



BUSINESS PAPER

Policy and General
Committee Meeting

Council Chambers
21 August 2024

5.30pm

BROKEN HILL

CITY COUNCIL

AUSTRALIA'S FIRST
HERITAGE LISTED CITY

MEMBERS OF THE POLICY & GENERAL COMMITTEE:

Mayor Kennedy, Deputy Mayor Hickey, Councillor Algate (Chairperson), Councillor Boland, Councillor Browne and Councillor Jewitt

Notice is hereby given, in accordance with the provisions of the *Local Government Act 1993*, that the Policy and General Standing Committee of the Broken Hill City Council will be held in the Council Chambers on **Wednesday, 21 August 2024** commencing at **5:30pm** to consider the following business:

AGENDA	
1	Opening the Meeting
2	Apologies
3	Leave of Absence Applications
4	Prayer
5	Acknowledgement of Country
6	Acknowledgement of Broken Hill's Mining History
7	Minutes for Confirmation
8	Disclosure of Interest
9	Reports
10	Confidential Matters
11	Conclusion of the Meeting

STATEMENT OF ETHICAL OBLIGATIONS

All Councillors undertook an Oath or Affirmation at the beginning of their term of office and declared to undertake the duties of the office of Councillor in the best interests of the people of the Broken Hill Local Government Area and the City of Broken Hill; and that they will faithfully and impartially carry out the functions, powers, authorities and discretions vested in them under the *Local Government Act 1993* or any other Act to the best of their ability and judgment.

LIVE STREAMING OF COUNCIL MEETINGS

This Committee Meeting is being livestreamed via YouTube and recorded and published online via Council's website. To those present in the meeting today, by attending in this public meeting you are consenting to your image, voice and comments being recorded and published.

The Chairperson and/or General Manager have the authority to pause the livestream if comments or debate are considered defamatory or otherwise inappropriate for publishing. Participants are advised that they may be subject to legal action if they engage in unlawful behaviour or commentary.

JAY NANKIVELL
GENERAL MANAGER

MINUTES FOR CONFIRMATION

Minutes of the Policy And General Committee of the City of Broken Hill held Wednesday, July 24, 2024.

**MINUTES OF THE POLICY AND GENERAL COMMITTEE MEETING HELD
WEDNESDAY, JULY 24, 2024 (5:30 PM)**

PRESENT:

Councillor T. Kennedy (Mayor) Councillor J. Hickey (Deputy Mayor),
Councillor B. Algate (Chairperson), M. Boland, M. Browne, H. Jewitt

General Manager, Director Corporate and Community, Director Finance and
Commercial, Manager Communications and Marketing, Executive Officer
and Executive Assistant.

Media (Nil), Members of the Public (Nil)

APOLOGIES: Nil

**LEAVE OF ABSENCE
APPLICATIONS:** Nil

PRAYER

Mayor Kennedy delivered the Prayer.

ACKNOWLEDGEMENT OF COUNTRY

Councillor Browne delivered the Acknowledgement of Country.

ACKNOWLEDGEMENT OF BROKEN HILL'S MINING HISTORY

Deputy Mayor Hickey delivered the Acknowledgement of Broken Hill's Mining History.

MINUTES FOR CONFIRMATION

Recommendation

Moved Deputy Mayor Jim Hickey, Seconded Mayor Tom Kennedy

That the Minutes of the Policy And General Committee meeting held Wednesday June 19,
2024 be confirmed.

CARRIED UNANIMOUSLY

DISCLOSURE OF INTEREST

Nil

REPORTS

1. BROKEN HILL CITY COUNCIL REPORT NO. 105/24 - DATED JUNE 07, 2024 - LOCAL GOVERNMENT ELECTIONS 2024 - CARETAKER PERIOD D24/28116

Recommendation

Moved Mayor Tom Kennedy, Seconded Councillor Michael Boland

1. That Broken Hill City Council Report No. 105/24 dated June 7, 2024, be received.
2. That Council notes the requirements regarding Council's decision-making during the Local Government Elections - caretaker period from 16 August 2024 to 14 September 2024 pursuant to *Section 393B of the Local Government (General) Regulation 2021*.

CARRIED UNANIMOUSLY

2. BROKEN HILL CITY COUNCIL REPORT NO. 106/24 - DATED JULY 04, 2024 - COUNCIL MEETING ARRANGEMENTS AND CHRISTMAS SHUT DOWN PERIOD D24/33021

Recommendation

Moved Councillor Michael Boland, Seconded Councillor Hayley Jewitt

1. That Broken Hill City Council Report No. 106/24 dated July 4, 2024, be received.
2. That Council's Ordinary Monthly Meeting for December be held 18 December 2024.
3. That the December Standing Committee Meetings be held as follows
 - a. Works Committee Meeting to be held Monday December 9, 2024, at 5:30pm
 - b. Health and Building Committee Meeting to be held Tuesday December 10, 2024, at 5:30pm
 - c. Policy and General Committee Meeting to be held Wednesday December 11, 2024, at 5:30pm
4. That Standing Committee Meetings not be held in January 2025.
5. That the Council shutdown period for the Administrative Centre and the Warnock Street Works Depot be from 5pm Friday December 20, 2024, and reopening Monday, January 6, 2025.

6. That Council advertise the shutdown period for the Administrative Centre and the Warnock Street Works Depot and that this advertisement also includes the operating hours for all other Council facilities during this period.

CARRIED UNANIMOUSLY

3. BROKEN HILL CITY COUNCIL REPORT NO. 107/24 - DATED JULY 17, 2024 - COUNCILLOR ATTENDANCE AT THE LOCAL GOVERNMENT NSW ANNUAL CONFERENCE TO BE HELD IN TAMWORTH 17-19 NOVEMBER 2024 D24/34847

Recommendation

Moved Councillor Michael Boland, Seconded Councillor Hayley Jewitt

1. That Broken Hill City Council Report No. 107/24 dated July 17, 2024, be received.
2. That Council determines that the Mayor, Deputy Mayor and three (3) Councillor Delegates attend the Local Government NSW Annual Conference to be held in Tamworth 17-19 November 2024.
3. That Council determines its two voting delegates and advise Local Government NSW prior to 6 November 2024.
4. That Council at its Ordinary Meeting to be held on 30 October 2024 (being the first meeting following the Local Government Elections), determines which three (3) Councillor delegates will attend the Local Government NSW Conference.

CARRIED UNANIMOUSLY

4. BROKEN HILL CITY COUNCIL REPORT NO. 108/24 - DATED JULY 17, 2024 - MOTIONS TO THE LOCAL GOVERNMENT NSW ANNUAL CONFERENCE TO BE HELD IN TAMWORTH 17-19 NOVEMBER 2024 D24/34883

Recommendation

Moved Deputy Mayor Jim Hickey, Seconded Councillor Marion Browne

1. That Broken Hill City Council Report No. 108/24 dated July 17, 2024, be received.
2. That Council determines motions to be submitted to Local Government NSW (along with the accompanying Council resolution) at the Ordinary Council Meeting to be held on Wednesday 31 July 2024.
3. That the motions be presented to the Ordinary Council Meeting on Wednesday 31 July 2024 for consideration to ensure compliance with the motion submission criteria guidelines.

CARRIED UNANIMOUSLY

-
5. BROKEN HILL CITY COUNCIL REPORT NO. 109/24 - DATED JULY 12, 2024 - VOLUNTEER MANAGEMENT POLICY D24/34247

Recommendation

Moved Councillor Michael Boland, Seconded Deputy Mayor Jim Hickey

1. That Broken Hill City Council Report No. 109/24 dated July 12, 2024, be received.
2. That Council endorses the revised and updated Draft Volunteer Management Policy for the purpose of public exhibition.
3. That the Draft Volunteer Management Policy be placed on public exhibition for submissions to be received for a period of 28 days; and that Council receives a further report at the conclusion of the exhibition period, detailing submissions and any recommended changes arising, with a view to adopting the revised Draft Volunteer Management Policy.
4. That Council notes that the adoption of the Draft Volunteer Management Policy will render the Volunteers Policy obsolete.

CARRIED UNANIMOUSLY

6. BROKEN HILL CITY COUNCIL REPORT NO. 110/24 - DATED JULY 12, 2024 - INVESTMENT REPORT FOR JUNE 2024 D24/34270

Recommendation

Moved Councillor Michael Boland, Seconded Deputy Mayor Jim Hickey

1. That Broken Hill City Council Report No. 110/24 dated July 12, 2024, be received.

CARRIED UNANIMOUSLY

7. BROKEN HILL CITY COUNCIL REPORT NO. 111/24 - DATED JULY 05, 2024 - TEMPORARY SUSPENSION OF A PORTION OF THE CENTRAL BUSINESS DISTRICT (CBD) ALCOHOL-FREE ZONE FOR THE 2024 BROKEN HEEL FESTIVAL D24/33311

Recommendation

Moved Deputy Mayor Jim Hickey, Seconded Councillor Hayley Jewitt

1. That Broken Hill City Council Report No. 111/24 dated July 5, 2024, be received.
2. That Council provide in-principle support for the temporary suspension of a portion of the CBD Alcohol-Free Zone for a section of Sulphide Street indicated by a fenced area adjacent to The Palace Hotel, bounded by Crystal Street and Argent Street (see map).

3. That Council note the specific details of the suspension are Argent Street from 207 Argent Street to 227 Argent Street; Crystal Lane from behind 207 Argent Street to 227 Argent Street; and Sulphide Street from Crystal Street to Argent Street. This area will include all footpaths and car parks in the sections of Argent and Sulphide Streets.
4. That the temporary suspension be in place from 10am on Thursday, 5 September to 10am on Monday, 9 September 2024, subject to the conditions contained in the liquor licence.
5. That the temporary suspension be advised to the public by way of Public Notice on Council's website. That the Public Notice also confirms that all other existing alcohol-free zones in Broken Hill remain in force.
6. That the General Manager be authorised to implement the temporary suspension and Public Notice processes on final advice of the Barrier Police District.
7. That Barrier Police District be advised of Council's decision.

CARRIED UNANIMOUSLY

8. BROKEN HILL CITY COUNCIL REPORT NO. 112/24 - DATED JULY 04, 2024 - MINUTES OF THE BROKEN HILL HERITAGE COMMITTEE MEETING HELD 30 MAY 2024 D24/33171

Recommendation

Moved Councillor Marion Browne, Seconded Councillor Michael Boland

1. That Broken Hill City Council Report No. 112/24 dated July 4, 2024, be received.
2. That the minutes of the Broken Hill Heritage Committee Meeting held 30 May 2024 be received.

CARRIED UNANIMOUSLY

9. BROKEN HILL CITY COUNCIL REPORT NO. 113/24 - DATED JUNE 14, 2024 - MINUTES OF THE S355 YOUTH ADVISORY COMMITTEE MEETING HELD 14 MAY 2024 D24/29418

Recommendation

Moved Councillor Marion Browne, Seconded Mayor Tom Kennedy

1. That Broken Hill City Council Report No. 113/24 dated June 14, 2024, be received.

2. That the minutes of the S355 Youth Advisory Committee meeting held on 14 May 2024 be received.

CARRIED UNANIMOUSLY

CONFIDENTIAL MATTERS

Nil

There being no further business to consider, the meeting was declared closed at 5:47pm.

The foregoing minutes were read and confirmed at the Policy and General Committee meeting held on 21 August 2024.

Chairperson

REPORTS

1. BROKEN HILL CITY COUNCIL REPORT NO. 123/24 - DATED JULY 03, 2024 - ADOPTION OF THE DRAFT CUSTOMER EXPERIENCE FRAMEWORK (D24/32815)11
2. BROKEN HILL CITY COUNCIL REPORT NO. 124/24 - DATED JUNE 28, 2024 - BROKEN HILL POPULATION FORECAST AS PER MINUTE NUMBER FROM ORDINARY COUNCIL MEETING HELD 29/5/2024 (D24/31584)29
3. BROKEN HILL CITY COUNCIL REPORT NO. 125/24 - DATED AUGUST 09, 2024 - INVESTMENT REPORT FOR JULY 2024 (D24/39117)31
4. BROKEN HILL CITY COUNCIL REPORT NO. 126/24 - DATED AUGUST 05, 2024 - MINUTES OF THE BROKEN HILL CITY ART GALLERY ADVISORY COMMITTEE MEETING HELD 19 JUNE 2024 (D24/36168) .48

In accordance with Council's 2024 Operational Plan, Action 1.3.8.1 Review Council's Customer Service Framework, the draft Framework was extensively reviewed.

In taking a whole of organisation approach the consultation process undertaken by Council's Corporate Services team facilitated six 'Think Like the Customer' staff Workshops.

With a duration of three hours each session, this comprehensive consultation had the active participation of 92 Council employees. Consultation feedback identified multiple key opportunities for improvement.

Following the staff consultation, the Framework was presented to the Executive Leadership Team for endorsement.

The updated Framework outlines the purpose of the suite of documents being, Customer Experience Strategy, Customer Experience Charter, Complaints Management Policy, Complaints Handling Procedure and Customer Feedback Form.

The key opportunities for improvement within the Complaints Handling Policy and Customer Service Charter are as follows:

Complaints Management Policy

The review of Council's Complaints Management Policy followed the guidelines of the NSW Ombudsman's Complaint Handling Model Policy, released in June 2015, whilst also taking into consideration Broken Hill City Council's Customer Experience Framework.

The NSW Ombudsman intends to use the Complaint Handling Model Policy as a benchmark when auditing complaint handling policies and procedures of organisations within its jurisdiction which includes NSW councils.

Council's complaint management system is intended to:

- handle all feedback and complaints in a consistent, fair and professional manner;
- ensure there is an appropriate level of accountability in the exercise of all Council functions;
- enhance public confidence in Council's administrative processes; and
- collect and utilise valuable data for the purpose of continuous improvement.

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

Key updates include:

- Quality control table updated;
- Council Officer position titles updated throughout the document;
- Minor updates of the wording used throughout the Policy that does not vary the context of the Policy;
- Updated section 5.3 Associated Documents to include Council's Complaint Handling Procedure, Customer Experience Strategy, Customer Experience Charter and NSW Ombudsman's Model Complaint Management Framework and Model Policy 2015.
- Removed the listed legislation references as they are reported in section 7. Legislative and Legal Framework; and
- Updated section 7. Legislative and Legal Framework to include the *Public Interest Disclosures Act 2022*

Customer Service Charter

Council's Customer Service Charter sets out what customers can expect from Council and what Council expects from them. The Charter was developed to build and enhance partnerships and relationships with customers.

Key Updates:

- Renaming of document to Customer Experience Strategy in line with rebranding the Customer Service Framework to Customer Experience Framework.
- Cover page updated.

Community Engagement

As per Council's resolution, Minute No. 47570 the draft Customer Experience Charter and the draft Complaints Management Policy were placed on public exhibition from 3 July 2024 to 3 August 2024.

Strategic Direction:

Key Direction:	1 Our Community
Objective:	1.3 Our community works together
Strategy:	1.3.8 Maintain and strive to continuously improve the Customer Contact and Call Centre

Relevant Legislation:

This Framework relates to:

- *Local Government Act 1993*
- *State Records Act 1998*
- *Privacy and Personal Information Protection Act 1998*
- *Government Information (Public Access) Act 2009*
- *Public Interest Disclosures Act 2022*
- NSW Ombudsman Better Service and Communication – Guidelines for Local Government

Council Policy does not take precedence over statutory responsibilities assumed by Council in its role as a local government authority.

Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

Financial Implications:

There are no further additional financial implications or resources required to implement the draft Customer Experience Framework, Council Policy and associated Procedure.

Attachments

1. [↓](#) Draft Complaints Management Policy
2. [↓](#) Draft Customer Experience Charter

RAZIJA NU'MAN
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL
GENERAL MANAGER

DRAFT COMPLAINTS MANAGEMENT POLICY

QUALITY CONTROL			
TRIM REFERENCES	D12/11853 – 12/14		
RESPONSIBLE POSITION	Director Corporate and Community		
APPROVED BY	Council		
REVIEW DATE	2024	REVISION NUMBER	5
EFFECTIVE DATE	ACTION	MINUTE NUMBER	
27 November 2002	Adopted	39720	
28 June 2017	Public Exhibition	45565	
30 August 2017	Adopted	45610	
26 June 2024	Public Exhibition		

1. INTRODUCTION

This policy is intended to ensure Broken Hill City Council handles complaints fairly, efficiently and effectively.

A complaint is an expression of dissatisfaction. A complaint covered by this policy can be distinguished from Service Requests and Requests for Information.

2. POLICY OBJECTIVE

Council's complaint management system is intended to:

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

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

3. POLICY SCOPE

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

Staff Grievances, Code of Conduct complaints and Public Interest Disclosures are dealt with through separate mechanisms.

4. POLICY STATEMENT

4.1 GUIDING PRINCIPLES



4.1.1 Facilitate Complaints

People Focus

Council is committed to seeking and receiving feedback and complaints about its services, systems, practices, procedures and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame, in accordance with Council's Complaint Handling Procedure.

People making complaints will be:

- provided with information about Council's Complaint Handling Procedure;
- provided with multiple and accessible ways to make complaints;
- listened to, treated with respect by Council's staff and actively involved in the complaint process where possible and appropriate; and
- provided with reasons for Council's decision(s) and any options for redress or review.

No Detriment to People Making Complaints

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

Anonymous Complaints

Council accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

Accessibility

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

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

No Charge

There are no fees or charges associated with lodging a complaint to Council.

4.1.2 Responding to Complaints

Early Resolution

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

Responsiveness

Council will promptly acknowledge receipt of complaints.

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

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

- the complaints procedure;
- the expected time frames for action;
- the progress of the complaint and reasons for any delay;
- their likely involvement in the procedure; and
- the possible or likely outcome of their complaint.

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

Council will also advise people as soon as possible when it is unable to meet the time frame for responding to their complaint and the reason for the delay.

Objectivity and Fairness

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

Council will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about. Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

Responding Flexibly

Council staff are empowered to resolve complaints promptly and with as little formality as possible. Council will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

Council will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

Confidentiality

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

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

4.1.3 Manage the Parties to a Complaint

Complaints Involving Multiple Agencies

Where a complaint involves multiple organisations, Council will work with the other organisation(s) where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within Council, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where Council services are contracted out, it is expected that the contracted service providers have an accessible and comprehensive complaint management system. Council take complaints not only about the actions of its staff but also the actions of its service providers.

Complaints Involving Multiple Parties

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

Empowerment of Staff

All Council staff managing complaints are empowered to implement the complaint management system as relevant to their role and responsibilities.

Council staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of the complaint management system.

Managing Unreasonable Conduct By People Making Complaints

Council are committed to being accessible and responsive to all people who report feedback or complaints. At the same time Council success depends on:

- the ability to work and perform its functions in the most effective and efficient way possible;
- the health, safety and security of its staff; and
- the ability to allocate resources fairly across all complaints received.

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

4.2 COMPLAINT MANAGEMENT SYSTEM



4.2.1 Introduction

When responding to complaints, Council staff should act in accordance with the Complaint Handling Procedure as well as any other internal documents providing guidance on the management of complaints.

Council staff should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in Council's complaint management system are set out below.

4.2.1.1 Receipt of Complaints

Council will record the complaint and its supporting information. Council will also assign a unique identifier to the complaint file.

The record of the complaint will document:

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

4.2.1.2 Acknowledgement of Complaints

Council will acknowledge receipt of each complaint promptly, and preferably within two business days.

Consideration will be given to the most appropriate medium (e.g. email, letter, phone call) for communicating with the person making a complaint.

4.2.1.3 Initial Assessment and Addressing of Complaints

Initial Assessment

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

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

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

Addressing Complaints

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

- give the person information or an explanation;
- gather information from the person or area that the complaint is about; or
- investigate the claims made in the complaint.

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

4.2.1.4 Providing Reasons for Decisions

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

- the outcome of the complaint and any action taken;
- the reason(s) for the decision;
- the remedy or resolution(s) proposed or put in place; and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

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

4.2.1.5 Closing the Complaint, Record Keeping, Redress and Review

Council will keep comprehensive records about:

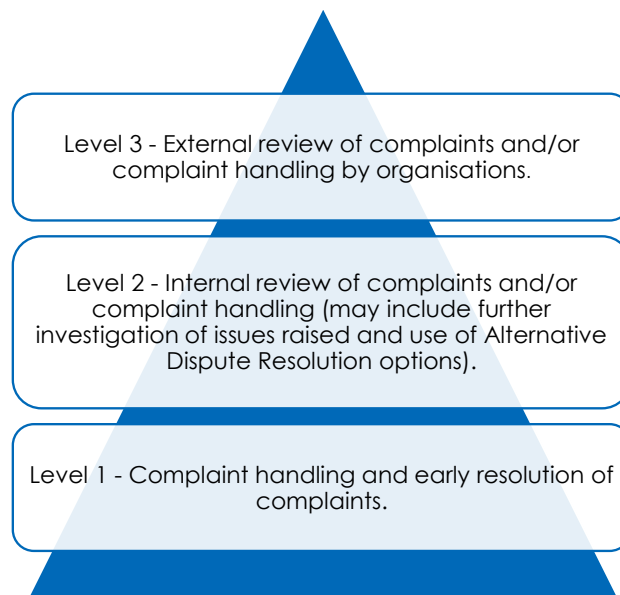
- how the complaint was managed;
- the outcome(s) of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations; and
- any outstanding actions that need to be followed up.

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

4.2.2 Alternative Avenues for Dealing with Complaints

Persons who make a complaint to or about Council will be informed of any internal or external review options available to them such as the Office of Local Government.

4.2.3 The Three Levels of Complaint Handling



Council aims to resolve complaints at the first level. Wherever possible staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

Where this is not possible, Council may decide to escalate the complaint to a more senior officer. This second level of complaint handling will provide for the following internal mechanisms:

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

Where a person making a complaint is dissatisfied with the outcome of Council's review of their complaint, they may seek an external review of the decision.

4.3 ACCOUNTABILITY AND LEARNING

4.3.1 Analysis and Evaluation of Complaints

All complaints are recorded in Council's EDRMS to ensure efficient retrieval of information for reporting and analysis.

Quarterly or as requested, reports will be run on the following:

- the number of complaints received;
- the outcome of complaints;
- issues arising from complaints;
- systemic issues identified; and
- the number of requests received for escalation to internal and/or external review.

Analysis of these reports will be undertaken to monitor trends, measure the quality of Council's customer service delivery and used for continuous improvement.

Reports and analysis will be provided to the General Manager and the Executive Leadership Team for review.

4.3.2 Monitoring of the Complaints Management System

Council will continually monitor its complaint management system to:

- ensure its effectiveness in responding to and resolving complaints; and
- identify and correct deficiencies in the operation of the system.

Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

4.3.3 Continuous Improvement

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

- support the making and appropriate resolution of complaints;
- implement best practices in complaint handling;
- recognise and acknowledge exemplary complaint handling by staff;
- regularly review the complaints management system and complaint data; and
- implement appropriate system changes arising out of the analysis of complaints data and continual monitoring of the system.

5. IMPLEMENTATION

5.1 Roles and Responsibilities

The following Council officers are responsible for the implementation and the adherence to this policy:

Who	Commitment	How
General Manager	Provide a culture that values complaints and their effective resolution.	<ul style="list-style-type: none"> • Report publicly on Council's complaint handling; • Provide adequate support and direction to key staff responsible for handling complaints; • Regularly review reports about complaint trends and issues arising from complaints; • Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly; • Encourage staff to make recommendations for system improvements; • Recognise and acknowledge good complaint handling by staff; and • Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.

<p>Director Corporate and Community (complaint handling manager)</p>	<p>Establish and manage Council's complaint management system.</p>	<ul style="list-style-type: none"> • Provide regular reports to the General Manager on issues arising from complaint handling work; • Ensure recommendations arising out of complaint data analysis are canvassed with the General Manager and implemented where appropriate; • Recruit, train and empower staff to resolve complaints promptly and in accordance with Council's policies and procedures; • Encourage staff managing complaints to provide suggestions on ways to improve Council's complaint management system; • Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly; and • Recognise and acknowledge good complaint handling by staff.
<p>Complaint Handlers</p>	<p>Demonstrate exemplary complaint handling practices.</p>	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints; • Assist people to make a complaint, if needed; • Comply with this policy and its associated procedures; • Keep informed about best practice in complaint handling; • Provide feedback to management on issues arising from complaints; • Provide suggestions to management on ways to improve Council's complaints management system; and • Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.
<p>All Staff</p>	<p>Understand and comply with Council's complaint handling practices.</p>	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints; • Be aware of Council's complaint handling policies and procedures; • Assist people who wish to make complaints access the Council's complaints process; • Be alert to complaints and assist staff handling complaints to resolve matters promptly; • Provide feedback to management on issues arising from complaints; and • Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.

5.2 Communication

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

6. ASSOCIATED DOCUMENTS

The following documentation is to be read in conjunction with this policy.

- Complaint Handling Procedure
- Customer Experience Strategy
- NSW Ombudsman's Complaint Management Framework and Model Policy

7. REVIEW

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be within each term of Council following the Local Government Elections, or as required to ensure that it meets legislation requirements and the needs of the community and Council. The responsible Council officer will be notified of the review requirements three months prior to the expiry of this policy.

The Director Corporate and Community is responsible for the review of this policy.

8. LEGISLATIVE AND LEGAL FRAMEWORK

This policy is to be read in conjunction with the following:

- *Local Government Act 1993*
- *Privacy and Personal Information Protection Act 1998*
- *Government Information (Public Access) Act 2009*
- *Public Interest Disclosures Act 2022*

Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's Complaints Management Policy. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

9. DEFINITIONS

'Complaint' - Expression of dissatisfaction made to or about Council, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

A complaint covered by this policy can be distinguished from:

- Staff Grievances (see Council's Grievance Policy);
- Public Interest Disclosures made by Council staff (see Council's Public Interest Disclosures Policy);
- Code of Conduct complaints (see Council's Model Code of Conduct Policy);
- Responses to requests for feedback about the standard of Council's service provision (see the definition of 'Feedback' below);
- Reports of problems or wrongdoing intended to bring a problem to Council's notice with no expectation of a response (see the definition of 'Feedback' below);
- Service Requests (see the definition of 'Service Request' below); and
- Requests for Information (see Council's Access to Information Policy).

'Complaint Management System' - All policies, procedures, practices, staff, hardware and software used by Council in the management of complaints.

'Dispute' - An unresolved complaint escalated either within or outside of Council.

'Feedback' - Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about Council about its services or complaint handling where a response is not explicitly or implicitly expected or legally required.

'Service Request' - A Service Request is a:

- request for approval;
- request for action;
- routine inquiries about Council's business;
- request for the provision of services and assistance;
- report of failure to comply with laws regulated by Council; or
- request for explanation of Council's policies, procedures and decisions.

'Grievance' - A clear, formal statement by an individual Council staff member about another staff member or a work related problem.

'Policy' - A statement of instruction that sets out how Council will comply with legislated requirements and/or sets strategic directives, to ensure sound governance practices.

'Procedure' - A statement or instruction that sets out how Council's policies will be implemented and by whom.

'Public Interest Disclosure' - A report about wrong doing made by a public official in New South Wales that meets the requirements of the *Public Interest Disclosures Act 2022*.



**DRAFT CUSTOMER
EXPERIENCE CHARTER**

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

BROKEN HILL
CITY COUNCIL

WHY A CUSTOMER EXPERIENCE CHARTER?

Council's Customer Experience Charter sets out what you, as our customer, can expect from us.

The Charter has been developed to build and enhance partnerships and relationships with our customers.

The Charter will enable a system of continuous improvement in customer experience.

WHO ARE OUR CUSTOMERS?

Our customers are any person or organisation that has dealings with Council. This includes residents, ratepayers, business owners and operators, visitors, contractors, staff and elected members.

HOW WE MEASURE OUR SERVICE?

- We will set service level benchmarks.
- We will invite feedback.
- We will survey our community.

You can help us achieve our commitment to our customers through your feedback and participation in Council's consultation initiatives.



WHAT YOU CAN EXPECT FROM US?

Our responsibility to you, Council will:

- Be accessible and inclusive;
- Be available for contact by telephone, online, in writing and in person;
- Treat customers courteously and with respect;
- Deal with customers in a polite and helpful manner;
- Provide customers with necessary and relevant information;
- Act on our commitment(s) in a timely manner;
- Value customer's privacy by treating all personal information confidentially;
- Be punctual for meetings and appointments;
- Provide a dedicated Customer Relations telephone line 08 8080 3300 Monday to Friday 8.30am to 5pm, excluding public holidays;
- Attend to the counter or answer the telephone promptly, courteously and deal with any enquiry directly without unnecessary transfers. If we cannot deal with the enquiry at first point of contact, we will request the relevant person to contact you;
- When a customer contacts us in writing and a response is required, we will endeavour to respond within 10 business days. If a full reply is not possible then you will receive an acknowledgement, which will include when a reply can be expected; and
- When a customer contacts us by email via council@brokenhill.nsw.gov.au and a response is required, we will endeavour to respond within five business days. If a full reply is not possible then you will receive an acknowledgement, which will include when a reply can be expected.

WHAT WE ASK OF YOU?

- Treat us with mutual respect;
- Respect the rights and privacy of other customers;
- Provide accurate and complete information to us;
- Respect the community in which we live; and
- Work with us to resolve problems.



COMPLAINTS

What is a complaint?

A complaint is an expression of dissatisfaction made to or about Council, our services or our staff.

What is not a complaint?

The following are not classified as complaints:

- A request for service;
- A request for information or an explanation of a policy or procedure;
- A disagreement with a policy of the Council; and
- The lodgement of an appeal in accordance with legislation.

Please contact us so that we can resolve an issue and improve our service in the future. Our Complaints Management Policy guides how we deal with your complaint.

A complaint can be made by phone, in person, by email, in writing or on our website. We will try to resolve the complaint as quickly as possible and get back to you by your preferred method. If it will take time, we will keep you informed of the progress.

PERSONAL INFORMATION PROTECTION

Council has a commitment to the protection of Personal Information provided by a customer to Council in accordance with the requirements of the *Personal Information Protection Act 1998*, *Freedom of Information Act 1989* and *Government Information (Public Access) Act 2009*.

CONTACT DETAILS

Website: www.brokenhill.nsw.gov.au

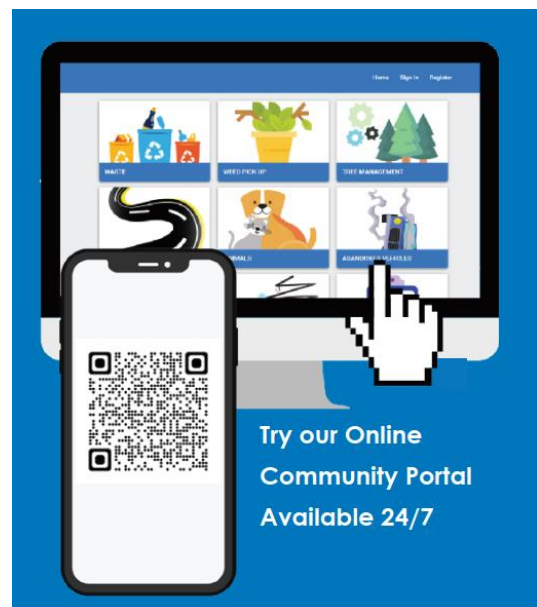
Email: council@brokenhill.nsw.gov.au

Telephone: 08 8080 3300

In Person: 240 Blende Street, Broken Hill

In Writing: The General Manager
PO Box 448
Broken Hill NSW 2880

Community Portal:



External Authorities

NSW Ombudsman
Telephone: 02 9286 1000
Toll Free: 1800 451 524
Website: www.ombo.nsw.gov.au

ICAC - Independent Commission Against Corruption
Telephone: 02 8281 5999
Toll Free: 1800 463 909
Website: www.icac.nsw.gov



CITY COUNCIL

www.brokenhill.nsw.gov.au

POLICY AND GENERAL COMMITTEE

June 28, 2024

ITEM 2**BROKEN HILL CITY COUNCIL REPORT NO. 124/24**

SUBJECT: **BROKEN HILL POPULATION FORECAST AS PER MINUTE
NUMBER FROM ORDINARY COUNCIL MEETING HELD 29/5/2024
D24/31584**

Recommendation

1. That Broken Hill City Council Report No. 124/24 dated June 28, 2024, be received and noted.

Executive Summary:

At Council's Ordinary meeting held 29/05/2024, Council requested that a report be presented regarding the circumstances of the government's population forecasting results for Broken Hill in 1999 and the hospital redevelopment.

A review of the 1996 Census data for Australia highlighted issues such as undercounts and inaccuracies in population estimates due to non-responses and demographic challenges, which led to flawed population forecasts. Annual Reports (1995-2001) for the Far West Health Service indicated a bed occupancy rate of 81.5% in 1995 and operational with 100 beds to 88 beds post development with a 66.7% occupancy rate in 2000/01.

Report:**Population Forecasting for Broken Hill in 1999**

A review of the 1996 Census data for Australia indicated several data quality issues, including undercounts and inaccuracies in population estimates. These errors stemmed from non-responses and difficulties in accurately capturing the population due to migration and other demographic factors. As a result, these inaccuracies led to flawed population forecasts and future assumptions. Council records from October 2000 and November 2001 reveal that a population forecast report prepared by the New South Wales Office of Regional Communities provided flawed population projections. Specifically, it incorrectly predicted a population decline to 9,266 by 2016. No substantiating records on the flawed population forecast and the hospital redevelopment could be obtained due to State Legislation record keeping obligations.

Statistical data taken from Far West Health Service Annual Reports (1995 to 2001) indicated in 1995 the availability of 100 beds with a bed occupancy rate of 81.5%, and in 2000/01 a bed availability of 88 beds and occupancy rate of 66.7%.

Media publications on record indicate the hospital's redevelopment and current structure were influenced by several factors, focusing on providing specialized and efficient healthcare services suited to the needs of the regional community.

Planning and funding for healthcare facilities in the Far West region considered the local population size, demand for healthcare services, and the need for specialized treatments.

The downsizing of the hospital aimed to offer comprehensive services more in line with the community's actual needs.

The current hospital structure includes 88 beds and in addition a 10-bed emergency department (98 beds in total), maternity services, general medical and surgical units, an oncology unit, a dialysis unit, an acute mental health unit, and intensive and coronary care units.

The downscaling of Broken Hill Hospital was a decision to align its capacity with the specific needs of the regional population, ensuring economic viability and operational efficiency while maintaining a high standard of healthcare services.

References

1. Australian Bureau of Statistics. (1996 to 2021). *Census All Persons QuickStats*. Canberra: ABS.
2. 1997/98 Far West Health Service Annual Report.
3. 2000/01 Far West Health Service Annual Report.
4. [2975.0.55.009 - 1996 Census of Population and Housing - Fact Sheet 09: Usual Residence Indicator, 1996 \(abs.gov.au\)](#)
5. Council Records 1996-20004, S4/18, Vol 2, Vol 3 B9/12, Vol 1

Community Engagement:

Not applicable.

Strategic Direction:

Key Direction:	1.	Our Community
Objective:	1.6	Our health and wellbeing ensure that we will live life to the full
Strategy:	1.6.3	Provide quality health, medical and allied services to meet community need, particularly disability services and support, 24-hour medical services, paediatric and other specialist services, mental health support services, allied health, and rehabilitation services.

Relevant Legislation:

Nil

Financial Implications:

There are no financial implications to this report.

Attachments

There are no attachments for this report.

RAZIJA NU'MAN
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL
GENERAL MANAGER

POLICY AND GENERAL COMMITTEE

August 9, 2024

ITEM 3**BROKEN HILL CITY COUNCIL REPORT NO. 125/24****SUBJECT:** **INVESTMENT REPORT FOR JULY 2024** **D24/39117****Recommendation**

1. That Broken Hill City Council Report No. 125/24 dated August 9, 2024, be received.

Executive Summary:

The *Local Government (General) Regulation 2021* (Part 9, Division 5, Clause 212), effective from 1 September 2021, requires the Responsible Accounting Officer of a Council to provide a written report setting out details of all monies that have been invested under Section 625 (2) of the *Local Government Act 1993*, as per the Minister's Amended Investment Order gazetted 11 March 2011. The Responsible Accounting Officer must also include in the report, a certificate as to whether the investment has been made in accordance with the Act, the Regulations and the Council's Investment Policy.

As at 31 July 2024, Council's Investment Portfolio had a current market valuation of \$32,901,863 or principal value (face value) of \$32,650,936 and was compliant with policy and legislative requirements as per the below table.

Report:

Council's investments as at 31 July 2024 are detailed in Attachment 1.

Portfolio Summary		
Portfolio Performance vs. RBA Cash Rate	✓	Compliant with policy
Investment Policy Compliance		
Legislative Requirements	✓	Compliant with policy
Portfolio Credit Rating Limit	✓	Compliant with policy
Institutional Exposure Limits	✓	Compliant with policy
Term to Maturity Limits	✓	Compliant with policy

Market Review**Global issues:**

- Global interest rates are continuing to decline as the focus for central bankers shifts from getting inflation down to avoiding recession.
 - The Bank of Canada cut its key policy rate by 25 basis points for the second consecutive meeting taking it to 4.5% and more cuts are expected.
 - In the US, the risk of recession is growing with the rise in unemployment approaching levels that in the past have signalled recession and inflation pressures have abated. The Fed is expected to cut rates at its next meeting.

- Economists expect the UK, New Zealand and the European Central Bank will cut rates over the next three months which would confirm that a global easing cycle in developed countries is well underway.
- The International Monetary Fund again revised up slightly its global growth outlook highlighting that for now the global growth outlook is good. Reflecting the unexpected resilience of the global economy, the IMF left its global growth forecast for 2024 unchanged at 3.2% and revised up its 2025 forecast slightly to 3.3%.
- Major global share markets mostly all ended higher in July as inflation fears continued to subside. The Australian share market led the gainers to kick off the new financial year, up nearly 4%. The ASX200 managed to reach record highs, breaking through the 8000 level after having been below 7000 only 9 months ago. The US (+1.2%), Europe (+1.2%) and China (+0.3%) also recorded gains. Japanese shares slipped by 0.5%.

Domestic issues

- The highly anticipated quarterly inflation data released at the end of July came in at market and RBA expectations, 1.0% over the quarter and 3.8% for the year. This was enough for the market to believe that the RBA will keep rates unchanged at its upcoming meeting and immediately priced in a rate cut by March.
- The RBA's preferred measure of underlying inflation, the trimmed mean, edged down slightly from 4% to 3.9% and is only a bit above the RBA's May forecast of 3.8%. Economists believe the RBA would have felt more compelled to raise interest rates if underlying inflation was at or above 4% or a bit higher.
- Higher rents, building construction costs, insurance premiums and fuel prices had the biggest increases over the quarter.
- The latest job data release surprised on the upside with 50,000 new jobs being filled, mostly full time positions, versus expectations of +20,000. Despite this, the unemployment rate ticked up to 4.1% from 4% due to increase in the proportion of Australians aged 15 and over in work or looking for it (i.e. the participation rate).

Interest rates

- The RBA kept the official cash rate unchanged at 4.35% following its meeting in June with the next meeting in early-August.
- The quarterly inflation data released on the last day of July confirmed growing expectations that price pressures, while still stubbornly above target range, are likely not bad enough for the RBA to raise rates again and risk even further household budget strife.
- The market is now pricing in the next move to be a rate cut in the first quarter of 2025 and another in mid-2025:
- Interest rates declined across the curve in July even before the quarterly inflation data was released which essentially eliminated expectations of another rate hike occurring this cycle. Term deposit rates across the 1 month to 5 year range dropped by an average of 8 basis points with the biggest decrease in the 1 to 5 year terms.

Investment Portfolio Commentary

Council's investment portfolio returned 7.15%pa (0.59% actual) for the month on a marked-to-market basis versus the bank bill index benchmark's 4.49%pa (0.37% actual) return. Over the past 12 months, the investment portfolio has returned 4.90% versus the bank bill index benchmark's 4.37%.

The NSW TCorp Medium Term Growth Fund (+1.87% actual in July) picked up where it left off last month, recording a strong gain. With domestic and global shares recording solid

gains and bond valuations benefiting from the market's reaction to easing inflation concerns, the funds' returns reflected the upbeat mood for the month.

During July, Council had a \$500k seven-month Suncorp TD mature that had been yielding 5.28%pa. Council invested \$4m across six new NAB TDs with terms ranging between 4 and 10 months and yielding an average of 5.36%pa.

The sale of Suncorp to ANZ is now official, however Suncorp will continue to trade under its own banking licence and will be regarded as a separate entity unless they eventually trade under the same licence. Standard & Poor's has upgraded Suncorp's credit rating to AA- in the assumption that ANZ, also rated AA-, would step in to support the bank if required.

Council has a well-diversified portfolio invested predominantly among a range of term deposits from highly rated Australian banks. Council also has exposure to a wide range of asset classes, including senior ranked fixed and floating rate notes, listed property and international and domestic shares via the NSW TCorp Medium Term Growth Fund. It is expected that Council's portfolio will achieve above benchmark returns over the medium/long term with prudent investment selection.

Council's Portfolio by Source of Funds – July 2024

As at 31 July 2024, Council's Investment Portfolio had a current market valuation of \$32,901,863 or principal value (face value) of \$32,650,936 and was compliant with policy and legislative requirements as per the table above.

	Source of Funds	Principal Amount
GENERAL Fund	Operating Capital & Internal Restrictions	\$16,282,535
	Royalties Reserve	\$628,085
	Domestic Waste Management Reserve	\$5,040,193
	Grants	\$10,700,123
	TOTAL PORTFOLIO	\$32,650,936

Certificate by Responsible Accounting Officer

All investments have been placed in accordance with Council's Investment Policy, Section 625 of the *Local Government Act 1993* (as amended), the Revised Ministerial Investment Order gazetted 11 February 2011, Clause 212 of the *Local Government (General) Regulations 2005*- and Third-Party Investment requirements of the then Department Local Government Circular 06-70. Council continues to obtain independent financial advice on its investment portfolio in accordance with the then Department of Local Government Circular of 16 September 2008.

Community Engagement:

Nil

Strategic Direction:

- Key Direction 4: Our Leadership
- Objective 4.1: Openness and Transparency in Decision Making
- Action 4.1.5 Support the organisation to operate within its legal framework

Relevant Legislation:

This report is provided for Council's consideration in compliance with the requirements of *Part 9, Division 5, Clause 212 of the Local Government (General) Regulations 2021*.

Financial Implications:

The recommendation has no financial impact.

Attachments

1. [↓](#) Investment Report For July 2024

SIMON BROWN
DIRECTOR FINANCE AND COMMERCIAL

JAY NANKIVELL
GENERAL MANAGER



Investment Summary Report
July 2024



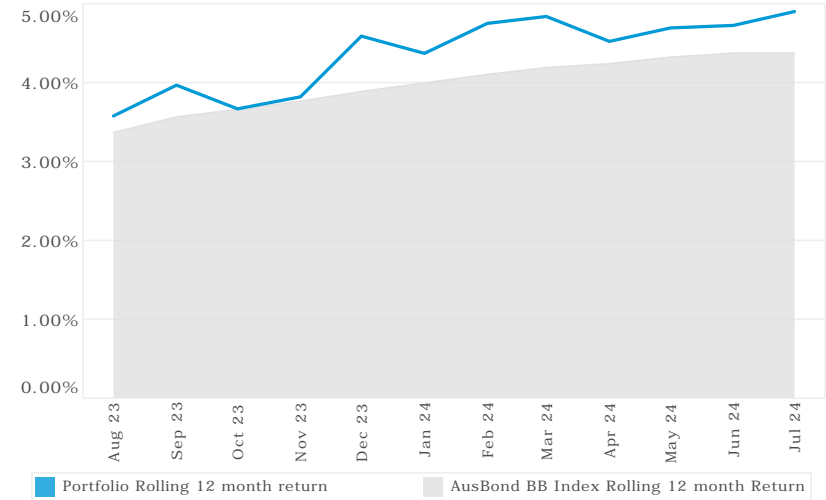
BROKEN HILL CITY COUNCIL
Executive Summary - July 2024



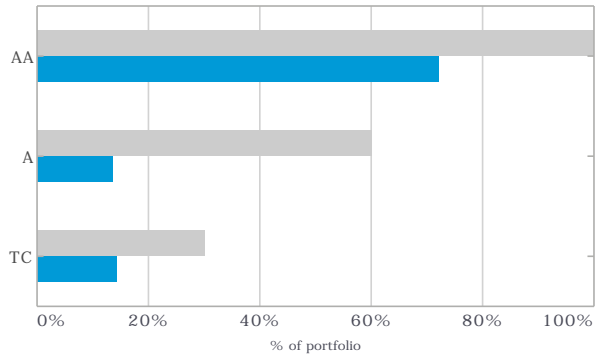
Investment Holdings

	Face Value (\$)	Current Value (\$)
Cash	12,972,236	12,972,236
Managed Funds	4,678,700	4,678,700
Term Deposit	15,000,000	15,250,927
	32,650,936	32,901,863

Investment Performance

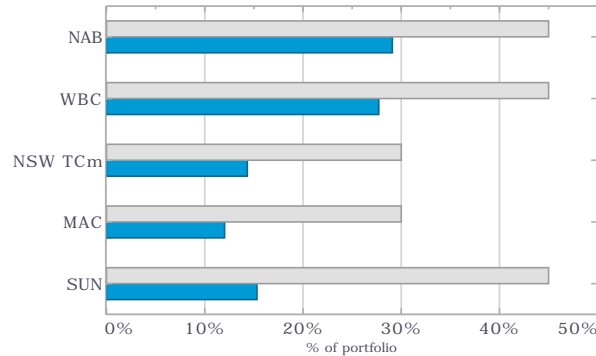


Total Credit Exposure



Investment Policy Compliance

Individual Institutional Exposures



Term to Maturities

	Face Value (\$)	Policy Max
Between 0 and 1 years	32,650,936	100% a
	32,650,936	

Specific Sub Limits	Face Value (\$)	Policy Max
Between 5 and 10 year:	0	0% 30% a

Portfolio Exposure Investment Policy Limit



BROKEN HILL CITY COUNCIL
Investment Holdings Report - July 2024



Cash Accounts

Face Value (\$)	Current Rate (%)	Institution	Credit Rating	Current Value (\$)	Deal No.	Reference
3,043,144.75	0.0000%	Westpac Group	AA-	3,043,144.75	473409	Cheque
3,923,538.87	4.6773%	Macquarie Bank	A+	3,923,538.87	540354	Accelerator
6,005,552.86	5.3000%	Westpac Group	AA-	6,005,552.86	535442	90d Notice
12,972,236.48	3.8683%			12,972,236.48		

Managed Funds

Face Value (\$)	Monthly Return (%)	Institution	Credit Rating	Funds Name	Current Value (\$)	Deal No.	Reference
4,678,699.85	1.8704%	NSW T-Corp (MT)	TCm	Medium Term Growth Fund	4,678,699.85	536441	
4,678,699.85	1.8704%				4,678,699.85		

Term Deposits

Maturity Date	Face Value (\$)	Current Rate (%)	Institution	Credit Rating	Purchase Price (\$)	Purchase Date	Current Value (\$)	Deal No.	Accrued Interest (\$)	Next Interest Date	Reference
28-Aug-24	2,000,000.00	5.0700%	Suncorp Bank	AA-	2,000,000.00	23-Feb-24	2,044,449.32	544860	44,449.32	At Maturity	
24-Sep-24	1,000,000.00	5.3500%	National Australia Bank	AA-	1,000,000.00	25-Sep-23	1,045,584.93	544523	45,584.93	At Maturity	
8-Oct-24	500,000.00	5.1000%	Bank of Queensland	A-	500,000.00	9-Apr-24	507,964.38	544996	7,964.38	At Maturity	
8-Oct-24	500,000.00	5.3000%	National Australia Bank	AA-	500,000.00	4-Oct-23	521,926.03	544558	21,926.03	At Maturity	
6-Nov-24	1,500,000.00	5.2000%	Suncorp Bank	AA-	1,500,000.00	6-Mar-24	1,531,627.40	544909	31,627.40	At Maturity	
26-Nov-24	1,000,000.00	5.2500%	National Australia Bank	AA-	1,000,000.00	9-Jul-24	1,003,308.22	545236	3,308.22	At Maturity	
18-Dec-24	1,000,000.00	5.0800%	National Australia Bank	AA-	1,000,000.00	16-Apr-24	1,014,892.05	545013	14,892.05	At Maturity	
14-Jan-25	1,500,000.00	5.0500%	National Australia Bank	AA-	1,500,000.00	9-Apr-24	1,523,658.90	544998	23,658.90	At Maturity	
4-Feb-25	500,000.00	5.3300%	Suncorp Bank	AA-	500,000.00	25-Jun-24	502,701.51	545205	2,701.51	At Maturity	
11-Feb-25	500,000.00	5.3700%	National Australia Bank	AA-	500,000.00	9-Jul-24	501,691.92	545237	1,691.92	At Maturity	
18-Feb-25	500,000.00	5.3700%	National Australia Bank	AA-	500,000.00	9-Jul-24	501,691.92	545238	1,691.92	At Maturity	
25-Feb-25	500,000.00	5.1000%	National Australia Bank	AA-	500,000.00	23-Apr-24	506,986.30	545034	6,986.30	At Maturity	
5-Mar-25	1,000,000.00	5.1600%	Suncorp Bank	AA-	1,000,000.00	6-Mar-24	1,020,922.74	544918	20,922.74	At Maturity	
18-Mar-25	500,000.00	5.0500%	National Australia Bank	AA-	500,000.00	20-Mar-24	509,269.86	544952	9,269.86	At Maturity	

BROKEN HILL CITY COUNCIL
Investment Holdings Report - July 2024



Maturity Date	Face Value (\$)	Current Rate (%)	Institution	Credit Rating	Purchase Price (\$)	Purchase Date	Current Value (\$)	Deal No.	Accrued Interest (\$)	Next Interest Date	Reference
25-Mar-25	500,000.00	5.4000%	National Australia Bank	AA-	500,000.00	9-Jul-24	501,701.37	545239	1,701.37	At Maturity	
8-Apr-25	500,000.00	5.2400%	National Australia Bank	AA-	500,000.00	14-May-24	505,670.68	545086	5,670.68	At Maturity	
22-Apr-25	500,000.00	5.4000%	National Australia Bank	AA-	500,000.00	1-Jul-24	502,293.15	545221	2,293.15	At Maturity	
29-Apr-25	1,000,000.00	5.4000%	National Australia Bank	AA-	1,000,000.00	1-Jul-24	1,004,586.30	545222	4,586.30	At Maturity	
	15,000,000.00	5.2057%			15,000,000.00		15,250,926.98		250,926.98		



BROKEN HILL CITY COUNCIL
Accrued Interest Report - July 2024



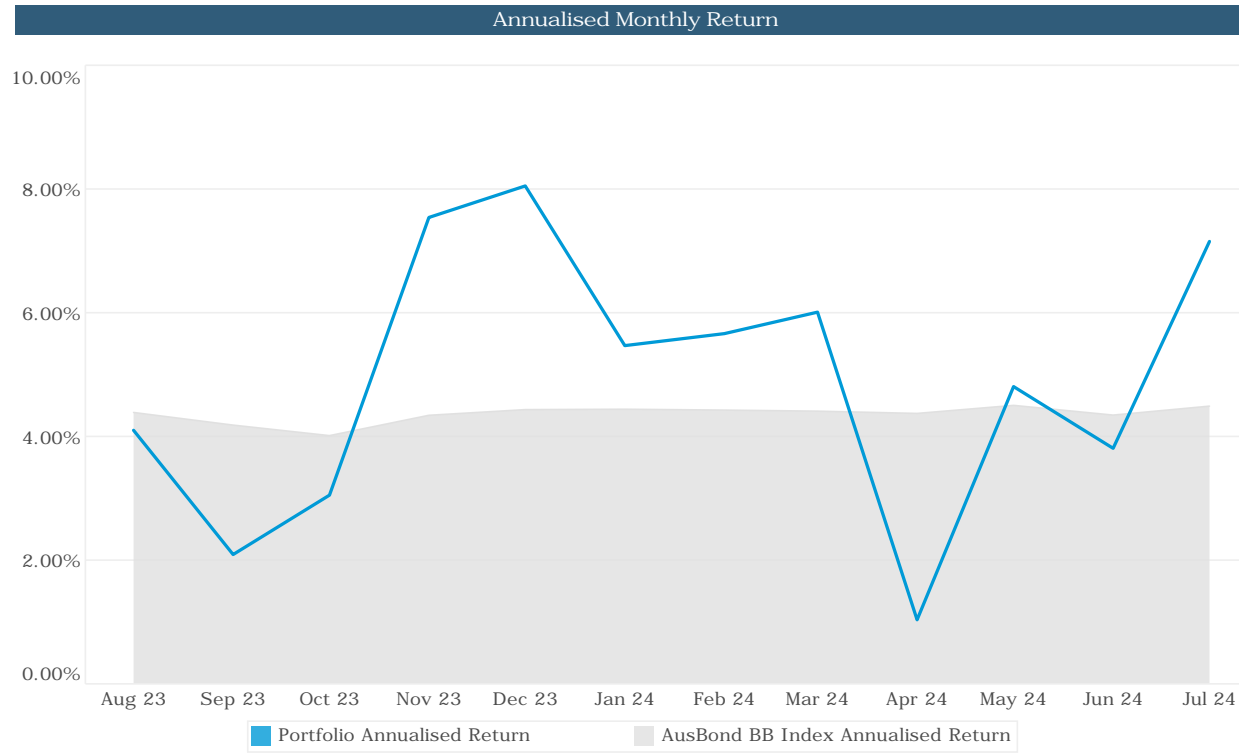
Investment	Deal No.	Comments	Face Value (\$)	Settlement Date	Maturity Date	Interest Received (\$)	Days	Interest Accrued (\$)	Yield (% pa)
Cash									
Macquarie Bank	540354					15,524.52	0	15,524.52	4.68%
Westpac Group	473409					0.00	0	0.00	0.00%
Westpac Group	535442					28,640.05	0	28,640.05	5.30%
						44,164.57		44,164.57	3.91%
Managed Funds									
NSW T-Corp Medium Term Growth Fund	536441				2-Jun-25	0.00	0	85,905.00	24.38%
						0.00		85,905.00	24.38%
Term Deposits									
Suncorp Bank	544699		500,000.00	5-Dec-23	9-Jul-24	15,695.34	8	578.63	5.28%
Suncorp Bank	544860		2,000,000.00	23-Feb-24	28-Aug-24	0.00	31	8,612.06	5.07%
National Australia Bank	544523		1,000,000.00	25-Sep-23	24-Sep-24	0.00	31	4,543.83	5.35%
Bank of Queensland	544996		500,000.00	9-Apr-24	8-Oct-24	0.00	31	2,165.75	5.10%
National Australia Bank	544558		500,000.00	4-Oct-23	8-Oct-24	0.00	31	2,250.69	5.30%
Suncorp Bank	544909		1,500,000.00	6-Mar-24	6-Nov-24	0.00	31	6,624.66	5.20%
National Australia Bank	545236		1,000,000.00	9-Jul-24	26-Nov-24	0.00	23	3,308.22	5.25%
National Australia Bank	545013		1,000,000.00	16-Apr-24	18-Dec-24	0.00	31	4,314.52	5.08%
National Australia Bank	544998		1,500,000.00	9-Apr-24	14-Jan-25	0.00	31	6,433.56	5.05%
Suncorp Bank	545205		500,000.00	25-Jun-24	4-Feb-25	0.00	31	2,263.43	5.33%
National Australia Bank	545237		500,000.00	9-Jul-24	11-Feb-25	0.00	23	1,691.92	5.37%
National Australia Bank	545238		500,000.00	9-Jul-24	18-Feb-25	0.00	23	1,691.92	5.37%
National Australia Bank	545034		500,000.00	23-Apr-24	25-Feb-25	0.00	31	2,165.75	5.10%
Suncorp Bank	544918		1,000,000.00	6-Mar-24	5-Mar-25	0.00	31	4,382.47	5.16%
National Australia Bank	544952		500,000.00	20-Mar-24	18-Mar-25	0.00	31	2,144.52	5.05%
National Australia Bank	545239		500,000.00	9-Jul-24	25-Mar-25	0.00	23	1,701.37	5.40%
National Australia Bank	545086		500,000.00	14-May-24	8-Apr-25	0.00	31	2,225.20	5.24%
National Australia Bank	545221		500,000.00	1-Jul-24	22-Apr-25	0.00	31	2,293.15	5.40%



BROKEN HILL CITY COUNCIL
Accrued Interest Report - July 2024

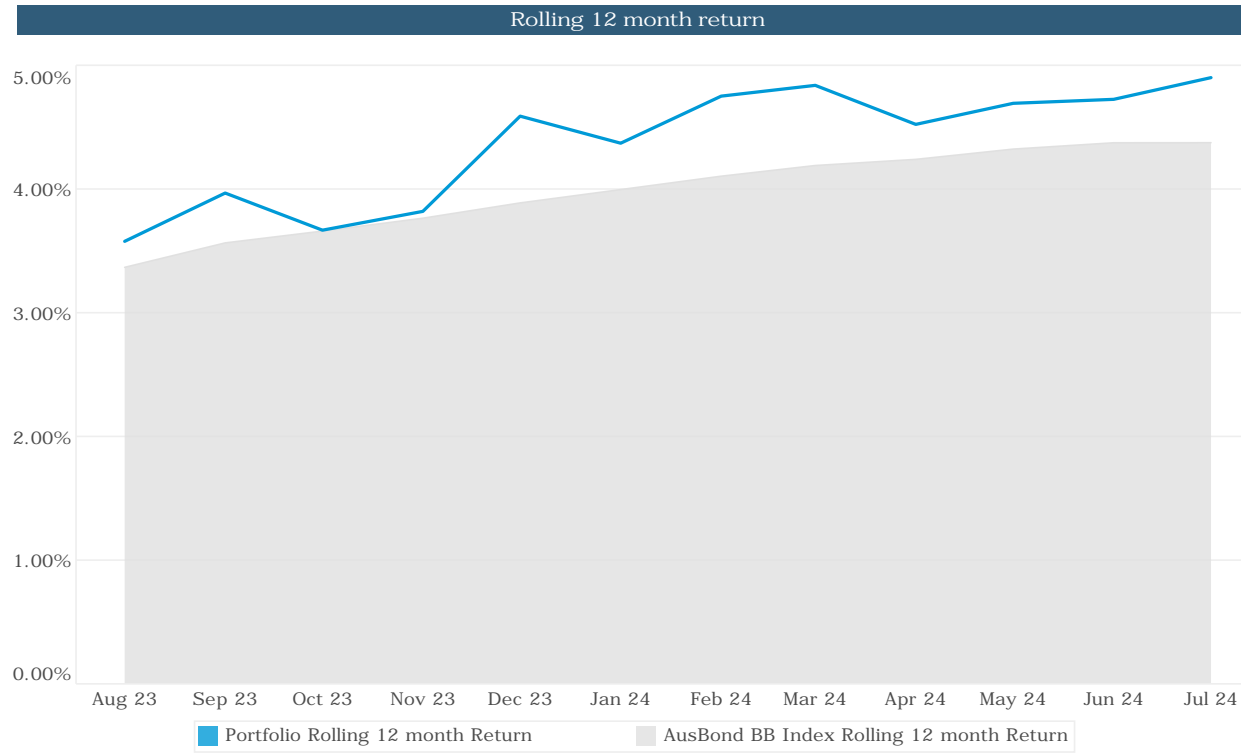


Investment	Deal No.	Comments	Face Value (\$)	Settlement Date	Maturity Date	Interest Received (\$)	Days	Interest Accrued (\$)	Yield (% pa)
National Australia Bank	545222		1,000,000.00	1-Jul-24	29-Apr-25	0.00	31	4,586.30	5.40%
						15,695.34		63,977.95	5.20%
<u>Grand Totals</u>						<u>59,859.91</u>		<u>194,047.52</u>	<u>7.15%</u>



Historical Performance Summary (% pa)			
	Portfolio	Annualised BB Index	Outperformance
Jul 2024	7.15%	4.49%	2.66%
Last 3 months	5.26%	4.45%	0.81%
Last 6 months	4.74%	4.42%	0.32%
Financial Year to Date	7.15%	4.49%	2.66%
Last 12 months	4.90%	4.37%	0.53%

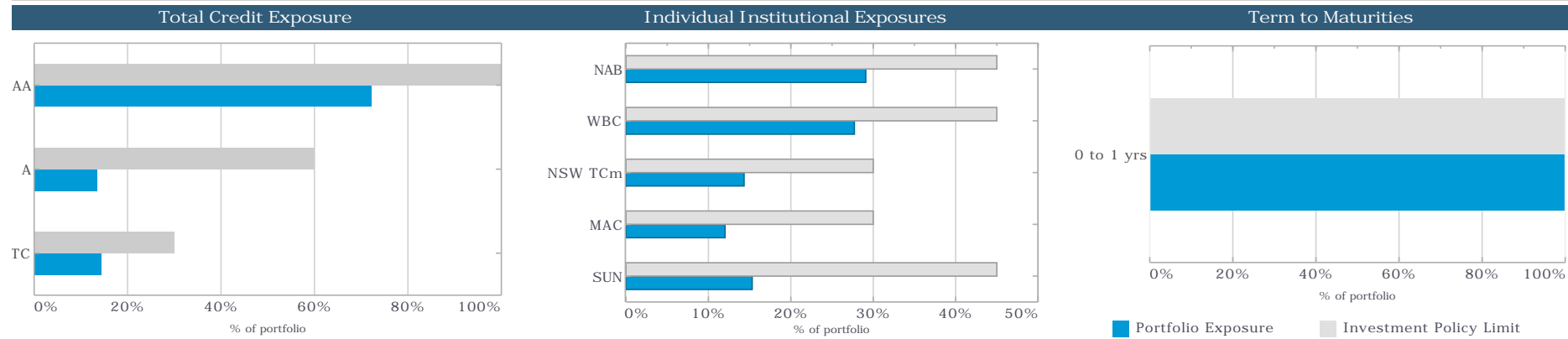
BROKEN HILL CITY COUNCIL
Investment Performance Report - July 2024



Historical Performance Summary (% actual)			
	Portfolio	Annualised BB Index	Outperformance
Jul 2024	0.59%	0.37%	0.22%
Last 3 months	1.30%	1.10%	0.20%
Last 6 months	2.34%	2.18%	0.16%
Financial Year to Date	0.59%	0.37%	0.22%
Last 12 months	4.90%	4.37%	0.53%



BROKEN HILL CITY COUNCIL
Investment Policy Compliance Report - July 2024



Credit Rating Group	Face Value (\$)	Policy Max
AA	23,548,698	100% a
A	4,423,539	60% a
TC	4,678,700	30% a
Total	32,650,936	

Institution	% of portfolio	Investment Policy Limit
National Australia Bank (AA-)	29%	45% a
Westpac Group (AA-)	28%	45% a
NSW T-Corp (TCm)	14%	30% a
Macquarie Bank (A+)	12%	30% a
Suncorp Bank (AA-)	15%	45% a
Bank of Queensland (A-)	2%	20% a

Term	Face Value (\$)	Policy Max
Between 0 and 1 years	32,650,936	100% a
Total	32,650,936	

Specific Sub Limits	Face Value (\$)	Policy Max
A-	500,000	2% 40% a

Specific Sub Limits	Face Value (\$)	Policy Max
Between 5 and 10 years	0	0% 30% a

Credit Rating	Current Longest Maturity (years)	Policy Max
AA+, AA, AA-	0.74	5.00 a
A+, A, A-	0.19	3.00 a

a = compliant
r = non-compliant



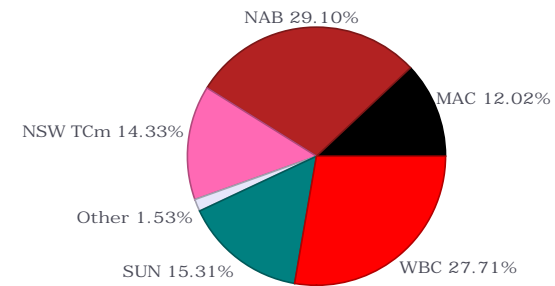
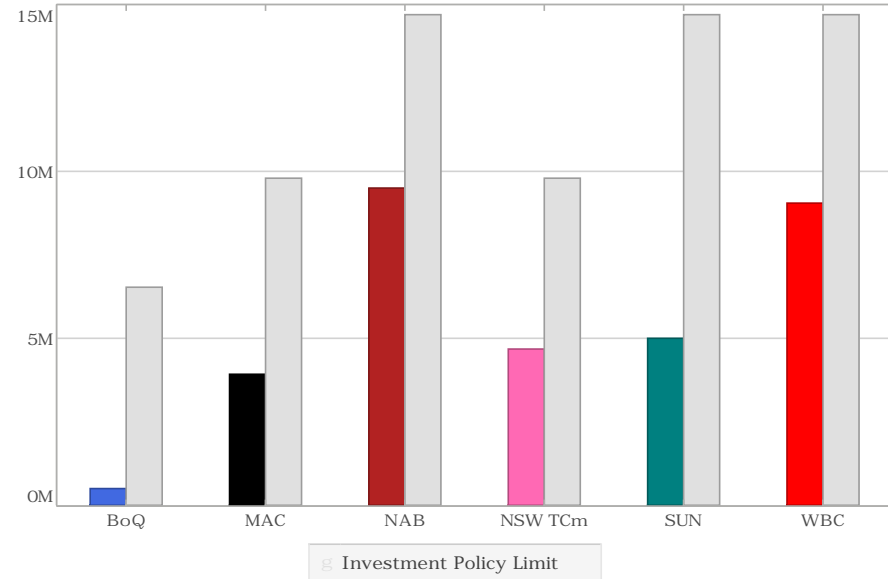
BROKEN HILL CITY COUNCIL
Individual Institutional Exposures Report - July 2024



Individual Institutional Exposures

Individual Institutional Exposure Charts

	Current Exposures		Policy Limit		Capacity
Bank of Queensland (A-)	500,000	2%	6,530,187	20%	6,030,187
Macquarie Bank (A+)	3,923,539	12%	9,795,281	30%	5,871,742
National Australia Bank (AA-)	9,500,000	29%	14,692,921	45%	5,192,921
NSW T-Corp (TCm)	4,678,700	14%	9,795,281	30%	5,116,581
Suncorp Bank (AA-)	5,000,000	15%	14,692,921	45%	9,692,921
Westpac Group (AA-)	9,048,698	28%	14,692,921	45%	5,644,223
	32,650,936				



BROKEN HILL CITY COUNCIL
Cashflows Report - July 2024



Actual Cashflows for July 2024

Date	Deal No.	Cashflow Counterparty	Asset Type	Cashflow Description	Amount
1-Jul-24	545221	National Australia Bank	Term Deposit	Settlement: Face Value	-500,000.00
				<u>Deal Total</u>	<u>-500,000.00</u>
1-Jul-24	545222	National Australia Bank	Term Deposit	Settlement: Face Value	-1,000,000.00
				<u>Deal Total</u>	<u>-1,000,000.00</u>
				<u>Day Total</u>	<u>-1,500,000.00</u>
9-Jul-24	544699	Suncorp Bank	Term Deposit	Maturity: Face Value	500,000.00
		Suncorp Bank	Term Deposit	Maturity: Interest Received/Paid	15,695.34
				<u>Deal Total</u>	<u>515,695.34</u>
9-Jul-24	545236	National Australia Bank	Term Deposit	Settlement: Face Value	-1,000,000.00
				<u>Deal Total</u>	<u>-1,000,000.00</u>
9-Jul-24	545237	National Australia Bank	Term Deposit	Settlement: Face Value	-500,000.00
				<u>Deal Total</u>	<u>-500,000.00</u>
9-Jul-24	545238	National Australia Bank	Term Deposit	Settlement: Face Value	-500,000.00
				<u>Deal Total</u>	<u>-500,000.00</u>
9-Jul-24	545239	National Australia Bank	Term Deposit	Settlement: Face Value	-500,000.00
				<u>Deal Total</u>	<u>-500,000.00</u>
				<u>Day Total</u>	<u>-1,984,304.66</u>
				<u>Total for Month</u>	<u>-3,484,304.66</u>

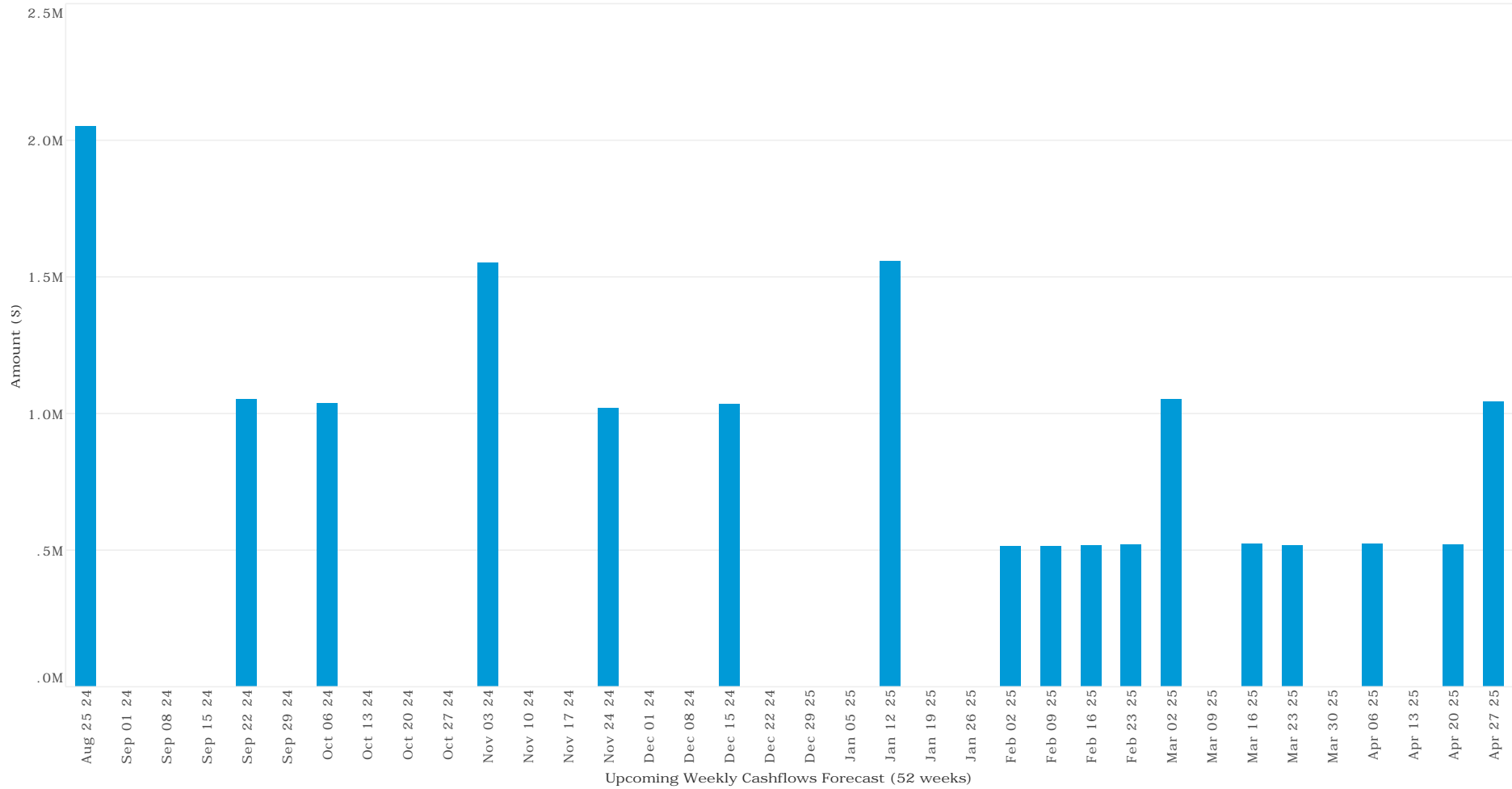
Forecast Cashflows for August 2024

Date	Deal No.	Cashflow Counterparty	Asset Type	Cashflow Description	Amount
28-Aug-24	544860	Suncorp Bank	Term Deposit	Maturity: Face Value	2,000,000.00
		Suncorp Bank	Term Deposit	Maturity: Interest Received/Paid	51,950.14
				<u>Deal Total</u>	<u>2,051,950.14</u>
				<u>Day Total</u>	<u>2,051,950.14</u>
				<u>Total for Month</u>	<u>2,051,950.14</u>

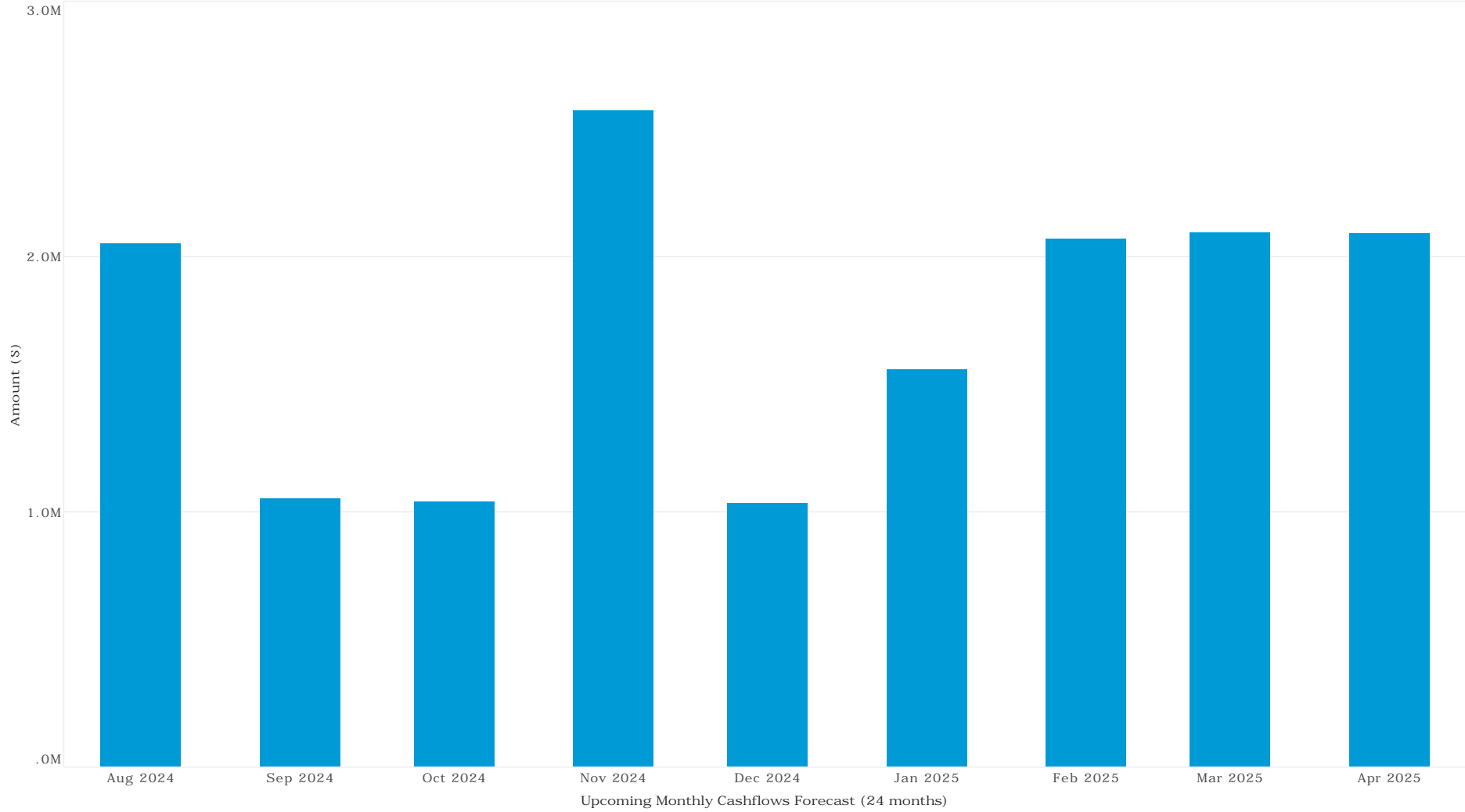
BROKEN HILL CITY COUNCIL
Cashflows Report - July 2024



Date	Deal No.	Cashflow Counterparty	Asset Type	Cashflow Description	Amount
------	----------	-----------------------	------------	----------------------	--------



BROKEN HILL CITY COUNCIL
Cashflows Report - July 2024



POLICY AND GENERAL COMMITTEE

August 5, 2024

ITEM 4**BROKEN HILL CITY COUNCIL REPORT NO. 126/24**

SUBJECT: MINUTES OF THE BROKEN HILL CITY ART GALLERY ADVISORY COMMITTEE MEETING HELD 19 JUNE 2024 D24/36168

Recommendation

1. That Broken Hill City Council Report No. 126/24 dated August 5, 2024, be received.
2. That the minutes of the Broken Hill City Art Gallery Advisory Committee Meetings held 19 June 2024 be received.

Executive Summary:

Council has received minutes of the Broken Hill City Art Gallery Advisory Committee Meeting held 19 June 2024 for endorsement by Council.

Report:

As per Council's Section 355 Advisory Committee Framework Manual and the Constitution of the Broken Hill City Art Gallery Advisory Committee (both adopted March 2022), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

Accordingly, the Broken Hill City Art Gallery Advisory Committee has submitted minutes from its meeting held 19 June 2024, for Council's endorsement.

The minutes note the passing of a long-term Gallery Volunteer, Mr Rod Horsburgh, accordingly Council's Art Gallery Advisory Committee has extended its condolences to the family. Additionally, the minutes also acknowledge the retirement of another long-term Gallery Volunteer, Ms Phyllis Files, Council's Art Gallery Staff have expressed their gratitude along with the Broken Hill Art Gallery Advisory Committee.

Community Engagement:

Community representatives participate in the Section 355 Broken Hill City Art Gallery Advisory Committee.

Strategic Direction:

Key Direction:	4	Our Leadership
Objective:	4.1	Openness and transparency in decision making
Strategy:	4.1.5	Support the organisation to operate within its legal framework

Relevant Legislation:

Section 355 of the *Local Government Act 1993*.

The Broken Hill City Art Gallery Advisory Committee operates under Council's S355 Advisory Committee Framework which includes the Section 355 Advisory Committee Manual

and the Broken Hill City Art Gallery Advisory Committee Constitution (both adopted 30 March 2022).

Financial Implications:

Nil.

Attachments

1. Minutes of the Section 355 Broken Hill City Art Gallery Community Committee held
[↓](#) 19 June 2024

RAZIJA NU'MAN
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL
GENERAL MANAGER



BROKEN HILL CITY ART GALLERY ADVISORY COMMITTEE

Meeting Minutes

Date	19 / 6 / 24	Time Meeting opened: 4.50 pm	Time Meeting closed: 5.55pm
Location	Broken Hill City Art Gallery		
Present	Cr Alan Chandler, Cr Darriea Turley, Manager Kathy Graham, Maureen Clark, Clark Barrett, Jenny Cattonar, Cathy Farry, Jo Crase		
Apologies	Simon Molesworth, Julie Horsburgh, Rick Ball		
Absent	Cr Michael Boland, Andrew Gosling, Krystle Evans		
Next Meeting	August 14, 2024 at 4.30pm		

AGENDA	ACTION
Acknowledgement of Country. Welcome and Apologies.	Kathy Graham
Confirmation of previous Minutes 17/5/24	Clark Barrett/ Darriea Turley
<u>Business Arising</u> a) Kathy investigated previous Friends Of The Gallery policy. Only record was registration with ATO Aug 24 2017 ABN 22 719 112 977 b) Kathy Investigated PHOAP policy circulated on 17 th May and accepted at the Ordinary Meeting on 14 th March 2018	Motion to have a working committee to develop a framework of the FOTG committee. Darrea Turley /Cathy Farry Volunteers sought from AGAC members. Clark advised policies from other galleries should be sought. Members voted for representation on panel to select artworks for PHOAP exhibition
<u>Acquisition Assessment</u> Charles Hopgood (Hoppy) <i>Track to Homestead</i> . A donation by Jim Hoppitt	Committee voted to not accept the donation. Artwork did not meet Acquisition selection criteria
<u>Manager's Report</u> a) Program: (i)Exhibitions: currently; Future exhibitions in August (ii) Music in the Regions at the Gallery b) Pro Hart Outback Art Prize selection completed c)120 year Anniversary - working party to plan dinner	<ul style="list-style-type: none"> • 'ngartaya', 5th Tamworth Textiles Triennial • Line of Lode jewellery PHOAP, GAARA Arts, Graham Armstrong William Barton(didgeridoo); Veronique Serret (violin) Next round - Exhibition Opening August 9 th , 2024 Volunteers for subcommittee sought from



AGENDA	ACTION
<p>General Business</p> <ul style="list-style-type: none"> a) Kathy announced the sad passing of Gallery volunteer, Rod Horsburgh b) Volunteer, Phyllis Files, retiring after many years of service to the Gallery b) The Gallery is undertaking a membership drive with yearly memberships to be: Adult: \$42 ; Student conc \$32 <p>Meeting Closed: 5.55pm</p>	<p>Committee respectfully send their condolences to committee member, Julie Horsburgh. Flowers sent from Committee and Gallery.</p> <p>With sincere thanks from Gallery staff and Advisory Committee to Phyllis.</p> <p>Further details on the website or from the Gallery shop</p>



CITY COUNCIL

www.brokenhill.nsw.gov.au