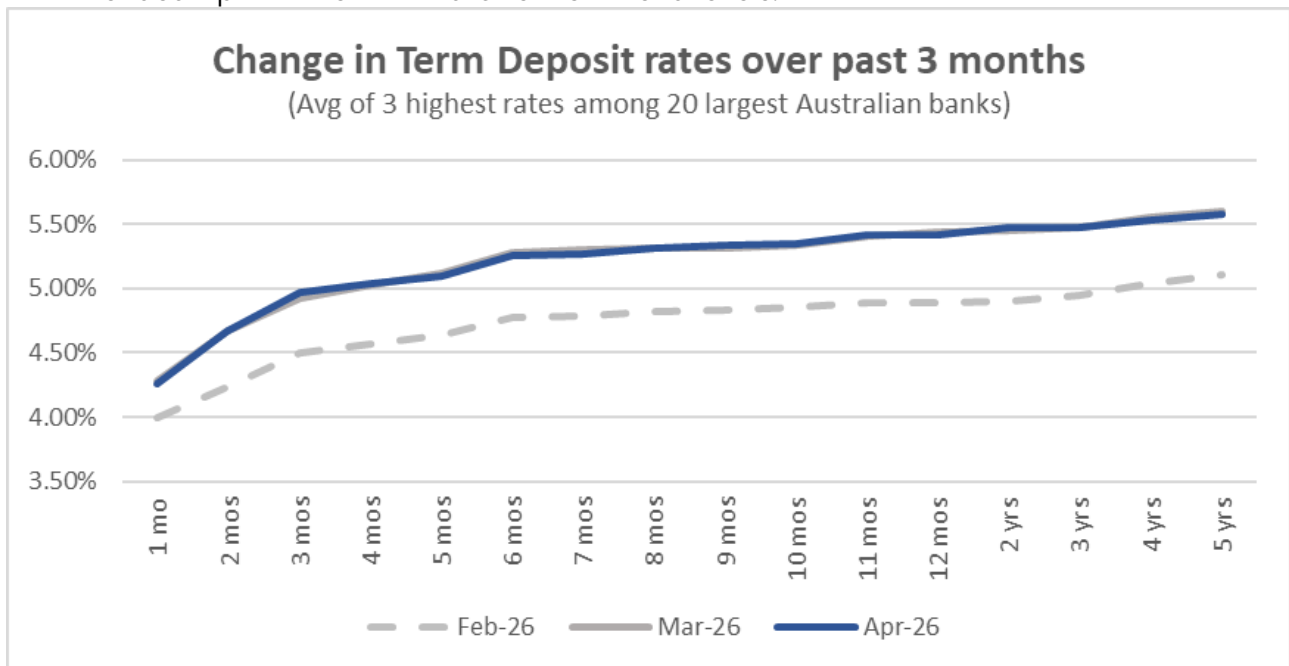
Interest rates

- With no meeting in April, the RBA's cash rate target remained at 4.10% through the month, with speculation running high that the central bank will raise rates again at its next meeting in early May.
- The money market is pricing in two more RBA rate hikes by late-2026:

STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)



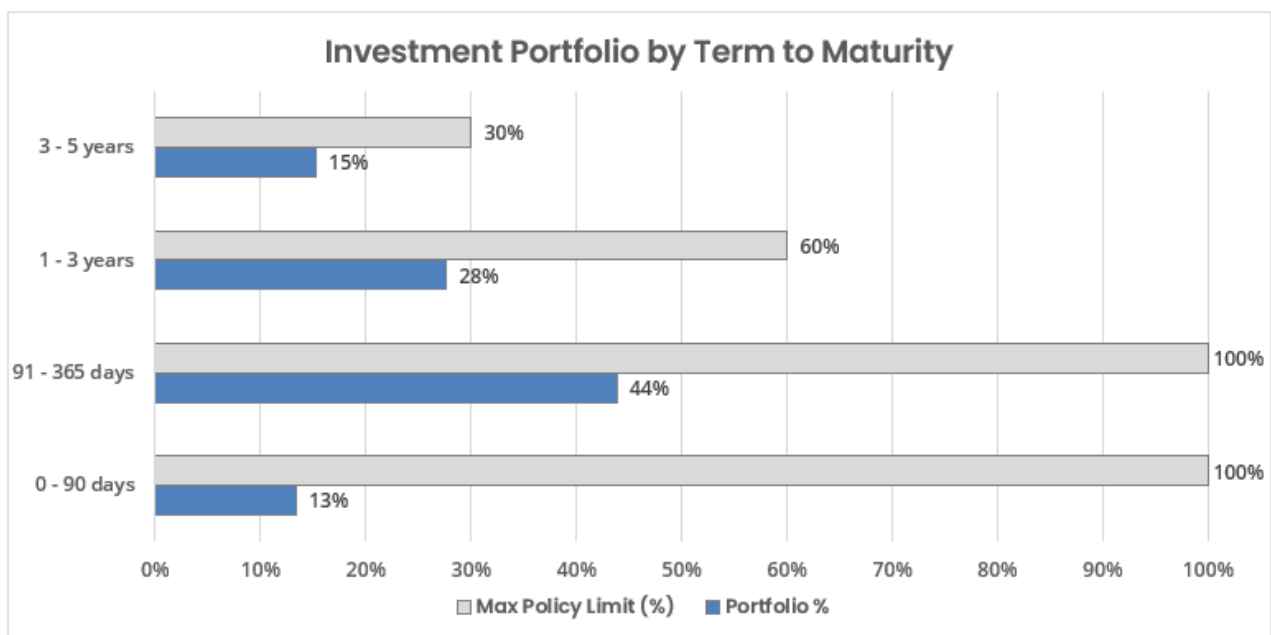
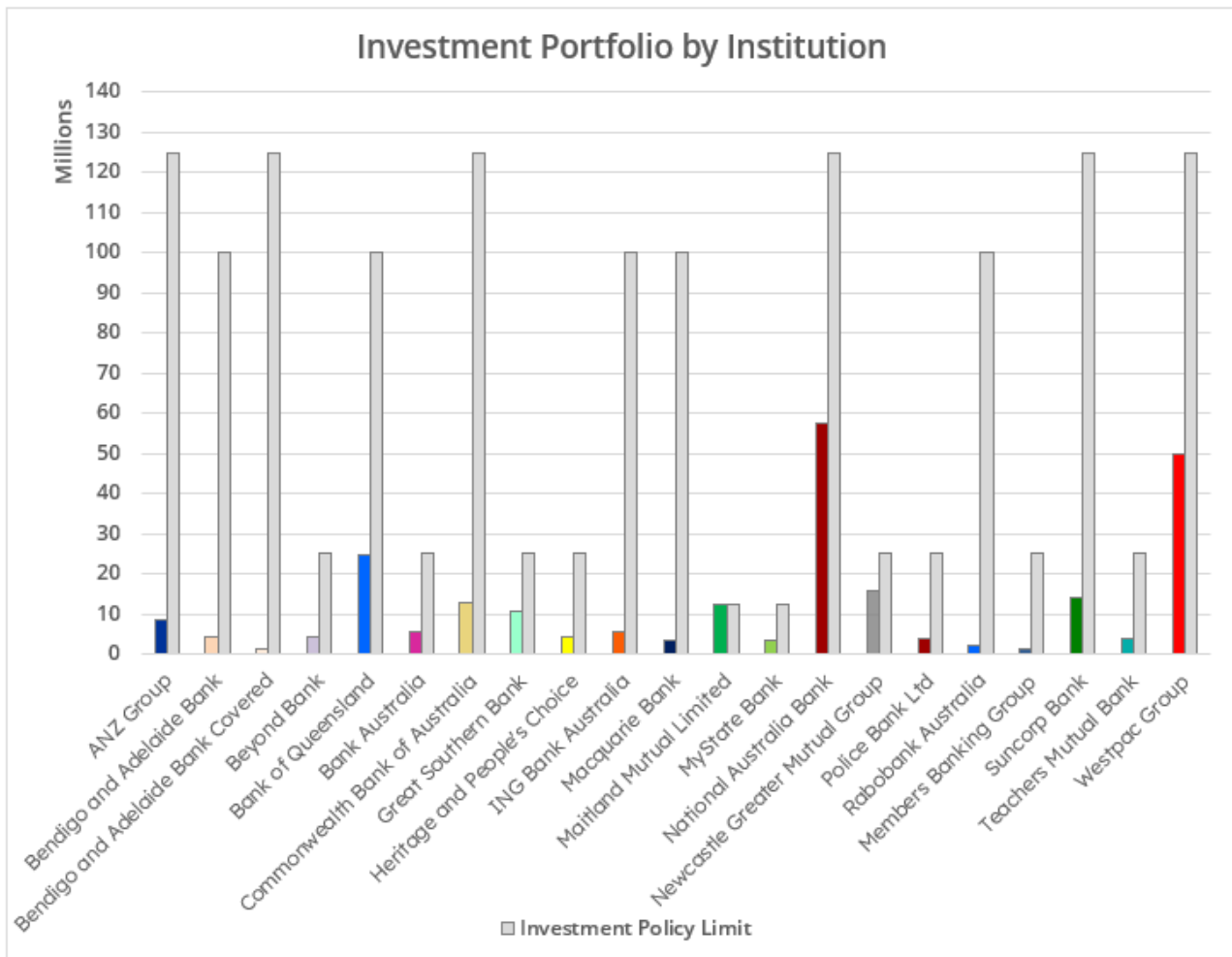
- With much of the inflation expectations already priced into the market and no material change to cash rate forecasts (still two hikes expected), term deposit rates ended April in line with March’s month end levels:



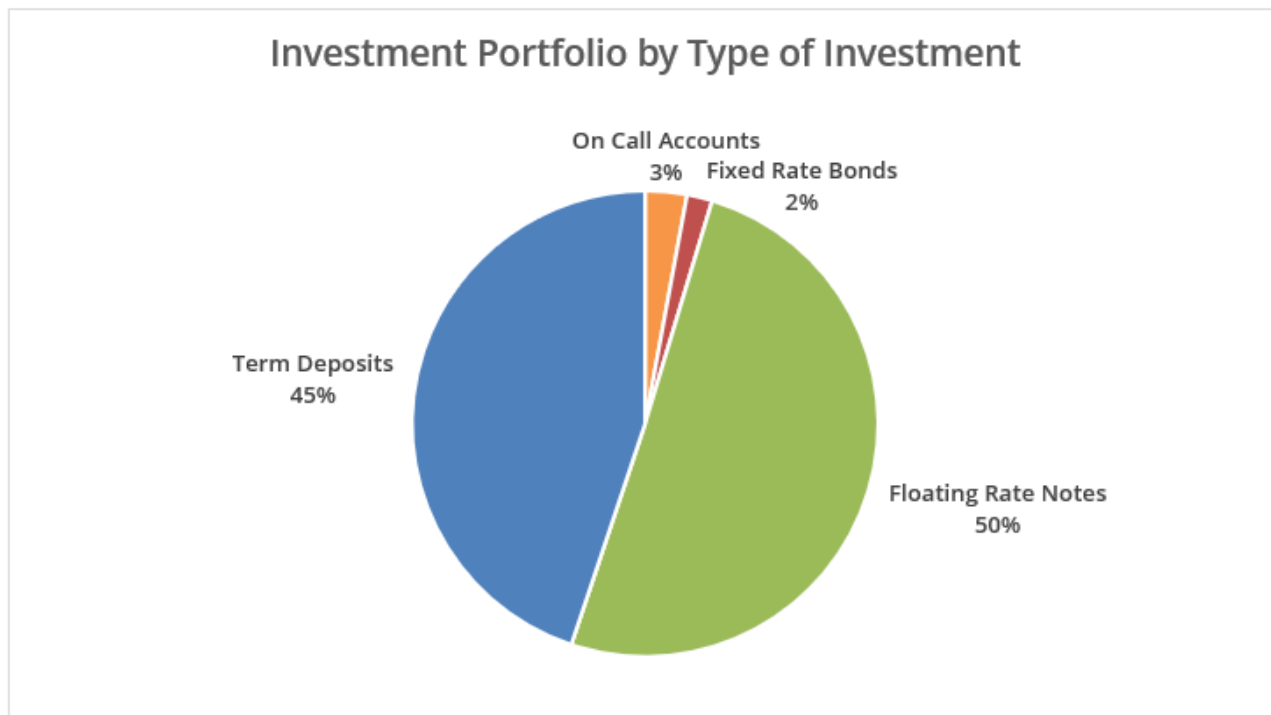
All market commentary is provided by Prudential Investment Services who advise on the management of Council’s investment portfolio.

STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)

PORTFOLIO ANALYSIS



STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)

**STATEMENT OF COMPLIANCE**

Portfolio Performance vs 90 day Bank Bill Index	✓	Council's investment performance did exceed the benchmark for the rolling 12 month period
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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	5.11%	4.24%	4.10%
3 months	4.30%	3.94%	4.02%
6 months	4.38%	3.80%	3.81%
FYTD	4.58%	3.74%	3.75%
12 months	4.73%	3.79%	3.77%

CONCLUSION

Certification of the Responsible Accounting Officer

The Responsible Accounting Officer certifies that the investments listed in the attached report have been made in accordance with Section 625 of the Local Government act 1993, Clause 212 of the Local Government (General) Regulations 2021 and Council's Investment Policy.

STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)

FINANCIAL IMPLICATIONS

The actual investment return for the month of April was \$1,105,116. This amounts to a favourable variance of \$213,869 when compared to the monthly budget forecasts of \$891,247. It should be noted that \$84,237 of this variance has been reallocated back to the externally restricted funds.

The year-to-date budget forecast for investment returns is \$8,912,473. The actual investment returns for the year-to-date are \$9,156,115, amounting to a favourable variance of \$243,642 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.

LEGISLATIVE 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

Finance

Statement of Financial Investments as at 30 April 2026

Council's Holdings as at 30 April 2026

Meeting Date: 19 May 2026

Attachment No: 1

Number of Pages: 2

STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)

COUNCIL'S HOLDING AS AT 30 APRIL 2026

Bonds							
	Face Value	Coupon	Borrower	Credit Rating	Maturity	Term of Investment	Current Value
17-Aug-26	1,500,000.00	4.7500	CBA Snr Bond (Aug26) 4.75%	AA-	17-Aug-26	109	1,514,265.57
14-Sep-26	1,400,000.00	4.9460	MAC Snr Bond (Sep26) 4.946%	A+	14-Sep-26	137	1,408,633.47
21-Sep-26	1,500,000.00	5.0000	WBC Snr Bond (Sep28) 5.00%	AA-	19-Sep-28	873	1,495,769.35
Totals	4,400,000.00	4.8976					4,418,668.39
Cash							
	Face Value	Current Yield	Borrower	Credit Rating			Current Value
30-Apr-26	2,212,442.31	4.3500	Macquarie Bank	A+			2,212,442.31
30-Apr-26	5,000,000.00	4.1500	National Australia Bank	AA-			5,000,000.00
Totals	7,212,442.31	4.2114					7,212,442.31
Floating Rate Note							
Reset/ Coupon	Face Value	Current Coupon	Borrower	Credit Rating	Maturity	Term of Investment	Current Value
18-May-26	2,000,000.00	5.0158	SUN Snr FRN (May26) BBSW+1.05%	AA-	18-May-26	18	2,020,273.68
25-May-26	3,900,000.00	4.3975	NAB Snr FRN (Aug26) BBSW+0.41%	AA-	24-Aug-26	116	3,930,777.41
15-Jun-26	2,300,000.00	4.6539	SUN Snr FRN (Sep26) BBSW+0.48%	AA-	15-Sep-26	138	2,313,535.93
23-Jul-26	1,200,000.00	5.9500	GSB Snr FRN (Oct26) BBSW+1.60%	BBB+	23-Oct-26	176	1,206,573.73
23-Jul-26	3,250,000.00	5.9500	GSB Snr FRN (Oct26) BBSW+1.60%	BBB+	23-Oct-26	176	3,267,803.86
30-Jul-26	1,650,000.00	5.8731	Boz Snr FRN (Oct26) BBSW+1.50%	BBB+	30-Oct-26	183	1,656,190.65
18-May-26	2,000,000.00	5.5142	POL Snr FRN (Nov26) BBSW+1.55%	BBB+	17-Nov-26	201	2,022,056.80
14-Jul-26	2,000,000.00	5.0366	CBA Snr FRN (Jan27) BBSW+0.70%	AA-	14-Jan-27	259	2,008,711.63
27-Jul-26	2,250,000.00	5.1477	SUN Snr FRN (Jan27) BBSW+0.78%	AA-	25-Jan-27	270	2,256,464.47
8-May-26	1,220,000.00	5.5400	HPC Snr FRN (Feb27) BBSW+1.60%	BBB+	8-Feb-27	284	1,242,453.18
8-May-26	1,400,000.00	5.5400	HPC Snr FRN (Feb27) BBSW+1.60%	BBB+	8-Feb-27	284	1,425,765.95
11-May-26	2,250,000.00	5.5900	GSB Snr FRN (Feb27) BBSW+1.65%	BBB+	9-Feb-27	285	2,293,580.71
25-May-26	2,400,000.00	4.7131	NAB Snr FRN (Feb27) BBSW+0.72%	AA-	25-Feb-27	301	2,425,615.66
5-Jun-26	1,500,000.00	5.6448	RACQ Snr FRN (Mar27) BBSW+1.60%	BBB+	5-Mar-27	309	1,521,277.75
14-May-26	1,300,000.00	4.9572	BEN Snr FRN (May27) BBSW+1.00%	A-	14-May-27	379	1,318,720.28
22-Jun-26	1,800,000.00	5.6130	TMB Snr FRN (Jun27) BBSW+1.30%	BBB+	21-Jun-27	417	1,821,217.41
20-May-26	2,800,000.00	4.8568	ING Snr FRN (Aug27) BBSW+0.87%	A	20-Aug-27	477	2,836,720.35
15-Jun-26	1,500,000.00	5.5075	AusW Snr FRN (Sep27) BBSW+1.33%	Baa2	13-Sep-27	501	1,519,520.45
1-May-26	1,000,000.00	4.8785	GSB Snr FRN (Nov27) BBSW+1.03%	BBB+	1-Nov-27	550	1,013,046.24
8-May-26	2,000,000.00	5.0900	POL Snr FRN (Nov27) BBSW+1.15%	BBB+	8-Nov-27	557	2,033,193.23
25-May-26	2,500,000.00	5.1931	NAB Snr FRN (Nov27) BBSW+1.20%	AA-	25-Nov-27	574	2,549,369.97
15-Jun-26	1,100,000.00	5.4239	SUN Snr FRN (Dec27) BBSW+1.25%	AA-	14-Dec-27	593	1,119,113.16
13-Jul-26	3,000,000.00	5.4899	CBA Snr FRN (Jan28) BBSW+1.15%	AA-	13-Jan-28	623	3,039,322.04
21-May-26	500,000.00	5.6935	Boz Snr FRN (Feb28) BBSW+1.70%	BBB+	21-Feb-28	662	511,766.54
22-Jun-26	1,750,000.00	5.4630	BEY Snr FRN (Mar28) BBSW+1.15%	BBB+	21-Mar-28	691	1,765,290.06
22-Jun-26	2,500,000.00	5.4630	BEY Snr FRN (Mar28) BBSW+1.15%	BBB+	21-Mar-28	691	2,521,842.95
12-May-26	2,500,000.00	4.9564	NAB Snr FRN (May28) BBSW+1.00%	AA-	12-May-28	743	2,548,279.40
14-May-26	2,500,000.00	5.4572	MMB Snr FRN (May28) BBSW+1.50%	BBB	15-May-28	746	2,527,659.78
16-Jun-26	1,200,000.00	5.3239	BEN Cov FRN (Jun28) BBSW+1.15%	AAA	16-Jun-28	778	1,222,379.49
11-Jun-26	1,400,000.00	5.0803	ANZ Snr FRN (Sep28) BBSW+0.93%	AA-	11-Sep-28	865	1,420,997.90
3-Jul-26	2,000,000.00	5.2673	TMB Snr FRN (Oct28) BBSW+0.95%	BBB+	3-Oct-28	887	2,005,766.86
5-May-26	3,000,000.00	4.7950	GSB Snr FRN (Nov28) BBSW+0.93%	BBB+	3-Nov-28	918	3,026,353.22
18-May-26	2,000,000.00	4.9872	NAB Snr FRN (Nov28) BBSW+1.03%	AA-	16-Nov-28	931	2,040,742.07
27-May-26	3,500,000.00	5.0161	Boz Snr FRN (Nov28) BBSW+1.03%	BBB+	27-Nov-28	942	3,528,510.74
5-May-26	2,000,000.00	4.8926	ANZ Snr FRN (Feb29) BBSW+0.96%	AA-	5-Feb-29	1,012	2,040,667.45
14-May-26	600,000.00	5.8072	NPBS Snr FRN (Feb29) BBSW+1.85%	BBB+	14-Feb-29	1,021	619,910.10
14-May-26	3,000,000.00	5.8072	NPBS Snr FRN (Feb29) BBSW+1.85%	BBB+	14-Feb-29	1,021	3,099,550.50
19-Jun-26	1,500,000.00	5.2455	SUN Snr FRN (Mar29) BBSW+0.98%	AA-	13-Mar-29	1,048	1,520,579.45
22-Jun-26	2,800,000.00	5.2130	NAB Snr FRN (Mar29) BBSW+0.90%	AA-	22-Mar-29	1,057	2,836,948.95
9-Jul-26	2,000,000.00	5.4743	MYS Snr FRN (Apr29) BBSW+1.15%	Baa2	9-Apr-29	1,075	2,007,425.16
29-Jul-26	1,000,000.00	5.7927	MMB Snr FRN (Apr29) BBSW+1.40%	BBB	30-Apr-29	1,096	1,000,317.41
30-Jul-26	2,500,000.00	5.6531	BoQ Snr FRN (Apr29) BBSW+1.28%	A-	30-Apr-29	1,096	2,531,987.20
30-Jul-26	4,000,000.00	5.6531	BoQ Snr FRN (Apr29) BBSW+1.28%	A-	30-Apr-29	1,096	4,051,179.52
18-Jun-26	5,000,000.00	5.1186	ANZ Snr FRN (Jun29) BBSW+0.86%	AA-	18-Jun-29	1,145	5,063,016.84
14-May-26	3,100,000.00	4.7772	NAB Snr FRN (Nov29) BBSW+0.82%	AA-	14-Nov-29	1,294	3,145,555.37
28-May-26	3,000,000.00	4.8161	BEN Cov FRN (Nov29) BBSW+0.83%	A-	28-Nov-29	1,308	3,039,698.16
21-Jul-26	2,000,000.00	5.5920	NPBS Snr FRN (Jan30) BBSW+1.25%	BBB+	21-Jan-30	1,362	2,012,904.11
21-Jul-26	2,000,000.00	5.5920	NPBS Snr FRN (Jan30) BBSW+1.25%	BBB+	21-Jan-30	1,362	2,012,904.11
18-Jun-26	3,200,000.00	5.0886	NAB Snr FRN (Mar30) BBSW+0.83%	AA-	18-Mar-30	1,418	3,235,850.25
21-May-26	850,000.00	4.9235	SUN Snr FRN (May30) BBSW+0.93%	AA-	21-May-30	1,482	862,459.01
15-Jun-26	2,800,000.00	5.1275	ING Snr FRN (Jun30) BBSW+0.95%	A	13-Jun-30	1,505	2,834,029.78
15-Jul-26	3,500,000.00	5.0642	CBA Snr FRN (Jan31) BBSW+0.74%	AA-	15-Jan-31	1,721	3,513,149.62
23-Jul-26	3,600,000.00	5.4800	NPBS Snr FRN (Jan31) BBSW+1.13%	BBB+	23-Jan-31	1,729	3,589,239.95
23-Jul-26	4,400,000.00	5.4800	NPBS Snr FRN (Jan31) BBSW+1.13%	BBB+	23-Jan-31	1,729	4,386,848.82
12-May-26	2,500,000.00	4.6364	WBC Snr FRN (Feb31) BBSW+0.68%	AA-	12-Feb-31	1,749	2,522,402.31
30-Jul-26	1,500,000.00	5.6531	HPC Snr FRN (Apr31) BBSW+1.28%	BBB+	30-Apr-31	1,826	1,498,927.32
Totals	126,020,000.00	5.2483					127,386,444.94

STATEMENT OF FINANCIAL INVESTMENTS AS AT 30 APRIL 2026 (Cont.)

Term Deposits							
	Face Value	Current Yield	Borrower	Credit Rating	Maturity	Term of Investment	Current Value
	2,000,000.00	4.1500	Bank of Queensland	A-	5-May-26	5	2,075,723.29
	3,000,000.00	4.3300	Bank of Queensland	A-	12-May-26	12	3,054,807.12
	3,000,000.00	4.0500	National Australia Bank	AA-	26-May-26	26	3,102,526.03
	2,000,000.00	4.0900	Westpac Group	AA-	2-Jun-26	33	2,013,446.58
	2,000,000.00	4.1800	National Australia Bank	AA-	9-Jun-26	40	2,054,740.82
	2,000,000.00	4.1900	Suncorp Bank	AA-	16-Jun-26	47	2,052,116.71
	2,000,000.00	4.3000	Westpac Group	AA-	23-Jun-26	54	2,016,493.15
	2,000,000.00	4.1000	National Australia Bank	AA-	30-Jun-26	61	2,055,715.07
	2,000,000.00	4.4000	Bank of Queensland	A-	30-Jun-26	61	2,037,128.77
	2,000,000.00	4.0900	National Australia Bank	AA-	7-Jul-26	68	2,054,906.85
	3,000,000.00	4.1700	National Australia Bank	AA-	14-Jul-26	75	3,090,140.55
	2,000,000.00	4.1900	Suncorp Bank	AA-	21-Jul-26	82	2,052,116.71
	2,000,000.00	4.1000	National Australia Bank	AA-	28-Jul-26	89	2,055,715.07
	3,000,000.00	4.1800	National Australia Bank	AA-	11-Aug-26	103	3,082,111.23
	3,000,000.00	4.1800	National Australia Bank	AA-	1-Sep-26	124	3,082,111.23
	2,000,000.00	4.1200	Westpac Group	AA-	8-Sep-26	131	2,014,222.47
	2,000,000.00	4.0800	Westpac Group	AA-	22-Sep-26	145	2,015,872.88
	3,000,000.00	4.0900	Westpac Group	AA-	29-Sep-26	152	3,021,178.36
	4,000,000.00	4.6500	The Mutual	BBB	6-Oct-26	159	4,029,046.58
	3,000,000.00	4.0700	Westpac Group	AA-	13-Oct-26	166	3,021,074.79
	3,000,000.00	4.7300	National Australia Bank	AA-	3-Nov-26	187	3,025,658.63
	3,000,000.00	4.7700	Bank of Queensland	A-	3-Nov-26	187	3,028,227.95
	3,000,000.00	4.8900	Bank of Queensland	A-	3-Nov-26	187	3,025,722.74
	3,000,000.00	4.4200	Westpac Group	AA-	17-Nov-26	201	3,059,942.47
	5,000.00	4.2500	National Australia Bank	AA-	24-Nov-26	208	5,091.40
	2,000,000.00	4.0400	Westpac Group	AA-	24-Nov-26	208	2,015,717.26
	3,000,000.00	4.4200	Westpac Group	AA-	1-Dec-26	215	3,059,942.47
	3,000,000.00	4.3800	Westpac Group	AA-	8-Dec-26	222	3,056,520.00
	2,000,000.00	4.0400	Westpac Group	AA-	15-Dec-26	229	2,015,717.26
	3,000,000.00	4.3600	Westpac Group	AA-	22-Dec-26	236	3,058,053.70
	2,000,000.00	4.7900	National Australia Bank	AA-	29-Dec-26	243	2,017,322.74
	2,000,000.00	4.9000	Bank of Queensland	A-	29-Dec-26	243	2,017,183.56
	2,000,000.00	4.6000	Westpac Group	AA-	5-Jan-27	250	2,013,106.85
	2,000,000.00	4.6000	Westpac Group	AA-	12-Jan-27	257	2,013,106.85
	3,000,000.00	4.5500	Commonwealth Bank of Australia	AA-	19-Jan-27	264	3,037,397.26
	4,000,000.00	4.7500	The Mutual	BBB	16-Feb-27	292	4,032,794.52
	3,000,000.00	4.9200	Westpac Group	AA-	9-Mar-27	313	3,023,858.63
	1,000,000.00	5.1000	The Mutual	BBB	16-Mar-27	320	1,007,824.66
	3,000,000.00	4.9000	Bank of Queensland	A-	23-Mar-27	327	3,025,775.34
	2,000,000.00	5.2200	Rabobank Australia	A	30-Mar-27	334	2,014,301.37
	3,000,000.00	4.9200	Westpac Group	AA-	6-Apr-27	341	3,023,858.63
	2,000,000.00	5.2500	National Australia Bank	AA-	13-Apr-27	348	2,012,657.53
	3,000,000.00	5.2500	National Australia Bank	AA-	20-Apr-27	355	3,018,986.30
	2,000,000.00	5.3700	Westpac Group	AA-	27-Apr-27	362	2,012,358.36
	1,000,000.00	5.0000	Westpac Group	AA-	11-May-27	376	1,007,671.23
	3,000,000.00	4.6000	Westpac Group	AA-	25-May-27	390	3,024,953.42
Totals	112,005,000.00	4.4986					113,634,945.39
Grand Totals	249,637,442.31						252,652,501.03

15 Items for Information

15.1 Strategic Advisory Committee Meeting Minutes

FILE NO:	35/7/8
ATTACHMENTS:	<ol style="list-style-type: none">1. Culture & Community Meeting 28 January 2026 (Under Separate Cover)2. Sport, Recreation & Leisure Meeting 4 February 2026 (Under Separate Cover)3. City Planning, Heritage & Design Meeting 4 February 2026 (Under Separate Cover)4. Environment & Sustainability Meeting 25 February 2026 (Under Separate Cover)5. Culture & Community Meeting 25 February 2026 (Under Separate Cover)
RESPONSIBLE OFFICER:	General Manager Office Manager
AUTHOR:	Team Leader OGM
MAITLAND'S FUTURE	4 Achieving together
COUNCIL OBJECTIVE:	4.1.3 Transparent decision making

EXECUTIVE SUMMARY

The purpose of this report is to present the minutes of the Strategic Advisory Committee meetings that have taken place during the period of January 2026 and February 2026. The minutes provide a summary of key discussions and actions arising from each meeting, ensuring transparency and maintaining an accurate record of the committee's ongoing strategic guidance.

OFFICER'S RECOMMENDATION

THAT the information contained in this Report be noted.

REPORT

In accordance with the Terms of Reference for the Strategic Advisory Committees, the minutes of committee meetings are to be formally presented to Council for reporting purposes.

This report provides the minutes for the City Planning Heritage & Design, Sport, Recreation & Leisure, Environment & Sustainability and Culture and Community Strategic Advisory Committees.

STRATEGIC ADVISORY COMMITTEE MEETING MINUTES (Cont.)

The minutes of the following meetings are attached to this report for reference:

- Culture and Community Meeting (Extraordinary) – 28 January 2026 (Attachment 1)
- Sport, Recreation and Leisure Meeting – 4 February 2026 (Attachment 2)
- City Planning Heritage and Design Meeting – 4 February 2026 (Attachment 3)
- Environment and Sustainability Meeting – 25 February 2026 (Attachment 4)
- Culture and Community Meeting – 25 February 2026 (Attachment 5)

The minutes of the meetings held in April 2026 will be included in the next quarterly reporting period. The meetings planned for the coming months are scheduled to take place on the following dates:

- Culture and Community Meeting – 27 May 2026
- Environment and Sustainability Meeting – 27 May 2026
- Sport, Recreation and Leisure Meeting – 22 July 2026
- City Planning Heritage and Design Meeting – 22 July 2026
- Culture and Community Meeting – 26 August 2026
- Environment and Sustainability Meeting – 26 August 2026

The meeting dates may be subject to change, and extraordinary meetings may be held throughout the year, with committee members being notified accordingly.

16 Notices of Motion/Rescission

16.1 Heritage Building in Morpeth

Notice of Motion Submitted by Cr Mitchell Griffin

FILE NO:	35/4/8
ATTACHMENTS:	Nil
RESPONSIBLE OFFICER:	General Manager

Cr Mitchell Griffin has indicated his intention to move the following Notice of Motion at the next Council Meeting being held on Tuesday, 21 April 2026:

THAT

1. Council notes the historical and cultural significance of the Former Morpeth Railway Station, especially with strategic location to the start of the Morpeth to Walka Shared Pathway.
2. Council notes in March 2024 the Member for Maitland promoted a survey on potential future uses of the former Morpeth Railway Station.
3. Council notes that it has now been more than two years since the questionnaire with no further updates provided to the community for the site.
4. Council writes to the Member for Maitland with a copy to the relevant Ministers and Shadow Ministers requesting an update on the progress of the site.

BACKGROUND

The Former Morpeth Railway Station is a site of recognised historical and cultural value within the Maitland Local Government Area. The station reflects the region's rich transport and industrial heritage and remains an important landmark for both residents and visitors.

In addition to its heritage value, the site holds strategic importance due to its proximity to the Morpeth to Walka Shared Pathway. This pathway is a key recreational and active transport corridor, linking communities and attracting increasing usage for walking, cycling, and tourism-related activities.

In March 2024, the Member for Maitland undertook a community engagement process via a public questionnaire seeking feedback on potential future uses of the site. This consultation generated interest within the community and raised expectations regarding the activation and preservation of the station.

However, since that time, there has been limited or no publicly available information outlining the results of the consultation, proposed next steps, or a timeline for decision-making.

HERITAGE BUILDING IN MORPETH (Cont.)

The continued inactivity and lack of communication regarding the Former Morpeth Railway Station presents several concerns:

- **Community Expectations:** Residents who participated in the consultation process reasonably expect feedback and transparency regarding outcomes.
- **Heritage Preservation:** Without a clear plan, there is a risk that the historical significance of the site may not be adequately protected or utilised.
- **Strategic Opportunity:** The station's location adjacent to a key shared pathway presents opportunities for adaptive reuse, including tourism, community, or small business activation.
- **Intergovernmental Coordination:** As the site is not under direct Council control, effective communication with the NSW Government is essential to ensure alignment with local priorities.

Writing to the Member for Maitland, and copying relevant Ministers and Shadow Ministers, is an appropriate and measured step to seek clarity on the status of the site and advocate for timely communication with the community.

The Former Morpeth Railway Station is a site of both historical importance and future potential. Given the elapsed time since community consultation and the absence of updates, it is appropriate for Council to advocate for transparency and progress by seeking a formal update from the NSW Government.

RESPONSE BY DIRECTOR CITY SERVICES

Council staff are not aware of the results of the respective survey process.

If Council resolves to support the Notice of Motion, staff will write the Member for Maitland, The Honourable Jenny Aitchison, Minister for Roads and Regional Transport, with a copy to the relevant Ministers and Shadow Ministers requesting an update on the progress of the site.

17 Questions With Notice

17.1 Lochinvar Creek – New England Highway Bridge Maintenance

Submitted By Cr Don Ferris

FILE NO: 35/8/4
ATTACHMENTS: Nil
RESPONSIBLE OFFICER: General Manager

Cr Don Ferris has asked the following Question With Notice for the Council Meeting being held on 19 May 2026:

Given that the *Lochinvar Floodplain Management Study (May 1997)* recommended that Council prioritise maintaining Lochinvar Creek 50 metres upstream and downstream of the New England Highway bridge, and noting that the *Lochinvar Flood Study (2019)* confirms this bridge crossing is a critical hydraulic constriction point where:

- Severe flooding occurred in the April 2015 event, including above-floor inundation of nearby properties, and
- Flooding from the Hunter River can back up into Lochinvar Creek, further reducing the creek's ability to discharge through this location.

Will Council prioritise removing all exotic shrub and tree species and significantly reduce native tree species to help clear the flow path in this section of Lochinvar Creek to reduce flood risk to surrounding properties and infrastructure?

RESPONSE BY DIRECTOR CITY SERVICES

The land ownership in the vicinity of Lochinvar creek is a combination of privately and Council owned land. The 1997 Lochinvar Floodplain Management Study does discuss ownership and the state of the creek at the time (1997) and based on the modelling at the time recommends that Council carry out regular maintenance checks 50 metres either side of the highway bridge. The 1997 Lochinvar Floodplain Management Study was superseded in 2019 by the Lochinvar Flood Study (2019) and is the current working document for Council in this area.

The Lochinvar Flood Study 2019 takes into consideration development and specifically the 2007 (Pasha Bulka Storm), April 2015 and January 2016 storms as part of its research, commentary, study and findings. Whilst the Lochinvar Flood Study 2019 is not as prescriptive in its recommendations for maintenance inspections, Council continues to undertake inspection and maintenance work in this area as it does across all of its drainage network across the Local Government Area (LGA).

Due to land ownership addressing all the 'exotic shrub and tree species' that are located throughout the area is problematic as these are significantly on private land. Council currently has programmed tree and weed management work planned for this area on Council owned and managed land to remove a small number of trees and African Olive

LOCHINVAR CREEK - NEW ENGLAND HIGHWAY BRIDGE MAINTENANCE (Cont.)

weeds that are growing within the main waterway of the creek. These works are part of continuing to provide free flow in the key flow path of the creek.

African Olive has a presence in the area along each of the banks and is a non-priority weed as part of the Biosecurity Act (2015). Being a non-priority weed species Council is not resourced to undertake a program to completely remove all of this species in the area but will address nuisance weeds such as any impeding the key water way. However, Council does actively target grants for removal of non-priority weeds when available to gain resources to fund programs for removal of non-priority weeds such as these. The Lochinvar creek area will be considered for such grant opportunities when they arise.

As part of ongoing maintenance of the drainage network across the LGA Council will continue to maintain the drainage structures in this area and also complete inspections of the key waterways for maintenance work identification.

17.2 Metford Road Metford

Submitted by Cr Mitchell Griffin

FILE NO: 35/8/4

ATTACHMENTS:

1. Council Meeting Minutes 23/04/2024 - Item 12.1 Traffic at the New Maitland Hospital
2. Council Meeting Minutes 28/05/2024 - Item 12.1 Reclassification of Metford Road to a State Road
3. Council Meeting 28/01/2025 - Item for Information Traffic at the New Maitland Hospital

RESPONSIBLE OFFICER: General Manager

Cr Mitchell Griffin has asked the following Question With Notice for the Council Meeting being held on Tuesday, 19 May 2026:

Can council officers advise on any progress with the NSW State Government and Member for Maitland on a review of traffic congestion at Metford Road Metford (adjacent Maitland Hospital) following the previous resolution of the council.

RESPONSE BY DIRECTOR CITY SERVICES

This Question With Notice is related to the attached previous Council resolutions, being:

1. 23 April 2024 - 12.1 Traffic at the New Maitland Hospital
2. 28 May 2024 - 12.1 Reclassification of Metford Road to a State Road

The attached Item for Information Council Report from 28 January 2025 (attach no. 3) provided an update and details of the letters sent by Council and the responses received regarding these resolutions.

As part of East Maitland Catalyst Area Structure Plan development, Transport for New South Wales (TfNSW) was consulted on areas related to traffic congestion throughout the plan development process. The consultation covered the whole catalyst area and was maintained at a high level. The infrastructure needs analysis supporting the structure plan recommended upgrades to road network surrounding Metford Road. Further details and information are provided in the Adoption of the East Maitland Catalyst Area Structure Plan Council Report. Council officers have recently completed the first stage of the new road recategorisation process for Metford Road from Raymond Terrace Road to Chelmsford Drive and Chelmsford Drive from Metford Road to the New England Highway. The first stage involved the submission of the Road Recategorisation Self-Assessment Tool requesting transfer from a Local Road to a State Road. This task was completed in early May, following the TfNSW information session in February, setting up of the online portal access and gathering of the required information. There is only one account allowed per Council for road recategorisation.

METFORD ROAD METFORD (Cont.)

The next stage in the process is the application via the Transport's JIRA application tracking platform. JIRA is a web-based software used by TfNSW for complex and large scale project management. No time frames have been provided on how long this next application stage will take.

Council officers were asked to provide feedback by TfNSW on both the 50% and 80% Strategic Design Option Reviews- MR104 Raymond Terrace Road and Metford Road Intersection Upgrade in February and April this year. Feedback was provided to both design reviews by Council officers

Questions With Notice

Metford Road Metford

Council Meeting Minutes 23/04/2024 – Item 12.1 Traffic at the New Maitland Hospital

Meeting Date: 19 May 2026

Attachment No: 1

Number of Pages: 2

23 APRIL 2024

12 NOTICES OF MOTION/RESCISSION

12.1 TRAFFIC AT THE NEW MAITLAND HOSPITAL

NOTICE OF MOTION SUBMITTED BY CR MITCHELL GRIFFIN

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

Cr Mitchell Griffin has indicated his intention to move the following Notice of Motion at the next Council Meeting being held on 23 April 2024:

THAT

1. That council write to the Member for Maitland and Minister for Regional Transport and Roads, Jenny Aitchison, to request funding to conduct a traffic study into peak hour traffic delays at the New Maitland Hospital Roundabout including its delays on Raymond Terrace Road resulting from backed up traffic.
2. Council also requests an update from the Minister, on Maitland previously requested road reclassifications including Metford Road.
3. Council officers report back to the Council within 3 months as to any replies received and potential options to assist with reducing congestion at peak periods at the aforementioned site.

The new Maitland Hospital has now been open for over two years. As part of the opening of the hospital a roundabout was built at the intersection of Metford Road and Fieldsend Street.

Since the completion of the hospital, residents of our city have been experiencing daily delays during peak hour times which starts at this roundabout. On a daily basis traffic stretches back to Raymond Terrace Road to the north and Chelmsford Drive to the south. Quite often traffic will be backed up beyond the cemeteries on Raymond Terrace Road and almost up to Harvest Boulevard.

This motion calls on council to seek funding to undertake a study into this traffic, and report back to councillors with potential options to assist with reducing congestion in this area.

23 APRIL 2024

COUNCIL RESOLUTION

THAT

1. That council write to the Member for Maitland and Minister for Regional Transport and Roads, Jenny Aitchison, to request funding to conduct a traffic study into peak hour traffic delays at the New Maitland Hospital Roundabout including its delays on Raymond Terrace Road resulting from backed up traffic.
2. Council also requests an update from the Minister, on Maitland previously requested road reclassifications including Metford Road.
3. Council officers report back to the Council within 3 months as to any replies received and potential options to assist with reducing congestion at peak periods at the aforementioned site.

Moved Cr M Griffin, Seconded Cr M Yarrington**CARRIED**

For:

Cr R Aitchison
Cr K Flannery
Cr P Garnham
Cr M Griffin
Cr B Hackney
Cr S Halliday
Cr B Mitchell
Mayor P Penfold
Cr K Ranadive
Cr M Yarrington

Against:

Questions With Notice

Metford Road Metford

Council Meeting Minutes 28/05/2024 - Item 12.1 Reclassification of Metford Road to a State Road

Meeting Date: 19 May 2026

Attachment No: 2

Number of Pages: 2

28 MAY 2024

12 NOTICES OF MOTION/RESCISSION

12.1 RECLASSIFICATION OF METFORD ROAD TO A STATE ROAD

NOTICE OF MOTION SUBMITTED BY CR MITCHELL GRIFFIN

FILE NO: 35/7/4
ATTACHMENTS: Nil
RESPONSIBLE OFFICER: Jeff Smith - General Manager

Cr Mitchell Griffin has indicated his intention to move the following Notice of Motion at the next Council Meeting being held on 28 May 2024:

THAT

1. Council notes that on 10 February 2021 Maitland MP Jenny Aitchison tabled a motion in the NSW Parliament calling for the State Government to urgently consider reclassification of Metford Road to a state road.
2. Since Ms Aitchison's motion in February 2021, Ms Aitchison has become the Minister for Regional Roads and Transport.
3. Council writes to Ms Aitchison as Minister for Regional Roads and Transport and the NSW Premier requesting that Metford Road along with other prior proposed roads be urgently reclassified as a state road as per Ms Aitchison's original motion in 2021.

28 MAY 2024

COUNCIL RESOLUTION**THAT**

1. Council notes that on 10 February 2021 Maitland MP Jenny Aitchison tabled a motion in the NSW Parliament calling for the State Government to urgently consider reclassification of Metford Road to a state road.
2. Since Ms Aitchison's motion in February 2021, Ms Aitchison has become the Minister for Regional Roads and Transport.
3. **Council writes to Ms Aitchison as Minister for Regional Roads and Transport and the NSW Premier requesting that Metford Road along with other prior proposed roads be urgently reclassified as a state road as per Ms Aitchison's original motion in 2021.**

Moved Cr M Griffin, Seconded Cr M Yarrington**CARRIED**

The division resulted in 9 for and 0 against, as follows:

For:	Cr K Flannery	Against:
	Cr P Garnham	
	Cr M Griffin	
	Cr B Hackney	
	Cr B Mitchell	
	Mayor P Penfold	
	Cr K Ranadive	
	Cr B Whiting	
	Cr M Yarrington	

Questions With Notice

Metford Road Metford

Council Meeting 28/01/2025 – Item for Information Traffic at the New Maitland Hospital

Meeting Date: 19 May 2026

Attachment No: 3

Number of Pages: 18

28 JANUARY 2025

16.2 Traffic at New Maitland Hospital

FILE NO:	35/48
ATTACHMENTS:	<ol style="list-style-type: none"> 1. Letter to Minister for Regional Transport and Roads on Traffic Congestion Around Maitland Hospital 2. Minister for Regional Transport and Roads Response on Traffic Congestion Around Maitland Hospital 3. Transport for NSW response on Regional Road Transfer and Reclassification Review 4. Letter to Minister for Regional Transport and Roads on Reclassification of Metford Road 5. Minister for Regional Transport and Roads Response on Reclassification of Metford Road
RESPONSIBLE OFFICER:	Director City Services Manager Asset Strategy and Engineering
AUTHOR:	Operations Manager Transport & Infrastructure Engineering
MAITLAND +10	Outcome 2 To easily get to where we want to go
COUNCIL OBJECTIVE:	2.1.2 Work with the State Government to fund the timely maintenance and/or delivery of essential State infrastructure across the City and its urban release areas
Previous Items:	12.1 – Traffic at the New Maitland Hospital – Ordinary Council – 23 Apr 2024 5:30 PM (Policy & Finance)

EXECUTIVE SUMMARY

This report seeks to inform Council on the replies received from Transport for NSW and the Minister of Regional Transport and Roads on matters raised through a notice of motion associated with traffic congestion around Maitland Hospital and the reclassification of Metford Road.

OFFICER'S RECOMMENDATION:

THAT the information contained in this report be noted.

REPORT

A notice of motion was moved at Council meeting 23 April 2024 to seek funding to undertake a study into daily traffic delays during peak hour times associated with the new Maitland Hospital and the surrounding road network. Council resolved that:

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

- 1. That council write to the Member for Maitland and Minister for Regional Transport and Roads, Jenny Aitchison, to request funding to conduct a traffic study into peak hour traffic delays at the New Maitland Hospital Roundabout including its delays on Raymond Terrace Road resulting from backed up traffic.*
- 2. Council also requests an update from the Minister, on Maitland previously requested road reclassifications including Metford Road.*
- 3. Council officers report back to the Council within 3 months as to any replies received and potential options to assist with reducing congestion at peak periods at the aforementioned site.*

This report provides an outline of the actions and correspondence undertaken to date to inform Council on the responses received from Transport for NSW (TfNSW) and the Minister of Regional Transport and Roads associated with these matters.

PEAK HOUR TRAFFIC STUDY FOR MAITLAND HOSPITAL

TfNSW has been developing the East Maitland Integrated Transport Plan which seeks to provide a 20-year plan to define how placed based transport infrastructure can evolve to support the emerging health, education and retail service centre of East Maitland. As one of the fastest growing population and employment centres in the Lower Hunter Region, the plan aims to allow the continued development of the East Maitland to Thornton area to help support its role as an anchor within the Maitland Local Government Area. The study area can be approximated as extending from Weakleys Drive, Thornton in the east to Melbourne Street, East Maitland in the west with a focus on the road corridors of Raymond Terrace Road and the New England Highway with contributing traffic from the suburbs of Thornton, Chisholm and East Maitland. The new Maitland Hospital is located within the extents of this study area.

Council officers have been kept informed of progress with participation in workshops and briefings associated with the study. A technical report for the East Maitland Integrated Transport Plan has been completed but has not been made public. The roundabout intersection at Metford Road and Fieldsend Street that provides access to the new Maitland Hospital has been identified within the study for potential improvements to help mitigate future traffic delay with the need for upgrading to occur identified within the next 10 years.

A summary of actions and responses received to date regarding the resolution on this matter is provided below.

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Date	From	To	Notes
20 Aug 2024	Office of the General Manager	Member for Maitland and Minister for Regional Transport and Roads	Attachment 1 – Request for funding to conduct a traffic study and further investigation into modelling and design development of any road network improvements required to support future growth. An update on the status of the East Maitland Integrated Transport Plan with regards to the impacts on the road network around the new Hospital was also requested.
17 Oct 2024	Member for Maitland and Minister for Regional Transport and Roads	Office of the General Manager	Attachment 2 – TfNSW is happy to continue working with Council to utilise traffic modeling undertaken as part of the East Maitland Integrated Traffic Plan to investigate congestion along Metford Road.

METFORD ROAD RECLASSIFICATION

Separate correspondence has also been sent and received for enquiries regarding the reclassification of Metford Road with a summary of actions and responses received to date provided below.

Date	From	To	Notes
25 Jun 2024	TfNSW	Office of the General Manager	Attachment 3 – Correspondence from TfNSW advising of outcomes associated with the Priority Round Implementation of the Regional Road Transfer and Road Classification Review noting that Allandale Road and Buchanan Road / Mt Vincent Road were gazette as Regional Roads on 15 July 2022. The response did not comment on the status of Metford Road.
1 Jul 2024	Office of the General Manager	Member for Maitland and Minister for Regional Transport and Roads	Attachment 4 – Seeking comment on the status of the Regional Road Transfer and Road Classification Review where Council nominated Metford Road, and other roads for potential reclassification.

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Date	From	To	Notes
30 Jul 2024	Member for Maitland and Minister for Regional Transport and Roads	Office of the General Manager	Attachment 5 - Noted the Minister was working with TfNSW to establish a business-as-usual (BAU) process for reclassification reviews and Metford Road could be looked at once this process is established.

The TfNSW response further noted that the gazettal of Allandale Road and Buchanan Road / Mt Vincent Road as Regional Roads makes them eligible for TfNSW funding under the Block Grant and REPAIR programs thereby increasing the funding Council receives under the Block Grant for management and maintenance of classified roads (an approximate increase of \$111,000 or 15% from previously issued funding). However, grant funding received for the management of classified roads continues to require additional Council contributions towards the ongoing maintenance of these corridors.

The proposed road reclassification process would replace the current practice that calls for reclassification nominations and review at infrequent intervals. The Minister's response noted this BAU process should be established by the end of the year (2024). Council was notified by TfNSW in December 2024 that draft guidelines and Frequently Asked Questions (FAQ's) had been developed for this process and requested feedback on the draft guidelines and FAQ's. Council officers will be reviewing the draft process and will comment if required.

NEXT STEPS

The identification of potential infrastructure options to assist with reducing congestion at peak periods near Maitland Hospital will continue to be investigated by Council and TfNSW. Information from the East Maitland Integrated Transport Plan technical report can be used to develop refined modelling, option analysis, concept designs and cost estimates. Timeframes for such works have not been defined but would be expected to align with the outcomes of the technical report (within 10 years) noting the need for other required infrastructure upgrades to be delivered within this timeframe.

Council officers have and will continue to liaise with TfNSW on matters associated with the development and timely delivery of essential infrastructure identified within the East Maitland Integrated Transport Plan. This includes a number of meetings and conversations that have already been held regarding proposed conceptual improvements developed by TfNSW for the Thornton North Road network, the intersection of High Street and New England Highway East Maitland and the intersection of Metford Road and Raymond Terrace Road. Officers will continue to work with TfNSW including on matters aimed at reducing congestion at peak times around Maitland Hospital at the intersection of Metford Road and Fieldsend Street.

The draft guidelines and FAQ's associated with the revised process for road reclassifications will be considered by Council officers with feedback to be provided to TfNSW if required. Upon establishment of the new process Council can continue to advocate for and request a review for the reclassification of Metford Road.

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Items for Information

Traffic at New Maitland Hospital

Letter to Minister for Regional Transport and Roads on Traffic Congestion Around Maitland Hospital

Meeting Date: 28 January 2025

Attachment No: 1

Number of Pages: 2

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)



Our Ref: 35/48

20 August 2024

Minister for Regional Transport and Roads
 Ms Jenny Aitchison, MP
 PO Box 920
 MAITLAND NSW 2320

Dear Minister *Jenny*

TRAFFIC CONGESTION AT NEW MAITLAND HOSPITAL ROUNDABOUT METFORD ROAD, METFORD

A notice of motion submitted to the Council at its meeting 23 April 2024 regarding traffic at the new Maitland Hospital. It was noted that since the completion and opening of the hospital in January 2022, residents have been experiencing daily traffic congestion and delays during peak hour times along Metford Road that extends onto Raymond Terrace Road and back towards Harvest Boulevard. The Council resolved at the meeting held 23 April 2024 that:

1. Council write to the Member for Maitland and Minister for Regional Transport and Roads, Jenny Aitchison, to request funding to conduct a traffic study into peak hour traffic delays at the New Maitland Hospital roundabout including its delays on Raymond Terrace Road resulting from backed up traffic.

Council officers have been kept informed by Transport for NSW representatives of the investigation into the East Maitland to Thornton Integrated Transport Plan (ITP). The Technical Report currently remains confidential. However, the study area for the plan, which includes Metford Road, has had key intersection nodes modelled for existing conditions and future demand out to 2041 with consideration of some conceptual upgrades required to support growth within the study area.

In accordance with the Council resolution and information provided above, I am writing to request funding to conduct a traffic study into peak hour traffic delays at the New Maitland Hospital roundabout including its delays on Raymond Terrace Road resulting from backed up traffic. In addition, it would be wise for sufficient funding to also allow for further investigation into the modelling and design development of any road network improvements required to support identified future growth within the area.

Council would appreciate an update on the East Maitland to Thornton Integrated Transport Plan with regards to the above mentioned impacts on the road network around the new hospital.

263 High Street
 Maitland NSW 2320
 All correspondence should be directed to: General Manager P.O. Box 220 Maitland NSW 2320

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 f 02 4933 3209

info@maitland.nsw.gov.au
 maitland.nsw.gov.au

P79

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P185

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METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Should you have any queries or wish to discuss any of the above matters further, please contact Council's Director City Services, Jason Linnane at jason.linnane@maitland.nsw.gov.au or 0417 419 408 at your convenience.

I look forward to hearing from you as we work together on these very important matters.

Yours sincerely

A black rectangular redaction box covering the signature of Jeff Smith.

Jeff Smith
General Manager

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Items for Information

Traffic at New Maitland Hospital

Minister for Regional Transport and Roads Response on Traffic Congestion Around Maitland Hospital

Meeting Date: 28 January 2025

Attachment No: 2

Number of Pages: 1

P81

maitland
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P187

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METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

The Hon Jenny Aitchison MP
Minister for Regional Transport and Roads



Ref: 02187262
Your Ref: 35/48

Mr Jeff Smith
General Manager
Maitland City Council
PO Box 220
Maitland NSW 2320

Dear Jeff,

Thank you for your correspondence about traffic congestion at the Maitland Hospital roundabout on Meford Road, Metford.

As your Local Member, I am always grateful to hear about ways we can improve our road network and appreciate Council taking the time to share its views with me. In acknowledgment of the concerns you raised, I asked Transport for NSW to investigate.

As Council may be aware, Transport for NSW has developed a traffic model covering the growth areas of East Maitland and Thornton which includes Metford Road.

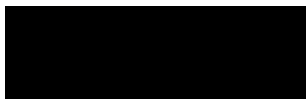
I am pleased to advise that Transport for NSW is happy to work with Council in utilising the current traffic model to investigate congestion along Metford Road and options to alleviate this.

As such, Transport for NSW will organise a meeting with Council over the next few weeks to discuss the traffic model and ways to utilise this to better understand traffic movements in and around the hospital precinct.

Should Council have any further questions, Andrew Mula, Senior Manager Transport Planning at Transport for NSW is available by emailing andrew.mula@transport.nsw.gov.au.

Thank you for taking the time to write. I genuinely appreciate the effort Council has made to raise this matter with the NSW Government.

Yours sincerely,



17/10/2024

The Hon Jenny Aitchison MP
Minister for Regional Transport and Roads
52 Martin Place Sydney NSW 2000
GPO Box 5341 Sydney NSW 2001

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P82

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P188

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28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Items for Information

Traffic at New Maitland Hospital

Transport for NSW response on Regional Road Transfer and Reclassification Review

Meeting Date: 28 January 2025

Attachment No: 3

Number of Pages: 3

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Mr Jeff Smith
 General Manager
 Maitland City Council
 285-287 High Street
 Maitland NSW, 2320



Regional Road Transfer and Road Classification Review - Priority Round Implementation

25 June 2024

Dear Mr Smith,

I refer to my letter dated 03 August 2022 regarding the road classification review and gazettal of two priority roads in the council local government area.

I am pleased to confirm that the following Regional Roads were gazetted on 16 December 2022 based on the recommendations of the Independent Panel – Road Classification Review and Regional Road Transfer Interim Report dated February 2021.

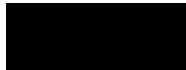
- The Allandale and Lovedale Road route between Main Road 220 Wine Country Drive and HW9 New England Highway is now a classified Tourist Road (TO 4057).
- The Buchanan Road and Mt Vincent Road route between George Booth Drive/ John Renshaw Drive Roundabout to Main Road 104 Lindesay Street at East Maitland is now a classified Secondary Road (SR 2120).

For further details of these roads, please refer to Attachment A

These Regional Roads are eligible to receive funding under the Block Grant and REPAIR programs. I am advised that Transport for NSW reviewed the 2022-23 Block Grant Agreement funding assistance for council considering the inclusion of these new Regional Roads and as a result increased the Block Grant amount by \$111,000.

If you have any further questions, Joe Krsul would be pleased to take your call on 0411 111 946.

Yours sincerely



Anna Zycki

Region Director, North
 Regional and Outer Metropolitan Division
 Transport for NSW

The Store 6 Stewart Avenue NEWCASTLE WEST
 NSW 2302

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P84

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P190

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METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

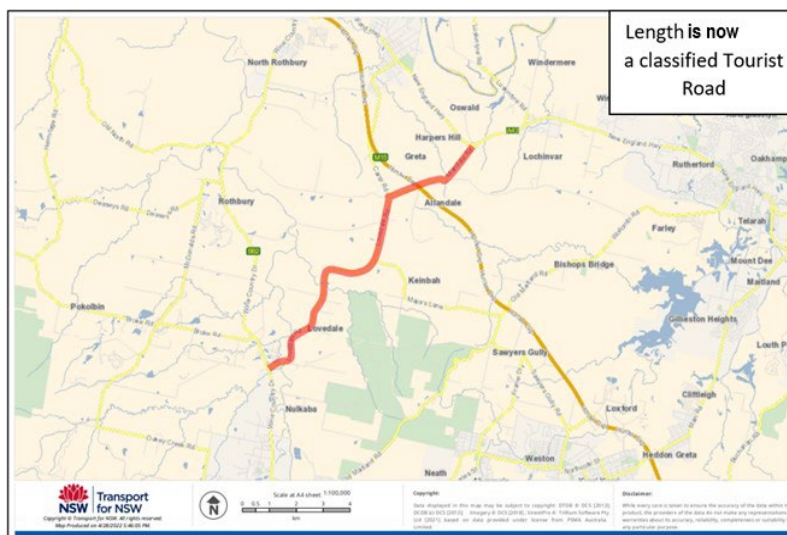
Regional Road Transfer and Road Classification Review



Attachment A

TN-003

Road Name(s):	Allandale Road and Lovedale Road	
Road(s) Location:	From Wine Country Drive near Lovedale via Hunter Expressway Lovedale interchange to New England Highway near Oswald.	
Current classification:	Class	Number
	Nil (unclassified)	7786
Current administrative category:	Regional Road (Gazetted GG323 15/07/2022)	
Description of change:	Change from an unclassified road to a classified Tourist road , maintaining its Regional Road categorisation.	
Total length of road:	12.9km (11.2 km Cessnock LGA, 1.7km Maitland LGA)	
New classification:	Class	Number
	Tourist Road (section 51)	TO4057
New administrative category:	No change - maintains Regional Road categorisation	



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METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Regional Road Transfer and Road Classification Review



1. TN-006 Reclassification of Cessnock and Maitland LGA roads

Road Name(s):	Buchanan Road, Mount Vincent Road, Brunswick Street, Richardson Street, Brisbane Street, High Street.	
Road(s) Location:	From John Renshaw Drive/ George Booth Drive roundabout at Buchanan to MR104 Lindesay Street at East Maitland	
Current classification:	Class	Number
	Nil (unclassified)	7787
Current administrative category:	Regional Road (Gazetted GG323 15/07/2022)	
Description of change:	Change from an unclassified road to a classified Secondary road , maintaining its Regional categorisation.	
Total length of road:	11.8km (6 km Cessnock LGA, 5.8 km Maitland LGA)	
New:	Class	Number
	Secondary road (section 50)	SR2120
New administrative category:	No change - maintains Regional Road categorisation	



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2

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Items for Information

Traffic at New Maitland Hospital

Letter to Minister for Regional Transport and Roads on Reclassification of Metford Road

Meeting Date: 28 January 2025

Attachment No: 4

Number of Pages: 1

P87

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P193

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METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)



Our Ref: 35/7/4

1 July 2024

Minister for Regional Transport and Roads
 Ms Jenny Aitchison, MP
 GPO Box 5341
 SYDNEY NSW 2001

Dear Jenny,

CONSIDERATION OF STATE ROAD RECLASSIFICATIONS INCLUDING METFORD ROAD, METFORD

In a notice of motion submitted to the Council regarding the reclassification of Metford Road to a State Road it was noted that a state parliamentary motion tabled on 10 February 2021 demanded the NSW Government to reconsider Maitland City Councils previously unapproved request to reclassify Metford Road as a state road. The Council resolved at the meeting held 28 May 2024 that:

1. Council notes that on 10 February 2021 Maitland MP Jenny Aitchison tabled a motion in the NSW Parliament calling for the State Government to urgently consider reclassification of Metford Road to a state road.
2. Since Ms Aitchison's motion in February 2021, Ms Aitchison has become the Minister for Regional Roads and Transport.
3. Council writes to Ms Aitchison as Minister for Regional Roads and Transport and the NSW Premier requesting that Metford Road be urgently reclassified as a state road as per Ms Aitchison's original motion in 2021.

In accordance with the above resolution, Council is writing to the NSW Premier and yourself to request the urgent reclassification of Metford Road as a state road in line with the original legislative assembly notice of motion tabled in 2021.

The reclassification of Metford Road was nominated together with other select roads around Maitland, as part of the Regional Road Transfer and Road Classification Review. It is noted that whilst a date has not been identified for conclusion of the review, a final report has been delivered to you as the Minister. Council would appreciate any comment on the status of the final report and an expectation on timeframes for any potential announcements associated with the review.

I trust the content of this letter is appreciated and should you have any queries or wish to discuss the matter further, please contact myself at your convenience.

Yours faithfully



Jeff Smith
 General Manager



P88

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P194

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28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

Items for Information

Traffic at New Maitland Hospital

Minister for Regional Transport and Roads Response on Reclassification of Metford Road

Meeting Date: 28 January 2025

Attachment No: 5

Number of Pages: 2

METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

The Hon Jenny Aitchison MP
Minister for Regional Transport and Roads



Ref: 02146281
Your Ref: 35/7/4

Mr Jeff Smith
General Manager
Maitland City Council
PO Box 220
Maitland NSW 2320

Dear Mr Smith,

Thank you for your correspondence about the reclassification of Metford Road.

I appreciate the reasons that prompted you to write and acknowledge your continued advocacy on behalf of our community in seeking to reclassify Metford Road as a State Road.

When it comes to the issue of road reclassification, the NSW Government acknowledges the significant effort which councils invested in making over 500 submissions to the main round of the former government's independent Review into Road Reclassification. I am working with Transport for NSW to establish a business-as-usual (BAU) approach for reviewing the management of the road network. Transport for NSW is currently identifying options to manage reclassification as a BAU process and will consult with Local Government on an approach before proceeding with future reviews.

The updated BAU process is due to be in place by the end of this year. This process will include a review of the current Transport for NSW Administrative road classification definitions and criteria for State Roads, Regional Roads, and Local Roads, and identify improvements to the criteria to assist in providing a more transparent and objective assessment of road classification change requests.

Maitland City Council may be assured that the consideration of reclassification of Metford Road to a State Road can be looked at once the BAU process is established.

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P90

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P196

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METFORD ROAD METFORD (Cont.)

28 JANUARY 2025

TRAFFIC AT NEW MAITLAND HOSPITAL (Cont.)

- 2 -

02146281

Thank you for taking the time to write to me. I genuinely appreciate the effort Council has made to raise this matter with the NSW Government.

Yours sincerely,



30/07/2024

The Hon Jenny Aitchison MP
Minister for Regional Transport and Roads

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GPO Box 5341 Sydney NSW 2001

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P91

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P197

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18 Urgent Business

19 Committee of the Whole

19.1 Land Acquisition for Road Widening – Maitland Vale Road

FILE NO:	28702, 28706
ATTACHMENTS:	1. Survey Plan – Maitland Vale Road, Road Widening
RESPONSIBLE OFFICER:	Executive Manager Finance
AUTHOR:	Strategic Property Manager
MAITLAND'S FUTURE	1 Liveable Maitland
COUNCIL OBJECTIVE:	1.2.3 Safe and efficient road networks

THAT Council move into Confidential Session to discuss this item under the terms of the Local Government Act 1993 Section 10A(2), as follows: (c) information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

EXECUTIVE SUMMARY

Council has been provided with grant funding to do essential work on several regional roads. The upgrade of this section of Maitland Vale Road is one such essential roadway and these acquisitions and works will provide for a safer and more accessible roadway in the area.

19.2 LAND ACQUISITION FOR ROAD WIDENING – RAYMOND TERRACE ROAD

FILE NO:	28058, 28057
ATTACHMENTS:	1. Concept Plan – Raymond Terrace Road, Road Widening
RESPONSIBLE OFFICER:	Executive Manager Finance
AUTHOR:	Strategic Property Manager
MAITLAND'S FUTURE	1 Liveable Maitland
COUNCIL OBJECTIVE:	1.2.3 Safe and efficient road networks

THAT Council move into Confidential Session to discuss this item under the terms of the Local Government Act 1993 Section 10A(2), as follows: (c) information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

EXECUTIVE SUMMARY

Council is seeking to partly link Chisholm and Thornton with the installation of a shared pathway along Raymond Terrace Road. This report requests consent to acquire two small sections of land and pay the related compensation to the landowners.

19.3 Consideration of Tenders – 2026/484 – Haussman Drive Overhead And Underground Power Relocation

FILE NO:	2026/484
ATTACHMENTS:	Nil
RESPONSIBLE OFFICER:	Director City Services Manager Works
AUTHOR:	Operations Manager Civil Projects Civil Engineer (Projects)
MAITLAND'S FUTURE	Outcome 1 Liveable Maitland
COUNCIL OBJECTIVE:	1.2 Integrated movement

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.

EXECUTIVE SUMMARY

Tenders were called for the Overhead and Underground Power Relocation at Haussman Drive, Thornton. The works also include the removal and relocation of streetlights. These works will be undertaken to support two concurrent projects along Haussman Drive, Thornton including Haussman Drive lane duplication project and Haussman Drive and Taylor Avenue roundabout project.

The lane duplication portion of the project will be funded by co-contributions from the Australian Government's Safer Local Roads Infrastructure Program (SLRIP), and Council. The roundabout portion of the project will be funded by co-contributions from the NSW Government's State Voluntary Planning Agreement (SVPA), and Council.

Tenders were invited for the works. At closing of the tender four (4) submissions were received. 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 the work. The report is being presented to the Committee of the Whole as it contains confidential information.

19.4 Consideration of Tenders – 2025/137/2467 – Walka Water Works Spillway Bridge

FILE NO:	2025/137/2467
ATTACHMENTS:	Nil
RESPONSIBLE OFFICER:	Director City Services Manager Works
AUTHOR:	Operations Manager Civil Projects Civil Engineer (Projects)
MAITLAND'S FUTURE	Outcome 1 Liveable Maitland
COUNCIL OBJECTIVE:	1.1 Great neighbourhoods

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.

EXECUTIVE SUMMARY

Tenders were called to undertake repairs & improvements to the timber bridge over the spillway at Walka Water Works. The works will involve the repair & stabilisation of the heritage brick bridge abutments, timber bridge reconstruction & construction of new concrete approach slabs. The repair & improvements will be funded from the Crown Reserves Infrastructure Fund (CRIF).

Tenders were invited for the works via open tendering process. At closing of the tender five (5) submissions were received.

All tenders were assessed by a tender review panel. This report provides details of the tender assessment and a recommendation on how to proceed. The report is being presented to the Council for approval.

20 Committee of the Whole Recommendations

21 Closure