



# Ordinary Council

## LATE REPORTS

### Business Paper

**date of meeting:** Wednesday, 10 October 2012

**location:** Council Chambers, Port Macquarie

**time:** 5.30pm

**Note:** Council is distributing this agenda on the strict understanding that the publication and/or announcement of any material from the Paper before the meeting not be such as to presume the outcome of consideration of the matters thereon.



**PORT MACQUARIE  
HASTINGS**

**Council's Vision**

A sustainable high quality of life for all.

**Council's Mission**

To provide regional leadership and meet the community's needs in an equitable and inclusive way that enhances the area's environmental, social and economic qualities.

**Council's Corporate Values**

- ★ Sustainability
- ★ Excellence in Service Delivery
- ★ Consultation and Communication
- ★ Openness and Accountability
- ★ Community Advocacy

**Council's Guiding Principles**

- ★ Ensuring good governance
- ★ Looking after our people
- ★ Helping our community prosper
- ★ Looking after our environment
- ★ Planning & providing our infrastructure



**PORT MACQUARIE  
HASTINGS**

## How Members of the Public Can Have Their Say at Council Meetings

Council has a commitment to providing members of the public with an input into Council's decision making. The Council's Code of Meeting Practice provides two (2) avenues for members of the public to address Council on issues of interest or concern at the Ordinary Council Meeting. These are:

### Addressing Council on an Agenda Item:

If the matter **is** listed in the Council Business Paper, you can request to address Council by:

- Completing the *Request to Speak on an Agenda Item at a Council Meeting*, which can be obtained from Council's Offices at Laurieton, Port Macquarie and Wauchope or by downloading it from Council's website.
- On-line at <http://www.hastings.nsw.gov.au/www/html/2924-addressing-a-council-meeting-in-relation-to-an-agenda-item.asp?intSiteID=1>

**Your request to address Council must be received by Council no later than 4:30pm on the day prior to the Council Meeting.**

Council's Code of Meeting Practice sets out the following guidelines for addressing Council:

- Addresses will be limited to 5 minutes.
- If you wish any written information, drawings or photos to be distributed to the Council to support the address, two (2) copies should be provided to the Group Manager Governance & Executive Services prior to the commencement of the meeting.
- Where speakers wish to make an audio visual presentation, a copy is to be provided to the Group Manager Governance & Executive Services by 4.30pm on the day prior to the Council Meeting.
- Council will permit only two (2) speakers "Supporting" and two (2) speakers "Opposing" the *Recommendation* contained in the Business Paper. If there are more than two speakers supporting and opposing, the Mayor will request the speakers to determine who will address Council.

### Addressing Council in the Public Forum:

If the matter **is not** listed in the Council Business Paper, you can request to address Council by:

- Completing the *Request to Speak in the Public Forum at Ordinary Council Meeting*, which can be obtained from Council's Offices at Laurieton, Port Macquarie and Wauchope or by downloading it from Council's website.
- On-line at <http://www.hastings.nsw.gov.au/www/html/2926-addressing-council-in-the-council-meeting-public-forum.asp?intSiteID=1>

**Your request to address Council must be received by Council no later than 4:30pm on the day prior to the Council Meeting.**

A maximum of eight (8) speakers will be heard in the Public Forum. Each speaker will be limited to 5 minutes. Council may ask questions of speakers but speakers **cannot** ask questions of Council.

Council will not determine matters raised in the Public Forum session, however may resolve to call for a further report, when appropriate.

Speakers will be allowed to address Council in the Public Forum on the same issue no more than three (3) times in each calendar year. (Representatives of incorporated community groups may be exempted from this restriction).



**PORT MACQUARIE  
HASTINGS**

# Ordinary Council Meeting

Wednesday, 10 October 2012

## LATE REPORTS

### Items of Business

<b>Item</b>	<b>Subject</b>	<b>Page</b>
07.01	Return to Democracy .....	<u>5</u>
	<b>Ensuring Good Governance</b> .....	<u>6</u>
08.20	Complaint Handling Report July to September 2012 .....	<u>7</u>
	<b>Planning and Providing Our Infrastructure</b> .....	<u>10</u>
12.07	Port Macquarie Airport .....	<u>11</u>



**PORT MACQUARIE  
HASTINGS**

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**Item: 07.01**

**Subject: MAYORAL MINUTE - RETURN TO DEMOCRACY**

**Mayor, Peter Besseling**

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## **RECOMMENDATION**

**That the information contained in the Mayoral Minute be noted.**

## **Discussion**

I would like to take the opportunity to thank everyone who recently participated in democracy in relation to the Local Government Council elections – those who stood as candidates, those who volunteered in support of candidates, those who respected our democracy enough to vote and those in the media who share a vital role as democratic custodians.

It is also appropriate at this time to recognise the efforts of the three past Administrators - Dick Persson, Garry Payne AM and Neil Porter - for their efforts in managing Council operations in the absence of elected representatives, along with the support of Council staff here tonight and the broader Council team. I would particularly like to officially acknowledge the work of Neil Porter, whose passion for our local area was evident in the manner in which he approached the most recent period of Administration. Thank you Neil.

As we embark upon a new era, I wish congratulate those who have been given the privilege to serve our community and who sit with me tonight as Councillors. May we each have the wisdom, the strength and the capacity to always do what we believe is in the best interests of our community and the courage to make the decisions that support those interests, even when it is the harder path to take.

It is also appropriate that we note that as a newly elected Council, with newly installed technology in the Chambers, it may be an interesting evening, but please bear with us and don't judge us too harshly in our first official meeting.

Finally, to the broader community, it is my hope that together we can form a strong partnership based on mutual respect and commitment, to see that our Local Government Area is served by the leading Council in regional NSW with diligent Council staff and an active and engaged community.

I look forward, together with the Councillors, to the next four (4) years.

## **Attachments**

Nil

## Ensuring Good Governance

### What are we trying to achieve?

A collaborative community that works together and recognises opportunities for community participation in decision making that is defined as ethically, socially and environmentally responsible.

### What will the result be?

- A community that has the opportunity to be involved in decision making.
- Open, easy, meaningful, regular and diverse communication between the community and decision makers.
- Partnerships and collaborative projects, that meet the community's expectations needs and challenges.
- Knowledgeable, skilled and connected community leaders.
- Strong corporate management that is transparent.

### How do we get there?

- 1.1 Engage the community in decision making by using varied communication channels that are relevant to residents.
- 1.2 Create professional development opportunities and networks to support future community leaders.
- 1.3 Create strong partnerships between all levels of government and their agencies so that they are effective advocates for the community.
- 1.4 Demonstrate conscientious and receptive civic leadership.
- 1.5 Implement innovative, fact based business practices.

## Ensuring Good Governance

**Item:** 08.20

**Subject:** COMPLAINT HANDLING REPORT JULY TO SEPTEMBER 2012

**Presented by:** General Manager, Craig Swift-McNair

### Alignment with Delivery Program

1.5.3 Ensure ratepayer value for money through continual improvement in quality and efficiency of Council services.

### RECOMMENDATION

**That Council note the Complaints Handling Report for July to September 2012.**

### Executive Summary

Port Macquarie-Hastings Council adopted a complaints management system in 1998 and all complaints received and resolved within the reporting period are tabled in a quarterly report to Council in January, April, July and October each year. This report lists all complaints received in the first quarter of the reporting year 2012 – 2013.

There are two attachments with this report. The first attachment “2012- 2013 Complaints Statistics Report Quarter 1” provides a summary of the complaint numbers received and resolved in the first quarter of 2012-2013. The second attachment “2012-2013 Complaints Summary Report Quarter 1” provides details of the actual complaints and the action taken by Council staff to resolve the complaint. All complaints are recorded in the CRM section of the Authority system.

There has been a decrease in the number of complaints received in the first quarter 2012-2013 (16 complaints) as compared to the same period in 2011-2012 (36 complaints) and when compared with the preceding quarter (20 complaints).

### Discussion

Complaints are defined by Council policy as “an expression of dissatisfaction with Council’s Policies, Procedures, Charges, Agents or Quality of Service”, and is aligned with the guideline on “Complaint Management in Councils” published by the NSW Ombudsman and the Division of Local Government. This policy was adopted in 1998 and last updated in 2007. Complaints are differentiated from action requests (referrals) which are defined as “the request for provision of a Council service”.

Council last considered the Complaints Handling Report and Complaints Statistics Report at the July 2012 meeting. It is the practice to report complaints on a quarterly basis for Council’s consideration. The attached reports relate to all complaints received in the period July to September 2012.

## Ensuring Good Governance

The first report “2012-2013 Complaints Statistics Report Quarter 1” indicates that a total of 16 complaints have been received and 18 were resolved in this quarter. There is a slight decrease in complaints received when compared to the 20 complaints received in the previous quarter. There is 1 active complaint at the end of this reporting period and there were 3 carried over from the previous reporting year. All complaints lodged in this quarter have been resolved in this quarter.

Of the 16 complaints received in this quarter:

44% (7/16) of all complaints were a result of a request to Council for further action or review where the customer was dissatisfied with the initial quality of service provided.

56% (9/16) of all complaints in this quarter noted their objective for lodging a complaint as requiring for Council to provide a service.

50% (8/16) of complaints lodged related to dissatisfaction with the service provided by the Parks, Recreation & Buildings categories.

In the corresponding quarter of the previous reporting year (2011 – 2012) a total of 36 complaints were received.

Of the 18 complaints resolved in this quarter:

66% (12/18) of all complaints, were resolved within 7 days  
17% (3/18) were resolved within 28 days, and  
17% (3/18) were resolved in greater than 28 days.

There has been a significant reduction in the number of complaints from customers regarding Infrastructure – roads in the last 6 months. This can be attributed to the change in processes that have been adopted as written communications to acknowledge all customers who lodge a request for road maintenance matters is now undertaken.

The second report “2012-2013 Complaints Summary Report Quarter 1” provides brief details of each of the finalised complaints, the action taken by Council in response to the complaints, and the customer’s satisfaction with Council’s handling of the complaint. This report covers the reporting period July to September 2012.

In this first quarter there were a number of complaints regarding a perceived lack of action or response from Council to customer requests in particular in the parks/recreation and compliance areas. These customers have all been contacted and most matters have now been resolved to the customer’s satisfaction. It is noted that two of the customers who made complaints in this quarter remain dissatisfied with the resolution of their respective complaints. One customer disagrees with Council’s Lake Cathie Opening Strategy and one customer is frustrated with the lack of priority given to tree pruning on land adjacent to their property.

### Options

## Ensuring Good Governance

Council has the option of making its own determination in this matter.  
Council may seek to have additional information provided in relation to this report.

### Consultation/Submissions

Nil.

### Planning & Policy Implications

None as a result of this report.

### Financial & Economic Implications

None as a result of this report.

### Attachments

1. 2012-2013 Complaints Statistics Report Quarter 1
2. 2012-2013 Complaints Summary Report Quarter 1

## Planning and Providing Our Infrastructure

### What are we trying to achieve?

Our population growth is supported through public infrastructure, land use and development strategies that create a connected, sustainable and accessible community.

### What will the result be?

- Supported and integrated communities.
- Infrastructure provision and maintenance that respects community expectations and needs.
- A natural environment that can be accessed by a network of footpaths, cycleways, coastal and hinterland walkways.
- Accessible, convenient and affordable public transport.
- Employment and population growth that is clustered within urban centres.

### How do we get there?

- 5.1 Create and maintain integrated transport system that eases access between population centres and services.
- 5.2 Ensure transport options are safe, functional and meet access needs across the Local Government Area.
- 5.3 Develop and enhance quality open space and recreational facilities.
- 5.4 Plan settlements to accommodate a range of compatible land uses and projected population growth.

## Planning and Providing Our Infrastructure

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**Item:** 12.07

**Subject:** NOTICE OF MOTION - PORT MACQUARIE AIRPORT

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Councillor M Cusato has given notice of his intention to move the following motion:

### RECOMMENDATION

**That Council in relation to the Port Macquarie Airport Improvement Project (the "Project"):**

- 1. Treat completion of the Project as Council's highest priority in respect of any current work-in-progress of Council.**
- 2. Use its best endeavors to resolve the uncertainty about the CASA CODE 4 approval requirements before works on the Project are commenced.**
- 3. Use its best endeavors to comply with the existing government funding timetable milestones without further extensions, on the basis that if extensions are required, they must be approved by Council.**
- 4. Receive a monthly report as to progress leading up to commencement of works.**

**Comments by Councillor (if provided)**

Nil.

**Attachments**

Nil