

**INVERELL SHIRE COUNCIL**

**NOTICE OF MEETING**

**ECONOMIC & COMMUNITY SUSTAINABILITY COMMITTEE**

6 July, 2017

An Economic & Community Sustainability Committee Meeting will be held in the Committee Room, Administrative Centre, 144 Otho Street, Inverell on Wednesday, 12 July, 2017, commencing at 10.30am.

Your attendance at this Economic & Community Sustainability Committee Meeting would be appreciated.

**P J HENRY PSM**

**GENERAL MANAGER**

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**A G E N D A**

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<b>SECTION A</b>	<b>APOLOGIES CONFIRMATION OF MINUTES DISCLOSURE OF CONFLICT OF INTERESTS/PECUNIARY AND NON-PECUNIARY INTERESTS BUSINESS ARISING FROM PREVIOUS MINUTES</b>
<b>SECTION B</b>	<b>ADVOCACY REPORTS</b>
<b>SECTION C</b>	<b>COMMITTEE REPORTS</b>
<b>SECTION D</b>	<b>DESTINATION REPORTS</b>
<b>SECTION E</b>	<b>INFORMATION REPORTS</b>
<b>SECTION F</b>	<b>GENERAL BUSINESS</b>
<b>SECTION H</b>	<b>GOVERNANCE REPORTS</b>
<b>SECTION G</b>	<b>CONFIDENTIAL MATTERS (COMMITTEE-OF-THE-WHOLE)</b>

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## Quick Reference Guide

*Below is a legend that is common between the:*

- Inverell Shire Council Strategic Plan;
- Inverell Shire Council Delivery Plan; and
- Inverell Shire Council Operational Plan.



# ECONOMIC & COMMUNITY SUSTAINABILITY COMMITTEE MEETING

Wednesday, 12 July, 2017

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MINUTES OF THE ECONOMIC & COMMUNITY SUSTAINABILITY COMMITTEE MEETING HELD IN THE COMMITTEE ROOM, INVERELL SHIRE COUNCIL, 144 OTHO STREET, INVERELL ON WEDNESDAY, 14 JUNE, 2017, COMMENCING AT 9.35AM.

PRESENT: Cr J A Watts (Chairperson), Crs P J Harmon, P A King, A A Michael and C M Dight.

Also in attendance: Crs D F Baker, S J Berryman, J N McCosker and M J Peters.

Paul Henry (General Manager), Ken Beddie (Director Corporate and Economic Services) and Brett McInnes (Director Civil and Environmental Services).

SECTION A

APOLOGIES:

There were no apologies received.

1. CONFIRMATION OF MINUTES

*RESOLVED (Michael/Harmon) that the Minutes of the Economic and Community Sustainability Committee Meeting held on 10 May, 2017 as circulated to members, be confirmed as a true and correct record of that meeting.*

2. DISCLOSURE OF CONFLICT OF INTERESTS/PECUNIARY AND NON-PECUNIARY INTERESTS

There were no interests declared.

3. BUSINESS ARISING FROM PREVIOUS MINUTES

Nil.

SECTION B  
ADVOCACY REPORTS

Cr Michael Inverell Sports Council

The Annual General Meeting has been held and all executive positions have been filled for 2017/18.

Cr Dight Border Regional Organisation of Councils (BROC)

Cr Dight noted BROC meeting held at Warwick on 2 June, 2017. A range of issues were discussed including the Wellcamp Airport and regional benefits. The minutes will be provided to Council on their receipt.

Cr Harmon Sapphire Wind Farm Community Day Out

The event held in Campbell Park on 3 June, 2017 was a success in informing the community of the development and its benefits.

SECTION D  
DESTINATION REPORTS

MIPR-A 1. REQUEST FOR ASSISTANCE – EAT DRINK LIVE NEW ENGLAND S12.22.1/10

*RESOLVED (Harmon/King) that the Committee recommend to Council that Council provide a contribution of \$4,000 in this matter, being 50 per cent of the cost of a celebrity chef for the event, funded from the Joint Industry Promotions Budget Allocation.*

EMCCS-A 2. DISABILITY INCLUSION ACTION PLAN UPDATE S3.16.4

*RESOLVED (Michael/Harmon) that Committee recommend to Council that the Inclusion Disability Action Plan be adopted.*

MLS-A 3. PUBLIC LIBRARIES NSW NORTH EAST ZONE MEETING S3.6.4

*RESOLVED (Harmon/Michael) that the Committee recommend to Council that:*

- i) The information be received and noted; and*
- ii) That Council support any recommendations by the Public Libraries Association executive to enable voting rights of members attending meetings remotely via technology.*

GM-A 4. BOUNDARY ADJUSTMENT - ARMIDALE REGIONAL COUNCIL S13.1.1

*RESOLVED (Harmon/Michael) that the Committee recommend to Council that:*

- i) Inverell Shire Council inform the eight (8) property owners of the position taken by the Administrator;*
- ii) Council advise the property owners that Inverell Shire will pursue their stated intention with the 'new' Armidale Regional Council following the September Local Government elections;*
- iii) That Inverell Shire Council prepares a submission to the Armidale Regional Council, seeking an expansion of the areas to be transferred to Inverell Shire Council to cover the eight (8) properties. Further, that this submission be presented to Armidale Regional Council in October, 2017, after their Local Government election; and*
- iv) That the Member for Northern Tablelands, Mr Adam Marshall be respectfully requested to enquire of the Minister's office on the timeframe for dealing with the agreed boundary adjustment.*

CSOT-A 5. EXPIRING LICENCE AGREEMENTS S4.11.9

- a) Transmitting Station, Transgrid – Lot 22, DP 721168, Mandoe Radio Site, Atholwood S5.10.61*

*RESOLVED (Harmon/Dight) that the Committee recommend to Council that:*

- i) Council renew the agreement with Transgrid, Lot 22, DP 721168, Mandoe Radio Site, Atholwood for a three (3) year period with a further three (3) year option under the same terms and conditions;*
- ii) The licence fee be \$1100.00 per annum (GST Inclusive); and*
- iii) The Licence Agreement be subject to any other terms and conditions as negotiated by Council's General Manager.*

- b) Licence Agreement, Mr Colin Moore – Part Unformed Laneway Adjacent to Lot 1, DP 161692 and Lot 5, Sec 8, DP 448428, Inverell 5.10.137

*RESOLVED (Harmon/Dight) that the Committee recommend to Council that:*

- i) *Council renew the agreement with Mr Colin Moore for Part Unformed Laneways Adjacent to Lot 1, DP 161692 and Lot 5, Sec 8, DP 448428, Inverell for a two (2) year period with a further two (2) year option under the same terms and conditions;*
- ii) *The licence fee be \$212.18 per annum (GST inclusive) with a 3% increase per annum; and*
- iii) *The Licence Agreement be subject to any other terms and conditions as negotiated by Council's General Manager.*

- c) Licence Agreement, Tharawonga Mobile Resource Unit – Yetman Recreation Hall, Yetman S5.10.132

*RESOLVED (Harmon/Dight) that the Committee recommend to Council that:*

- i) *Council renew the agreement with Tharawonga Mobile Resource Unit for Yetman Recreation Hall for a one (1) year period with a further one (1) year option under the same terms and conditions;*
- ii) *The licence fee be \$240.40 per annum (GST inclusive); and*
- iii) *The Licence Agreement be subject to any other terms and conditions as negotiated by Council's General Manager.*

- d) Licence Agreement, J.R & B.A Thompson Pty Ltd T/A New England Toyota – Lot 2, DP 1038122 Oliver Street, Inverell S

*RESOLVED (Harmon/Dight) that the Committee recommend to Council that:*

- i) *Council renew the agreement with New England Toyota for Lot 2, DP 1038122, Oliver Street, Inverell for a one (1) year period with a further one (1) year option under the same terms and conditions;*
- ii) *The licence fee be \$220.00 per month (GST inclusive); and*
- iii) *The Licence Agreement be subject to any other terms and conditions as negotiated by Council's General Manager.*

## SECTION E INFORMATION REPORTS

1. Opera in the Paddock 2017 S26.3.14

*RESOLVED (Dight/Harmon) that the items contained in the Information Reports to the Economic & Community Sustainability Committee Meeting held on Wednesday, 14 June, 2017, be received and noted.*

## SECTION F QUESTIONS WITHOUT NOTICE

GM-A Cr Dight Council's Engagement Strategy

Cr Dight enquired if Council's Community Engagement Strategy can be reviewed at the next round of committee meetings.

SECTION H  
GOVERNANCE REPORTS

DCS-A 1. Budget and Operational Plan Review S12.5.1

*RESOLVED (Dight/Harmon) that the Committee recommend to Council that:*

- i) The proposed variations to budget votes for the 2016/2017 financial year be adopted, providing an estimated cash surplus at 30 June, 2017 from operations of \$2,723.00.*

MFS-N 2. Monthly Investment Report S12.12.2/09

*RESOLVED (Michael/Harmon) that the Committee recommend to Council that:*

- i) The report indicating Council's fund management position be received and noted; and*
- ii) The Certification of the Responsible Accounting Officer be noted.*

There being no further business, the meeting closed at 10.05am.

CR J A WATTS

CHAIRPERSON

**TO ECONOMIC & COMMUNITY SUSTAINABILITY COMMITTEE MEETING 12/07/2017**

<b>ITEM NO:</b>	1.	<b>FILE NO:</b> S13.6.7
<b>DESTINATION 1:</b>	A recognised leader in a broader context	<b>R</b>
<b>SUBJECT:</b>	<b>COMMUNITY ENGAGEMENT STRATEGY</b>	
<b>PREPARED BY:</b>	Paul Henry, General Manager	

**SUMMARY:**

At the June 2017 Economic & Community Sustainability Committee Meeting, a request was made for Council to undertake a review of Council's Community Engagement Strategy. The Committee is being asked to consider its existing Community Engagement Strategy and determine if any amendments are required.

**COMMENTARY:**

Inverell Shire Council values the importance and benefits of engaging its citizens in the various activities that contribute to achieving its strategic destinations. This engagement allows collaboration and partnerships to be developed that focus on the needs and aspirations of the community. Community engagement enables and ensures the responsiveness of the Council and guides the quality and effectiveness of major projects, infrastructure works, strategic development, service planning and community led developments.

The intent of Council's Community Engagement Strategy is to uphold the principles of being open, responsive, inclusive, consistent and accountable. This document informs the citizens of the Inverell Shire Local Government Area of the methods available for communication with Council.

This Strategy builds on that experience and is founded upon three (3) key strategies – inform, consult, involve – each which is underpinned by a set of principles.

As Councillors would appreciate, this strategy lists a range of consultation methods available to obtain community input on strategic plans, directions, issues, priorities and projects. The methods chosen will vary depending on who is being consulted and the nature and complexity of the issue that Council is consulting about. More recently, Council established a new consultation method, its 'My Inverell My Say' website, which allows citizens to see what's open for community consultation and share feedback. A brief presentation on [www.myinverellmysay.com.au](http://www.myinverellmysay.com.au) will be provided at the meeting.

A copy of Council Community Engagement Strategy is attached as Appendix 1 (D3-D20) for review by the Committee.

**RELATIONSHIP TO STRATEGIC PLAN, DELIVERY PLAN AND OPERATIONAL PLAN:**

**Strategy:** R.07 Council is recognised for and distinguished by its management, innovation and customer service.



**Term Achievement:** R.07.01 Council's operating culture is flexible, efficient, integrated and aligned to Council's strategic objectives and program delivery.

**Operational Objective:** R.07.01.01 Implement a structured program of continuous improvement, based on identifying and adopting leading practice, across the organisation.

**POLICY IMPLICATIONS:**

Nil.

**CHIEF FINANCIAL OFFICERS COMMENT:**

Nil.

**LEGAL IMPLICATIONS:**

Nil.

**RECOMMENDATION:**

*A matter for the Committee.*

## Appendix 1



*Inverell Shire Council*

*2009-2013*

*Community  
Engagement  
Strategy*



Endorsed 26 October 2010 (Res 206/10)

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## Introduction

Inverell Shire Council values the importance and benefits of engaging its citizens in the various activities that contribute to achieving its strategic destinations. This engagement allows collaboration and partnerships to be developed that focus on the needs and aspirations of the community. Community engagement enables and ensures the responsiveness of the Council and guides the quality and effectiveness of major projects, infrastructure works, strategic development, service planning and community lead developments.

As Inverell Shire Local Government Area (LGA) is a regional rural area, the community and Councillors share a closer affiliation than city and metropolitan LGA's. Councillors and Council Staff are more than representatives and/or employees of Inverell Shire Council; they are a part of the community fabric, as their social and professional lives are truly infused within the community life. This infusion allows for free flowing informal communications between Council and its citizens. This uniquely rural method of sharing information is both valued by Council and its citizens, as the community prides itself on its real sense of community, its easy going and friendly nature and its awareness of social justice.

This strategy endeavours to utilise advancements in communications especially in on-line engagement, while embracing the importance and significance of the informal conversations between the citizens, Councillors and Council Staff in the social and professional aspects of community life.

Council's intent of the Community Engagement Strategy is to uphold the principles of being open, responsive, inclusive, consistent and accountable. This document is to inform the citizens of the Inverell Shire LGA of the methods available for communication with Council.

This strategy will build on that experience and will be founded on three key strategies – **inform, consult, involve** – and that is underpinned by a set of principles.

*(Principles based on the International Association for Public Participation Australasia ( IAP2) core Values – [www.iap2.org](http://www.iap2.org))*

## Purpose

The purpose of this Community Engagement Strategy is to:

- Establish a set of guiding principles for community engagement activity;
- Provide the community with a guide to how community engagement activities will be co-ordinated, developed and implemented;
- Ensure ongoing betterment of Council's community engagement activities and capabilities;
- Ensure that relevant decision making takes account of outcomes acquired from such processes, along with relevant legislative requirements and other Council policies;

- Leverage the synergy between Council and its citizens for the greater good of the community; and
- To ensure where appropriate that the community is kept informed of decisions arising from community engagement.

## Principles

Inverell Shire Council has used the "IAP2 Core Values for Public Participation" as part of the foundation base for this Community Engagement Strategy. As IAP2 is recognised as an international leader in public participation, IAP2 has identified a set of core values for use in the development and implementation of public participation processes. These core values were developed over a two year period with broad international input to identify those aspects of public participation which cross national, cultural, and religious boundaries. The purpose of these core values is to help make better decisions which reflect the interests and concerns of potentially affected people and entities.

### Core Values for the Practice of Public Participation

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

## Scope

Inverell Shire Council will engage the community under a range of scenarios including:

- Inverell Shire Council Strategic Planning
  - Development of the Community plan.
  - Development of the Delivery Plan.

- Development of the Management Plan.
  - Development of the annual budget.
- Strategy and Plan development
  - Includes development and review of documents which support the delivery of Council business throughout the municipality.
- Site specific
  - Involves changes to an area, including matters affecting an individual property.
- Service planning
  - Includes the development, amendment or improvement of a service provided by Inverell Shire Council.
- Area improvement
  - Includes major projects and infrastructure. It may also include upgrades to recreational areas, Council buildings and facilities and community assets.
- Legislative requirements
  - Refers to all prescribed activity under the Local Government Act and any other relevant Acts.
- Issues affecting the:
  - Cultural and social liveability of the community.
  - Local economy and labour market.
  - Natural environment.

This Community Engagement Strategy relates to many activities undertaken by Council with the exception of notifications in relation to Development Applications and other related statutory notifications.

## Benefits

There are a number of benefits from having a Community Engagement Strategy, these include:

- Promoting Council as open and accountable;
- Assisting Council in providing services congruent with community needs and aspirations;
- Aiding Council in prioritising services and maximising use of resources;
- Allowing a broader range of views to be expressed and more information to be assembled prior to decision making;
- Allowing Council and the community to work together to achieve balanced decisions; and
- Offering opportunities for citizens to contribute to and influence outcomes which directly affect their lives.

## Legislation

Council has a legislative requirement under the *Local Government Act 1993* to ensure that community input is a part of the decision making process. Section 8 of the Act refers to Councils' Charter. Ten of the eleven points in the Charter require community engagement:

- To provide directly or on behalf of other levels of Government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively;
- To exercise community leadership;
- To exercise its functions with due regard for the cultural and linguistic diversity of its community;
- To properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible;
- To have regard to the long term and cumulative effects of its decisions;
- To bear in mind that it is the custodian and trustee of public assets and to effectively account for and manage the assets for which it is responsible;
- To facilitate the involvement of Councillors, members of the public, users of facilities and services and Council Staff in the development, improvement and co-ordination of Local Government;
- To raise funds for local purposes by the fair imposition of rates, charges and fees, income earned from investments and, when appropriate, borrowings and grants;
- To keep the local community and the State government (and through it, the wider community) informed about its activities; and
- To ensure that, in the exercise of its regulatory functions, it acts consistently and without bias, particularly where an activity of the Council is affected.

Foreshadowed legislation by the State Government will require Councils to have formally adopted a Community Engagement Strategy.

## **Community Engagement Strategies - Overview**

Community Engagement by Inverell Council is made up of one or more of three strategies:

- **Inform**
- **Consult**
- **Involve**

To assist in the delivery of each of these 3 strategies, Council operates under a "Councillor Portfolio" system. This "Councillor Portfolio" arrangement aligns Council functions and planning processes for the primary purpose of supporting the delivery of the Community Strategic Plan.

Each has a specific Objective and a set of methodologies. An overview follows.

### **Strategy 1: Inform**

#### **Objective**

To provide the community with appropriate information on Council itself, on governance and decision making mechanisms, on its services, events and projects and any associated issues.

#### **Methodology**



The methodology includes:

- Understanding of how the community prefers to receive information;
- Use of media (radio, newspapers and flyers);
- In-house publications; and
- On-line information provision – website, email lists, social networks.

## **Strategy 2: Consult**

### **Objective**

To gather community input on strategic plans, directions, issues, priorities and projects.

### **Methodology**

The methodology includes:

- Informal and formal community conversations;
- Surveys/questionnaires;
- Focus groups;
- Interviews; and
- Consultative workshops.

## **Strategy 3: Involve**

### **Objective**

To work on an ongoing basis with the community to ensure that community ideas, concerns and aspirations are listened to and understood.

### **Methodology**

The methodology includes:

- Consultative groups;
- Working groups;
- User groups;
- Volunteer groups; and
- Liaison groups.

A detailed examination of each of the 3 strategies follows.

## Strategy 1: Inform

### Objective

To provide the community with appropriate information on Council itself, on governance and decision making mechanisms, on its services, events, projects and many associated issues.

This is the primary form of community engagement. In order to be able to actively engage in the community and in Council's decision making processes, the community requires information in a variety of ways to reach all sections of the community. For a number of people, depending on the nature of the issue, this may be the only form of community engagement they require.

### Methodology

#### How

***Understand how the community prefers to receive information***

***Provide up-to-date information***

Provide up-to-date information available on Council's processes, meeting agendas and minutes, and on services Council provides; including how the community can access the service, and how citizens may feedback any issues, concerns and suggestions for service improvements.

Ensure that all information provided to the community is in a form that is accessible to all groups in the Community eg. people with disabilities, people with computer literacy difficulties, young people, the aged and, people from diverse cultural backgrounds.

Information is provided in myriad ways including exhibitions, posters, leaflets, reports and on-line etc.

### Media

Continue to provide information through the Inverell Times via weekly advertisements containing statutory notifications of such matters as Development Assessment Applications, Radio Talk back and on-line "What's On" listing events, activities and services undertaken by Council and the community.

Continue with a range of media releases distributed to local media and if needed, metropolitan media. All media releases are posted on Council's website.

### ***In-house publications***

Continue with the production of Council's own publication.

Continue to produce additional copies of Council agendas and minutes to be available to the public for reference at the Administration Centre and the Library.

Continue with the production of a range of in-house publications, such as:

- Relocation Information Kits;
- Community Directory;
- Retail and Business Guide;
- Inverell – The Sapphire City; and
- The Official Visitors Guide

### ***On-line information provision***

Continue to publish all of Council's printed materials on-line, supplemented by additional information, images, audio and video. Information and resources are delivered via Council's website.

Maintain Council's websites <http://www.inverell.nsw.gov.au> (Council Website), <http://www.inverell.com.au> (Council's Tourism website) and <http://www.inverell-online.com.au> (Council's community Website), to ensure they are a complete and timely source of information on Council and community activities, services and facilities.

### **When**

Ongoing and as specific events and projects are scheduled.

### **Who**

Our community.

### **Evaluation**

Amount of positive feedback received on the processes, results from community surveys and visits to Council's websites.

## **Strategy 2: Consult**

### **Objective**

To obtain community input on strategic plans, directions, issues, priorities and projects.

Council will ensure that community consultation takes place around:

- The 20 year Community Strategic Plan (A Community for Everyone);
- The development of new Council strategies and service plans;
- The review and evaluation of existing Council strategies and service plans'
- The planning and development of new services and infrastructure'
- The ongoing provision, management and review of Council services, and infrastructure'

- The setting of priorities for Council in relation to social and strategic planning, services and infrastructure; and
- On issues which impact on and or are of concern to the community or to any group within the community, including:
  - Broad community issues, eg. community safety, telecommunications;
  - Specific issues that impact on a particular group, eg. older people, business community;
  - Matters that affect people in a particular street, neighbourhood or village centre, eg. traffic management;
  - Matters that affect a particular site, eg. change in land use.

## Methodology

### How

Consultation mechanisms will be chosen that will not only take account of the primary stakeholders but also be accessible to the broader community. Where appropriate, reports to Council will state the methods of consultation to be used with subsequent reports to Council including an evaluation of the efficacy of the consultation processes. The purpose of each consultation process will be conveyed clearly. This will include:

- What the consultation is to achieve;
- Background information as appropriate; and
- The role of Council and the community.

Community consultation methods will vary depending on who is being consulted and the nature and complexity of the issue that Council is consulting about. Available resources will also determine the type of consultation techniques that can be utilised, ie. The timeframe available for consultation, the funds available, the staffing resource etc.

A range of consultation methods will be utilised to ensure greater participation levels. These may include but not limited to community conversations (both formal and informal), surveys, focus groups and consultative workshops.

## ***Community Conversations***

Council has conducted Community Conversations on a range of subjects over many years. This method of consultation is very popular and should continue. In relation to the Community Strategic Plan, Community Conversations will be conducted under the five destinations:



**A recognised leader in the broader context.**



**A community that is healthy, educated and sustainable.**



**An environment that is protected and sustained.**

**A strong local economy**

**The Community is supported by sustainable services and infrastructure.**

The Community Conversations are an opportunity for Councillors and staff to listen to the community and to take ideas on board for discussion at the follow-up workshop to inform the 20 year Community Strategic Plan and to set Council's priorities.

## ***Surveys/Questionnaires***

Council has conducted community surveys via various mediums on current community topics.

Several sections of Council conduct user and non-user surveys or questionnaires from time to time, eg. the Library and Tourism Services. Surveys are also conducted regarding particular projects.

## ***Focus Groups***

Attendances at Focus Groups are usually by invitation targeting specific groups with relevant experience of the subject matter. Randomly selected Focus Groups

may also be convened from time to time to allow a wider perspective on specific issues.

Focus Groups should continue to be used in such instances.

### ***Interviews***

From time to time, for example in the development of the Social Plan or a specific service, interviews are conducted including but not limited to Aged care, employment agencies, schools and community service organisations

Interviews should continue to be used in such instances.

### ***Consultative Workshops***

Consultative Workshops are open to the community with the aim of briefing interested citizens on specific projects and to get their feedback prior to the preparation of plans.

Consultative workshops should continue to be used in such instances.

### **When**

Council will ensure that the community is consulted on issues which impact on and/or are of concern to the community, or to any group within the community. This will be done in a timely manner to allow adequate community comment to occur and be analysed, in order to have informed decision making processes.

### **Who**

All groups/persons that are impacted will be consulted. Stakeholders will vary according to the issue, but could include citizens, ratepayers, businesses, volunteers, those who visit or work in the municipality, other service providers/agencies, community groups, other levels of Government, peak bodies, etc. It could also include particular groups within the community, eg. older people, families, children, youth, different ethnic groups, business people, people with a disability, etc.

In relation to the Community Strategic Plan stakeholders include, but are not limited to:

- Interested citizens;
- Volunteers;
- Councillors;
- Staff;
- All community organisations;
- Schools;
- All demographic target groups;
- Business community;
- Government organisations; and
- Emergency Services.

Invitations may be sent to all of the above and the whole community may be invited through the media, the internet, flyers and posters.

## **Evaluation**

Evaluation process's may include promotional techniques, who was consulted; numbers involved; method/s used; adequacy of timescale; information provided; feedback from participants, including through surveys and on-line, and web visits and number of contributions. Where appropriate this evaluation should be reported to the Council.

## Strategy 3: Involve

### Objective

To work on an ongoing basis with the community, to ensure that community ideas, concerns and aspirations are listened to and understood, and that community knowledge is harnessed for the benefit of all.

Community involvement enables the community to provide ongoing and in-depth input into community planning and into the development of solutions and resources that are able to meet the community's needs. It also provides the community and service users to submit input into the development of services. Participatory structures have the potential to empower communities and to enable citizens, including young people, to gain skills in community participation. In turn, they allow for ongoing dialogue with Council and the potential for higher quality and specialist input into Council's planning and decision making processes.

### Methodology

#### How

#### *Consultative Groups*

Consultative Groups are established by Council. Membership is by invitation of the Council and expressions of interest generally advertised in the media and on the web.

It is essential to the balanced operation of any consultative/working/user group and the like that membership is reflective of all views and is regularly refreshed.

Outside of the "involving process" it is inappropriate for members to advocate/endeavour to politically influence the Council.

It should be noted that all meetings of Council and any of its consultative groups are open to the public and should be advertised accordingly.

Consultative Groups have terms of reference which include:

- Role of the group;
- Membership;
- Meeting times;
- Review periods;
- Meeting procedures including Chair and Deputy Chair, disclosure of any Non Pecuniary or Pecuniary Interests, adherence to Code of Conduct for such groups; and
- Minutes and any associated proposals or suggestions to be submitted to Council.



### ***Working Groups***

Council may establish Working Groups from time to time to focus on particular issues at hand. Each Working Group would be composition determined by the Council, together with specific terms of reference and reporting mechanisms. These Groups are “sunset” groups, which cease to function once Council is satisfied that their work is complete.

### ***User Groups***

The encouragement and support of User Groups such as:

- **Inverell Sports Council (existing)**
- **Equestrian Council (existing)**

Other User Groups may be facilitated by Council or may be self-forming. They meet as they like and they receive some administrative support but are usually supported by volunteers, for example:

- Friends of the Art Gallery

### ***Volunteer Groups***

The encouragement and support of volunteer groups such as:

- Home Library Service & Local Studies Volunteers

These groups may be facilitated by Council or may be self-forming. They are encouraged and supported by staff who work closely with them. They focus on the service for which they volunteer. Attendance is open to all relevant volunteers and interested citizens.

### ***Liaison Groups***

Liaison Groups are encouraged by Council and supported administratively. The only current such group is:

- Oakwood Recreation Area

Keep relevant senior staff, managers and key professional officers informed of on-line discussions and report to Council as appropriate.

## IAP2 Spectrum Principles

Supporting the IAP2 spectrum of community engagement are nine guiding principles which confirm Council's commitment to implement systems and processes which enhance community participation as well as develop increased opportunities to involve those members of the community not currently engaged. They support the commitment of Council to continue to develop and implement community engagement activities.

### 1. Participation and Inclusiveness

Encourage community involvement in a diverse range of Council activities including policy development, planning, service delivery and decision making. Embrace inclusive processes and practices to maximise results from engagement activities.

### 2. Active Engagement

Use new and effective ways to engage, moving beyond established networks and tapping into the significant knowledge and expertise residing within our community.

### 3. Respect

Actively listen to and better understand the views, concerns and experiences of our community. Where agreements or consensus can not be reached, the choice to respectfully disagree is a valid and honourable position.

### 4. Integrity

Utilise engagement practices and processes that genuinely inform decision making and increase community trust and confidence in Council. Do what we say we will do, when we say we will do it.

### 5. Valuing diversity

Seek out diverse opinions and perspectives on Council activities and decision making processes.

### 6. Trust

Develop community engagement activities that are genuine, relevant, timely and respectful of the community's desire to be involved. Inform the community as to the purpose of engagement and provide timely and appropriate feedback on how their input was considered by Council.

### 7. Timely

Schedule community engagement activities to provide maximum opportunities for involvement by all stakeholders. Ensure that community members and groups have adequate time to consider and prepare responses.

### 8. Transparent and Accountable

Provide community members with a clear understanding of how their inputs will be used and provide feedback on how their input contributed to Council's decision making process.

#### **9. Informed**

Ensure Council decisions are well informed by documenting the results of community engagement activities in all officer reports to Council. Council will consider submissions of all participants and community members when making decisions. If a difference occurs between community input and Council's final decision, the reasons for the Council decision will be clearly and unambiguously detailed.

Not all decisions of Inverell Shire Council will provide an opportunity for broad community consultation or active participation. In some instances, a prior decision of Council or a legislative imperative may preclude further discussion or consideration of an issue. A decision may be part of Inverell Shire Council's broad strategic agenda which has already been endorsed and adopted. In other instances, where there are highly complex issues, Council may legitimately seek to only gather the input of stakeholders or experts in a specific field.

Where there is no genuine opportunity for members of the community to have input into Council's decision making processes, this should be made clear and an engagement process should not be undertaken.

## **Terms used**

### **Community Engagement**

The processes through which the community and other interested parties are informed about and/or invited to contribute, through consultation or involvement, to proposals or policy changes relating to Council services, events, strategic plans, issues, projects and the like.

### **Community**

People who live, work, visit or invest in the Inverell Local Government Area. The community includes citizens, ratepayers, State and Federal Government Agencies, non government agencies, the private sector, community organisations and groups, churches, schools and local government partners..

### **Strategy**

The use of the word "strategy" satisfies the foreshadowed requirements of the Department of Local Government through the proposed amendments to the *Local Government Act 1993* which relate to Community Strategic Plans being accompanied by a Community Engagement Strategy.

**TO ECONOMIC & COMMUNITY SUSTAINABILITY COMMITTEE MEETING 12/7/2017**

<b>ITEM NO:</b>	1.	<b>FILE NO:</b> S3.6.1/10
<b>DESTINATION 2:</b>	A community that is healthy, educated and sustainable	<b>C</b>
<b>SUBJECT:</b>	<b>STATE LIBRARY ASSESMENT AND COMPLIANCE REVIEW, INVERELL SHIRE PUBLIC LIBRARY, MAY 2017</b>	
<b>PREPARED BY:</b>	Sonya Lange, Manager Library Services	

**SUMMARY:**

A review of the Inverell Shire Public Library was conducted by the State Library NSW (SLNSW) in May 2017, considering the library's performance measured against key indicators, and identifying areas of service provision which require future consideration.

**COMMENTARY:**

The State Library of NSW is conducting a program of Assessment and Compliance visits across NSW, in order to accurately gauge the current state of the library network, and inform planning for future needs. The review consisted of a visit by a SLNSW representative, a consideration of the Library's performance against a range of statistical measures, and the provision of a report highlighting areas for attention and future consideration.

The report identified that the Library is performing at a very high level in a number of areas, including circulation per capita, number of items per capita and number of acquisitions per capita. In each of these areas the library exceeds the SLNSW Benchmarks for Enhanced or Exemplary Service. The SLNSW representative complimented the physical appearance and layout of the library, and commented on the high level of community usage of the facility.

The SLNSW identified key areas for attention as:

- Library Management System software (LMS) – as the current LMS *Amlib* is no longer being developed by the vendor, migration to a new system, with greater potential to meet community expectations and improve workflows, is a priority. The Library is encouraged to submit an application to the 2017/18 SLNSW Infrastructure grant round (scheduled to be the last year of the grants in the current format).
- Digitisation of Local History resources - to provide increased access to the collection, particularly in light of the expected large increase in collection size that will result from the co-location of the Inverell District Family History Group Collection with the Library. Development of a strong digitisation program will be aided by a modern LMS.
- Services to small, disadvantaged communities within the Shire (Yetman, Delungra and Ashford) would be markedly enhanced by the provision of internet connectivity to those locations without it. A modern LMS would also provide greater opportunities for patron access to the collection, as would the capacity for more frequent rotation of resources.

**RECOMMENDATION:**

*That the items contained in the Information Reports to the Economic & Community Sustainability Committee Meeting held on Wednesday, 10 May, 2017, be received and noted.*

## Appendix 1



Sonya Lange  
Inverell Shire Public Library  
PO Box 138  
Inverell NSW 2360

8 June 2017

Dear Sonya,

**Assessment and compliance visit to Inverell Library**

I appreciate the recent opportunity to visit your library and hear of your future plans. The investment by your council in your library is impressive, with the expenditure on library material per capita above exemplary. The staffing levels are between enhanced and exemplary which also reinforces the commitment by the council to funding the library. The circulation per capita is 8.5 items. This is above exemplary and demonstrates high use of the collection considering 35% of the community are members, which is below the NSW median.

For more information around your recent local studies donations you may wish to contact Sue Ryan, Coordinator, Local History, Newcastle City Council. Her details are included in the attached report. Sue is an experienced local studies librarian and is very happy to discuss local studies with you. With the large increase in local studies content digitisation would increase access. It is encouraging to see the library planning for this digitisation.

As 2017/18 will be the last year of the Public Library Infrastructure Grants it is suggested that you consider applying for a grant to update the library management system as Amlib is no longer supported.

The library looks good and is well used by the community. It was helpful to hear of the plans to change the local studies space to accommodate the enlarged collection. This expended collection will provide many opportunities beyond the challenges of space, cataloguing and providing access online.

The staff challenges to read in areas they don't usually read and complete a review and display are a most practical way to keep developing readers' advisory skills amongst the staff. It is always useful to learn of how different libraries maintain and develop staff skills.

The collection responds to community need through community suggestions for purchase, the annual community selection session with clients as well as utilising staff expertise to develop the collection. While there are no collection profiles as most of the material is selected by staff the high loans reflect the effectiveness of the current methods.

There has been good use of partnerships and local interest to develop the collection. Most notably with special collections developed as required including the Indigenous collection, the autism collection and the Auslan collection which ties in with the Auslan training being provided in the library. The mental health and wellness collection is selected in partnership with the local health team who suggest resources.

The library service for Yetman, Delungra and Ashford are a challenge as these are all smaller and more disadvantaged communities. It is important to provide more services such as internet connectivity to these smaller outlying communities. An improved library management system as well as improved connectivity for Yetman, Delungra and Ashford would benefit these communities as they would have improved access to library and other resources.

While the library has received large donations of older material for local studies there is interest in content creation and digital collecting. Experiments in this area need to be planned around other library priorities. Some of the work being done with Instagram by Richmond Upper Clarence at <http://images.richmondvalley.nsw.gov.au> and Sutherland Libraries at <http://community.sutherlandlibrary.com> may provide options to consider.

I really appreciate the information you provided about the value of online streaming of professional development events at the State Library of NSW as well as working groups. We will be acting on this information.

Please feel free to contact the State Library to further discuss any points raised in this letter. Following are the assessment notes from the visit on 12 May 2017.

Yours sincerely

Ellen Forsyth  
**Consultant, Public Library Services**

**2016 – 2019 library visits: Inverell**

**1. Library Data and Statistics 2015/16**

<b>Population: Inverell</b>	16,936	<i>Comparison to 2015 Living Learning Libraries standards</i>
Registered library members as a percentage of population	35%	Baseline 41.5% Enhanced 49% Exemplary 55%
Visits per capita	4.6	Baseline 4.5 Enhanced 5.0 Exemplary 5.4
Expenditure on Library Material per capita	\$7.35	Baseline \$4.53 Enhanced \$4.83 Exemplary \$5.57
Expenditure per capita	\$55.17	Baseline \$49.70 Enhanced \$56.35 Exemplary \$64.01
Items per capita Populations up to 100,00	3.32	Baseline 2.38 Enhanced 2.58 Exemplary 3.34
Acquisitions per capita Populations up to 100,00	0.43	Baseline 0.24 Enhanced 0.27 Exemplary 0.33
% of collection under 5 years old	45	Baseline 49.4% Enhanced 53.39% Exemplary 56.69%
% of collections under 10 years old	76	Baseline 79% Enhanced 83% Exemplary 85.89%
Turnover of stock	2.56	Baseline 3.06 Enhanced 4.21 Exemplary 4.99
Circulation per capita	8.5	Baseline 5.51 Enhanced 6.54 Exemplary 7.71
Public Internet workstations 10 ebook readers	16	Minimum standard for population of 16,936 is 5 PCs.  1 PC for public access to the Internet per 3,000 residents or part thereof. Libraries serving populations of less than 20,000 at least 5 PCs with Internet access.
Library Programs	365 programs	



Number of programs and attendees	6145 participants	
Staffing All positions permanent full time. No casuals	7	Baseline 5.64 Enhanced 6.2 Exemplary 7.3  Minimum number of staff per 3,000 eligible population Baseline 1, Enhanced 1.1, Exemplary 1.3

**Library size/s** 1250 sq metres

**Percentage of collection items on Libraries Australia:** 80%

**Information requests/ECR:** 7020

**Statement of Library Operations – Inverell Council year end 30 June 2016 (Form A)**

- the library has been expanding program offerings, and has added movie screenings and adult colouring sessions to its regular events, as well as hosting a play, several book launches and author visits.
- STEM programs have been integrated into youth programming, with Lego robotics sessions offered to teens, and a Code Club running weekly
- outreach programs to pre-school providers have seen a strong uptake, with several visits occurring each month
- the library has formed a consortia arrangement with Cobar and Big Sky Libraries to share eBooks provided by the Wheelers ePlatform product. This has seen an increase in the number of titles offered, and allowed a greater growth in holdings than would have been otherwise possible.
- additional display and readers advisory opportunities have been explored, with a focus on increasing awareness of different facets of the collection.
- A number of displays were held in relation to the centenary of WWI, in conjunction with community partners
- Children's programs continue to be well patronised, with 110 Storytime participants reading nearly 13,000 books in a 12 month period, and 30 primary school children reading 2500 books in a 2 month reading challenge.

**2. Site assessment**

<b>Name of consultant/librarian visiting</b>	Ellen Forsyth
<b>Visit date</b>	12 May 2017
<b>Staff participating in discussion (name and position is possible)</b>	Sonya Lange, Manager Library Services
<b>Libraries visited</b>	Inverell
<b>Building/s</b> Consider <ul style="list-style-type: none"> <li>• Size</li> <li>• use of space</li> <li>• condition</li> <li>• site location</li> <li>• last refurbishment,</li> </ul>	Building size is 1250sq metres  There walls have been recently repainted and new furniture has been ordered. The computer task force chairs are replaced every 2 -3 years and are being replaced with sturdier chairs with load ratings.  The library looks good. The recent retail revamp, visual

<ul style="list-style-type: none"> <li>plans for new buildings or refurbishments</li> </ul>	<p>merchandising workshop and site visit fine-tuned some elements, including the tailored tablecloth for the books sale table. The library has pull up banners and has rearranged the children's areas.</p> <p>The local studies space will be enlarged to fit the community collection which will be incorporated into the library collection. A wall will be moved in the local studies area to accommodate the enlarged collection.</p>
<p><b>Collections</b> Consider</p> <ul style="list-style-type: none"> <li>gaps/strengths</li> <li>e collections</li> <li>how does the library purchase (selection/profiles/standing orders)</li> <li>what kind of holdings do they contribute to Libraries Australia/Trove?,</li> <li>responsiveness to community need</li> <li>do they consult with community about collection? How?</li> <li>how does the library evaluate collections-ie Collection HQ?</li> </ul>	<p>The library has high per capita loans.</p> <p>There are good literacy/numeracy, strong DVD and fiction collections. There are a few gaps and the diversity of the collection needs to be addressed. They are actively collecting more diverse titles including ethnicity and culture. There is a strong rural romance collection and it is difficult to keep up with the demand. There is also a strong Christian fiction as well. Genre labels are used.</p> <p>All items are on Trove except local studies. There are some cataloging issues which the library is seeking to address.</p> <p>There is a staff challenge to read in areas which staff do not usually read and complete a review and display about it. This is a practical approach to continue to strengthen the readers' advisory skills of the staff.</p> <p>There are suggestions for purchase from the community. These are actively encouraged with between 30 and 70 suggestions for purchase being received each month.</p> <p>There is at least one customer selection session a year, mostly with Book House. It is early in the financial year in an afternoon usually 3.00 - 5.30pm. The community selection is advertised online, in the library and by email list. The community selection using slips (with a motivation by receiving six free reserves for suggesting titles) works very well. The library has been doing this for 4-5 years and there is a very good response with approximately 20 – 30 people participating. It is good for the regular customers to see what is available. The next selection day will be held in September.</p> <p>The library uses standing orders for popular fiction and junior fiction. The remainder is selected by staff, by visits or online.</p> <p>There are no collection profiles with most of the material selected by staff. The high loans would seem to reflect the effectiveness of the selection.</p> <p>There are special collections to address needs for example the autism collection. The library used grant funding and this was so successful it was offered to other libraries. Library staff are building the Auslan collection to meet an identified need (and ties in with the Auslan training to be provided in the library). The mental health and wellness collection is selected by working in partnership with the local health team who suggested resources.</p> <p>Key partnerships and grants assist with some of the specialist collections. Highlighting the importance of partnerships with and community specialists.</p>
<p><b>Information technology</b></p>	<p>Wi-Fi is reasonable but after school it is congested. NSW.net to check</p>

<p>Consider</p> <ul style="list-style-type: none"> <li>• wifi access/speed</li> <li>• public access PCs-age</li> <li>• bookings system/process</li> <li>• charges</li> <li>• programs</li> <li>• perceptions of community need and usage of technology</li> <li>• maker spaces</li> <li>• coding</li> <li>• use of technology to provide service sand pits, lending laptops,</li> <li>• tutorials, classes, mobile apps, communication with clients</li> <li>• staff training in technology...</li> </ul>	<p>for changes.</p> <p>The WAP has been moved recently and this has increased the range moderately.</p> <p>The in-house iPads/code club, 3D printer are all connected to the Wi-Fi. Code club is held in the meeting room using laptops which are six months old. They also have Makey Makey, Edison robots and a couple of Lego Mindstorms. All of these are for program-based access.</p> <p>iPads can be borrowed for use in the library for 30 minutes for children with 15 minute break. The iPads have educational apps. The iPads are used in Lego club. The challenge could involve the iPad, or it is used as the break in activates. The high school students in the support classes who visit the library sometimes use the iPads.</p> <p>The iPads are also used for tech savvy sessions. Maria does 2 -3 formal tech savvy sessions a month looking at tablets/iPads/phone/ebook. One on one sessions are undertaken as required.</p> <p>Several staff will do ad hoc training to get people going with ebooks. The library encourages people to bring their own devices for support. There are a few other options in Inverell for technology support. Telstra refer people to the library for their software update.</p> <p>There is free Wi-Fi in the library, MacDonald's and a few cafes. The tourist information centre has free Wi-Fi. Most of the visitor access for computers will come to the library.</p> <p>Staff teach themselves on the fly, however there is informal buddying system is also operating. Most of the staff are keen to learn and can do the basics but will refer to other more experienced staff such as Sonya or Maria as the key people.</p> <p>There has been a recent increase in Wi-Fi use. They have 15 public computers with eight currently being replaced. There are five express computers with word processing and no internet. They may lose two computers with forthcoming rearrangements. The express computers are not used as frequently.</p> <p>The library uses Netloan for booking PCs and printing as it is associated with the LMS for permissions for computer access. Bookings are for two hours for over 18s, 1.5 hours for under 18s and use is prohibited for under 5s. Computers cannot be booked if a client's card has been suspended. This can be overruled for genuine need – but it does help with returns. There are no charges for PCs.</p> <p>The library uses Amlib. Amlib is no longer being supported and the library will need to find another LMS. Amlib is suitable for reporting and notices but it does not have a good interface for the public and a better mobile interface is required.</p> <p>They are replacing computers every five years and will be the back up for council disaster recovery.</p> <p>Armidale/Glen Innes/Tenterfield/Inverell libraries have a cooperative for purchasing talking books, large print and electronic resources through the cooperative including Zineo. Armidale is making material</p>
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	<p>available through the cooperative. This group has the raised idea of one LMS for easier circulation and location of jointly owned items.</p>
<p><b>Community connections</b>  Consider</p> <ul style="list-style-type: none"> <li>• consultation with community</li> <li>• feedback mechanisms</li> <li>• most recent survey, market research</li> <li>• social media use, partnerships</li> </ul>	<p>There is the collection consultation as mentioned earlier.</p> <p>The library did a full user/non-user survey in 2014 by way of letter box dropped printed survey, in-house and Survey Monkey. The library distributed 3000 surveys and received 280 responses and they followed up with the community suggestions.</p> <p>Council did an extensive community survey prior to their request for a rate increase which they have been successful receiving.</p> <p>There is some library use of twitter. The main use is Facebook and Instagram. They are seeking more regular posts on Facebook and are using Wordswag for words on images and this integrates with Pixabay for royalty free stock images. They use some scheduling of posts and schedule the Facebook post about books and events for the same time as the radio broadcast. The aim is to deliver 'thumb stoppers'. Maria and Sonya are the most active on social media. Instagram is a business account which is good for obtaining analytics.</p> <p>They have 578 likes on Facebook and are working at more interaction. They have 272 followers in Instagram and are connecting with the local businesses</p> <p>Tingha is likely to join Inverell Shire Council and this will bring 800 people into the shire. The library is currently waiting for final sign off from the council.</p> <p>Council is seeking better services for Yetman and Delungra as these locations do not have appropriate infrastructure. Council was unsuccessful in the recent Public Library Infrastructure Grants. It is difficult to ascertain if there would be better usage in the community if there was better levels of services. Does the community need a public access computer – taking into consideration that Delungra is one of the poorest post codes in Australia. In the short term the library is not looking at a presence in the community at Tingha. Many people come to Inverell for service points. To have the library material at the Rural Transaction Centre (RTC) in Ashford costs \$20,000 a year. This helps to keep the RTC and the post office open in Ashford. The library collection is located in the CWA hall at Delungra. There are possible council courier services to tie in but this is not possible without a computer and connectivity to be interactive.</p> <p>The library participates in a consortia for Wheelers with Big Sky and Cobar libraries. The three libraries have committed to regular expenditure and material is used across the three sites. Inverell carries this as it had a larger collection to start with and contributes more money.</p> <p>Ebook usage is still low but is growing.</p>

<p><b>Programs and services</b> Consider</p> <ul style="list-style-type: none"> <li>• target groups such as NESB, seniors, children, teens, Indigenous, homebound, LIAC, druginfo etc,</li> <li>• information services, onsite, online/mobile and offsite services, enquiry completion rate.</li> <li>• Who isn't using the library?</li> <li>• Are the library staff involved in any of the state wide working groups?</li> </ul>	<p>LIAC and Drug Info has some use but it is not huge. The resin kits are on display at times and the Legal Aid seniors' diaries were popular.</p> <p>They have an Indigenous collection behind the public computers to avoid it being scattered. There is good connection with some Indigenous people as connectors. There are Speaking my way books which are land services area books with Indigenous languages and a local poet published her first book. Some programs (like poetry books launch with over 100 people attending), Indigenous playgroup (Southside) visit story time from time to time, there were several screenings of Danny's egg (filmed at Tingha in the 1980s).</p> <p>People not currently using the library have been identified as later teens/early 20s males, working adults without children.</p> <p>There is strong library use by children, parents with children and seniors. The DVD collection helps to maintain some of the younger males using the library – TV series are popular.</p> <p>No public library working group involvement by staff. The library have used blue jeans for seminars as travel time makes most onsite participation very difficult (up to three days out of the office needed to travel).</p>
<p><b>Local Studies initiatives and services</b> Consider</p> <ul style="list-style-type: none"> <li>• digitisation projects</li> <li>• content creation</li> <li>• preservation</li> <li>• collecting current content including digital content</li> <li>• cataloguing and online access</li> </ul>	<p>Locals studies involves a lot of partnerships.</p> <p>There was a large donation from the Whish family (local doctors) which the library is still working through.</p> <p>Two local history groups in Inverell have disbanded and the library is working through this material which needs to be organized and catalogued. When the remaining history group joins there will be a lot of cataloguing and the library will be using volunteers for some of this work. It is a big scale job which has to be organized, worked at and worked through.</p> <p>So far there is minimal content creation or little digital collecting but there is interest in the potential.</p> <p>The library is considering Content dm for local studies content because of large local studies collection – digitising the negatives.</p>

**3. What are the priorities and needs for this library service?** List the priorities from the discussion.

<p>Priorities and needs</p>	<p>LMS as need to change to something with more advanced functions to enable more interaction and connectivity with the community. Assistance for more sophisticated users will underpin key things which will enable outreach. Would be interested to partner on LMS with other councils.</p> <p>The library is most concerned about how it will continue to provide services to smaller outlying communities with no budget increases.</p> <p>The windfarms may provide some funding opportunities.</p> <p>Local studies is having a large collection expansion and there are service implications as a result.</p>
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Any other comments	<p>The library staff would like professional development programs and events provided by the State Library to be held in regional locations or made available via video streaming. Unfortunately the library no longer has a travel budget as this is managed by another section of council. Library staff have successfully participated in State Library and working group events via streaming.</p> <p>In order to participate more in public library working groups it is import that working groups are streamed and clear information about this is provided in advance.</p> <p>When there are save the date alerts send out it is also important to include information about streaming.</p>
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Follow up required – list by whom	Follow up done
Local studies contact – Ellen Forsyth	<p>You may wish to contact Sue Ryan, Coordinator, Local History, Newcastle City Council, telephone 4974 5331, email: sfryan@ncc.nsw.gov.au, to discuss some of your recent donations. Sue is a very experienced local studies librarian, and is very happy to discuss local studies things with you.</p> <p>While the library has received large donations of older material for local studies, there is interest in content creation and digital collecting. Experiments in this area need to be planned around other library priorities. Some of the work being done by Richmond Upper Clarence <a href="http://images.richmondvalley.nsw.gov.au/">http://images.richmondvalley.nsw.gov.au/</a> and Sutherland Libraries <a href="http://community.sutherlandlibrary.com/">http://community.sutherlandlibrary.com/</a> may provide an option to consider.</p>
Amlib change – Ellen Forsyth	<p>2017/2018 is the last year of the Public Library Infrastructure Grants. It is suggested that the library consider applying for a grant for a new LMS if consideration for an upgrade of the current system is being considered in the next eighteen months.</p>

**TO ECONOMIC & COMMUNITY SUSTAINABILITY COMMITTEE MEETING 12/07/2017**

<b>ITEM NO:</b>	1.	<b>FILE NO:</b> S12.12.2/09
<b>DESTINATION 5:</b>	The communities are served by sustainable services and infrastructure	<b>S</b>
<b>SUBJECT:</b>	<b>GOVERNANCE - MONTHLY INVESTMENT REPORT</b>	
<b>PREPARED BY:</b>	Paul Pay, Manager Financial Services	

**SUMMARY:**

To report the balance of investments held as at 30 June, 2017.

**COMMENTARY:**

Contained within this report are the following items that highlight Council's Investment Portfolio performance for the month to 30 June, 2017 and an update of the investment environment:

- (a) Council's investments as at 30 June, 2017
- (b) Council Investments by Fund as at 30 June, 2017
- (c) Interest – Budgeted vs Actual.
- (d) Investment Portfolio Performance.
- (e) Investment Commentary.
- (f) Certification – Responsible Accounting Officer.

## TO ECONOMIC &amp; COMMUNITY SUSTAINABILITY COMMITTEE MEETING 12/7/2017

## A) Council Investments as at 30 June, 2017

Term Deposit Investment Group										
<i>Investment No.</i>	<i>Borrower</i>	<i>FUND</i>	<i>Rating</i>	<i>Risk Rating</i>	<i>Purchase Date</i>	<i>Maturity Date</i>	<i>Current Yield</i>	<i>Principal Value</i>	<i>Current value</i>	<i>Term (days)</i>
17/35	National Australia Bank	Water	A1+	1	09-Jan-17	07-Jul-17	2.66%	1,000,000	1,000,000	179
15/01	CBA	General	A1+	1	15-Jul-14	15-Jul-17	4.05%	1,000,000	1,000,000	1095
15/02	CBA	General	A1+	1	15-Jul-14	15-Jul-17	4.05%	1,000,000	1,000,000	1095
15/03	CBA	General	A1+	1	15-Jul-14	15-Jul-17	4.05%	1,000,000	1,000,000	1095
17/25	CBA	General	A1+	1	18-May-16	16-Jul-17	2.65%	1,000,000	1,000,000	210
17/36	Bank West	Sewer	A1+	1	17-Jan-17	17-Jul-17	2.65%	2,000,000	2,000,000	181
17/37	St George Bank	General	A1+	1	17-Jan-17	17-Jul-17	2.70%	2,000,000	2,000,000	181
17/23	CBA	Sewer	A1+	1	20-Oct-16	20-Jul-17	2.64%	2,000,000	2,000,000	273
15/09	CBA	General	A1+	1	01-Sep-14	01-Sep-17	3.90%	1,000,000	1,000,000	1096
17/17	National Australia Bank	Water	A1+	1	27-Sep-16	27-Sep-17	2.70%	1,000,000	1,000,000	365
17/13	CBA	General	A1+	1	17-Sep-16	17-Sep-17	3.00%	1,000,000	1,000,000	365
17/33	St George Bank	General	A1+	1	02-Jan-17	02-Oct-17	2.71%	1,000,000	1,000,000	123
17/18	St George Bank	General	A1+	1	07-Oct-16	07-Oct-17	3.00%	2,000,000	2,000,000	365
17/19	St George Bank	General	A1+	1	07-Oct-16	07-Oct-17	3.00%	2,000,000	2,000,000	365
17/44	National Australia Bank	General	A1+	1	13-Apr-17	10-Oct-17	2.57%	1,000,000	1,000,000	180
17/22	St George Bank	General	A1+	1	16-Oct-16	16-Oct-17	3.00%	1,000,000	1,000,000	183
17/05	AMP BANK	General	A1	2	30-Mar-17	27-Nov-17	2.75%	2,000,000	2,000,000	242
17/06	AMP BANK	General	A1	2	30-Mar-17	27-Nov-17	2.75%	1,000,000	1,000,000	242
17/07	AMP BANK	Water	A1	2	30-Mar-17	27-Nov-17	2.75%	1,000,000	1,000,000	242
17/08	AMP BANK	General	A1	2	30-Mar-17	27-Nov-17	2.75%	1,000,000	1,000,000	242
17/48	NAB	Sewer	A1+	1	30-May-17	27-Nov-17	2.50%	2,000,000	2,000,000	181
17/49	Bank West	General	A1+	1	30-May-17	27-Nov-17	2.50%	2,000,000	2,000,000	181
17/50	Suncorp Bank	General	A1+	1	30-May-17	27-Nov-17	2.60%	1,000,000	1,000,000	181
17/51	Bank of Queensland	General	A1	2	30-May-17	27-Nov-17	2.65%	1,000,000	1,000,000	181
17/52	National Australia Bank	General	A1+	1	02-Jun-17	27-Nov-17	2.50%	2,000,000	2,000,000	178
17/28	St George Bank	Water	A1+	1	01-Dec-16	01-Dec-17	2.75%	1,000,000	1,000,000	365
17/30	Suncorp	General	A1+	1	14-Dec-16	14-Dec-17	2.75%	1,000,000	1,000,000	365
17/31	National Australia Bank	General	A1+	1	14-Dec-16	14-Dec-17	2.72%	2,000,000	2,000,000	365
17/32	Community Mutual	Water	NR	3	14-Dec-16	14-Dec-17	2.90%	2,000,000	2,000,000	365
17/46	Suncorp	General	A1+	1	27-Apr-17	08-Jan-18	2.58%	1,000,000	1,000,000	256
17/47	Suncorp	General	A1+	1	27-Apr-17	08-Jan-18	2.36%	1,000,000	1,000,000	256
17/34	National Australia Bank	General	A1+	1	09-Jan-17	09-Jan-18	2.70%	1,000,000	1,000,000	365
17/39	National Australia Bank	General	A1+	1	15-Mar-17	15-Mar-18	2.63%	2,000,000	2,000,000	365
17/45	CBA	General	A1+	1	18-Apr-17	18-Apr-18	2.64%	1,000,000	1,000,000	365
17/53	CBA	General	A1+	1	09-Jun-17	08-Jun-17	2.56%	1,000,000	1,000,000	364
17/54	National Australia Bank	General	A1+	1	14-Jun-17	14-Jun-18	2.53%	1,000,000	1,000,000	365
17/56	Westpac Bank	General	A1+	1	28-Jun-17	28-Jun-18	2.69%	2,000,000	2,000,000	365
17/57	Westpac Bank	Water	A1+	1	28-Jun-17	28-Jun-18	2.69%	1,000,000	1,000,000	365
17/58	Westpac Bank	General	A1+	1	28-Jun-17	28-Jun-18	2.69%	2,000,000	2,000,000	365
15/10	Bank of Queensland	General	A1	2	02-Sep-14	03-Sep-18	4.10%	1,000,000	1,000,000	1462
Sub Total - Term Deposit Investment Group							TOTALS	54,000,000	54,000,000	



## TO ECONOMIC &amp; COMMUNITY SUSTAINABILITY COMMITTEE MEETING 12/7/2017

Cash Deposits Accounts Investment Group										
As at Date	Borrower	FUND	Rating	Risk Rating	Purchase Date	Maturity Date	Current Yield	Principal Value	Current value	
30/6/17	National Australia Bank (Cash Maximiser)	General	A1+	1			1.75%	1,000,000	1,000,000	
Sub Total - Cash Deposits Accounts Investment Group								1,000,000	1,000,000	
Floating Rate Notes Investment Group										
As at Date	Borrower	FUND	Rating	Risk Rating	Purchase Date	Maturity Date	Current Yield	Principal Value	Current value	
Sub Total - Floating Rate Notes Investment Group							-	-		
Structured Products Investment Group										
As at Date	Borrower	FUND	Rating	Risk Rating	Purchase Date	Maturity Date	Current Yield	Principal Value	Written Down Value 30-6-15	Current value
31/12/16	Lehman Brothers Treasury Co B.V (CPPI-745)	Water	DD	5		9/5/2010*	0.00%	300,000	9,810	9,810
Sub Total - Structured Products Investment Group							-	300,000	9,810	9,810

The written down value of the Structured Product Investment Group as at 30 June 2017 was \$9,810, now holding at 9,810. As previously advised the write down in the value of Structured Products, has been funded from previous years above benchmark investment returns (\$6.8M) which had been held in Internal Restricted Assets. That said, while the written down value is only \$9,810 Council has to date received \$125,423 in principal repayments. These payments are ongoing. These investments were all rated AA- and up to AAA (strong investment grade) when they were entered into and were permissible under the Ministers Investment Order. As Noted by the Auditor in their 15/16 Audit Report, the Sewer Fund maintains a sound financial position to meet its operational requirements and the Water Fund maintains a strong financial position.

**B) Council Investments by Fund 30 June, 2017**

Portfolio by Fund	31/05/2017	30/06/2017
General Fund	40,000,000	42,000,000
Water Fund	6,009,810	7,009,810
Sewer Fund	6,000,000	6,000,000
<b>TOTAL</b>	<b>\$ 52,009,810.00</b>	<b>\$ 55,009,810.00</b>

Council investment portfolio has increased by \$3M throughout June 2017. It is noted that this increase is primarily due to an advance payment of the Financial Assistance Grant for 2017-2018.

On the 8 June 2017 the NSW Local Government Grants Commission paid a 50% advance payment for the 2017-2018 Financial Grants. While this payment has been quarantined and invested for use throughout 2017/2018 the prepayment does have a number of implications for Councils 2016-2017 financial statements. The Prepayment must be recorded as general revenue on Council's Profit and Loss Statement which will increase Council's Operating Surplus at years end. This will adversely affect a number of Council's Fit for the Future benchmarks.

While the level of Investments has been largely maintained over recent years these will decrease during 2017/2018 as a number of major projects are completed.

In addition to these amounts Council also holds substantial unexpended Grant Funds in the General Fund which can only be utilised for the purpose for which they were granted.

**C) Interest – Budgeted verses Actual Result to Date**

Ledger	2016/2017 Budget	Actuals to Date
General Fund 128820	879,000.00	777,731.83
Water Fund 812350	50,000.00	78,926.86
Sewer Fund 906320	70,000.00	96,554.54
<b>TOTAL</b>	<b>\$ 999,000.00</b>	<b>\$ 953,213.23</b>

The interest received to date (cash basis) is in accordance with Budget and does not include accruals. It is again expected that Council's Investment Portfolio will achieve benchmark returns in 2016/2017.

**D) Investment Portfolio Performance**

Investment Portfolio Return		Benchmarks		
	% pa	RBA Cash Rate	Aus Bond Bank Bill	11am Cash Rate
Benchmark as at 30-6-2017		1.50%	1.82%	1.52%
Term Deposits	2.86%			
Cash Deposit Accounts	1.75%			
Floating Rate Notes				
Structured Products*	0.00%			

\*Structured Products exclude 1 CDO's currently in default and returning zero coupon

**E) Investment Commentary**

Council's investment portfolio returns exceeded the 11am Cash Rate benchmark in all investment categories except for Structured Products and Cash Deposits Accounts. Term Deposits exceed the UBSA Bank Bill Index benchmark. Money is held in cash deposits accounts for liquidity purposes.

Council's investment portfolio of \$55M is almost entirely invested in fixed term deposits. Overall, the portfolio is highly liquid, highly rated and short-dated from a counterparty perspective.

The Reserve Bank (RBA) left the cash rate unchanged at 1.50% during its June 2017 meeting. This decision was as widely anticipated by most economists. RBA remains concerned with the rate of underemployment noting that "growth in total hours worked remains weak".

Most economists believe that rate hikes are seemingly some time away given the high level of underemployment, low wages and low inflation. They predict a flat interest rate outlook over the coming 12 months, with the first rate rise in late-2018. If this proves correct Council may struggle to meet its budgeted interest target throughout 2017-2018.

However, former RBA board member John Edwards has suggested that the RBA set a path to normalisation by increasing the cash rate to 3.5% for the next 2 years. This would have a positive impact on Council's ability to meet budgeted interest targets over the next few years.

Council staff will continue to monitor interest movements to ensure the best possible returns on investments.

**F) Certification – Responsible Accounting Officer**

I Ken Beddie, hereby certify that the investments listed in this report have been made in accordance with Section 625 of the *Local Government Act 1993*, Clause 212 of the Local Government (General) Regulations 2005 and Council's Investment Policy.

**RELATIONSHIP TO STRATEGIC PLAN, DELIVERY PLAN AND MANAGEMENT PLAN:**

**Strategy:** S.01 Sound Local Government Administration, Governance and Financial Management are provided.

**Term Achievement:** S.01.02 A sound long term financial position is maintained.

**Operational Objective:** S.01.02.01 To manage Council Finances with the view to ensuring Council's ongoing financial health and stability, the discharge of statutory and fiduciary responsibilities, proper accounting systems and standards and an efficient and equitable revenue base.

**POLICY IMPLICATIONS:**

Nil.

**CHIEF FINANCIAL OFFICERS COMMENT:**

It is noted that the volatility for current financial markets and pending legal actions will not impact on Council's Rates and Charges, its ability to deliver its existing Services across the funds, or its medium or long term sustainability. Council's overall Investment Portfolio remains sounds.

**LEGAL IMPLICATIONS:**

Nil.

**RECOMMENDATION:**

*That:*

- i) the report indicating Council's Fund Management position be received and noted;  
and*
- ii) the Certification of the Responsible Accounting Officer be noted.*