

DRAFT

MINUTES – 9 AUGUST 2016



PORT STEPHENS

C O U N C I L

Minutes of Ordinary meeting of the Port Stephens Council held in the Council Chambers, Raymond Terrace on – 9 August 2016, commencing at 5.30pm.

PRESENT:

Mayor B MacKenzie, Councillors S. Dover, K. Jordan, P. Le Mottee, J. Morello, J Nell, S. Tucker, General Manager, Corporate Services Group Manager, Acting Facilities and Services Group Manager, Acting Development Services Group Manager and Governance Manager.

229	<p>Councillor John Nell Councillor Steve Tucker</p> <p>It was resolved that the apologies from Cr Peter Kafer, Cr Chris Doohan and Cr Geoff Dingle be received and noted.</p>
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MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

230	Councillor Sally Dover Councillor Steve Tucker It was resolved that the Minutes of the Ordinary Meeting of Port Stephens Council Ordinary Council held on 26 July 2016 be confirmed.
	There were no Declaration of Interest received.

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SUBJECT

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COUNCIL REPORTS

ITEM NO. 1

**FILE NO: 16/368795
RM8 REF NO: PSC2015-03113**

PORT STEPHENS COUNCIL CUSTOMER SATISFACTION REPORT 2016

REPORT OF: FRAN FLAVEL - CORPORATE STRATEGY AND PLANNING
MANAGER
GROUP: GENERAL MANAGER'S OFFICE

RECOMMENDATION IS THAT COUNCIL:

- 1) Receive the Port Stephens Council Customer Satisfaction Survey Report 2016 **(ATTACHMENT 1)**.

**ORDINARY COUNCIL MEETING - 9 AUGUST 2016
MOTION**

	Council did not move into Committee of the Whole at any time during the meeting.
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**ORDINARY COUNCIL MEETING - 9 AUGUST 2016
MOTION**

231	Councillor John Nell Councillor Steve Tucker It was resolved that Council receive the Port Stephens Council Customer Satisfaction Survey Report 2016 (ATTACHMENT 1) .
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BACKGROUND

The purpose of this report is to provide to Council the outcomes of the survey of a statistically valid sample of residents of the Port Stephens local government area (LGA) pertaining to facilities, services and general perceptions of Council's performance. The survey was conducted from mid-April to 31 May 2016.

The survey comprised general facilities, services and communications instrument, a library services instrument targeting active library users resident in the LGA, users of children's services, holiday parks continuous surveys and development application customers' weekly survey. The overall target was to achieve 718 responses across library, general and children's surveys; actual was 286 (library); 1,113 (general) and

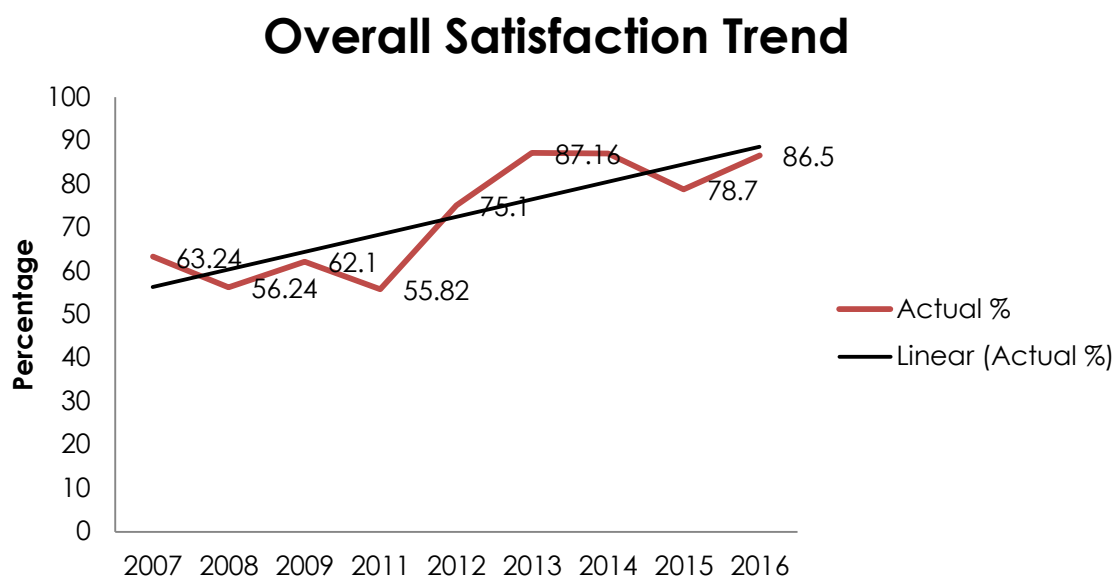
128 (children's services), being a total of 1,527 responses with a 95% confidence level.

This year there was a skew towards older respondents and more males (50.9%) than females (49.1%) responded, however the difference compared to the 2011 census is not statistically significant for gender although it is for age. People 0-18 years were not specifically targeted this year as the interest/response rate in previous years indicated that the additional resources could be better employed.

Locality was also skewed slightly towards the east of the LGA, although not sufficiently significant to render the outcomes unreliable.

The overall satisfaction rating was **86.5%**. This is an outstanding outcome given the challenges faced by the organisation over the past year.

Trend details are shown in the graph below:



Generally areas surveyed either increased or maintained satisfaction levels and any declines were minor and statistically insignificant (+/- 5%).

COMMUNITY STRATEGIC PLAN

Strategic Direction	Delivery Program 2013-2017
The Port Stephens community is informed and involved in decisions that affect them.	Engage our community in conversations and provide timely & accurate information.

FINANCIAL/RESOURCE IMPLICATIONS

The surveys were designed and implemented in-house using existing resources.

Source of Funds	Yes/No	Funding (\$)	Comment
Existing budget	Yes		
Reserve Funds	No		
Section 94	No		
External Grants	No		
Other	No		

LEGAL, POLICY AND RISK IMPLICATIONS

Although customer satisfaction surveys are not mandated by legislation, the Office of Local Government recommends in its Integrated Planning and Reporting Manual (page 32) such surveys as a valuable tool to gauge the community's views on how councils are performing in such areas as service delivery and provision of facilities and governance.

Port Stephens Council commenced formal customer satisfaction surveys in 2007 using external providers until 2011, when as a result of the sustainability review process the decision was made to continue the survey but to conduct it in-house. Since then the survey methodology has been enhanced to expand the reach of the survey.

Risk	<u>Risk Ranking</u>	Proposed Treatments	Within Existing Resources?
There is a risk that the statistical sample could be inadequate to support the findings in the Report of the Survey.	Low	The National Statistical Service recommended response rate for the Port Stephens population should be 718 with a confidence level of 95% - the actual response was 1,527.	Yes

SUSTAINABILITY IMPLICATIONS

Includes Social, Economic and Environmental Implications

Port Stephens Council conducts its operations across the spectrum of social, economic and environmental indicators. The 2016 Customer Satisfaction Survey was designed to ensure that Council is aware of the level of community satisfaction with all aspects of its operations. The Report (**ATTACHMENT 1**) demonstrates overall satisfaction but also where there are opportunities to enhance Council's operations and service delivery.

MERGER PROPOSAL IMPLICATIONS

There are no implications for merger proposals should Council adopt the Report.

CONSULTATION

To ensure that the opportunity to provide feedback was afforded to the largest number of residents and/or service users the following channels were employed:

- mail out to 3,000 sample of rate payers;
- email to >8,000 sample of residents;
- mail out to >3,000 active library users;
- email to >5,000 active library users;
- email to all users of children's services (families/carers);
- Facebook and Twitter (library and general surveys);
- Telephone survey of Development Application service customers weekly, aggregated results;
- On-going holiday parks customer polls aggregated results across all parks;
- Advertisements in the Port Stephens Examiner;
- PSConverse radio promotion;
- Council's website "Have Your Say";
- Promotion in Libraries;
- Hard copies of survey instruments provided on request.

Survey design was reviewed prior to commencement and questions related to communications were refined to elicit better understanding of how residents interact with Council and how they obtain information about Council, its services and facilities.

OPTIONS

- 1) Accept the recommendation.
- 2) Amend the recommendation.
- 3) Reject the recommendation.

ATTACHMENTS

- 1) 2016 Customer Satisfaction Survey Report.

COUNCILLORS ROOM

Nil.

TABLED DOCUMENTS

Nil.



2016 Customer Satisfaction Survey Report

**ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY
REPORT.**

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ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

Customer Satisfaction Survey 2016

Executive Summary

The Operational Plan 2015-2016 requires at 17.1.1.8 that Council "Conduct a customer satisfaction survey". This is the Report of the survey conducted during April/May 2016.

The responses across all surveys were largely demographically representative of the sampled cohorts although there was a slight over-representation of East Ward residents in the General Survey which also reflected a skew towards older, male respondents compared to the 2011 population census cohorts.

Statistics

The target sample required, with 95% confidence was 718. Total response was 1,527 across all surveys.

Overall Results

To achieve an overall satisfaction figure respondents answered that they were:

- very satisfied;
- satisfied;
- moderately/slightly satisfied;

These were aggregated using a weighted average satisfaction across all surveys.

Overall satisfaction with Council for the service packages surveyed was 86.5%.

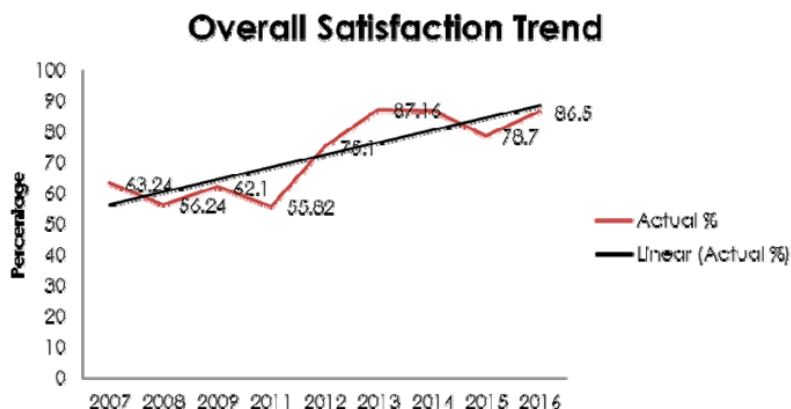


Figure 1: Overall satisfaction since 2007

ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

In terms of overall satisfaction with Council, slightly more females (87.4%) were satisfied compared to 85.9% of males (based on the General Survey outcomes only). Other surveys did not identify age or gender so the General Survey may be taken as a guide.

Individual Results

The table below shows individual services/facilities by level of overall satisfaction in descending order. The scores are aggregated as described above.

Table 1: Satisfaction scores

Facilities/Services	Satisfaction Score %
Libraries	98.6
Children's Services	98.3
Garbage collection services	93.5
Sport & Recreational facilities	93.1
Swimming pools	92.8
Holiday Parks	92.5
Community public halls	90.7
Playground equipment	90.7
Maintaining parks and gardens	90.3
Development and Building Services	90.0
Managing traffic flow (eg lights, roundabouts, street signs)	88.4
Roadside maintenance (eg trees, litter, slashing)	83.9
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	83.7
Managing nature reserves, wetlands, beaches & foreshores	83.6
Access to waste depots and recycling	81.7
Managing street trees	80.0
Maintaining footpaths	78.6
Maintaining cycleways/walking tracks	76.6
Maintaining local roads	75.6
Managing storm water drainage systems	70.7
Controlling weeds	67.8
Ranger services (eg animal management)	62.6
Managing illegal dumping	61.1
Ranger services (parking)	59.5

The Report that follows provides detailed information on the areas surveyed.

ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

Customer Satisfaction Survey 2016

General Survey

This survey was conducted from mid-April to 31 May 2016. The targeted response for this General Survey was 640 and actual response was 1,113. (The total target for all surveys was 718 responses).

Not all respondents answered all questions.

Demographics

Of those that answered the age/gender question (n=1,057) 50.9% were males and 49.1% were females. (Census 2011: Males 49.2%, Females 50.8%).

The graph below shows the age profile of respondents compared to the population (Census 2011).

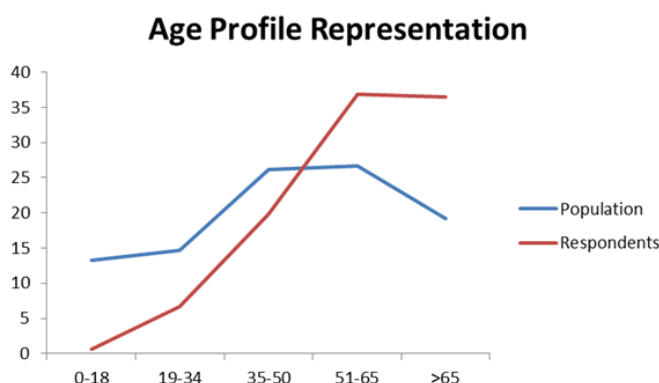


Figure 2: Demographic Profile of Respondents

There was a skew towards older residents and this age skew reflects that under-18s were not specifically targeted with a separate campaign this year.

Locality

Respondents answered the questions related to where in Port Stephens they lived (n=1,057). The overall sample of 1,057 respondents who answered geo-demographic questions was **numerically** statistically representative however there was a skew towards those residing in the east of the Local Government Area (LGA). This geographical skew continues a long- established trend for more responses from more densely settled areas of the LGA, as Raymond Terrace and Medowie responses are relatively statistically representative.¹

¹ ABS Census 2011

ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.
Table 2: Geographical representation

Locality	Percentage of Population	Percentage of Respondents
Anna Bay, Boat Harbour, Fisherman's Bay	7.6	6.1
Bobs Farm	0.7	0.2
Brandy Hill	0.9	1.3
Corlette	6.5	11.1
Duns Creek	0.7	0.6
Eagleton	0.3	0.4
East Seaham, Balickera	0.5	0.2
Fern Bay	2.3	1.8
Ferodale	0	0.2
Fingal Bay	2.1	3.2
Fullerton Cove	0.4	0.9
Glen Oak	0.5	0.6
Heatherbrae, Motto Farm	0.7	0.4
Hinton	0.4	0.8
Karuah, Twelve Mile Creek	1.9	1.7
Lemon Tree Passage	3.6	3.9
Mallabula	1.2	1.1
Medowie	12.4	11.1
Nelson Bay	7.6	12.3
Nelsons Plains	0.5	0.3
One Mile Beach	0.4	1.1
Raymond Terrace	17.8	11.9
Salamander Bay	6.8	7.6
Salt Ash	1.5	1.5
Seaham	1.4	0.9
Shoal Bay	2.6	2.2
Soldiers Point	1.9	4.0
Swan Bay, Oyster Cove	0.6	0.7
Tanilba Bay	4.1	4.7
Taylors Beach	0.1	0.4
Tomago	0.4	0.0
Wallalong	1.3	0.8
Williamtown, Campvale	1.2	0.3
Woodville, Butterwick	9.2	0.4

Results

The results that follow demonstrate the 2016 outcome and, where a direct comparison can be made, also show the 2015, 2014, 2013, and 2012 results. In terms of movement compared to the previous year +/- 5% is considered statistically significant.

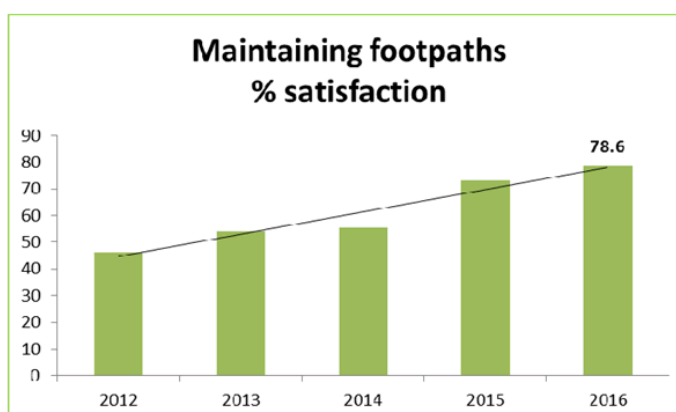
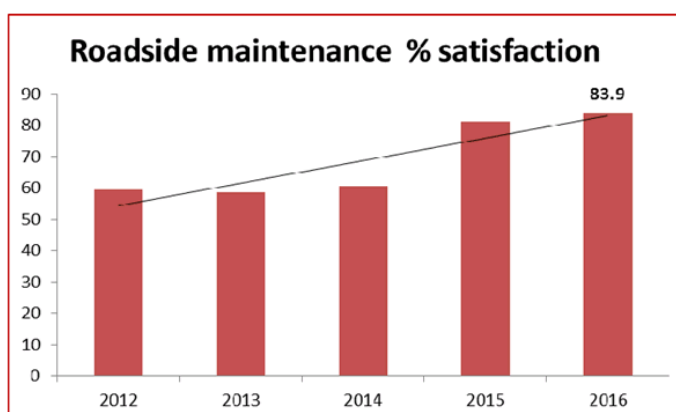
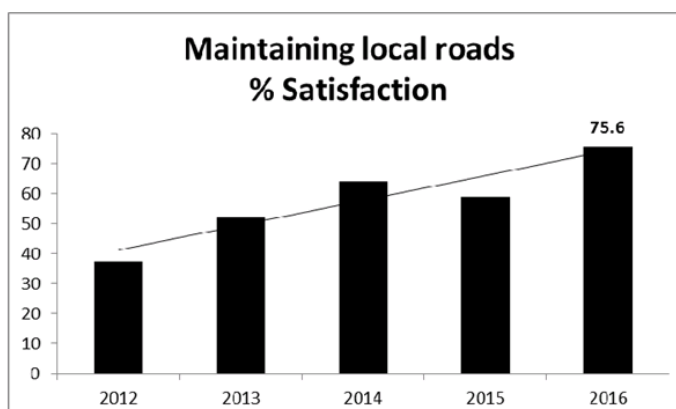
ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.
Question 1:

Asked, "How well is Council doing?" in a number of areas – results are below.

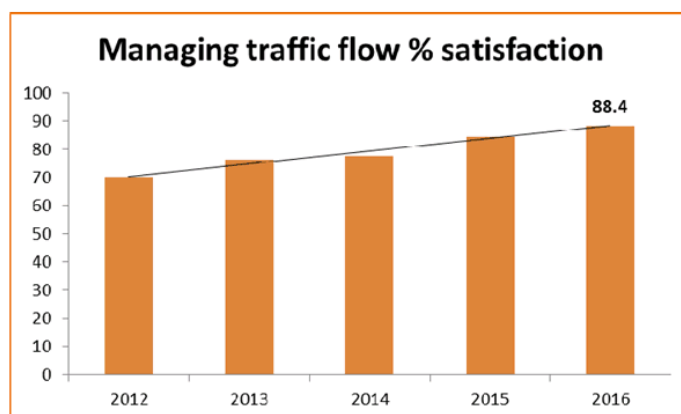
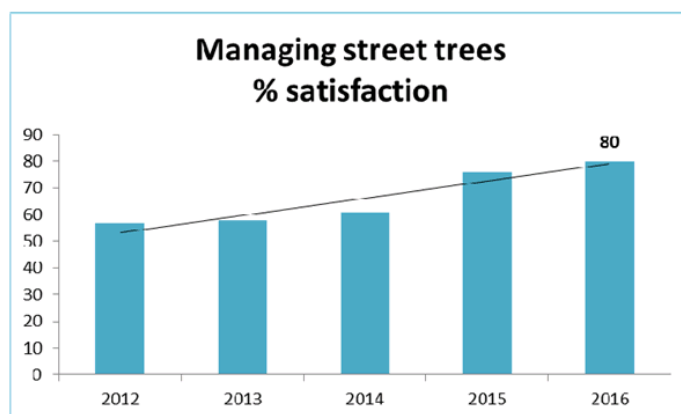
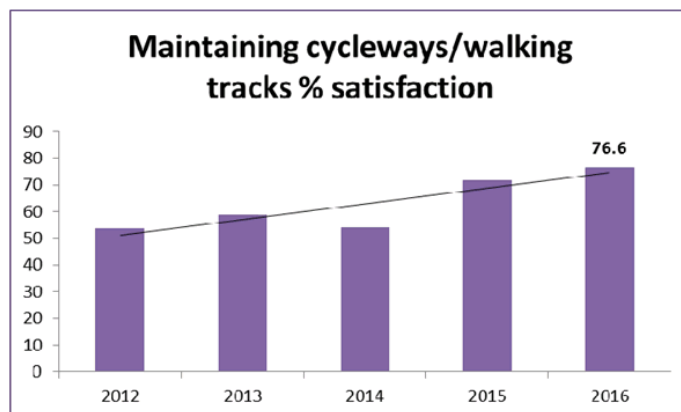
All figures in the table below are percentages.

	2016 Aggregate	2015 Aggregate	2014 Aggregate	2013 Aggregate	2012 Aggregate
Maintaining local roads	75.6	58.8	64.0	52.37	37.5
Roadside maintenance (e.g. trees, litter, slashing)	83.9	81.3	60.7	58.68	59.3
Maintaining footpaths	78.6	73.0	55.3	53.99	46.4
Maintaining cycleways/walking tracks	76.6	71.7	54.2	58.84	53.7
Managing street trees	80.0	76.0	60.8	57.87	56.7
Managing traffic flow (e.g. lights, roundabouts, street signs)	88.4	84.3	77.8	76.50	69.8
Managing storm water drainage systems	70.7	68.7	58.7	53.93	46
Managing illegal dumping	61.1	60.1	47.0	N/A	N/A
Maintaining parks and gardens	90.3	83.5	77.6	72.89	71.2
Managing nature reserves, wetlands, beaches and foreshores	83.6	75.2	64.5	67.89	60.8
Controlling weeds	67.8	64.0	48.8	46.28	37.8

ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

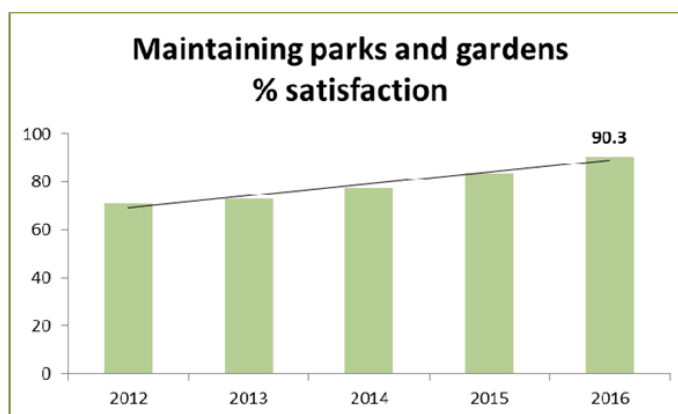
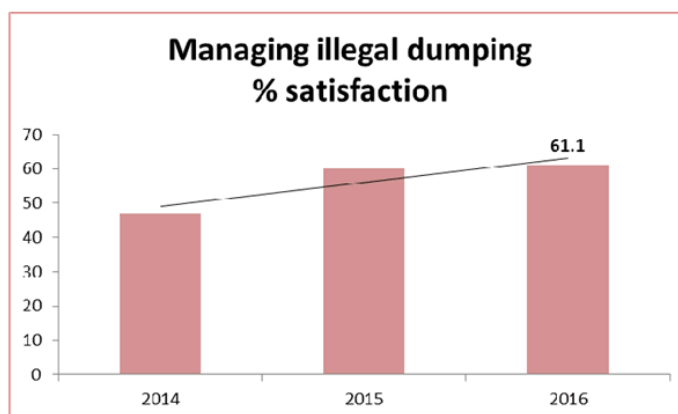
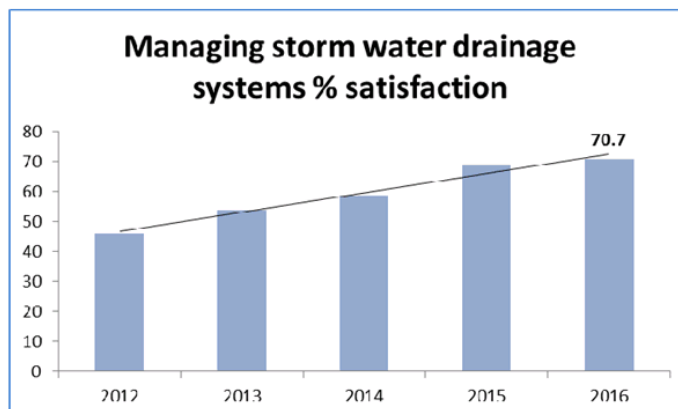


ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

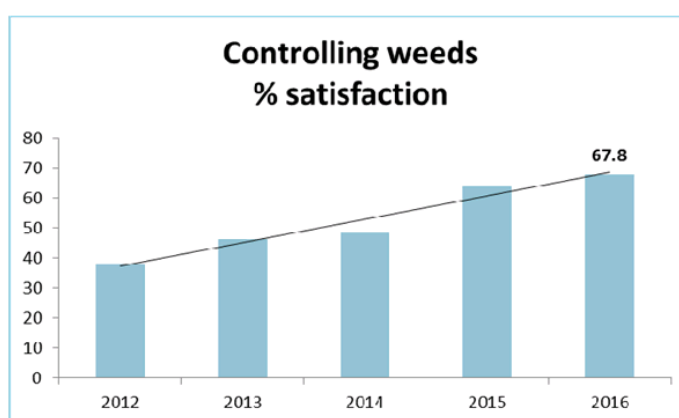
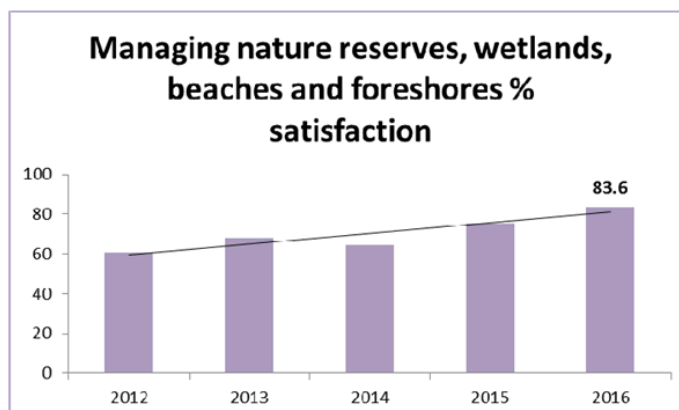


**ITEM 1 - ATTACHMENT 1
REPORT.**

2016 CUSTOMER SATISFACTION SURVEY



**ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY
REPORT.**

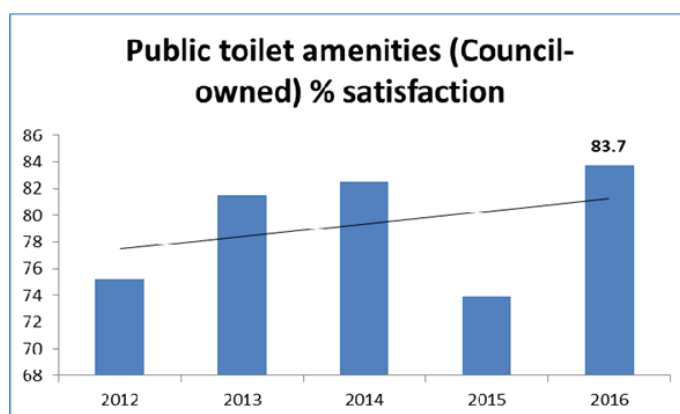


ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.
Question 2:

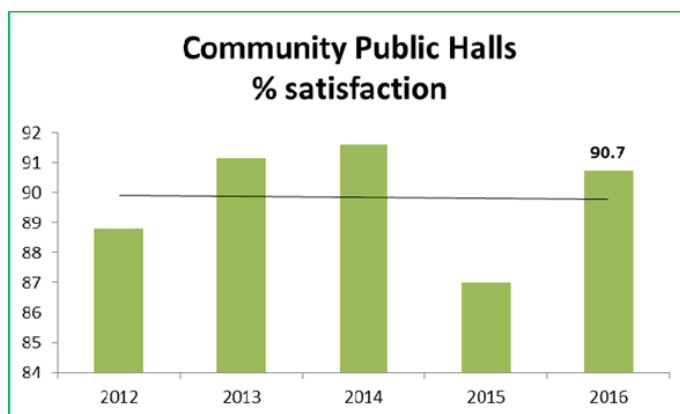
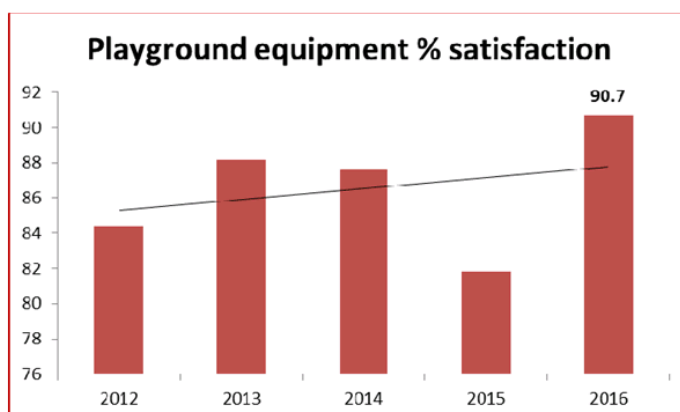
Required respondents to indicate how satisfied they were with the following services.

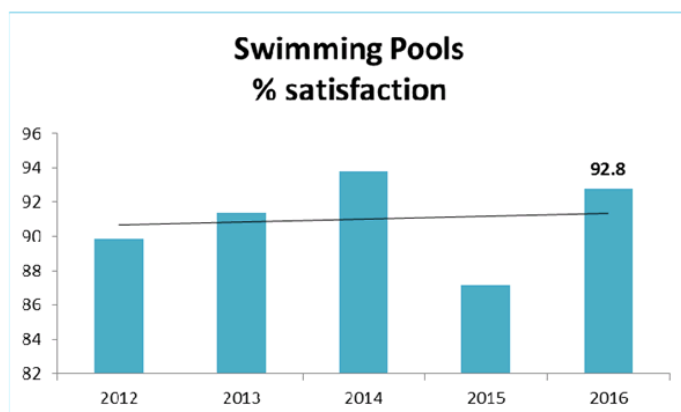
Summary:

	2016 Aggregate	2015 Aggregate	2014 Aggregate	2013 Aggregate	2012 Aggregate
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	83.7	73.9	82.5	81.52	75.2
Playground equipment	90.7	81.8	87.6	88.15	84.4
Community Public Halls	90.7	87.0	91.6	91.14	88.8
Sport and Recreational Facilities	93.1	83.2	92.1	93.77	91.2
Swimming Pools	92.8	87.2	93.8	91.38	89.9



**ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY
REPORT.**



ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

Question 3:

Respondents were asked how well Council delivered some services.

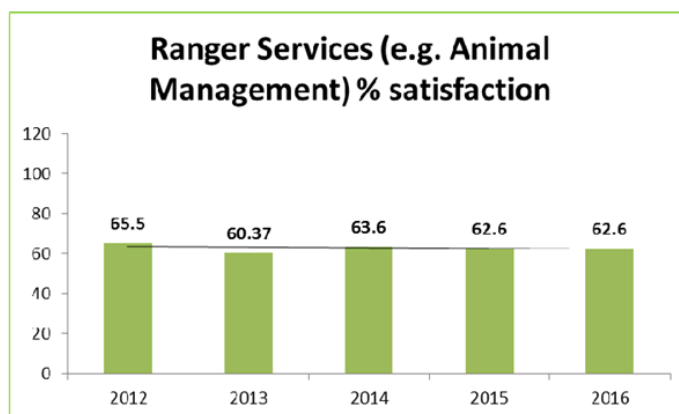
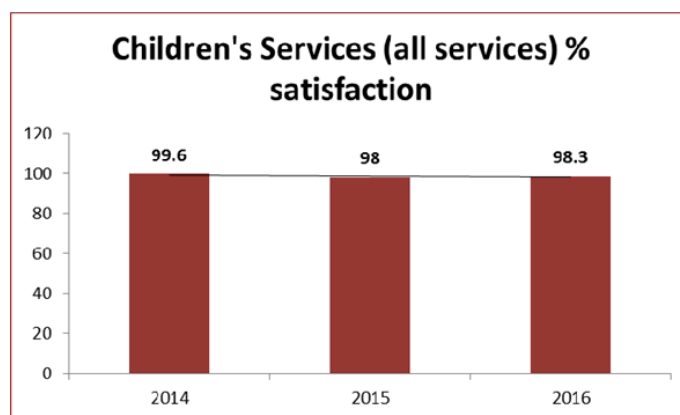
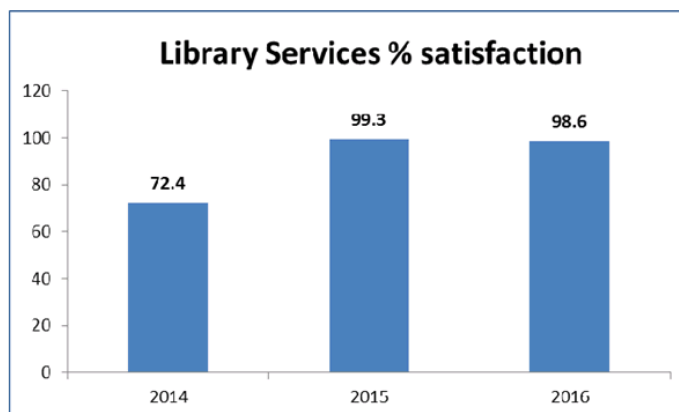
<i>Figures are percentages</i>	2016 Aggregate	2015 Aggregate	2014 Aggregate	2013 Aggregate	2012 Aggregate
Library Services	98.6	99.3	72.4	🚩	🚩
Children's Services (all services)	98.3	98.0	99.6	99.8	🚩 *
Ranger Services (e.g. Animal Management)	62.6	62.6	63.6	60.37	65.5
Rangers Services (Parking)	59.5	61.5	60.1	61.62	56.3
Garbage Collection Services	93.5	86.1	93.3	92.71	92.3
Access to waste depots and waste transfer stations	81.7	72.2	82.1	76.53	74.3

🚩 In 2014 the Tilligerry Community Library was included for the first time, and therefore no comparisons with previous years are valid.

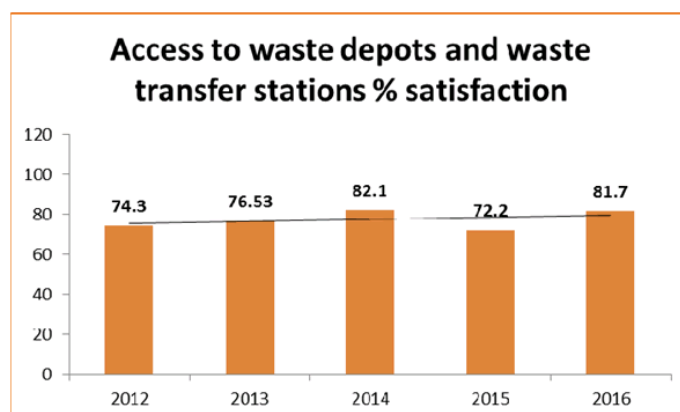
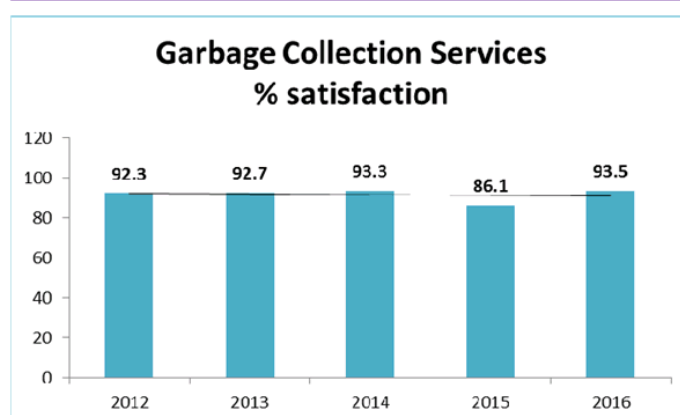
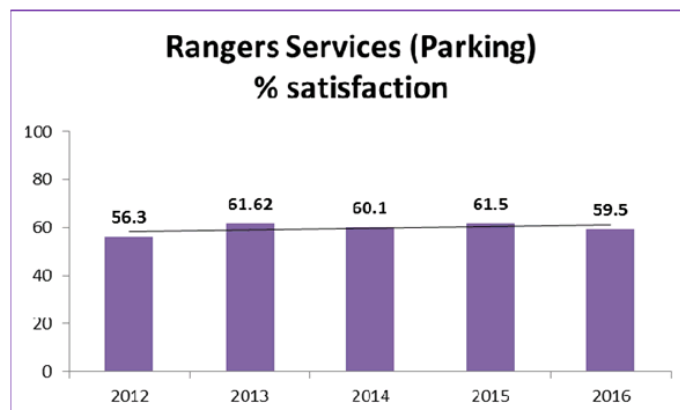
🚩 *Services not directly comparable; or not collected in this format.

The negative trend for children's services and ranger services (animal management) are not statistically significant – refer to the scale in the graphs below.

ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.



ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.



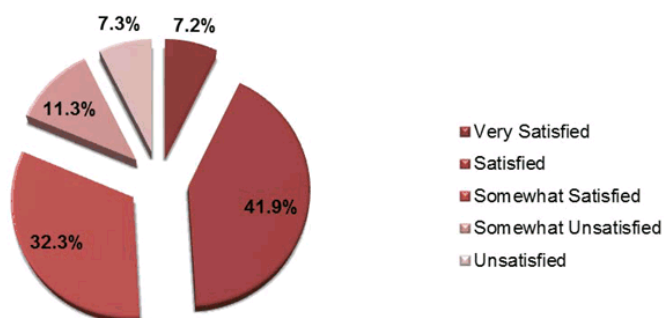
The negative dip for garbage collection services reflects July 2015 when a new service supplier commenced and the survey was conducted in July that year.

ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

Question 4:

How satisfied are you with the built environment of Port Stephens LGA? (n = 1,045)

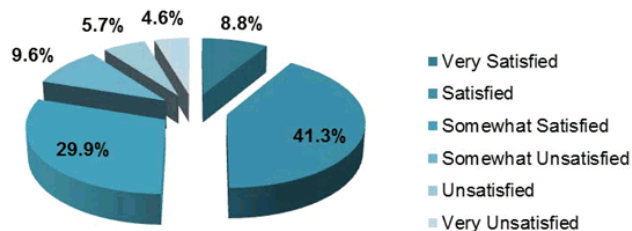
There has been an increase in Very Satisfied and Satisfied categories of responses compared to 2015 (2.8% and 28% respectively).



Question 5:

How satisfied are you with the management of the Environment of the Port Stephens LGA? (n = 1,052)

Note: This question was given a context – Council was not solely responsible for management of the environment.



There was an increase in Very Satisfied and Satisfied categories of responses compared to 2015 (3.9% and 29.1% respectively).

ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

Question 6:

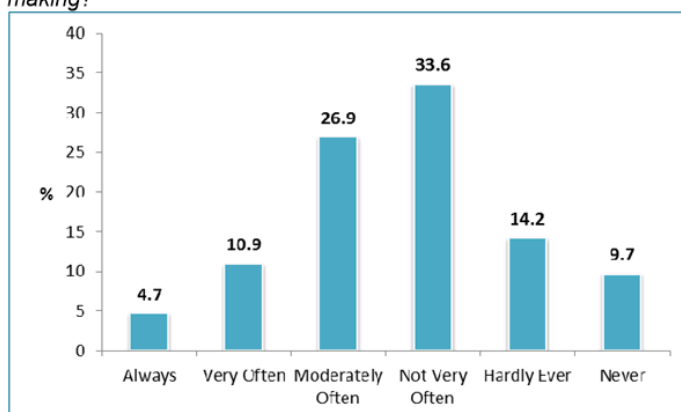
How would you rate the appearance of your neighbourhood?

Overall Result:

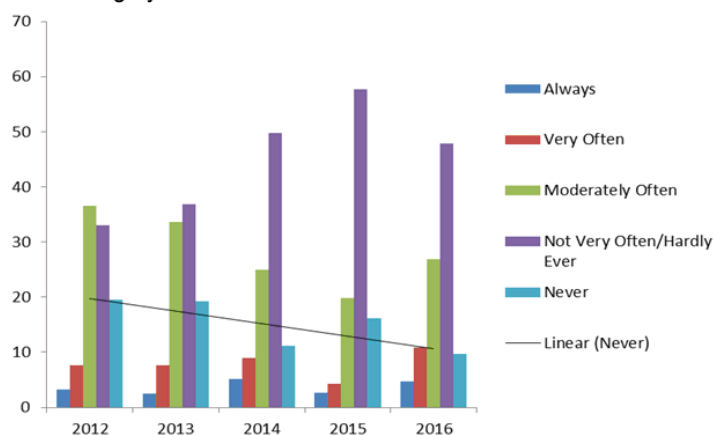
<i>N = 1,059</i>	<i>2016 Response %</i>	<i>2015 Response %</i>
Very satisfactory/very well maintained	13.8%	8.2%
Satisfactory/well maintained	61.5%	55.1%
Unsatisfactory/poorly maintained	20.0%	29.1%
Very unsatisfactory/very poorly maintained	4.7%	7.5%

Question 7:

(a) Do you feel you have opportunities to have genuine input to Council's decision-making?

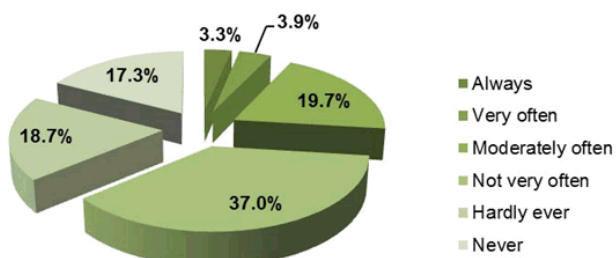


Comparison with previous years: as the trend line shows the number of respondents in the 'never' category has continued to decline.



ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

(b) Do you feel you have opportunities to have genuine input to State and Federal decision-making on matters that affect you?²



The above graphs demonstrate that local government is relatively more accessible for the community than the other levels of government.

² New question first asked in this 2016 survey. N=1,045

ITEM 1 - ATTACHMENT 1

2016 CUSTOMER SATISFACTION SURVEY

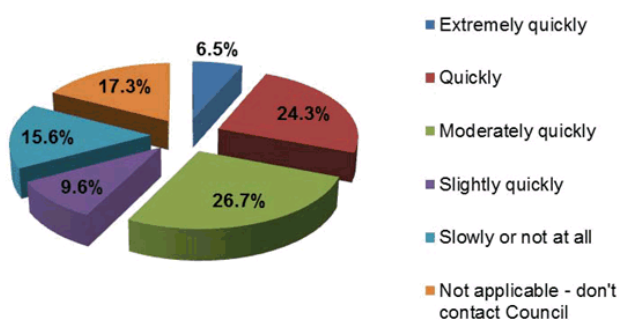
REPORT.

Question 8:

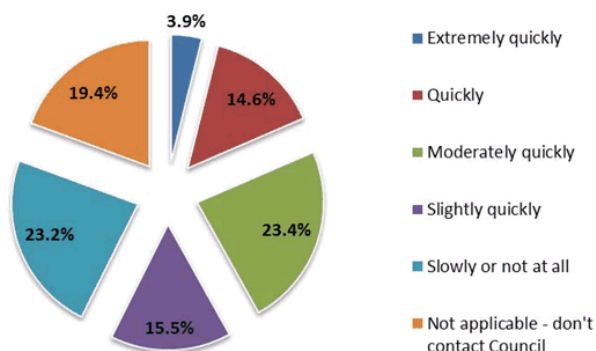
How quickly do Council staff respond to your needs/queries/problems?

The charts below demonstrate that there has been an overall improvement in responsiveness.

2016:



2015:



ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.
Question 9:

Do you have access to the Internet?

<i>Figures are percentages N = 1,067 (2016)</i>	2016	2015	2014	2013	2012
At home	56.6%	51.8%	52.1	56.4	50.8
At work	1.8%	2.6%	1.4	1.8	2.5
At home and at work	37.9%	42.0%	38.5	34.3	36.7
No Internet	3.7%	3.7%	7.9	7.5	13.3

Question 10:

Is Council's web site easy to use to access information or interact with Council?

In answer to this question (N = 945) **84.4%** of people answered YES, the same percentage as in 2015.

Question 11:

How well do you think Council is communicating with the community?

N = 1,055	Very well	Well	Moderately well	Not very well	Poorly	Don't Know
In the Port Stephens Examiner - Council Page	154	381	334	73	35	72
On Council's web site	114	300	243	58	22	232
Through social media sites such as Facebook & Twitter	47	102	124	42	27	613
Through Council's Customer Service Staff	95	231	205	50	58	339

The relatively high number of responses 'Don't Know' for social media reflects a combination of demographic factors and the relative 'newness' of the media.

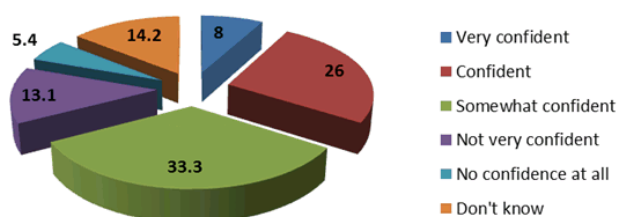
ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

Question 12:

Overall, how confident are you that Council is managing its resources (workforce, assets, and finances) well?

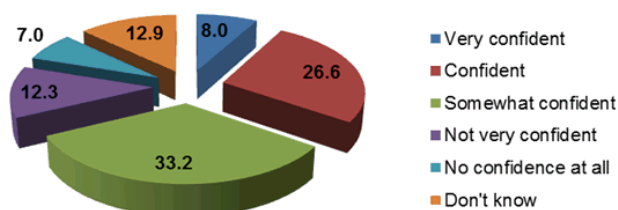
Workforce:

Workforce (n = 1,056) %



Assets:

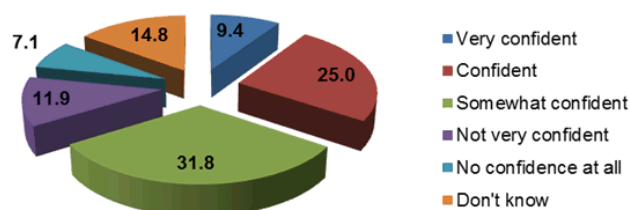
Assets (N = 1,020) %



ITEM 1 - ATTACHMENT 1 2016 CUSTOMER SATISFACTION SURVEY REPORT.

Finances:

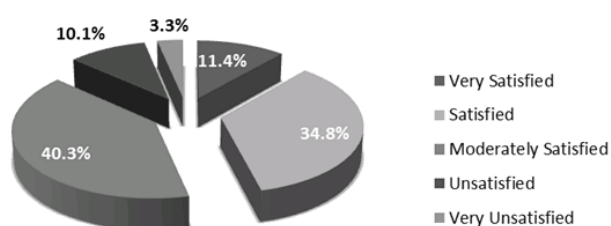
Finances (N = 1,021) %



Question 13:

OVERALL how satisfied are you with the Council's services for and on behalf of the community of Port Stephens?

2016 (N = 1,057) %



ITEM NO. 2

**FILE NO: 16/371414
RM8 REF NO: PSC2016-00178**

REQUEST FOR FINANCIAL ASSISTANCE

REPORT OF: WAYNE WALLIS - GENERAL MANAGER
GROUP: GENERAL MANAGER'S OFFICE

RECOMMENDATION IS THAT COUNCIL:

- 1) Approves provision of financial assistance under Section 356 of the *Local Government Act 1993* from the respective Mayor and Ward Funds to the following:-
 - a. West Ward Funds – Cr Peter Kafer – Wahroonga Aboriginal Corporation – Donation towards the Woman and Kids Programme - \$500.
 - b. West Ward Funds – Mount Kanwary Public School – Donation towards fundraising for new library - \$5,000.
 - c. West Ward Funds – Port Stephens Netball Association – Various projects including air conditioning for the clubhouse, repainting of courts, full length goal post protectors, mini grandstand, seating, shelter maintenance and roof structure - \$5,767.
 - d. West Ward Funds – Raymond Terrace Tennis Club – Various projects including portable PA system, new fridge, new nets, lounge chairs, trestle tables - \$5,767.
 - e. West Ward Funds – Sketchley Cottage, Raymond Terrace – Removal of branches and roots from the hills weeping fig trees and refurbishment of kitchen amenities - \$5,000.
 - f. East Ward Funds – Cr John Nell – All Saints Anglican Church – Donation towards disability access to church hall - \$500.
 - g. East Ward Funds – Cr John Nell – Port Stephens Women's Crisis and Support Group – Donation towards emergency relief - \$500.
 - h. East Ward Funds – Cr John Nell – Yacaaba Centre – Donation towards emergency relief - \$500.
 - i. East Ward Funds – COPS Y (Caring for our Port Stephens Youth – Donation towards significant research into mental health of young people - \$5,000.
 - j. East Ward Funds – Boat Harbour 355c Committee – Donation towards completing the lookout BBQ project - \$3,312.
 - k. Mayoral Funds – Tilligerry RSL Sub Branch – Donation towards associated running costs - \$500.
 - l. Mayoral Funds – Tanilba Bay Golf Club – Donation towards associated running costs – \$500.
 - m. Mayoral Funds – Raymond Terrace Art Space – Donation towards costs associated with running the Art Space - \$500.
 - n. Mayoral Funds – Port Stephens Sister Cities – Donation towards Yugawara student visit August 2016 - \$750.
 - o. Mayoral Funds – Port Stephens Sister Cities – Donation towards participants costs to attend the Wakashio Marathon in January 2017 - \$1,000.

MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

- p. Mayoral Funds – Irrawang High School – Donation towards costs associated with Spring Fair September 3, 2016 - \$500.
- q. Mayor Funds - Port Stephens Suicide Prevention Network – Donation towards costs associated with providing programmes on suicide prevention to the local community - \$2,000.
- r. Mayoral Funds - Port Stephens Council Facilities and Services Group – Donation to cover wages to provide a PSC carpenter to Karuah Mens Shed to supervise and assist the Men's Shed trades - \$2,000.
- s. Mayoral Funds – Port Stephens Council Facilities and Services Group – Donation to construct croquet courts at the Bommerang Park - \$20,000.
- t. Central Wards Funds – Cr Chris Doohan – Bay Area Boardriders – Donation towards external awning to be attached to side of trailer - \$500.

ORDINARY COUNCIL MEETING - 9 AUGUST 2016 MOTION

232	<p>Mayor Bruce MacKenzie Councillor Steve Tucker</p> <p>It was resolved that Council approve provision of financial assistance under Section 356 of the <i>Local Government Act 1993</i> from the respective Mayor and Ward Funds to the following:-</p> <ul style="list-style-type: none">a. West Ward Funds – Cr Peter Kafer – Wahroonga Aboriginal Corporation – Donation towards the Woman and Kids Programme - \$500.b. West Ward Funds – Mount Kanwary Public School – Donation towards fundraising for new library - \$5,000.c. West Ward Funds – Port Stephens Netball Association – Various projects including air conditioning for the clubhouse, repainting of courts, full length goal post protectors, mini grandstand, seating, shelter maintenance and roof structure - \$5,767.d. West Ward Funds – Raymond Terrace Tennis Club – Various projects including portable PA system, new fridge, new nets, lounge chairs, trestle tables - \$5,767.e. West Ward Funds – Sketchley Cottage, Raymond Terrace – Removal of branches and roots from the hills weeping fig trees and refurbishment of kitchen amenities - \$5,000.f. East Ward Funds – Cr John Nell – All Saints Anglican Church – Donation towards disability access to church hall - \$500.g. East Ward Funds – Cr John Nell – Port Stephens Women's Crisis and Support Group – Donation towards emergency relief - \$500.h. East Ward Funds – Cr John Nell – Yacaaba Centre – Donation towards emergency relief - \$500.i. East Ward Funds – COPSYP (Caring for our Port Stephens Youth – Donation towards significant research into mental health of young people - \$5,000.
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MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

j.	East Ward Funds – Boat Harbour 355c Committee – Donation towards completing the lookout BBQ project - \$3,312.
k.	Mayoral Funds – Tilligerry RSL Sub Branch – Donation towards associated running costs - \$500.
l.	Mayoral Funds – Tanilba Bay Golf Club – Donation towards associated running costs – \$500.
m.	Mayoral Funds – Raymond Terrace Art Space – Donation towards costs associated with running the Art Space - \$1,000.
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r.	Mayoral Funds - Port Stephens Council Facilities and Services Group – Donation to cover wages to provide a PSC carpenter to Karuah Mens Shed to supervise and assist the Men's Shed trades - \$2,000.
s.	Mayoral Funds – Port Stephens Council Facilities and Services Group – Donation to construct croquet courts at the Boomerang Park - \$20,000.
t.	Central Wards Funds – Cr Chris Doohan – Bay Area Boardriders – Donation towards external awning to be attached to side of trailer - \$500.
u.	Mayoral Funds - Salt Ash Hall Committee – Donation towards the purchase of a barbeque - \$4,000.

BACKGROUND

The purpose of this report is to determine and, where required, authorise payment of financial assistance to recipients judged by Councillors as deserving of public funding. The Financial Assistance Policy gives Councillors a wide discretion either to grant or to refuse any requests.

Council's Financial Assistance Policy provides the community and Councillors with a number of options when seeking financial assistance from Council. Those options being:

1. Mayoral Funds
2. Rapid Response
3. Community Financial Assistance Grants – (bi-annually)
4. Community Capacity Building

MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

Council is unable to grant approval of financial assistance to individuals unless it is performed in accordance with the *Local Government Act 1993*. This would mean that the financial assistance would need to be included in the Operational Plan or Council would need to advertise for 28 days of its intent to grant approval. Council can make donations to community groups.

The requests for financial assistance are shown below:-

CENTRAL WARD – Councillors Dingle, Doohan & Tucker

Bay Area Boardriders	Donation towards external awning to be attached to side of trailer.	\$500
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WEST WARD – Councillors Jordan, Kafer & Le Mottee

Wahroonga Aboriginal Corporation.	Donation towards the Woman and Kids Programme.	\$500
Mount Kanwary Public School	Donation towards fundraising for new library.	\$5,000
Port Stephens Netball Association	Various projects including air conditioning for the clubhouse, repainting of courts, full length goal post protectors, mini grandstand, seating, shelter maintenance and roof structure -	\$5,767
Raymond Terrace Tennis Club	Various projects including portable PA system, new fridge, new nets, lounge chairs, trestle tables.	\$5,767
Sketchley Cottage, Raymond Terrace	Removal of branches and roots from the hills weeping fig trees and refurbishment of kitchen amenities.	\$5,000

EAST WARD – Councillors Dover, Morello & Nell

All Saints Anglican Church	Donation towards disability access to church hall.	\$500
Port Stephens Women's Crisis and Support Group	Donation towards emergency relief.	\$500
Yacaaba Centre	Donation towards emergency relief.	\$500
COPSY (Caring for our Port Stephens Youth	Donation towards significant research into mental health of young people.	\$5,000
Boat Harbour 355c Committee	Donation towards completing the lookout BBQ project.	\$3,312

MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

MAYORAL FUNDS – Mayor MacKenzie

Tilligerry RSL Sub Branch	Donation towards associated running costs	\$500
Tanilba Bay Golf Club	Donation towards associated running costs	\$500
Raymond Terrace Art Space	Donation towards costs associated with running the Art Space	\$500
Port Stephens Sister Cities	Donation towards Yugawara student visit August 2016.	\$750
Port Stephens Sister Cities	Donation towards participants costs to attend the Wakashio Marathon in January 2017.	\$1,000
Irrawang High School	Donation towards costs associated with Spring Fair September 3, 2016	\$500
Port Stephens Suicide Prevention Network	Donation towards costs associated with providing programmes on suicide prevention to the local community -	\$2,000.
Port Stephens Council Facilities and Services Group	Donation to cover wages to provide a PSC carpenter to Karuah Mens Shed to supervise and assist the Men's Shed trades	\$2,000
Port Stephens Council Facilities and Services Group	Donation to construct croquet courts at the Bommerang Park.	\$20,000

COMMUNITY STRATEGIC PLAN

Strategic Direction	Delivery Program 2013-2017
Port Stephens has strong governance and civic leadership.	Manage the civic leadership and governance functions of Council. Manage relationships with all levels of government, stakeholder organisations and Hunter Councils Inc.

FINANCIAL/RESOURCE IMPLICATIONS

Source of Funds	Yes/No	Funding (\$)	Comment
Existing budget	Yes	60,096	Within existing budget.
Reserve Funds	No		
Section 94	No		

MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

Source of Funds	Yes/No	Funding (\$)	Comment
External Grants	No		
Other	No		

LEGAL AND POLICY IMPLICATIONS

To qualify for assistance under Section 356(1) of the *Local Government Act 1993*, the purpose must assist the Council in the exercise of its functions. Functions under the Act include the provision of community, culture, health, sport and recreation services and facilities.

The policy interpretation required is whether the Council believes that:

- a) applicants are carrying out a function, which it, the Council, would otherwise undertake;
- b) the funding will directly benefit the community of Port Stephens;
- c) applicants do not act for private gain.

Risk	<u>Risk Ranking</u>	Proposed Treatments	Within Existing Resources?
There is a risk that Council may set a precedent when allocating funds to the community and an expectation those funds will always be available.	Low	Adopt the recommendations.	Yes

SUSTAINABILITY IMPLICATIONS

Includes Social, Economic and Environmental Implications

Nil.

MERGER PROPOSAL IMPLICATIONS

There are no merger implications.

CONSULTATION

Consultation with key stakeholders has been undertaken by the General Managers Unit.

Consultation has been taken with the key stakeholders to ensure budget requirements are met and approval.

Internal

- 1) Mayor
- 2) Councillors

External

- 1) Port Stephens Community

OPTIONS

- 1) Accept the recommendation.
- 2) Vary the dollar amount before granting each or any request.
- 3) Decline to fund all the requests.

ATTACHMENTS

Nil.

COUNCILLORS ROOM

Nil.

TABLED DOCUMENTS

Nil.

NOTICES OF MOTION

NOTICE OF MOTION

ITEM NO. 1

**FILE NO: 16/379645
RM8 REF NO: PSC2015-01247**

APRIL 2015 SUPER STORM DAMAGE FUNDING

COUNCILLOR: MAYOR BRUCE MACKENZIE

THAT COUNCIL:

- 1) Write to the Minister for Corrections, Minister for Emergency Services and Minister for Veterans Affairs, the Hon. David Elliott MP, the Treasurer of NSW, the Hon. Gladys Berejiklian MP and the Parliamentary Secretary for the Hunter and Central Coast, Mr Scot MacDonald MLC, requesting that the agreed financial assistance for the April 2015 Super Storm damage be released to Port Stephens Council immediately.

**ORDINARY COUNCIL MEETING - 9 AUGUST 2016
MOTION**

233	<p>Mayor Bruce MacKenzie Councillor Ken Jordan</p> <p>It was resolved that Council write to the Minister for Corrections, Minister for Emergency Services and Minister for Veterans Affairs, the Hon. David Elliott MP, the Treasurer of NSW, the Hon. Gladys Berejiklian MP and the Parliamentary Secretary for the Hunter and Central Coast, Mr Scot MacDonald MLC, requesting that the agreed financial assistance for the April 2015 Super Storm damage be released to Port Stephens Council immediately.</p>
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**BACKGROUND REPORT OF: TIM HAZELL - FINANCIAL SERVICES SECTION
MANAGER, FINANCIAL SERVICES**

BACKGROUND

In April 2015 the Port Stephens area, like many others, experienced a substantial weather event. This event caused considerable damage across the local government area, especially in the public realm with considerable damage to trees and vegetation.

MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

While Council's workforce was utilised to a large extent, the size and impact of the weather event meant that a number of external contractors were engaged to make safe public areas.

In past weather events Council has only been able to claim expenditure incurred within the first 21 days following the event. In this instance that time line was gratefully extended and Council has been able to claim expenditure dated from the storm event until 30 June 2015. The total of this claim has been assessed at \$3.6 million dollars and has been submitted to the State Government for reimbursement.

In addition, a further category of storm event was declared, known as a category D storm event, which has meant that Council can claim further expenditures in relation to green waste removal. This claim totals \$2.5 million dollars.

Council has met with State Government representatives on a number of occasions, has modified the claims in line with advice received at these meetings and is currently awaiting reimbursement.

Council has expended these funds in good faith and in anticipation of the reimbursement funding, has drawn the expenditure from available cash reserves. This has meant that Council's available cash has been severely depleted and while not impacting directly on operations has made the management over the past 12 months to be challenging. It seems unreasonable to have Council seeking reimbursement of such large sums of cash so long after the impact of the weather event.

MERGER PROPOSAL IMPLICATIONS

There are no merger implications.

ATTACHMENTS

Nil.

NOTICE OF MOTION

ITEM NO. 2

FILE NO: 16/379689

RM8 REF NO: PSC2015-00104V2

19 MOUNT HALL ROAD, RAYMOND TERRACE - FIRE DAMAGED PROPERTY

COUNCILLOR: MAYOR BRUCE MACKENZIE

THAT COUNCIL:

- 1) Write to the Minister for Social Housing, the Hon. Brad Hazzard MP requesting action be taken to make safe the burnt out property managed by the Department of Housing at 19 Mount Hall Road, Raymond Terrace, as a matter of urgency.

**ORDINARY COUNCIL MEETING - 9 AUGUST 2016
MOTION**

234	Mayor Bruce MacKenzie Councillor Paul Le Mottee It was resolved that Council write to the Minister for Social Housing, the Hon. Brad Hazzard MP requesting action be taken to make safe the burnt out property managed by the Department of Housing at 19 Mount Hall Road, Raymond Terrace, as a matter of urgency.
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**BACKGROUND REPORT OF: MATTHEW BROWN - SECTION MANAGER,
DEVELOPMENT ASSESSMENT AND COMPLIANCE**

BACKGROUND

It is understood the property located at 19 Mount Hall Road was fire damaged approximately 10 months ago.

The property is identified on Council's property system as being owned by the State government.

The property remains in its fire damaged state and is not fit for occupation. Whilst the property remains in its current state it presents an unacceptable public safety and amenity issue.

MINUTES ORDINARY COUNCIL - 9 AUGUST 2016

Council records indicate no complaints have been received in relation to the property and the most effective initial method to rectify the building is to formally write to the land owner.

Council staff have an excellent relationship with the government agency which is the owner and will work with them to have the building/site remedied.

MERGER PROPOSAL IMPLICATIONS

There are no implications for any proposed merger.

ATTACHMENTS

- 1) Photographs - 19 Mount Hall Road, Raymond Terrace.



NOTICE OF MOTION**ITEM NO. 3****FILE NO: 16/379708
RM8 REF NO: PSC2015-03274****SAME SEX MARRIAGE PLEBISCITE****COUNCILLOR: MAYOR BRUCE MACKENZIE**

THAT COUNCIL:

- 1) Write to all NSW Councils requesting support to oppose the same sex marriage plebiscite based on the fact the Federal Government is not bound by the result of the plebiscite and the financial burden this places on the Australian taxpayer.
-

**ORDINARY COUNCIL MEETING - 9 AUGUST 2016
MOTION**

235	Mayor Bruce MacKenzie Councillor Ken Jordan It was resolved that Council write to all NSW Councils requesting support to oppose the same sex marriage plebiscite based on the fact the Federal Government is not bound by the result of the plebiscite and the financial burden this places on the Australian taxpayer.
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BACKGROUND REPORT OF: WAYNE WALLIS – GENERAL MANAGER**BACKGROUND**

The Federal Government is proposing to hold a plebiscite on same sex marriage either late 2016 or in 2017. It has been reported that the cost of the plebiscite will be \$160M.

The Australian Electoral Commission website states:

"Governments can hold plebiscites to test whether people either support or oppose a proposed action on an issue. The government is not bound by the 'result' of a plebiscite as it is by the result of a Constitutional referendum."

MERGER PROPOSAL IMPLICATIONS

There are no merger implications associated with this Notice of Motion.

ATTACHMENTS

Nil.

There being no further business the meeting closed at 6.01pm.