

Community Consultation Meeting

Action List

7 November 2017

12 March 2018



Minute / Action Required	Directorate	Progress	Status
12 March 2018			
<p>Stronger Country Communities Fund Project suggestions were discussed. It was suggested people contact Community Development Coordinator, Narda Abel, for assistance if required.</p>	CCS	No action required.	No action required
<p>Water Restrictions and Water Supply Director Technical Services, Kevin Tighe, addressed the meeting regarding the current water situation in Coonabarabran. Attendees were advised that the current water supply in Timor Dam was at 28%. Council was currently in the process of drilling test bores and arrangements were being made to install pumping equipment to assist with the extraction of water once the level falls to or below 20% when water will not longer gravitate from the dam.</p>	TS	No action required.	No action required
<p>Water Concerns from the Community Several community members made presentations and / or spoke at the meeting in regards the current water situation in Coonabarabran.</p> <p>Key points and / or suggestions included:</p> <ul style="list-style-type: none"> • regular inspections required to be carried out by Council staff • permanent low level restrictions • supply not meeting demand • future planning for community expansion • education initiatives, including schools and the wider community • eater saving devices • community programs, including water saving tips, encouraging reduction in shower times 	TS	<ul style="list-style-type: none"> • Regular inspections of the dam, bores and river are undertaken. • Water restrictions are continually being discussed and reviewed. • Regular monitoring is being undertaken to ensure compliance. • A draft Drought Management Plan and a draft Water Demand Management Plan have been completed. • Regular communication with the community has been undertaken 	In progress

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<ul style="list-style-type: none"> • getting information to the community • reminder that not all residents have access to social media or are computer literate • how much water do we have and how long is it expected to last • how much have we spent already on feasibility studies • water timers for the shower • water tank subsidies • loss of pressure in some locations • watering of public gardens with water reaching the road – water waste • encouraging residents to plant natives, reducing the amount of water needed • investigation of construction of a secondary dam • raising of the dam wall • erosion since fires, run off has changed. • silt in dams – could Timor Dam be affected • possible contaminates in water from the bores • is the aquifer water level dropping for bores • pontoon wasn't replaced following the Wambelong fire • where do our restrictions go from here is there Level 7 • what is in place should Council run out of water, where will it come from, can it be bought from other Shires • when will the Feasibility Study results be available for the public • depletion rates and level 		<p>through a variety of methods.</p> <ul style="list-style-type: none"> • The raising of the wall at Timor Dam is being considered. Works is ongoing in relation to this. • Bores are being connected and some are fully operational. 	

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<ul style="list-style-type: none"> • could Council release the usage figures for the previous 12 months • when will the bore testing results be available to the public • lobbying of State and Federal Governments by both Council and the community, united effort <p>Director Technical Services, Kevin Tighe, responded where able though some information needed to be clarified. Residents were encouraged to continue to raise their concerns with Council.</p>			
<p>Stronger Country Communities Fund – No. 3 Oval</p> <p>A presentation was made by the Coonabarabran Rugby Club in regards to a proposal for funding under the Stronger Country Communities Fund for the construction of new amenities at No. 3 Oval in Coonabarabran. It was noted that the application has the support of all the user groups of the facilities. The Coonabarabran Rugby Club requested support from Council. It was noted that the application information would be lodged with Council for consideration in Round Two of the Stronger Country Communities Fund.</p>	CCS	<ul style="list-style-type: none"> • An expression of interest (EOI) for funding for this project was submitted to the Regional Sports Infrastructure Fund. The EOI did not progress to the application phase. • An application for a single stage of the project was submitted under the Stronger Country Communities Fund – Round 2. The application was unsuccessful. 	Completed
<p>Issues Raised Previously</p> <p>Resident raised issues regarding problems she had brought to Councils attention previously. It was indicated Council could benefit from proactive planning to improve conditions including the current water situation.</p>	TS	Feedback noted. No action required.	Completed

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<p>Cycle Way and Walking Path</p> <p>A presentation was made in regards to a proposed cycle way and walking path to be constructed from Coonabarabran out to the Warrumbungle National Park. Support from Council was requested to put this project forward in future funding rounds.</p>	DS	No request has been received by Development Service in relation to the submission of this project for funding.	In progress
<p>Falling Branch</p> <p>A resident spoke of damage to her vehicle from a falling branch near the High School and expressed concerns regarding the trees in this location. Concerns were also raised about other trees around the town. Members of the community were asked to report dangerous trees so they can be inspected and rectified if required.</p>	TS	Matter investigated. No further action required at this location.	Completed
<p>High School – Traffic and Parking</p> <p>Traffic and parking concerns around the high school were raised. Questions were asked about land around the High School that could be used for parking and / or bus drop offs. Council indicated this had been discussed previously however, at the time, the High School had not supported the proposals.</p>	TS	Timed 'No Stopping' signs have been erected on the highway opposite the driveway entrances to the High School	Completed
<p>Economic Development and Tourism</p> <p>Council were asked if they would consider a public art installation such as sculptures or other public art. Members of the community were encouraged to link with community organisations who can assist with this and have proposals ready for when funding becomes available. The possibility of having an Arts Committee, and an Arts Strategy, for the Shire was also raised.</p>	DS	Matter has been referred to the Economic Development and Tourism Advisory Committee Meeting.	In progress

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<p>National Broadband Network (NBN)</p> <p>Council was asked if they had had any dealings with other telecommunication providers. Council indicated that they were looking at alternatives to the NBN given limited access in Coonabarabran and that Council's senior staff were to be addressed by representatives from a telecommunications company.</p>	CCS	<ul style="list-style-type: none"> • Council met with the regional representative of the NBN to provide feedback on the community concerns on the NBN roll out. • Council considered alternatives to NBN in relation to connectivity between Council facilities. 	Completed
<p>Art and Creativity</p> <p>A resident spoke about the importance of arts and culture to local communities and asked if Council would commit to an arts and culture strategy. A representative of Council indicated that Council does have a Public Art Policy. It was felt by the community that this had not been well promoted. The representative of Council went on to outline their plans to put a proposal into the budget process to establish a 355 Committee for the whole Shire. Another representative of Council spoke about plans by the Councillors to establish an Arts and Cultural Centre in Coonabarabran. Members of the community indicated they felt that they should be consulted in relation to this. Members of the community were encouraged to get involved in local arts groups. It was asked that a submission be made to Council to progress work in this area.</p>	CCS	<ul style="list-style-type: none"> • Council has a Public Arts Policy. • Councillors will guide council staff on what they wish to be achieved with regards to supporting art across the Shire. 	Completed

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<p>Coonabarabran Swimming Pool Complex</p> <p>A representative of the community made a presentation to the meeting regarding the Coonabarabran Swimming Pool complex. It was indicated that many members of the community were in attendance at the meeting to support the call for improvements to the pool. A number of issues were raised in relation to the pool including safety issues, supervision of children and young people, inability to complete swimming lessons properly, fear of the drop off, difficulty in removing injured people from the pool, limited engagement in therapy and other sessions, issues for people with mobility issues, enabling access for more people and limited attractiveness to visitors and tourists. A number of potential solutions were raised and discussed. Council advised that the Coonabarabran Swimming Pool complex is on Council's wish list for infrastructure projects, however significant funding is needed. To apply for this funding, projects need to be shovel ready and have detailed plans in place. Representatives of the community requested that Council establish an Advisory Committee – as per the Coonabarabran Sporting Complex Advisory Committee. This was agreed to by Council. It was requested that a submission be made to Council to progress work in this area.</p>	<p>TS</p>	<ul style="list-style-type: none"> • Committee has been established and is ongoing. • An expression of interest (EOI) was submitted to the Regional Sports Infrastructure Fund. The project progressed to the application phase. • An application is currently being prepared for submission to the Building Better Regions Fund. 	<p>Completed</p>

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<p>Disability Services and Access</p> <p>A resident addressed the meeting regarding their concerns about Coonabarabran not being accessible and inclusive and suggested some ideas to make it more accessible and inclusive. Others spoke about how they found Coonabarabran to be an inclusive community, although there are some obvious physical accessibility issues. Council said they are working on bringing the Disability Inclusion Action Plan (DIAP) to life and will be seeking support from members of the community to do this. Representatives from Breakthru offered to meet with Council staff to take them around town and highlight some of the accessibility issues experienced by people with a disability and their carers.</p>	CCS	<ul style="list-style-type: none"> • Council needs to allocate resource to move forward in this area. As stated, although Council has established a DIAP it is the bringing of this to life that will make a difference in people's lives. • (It must also be noted that Council is limited in the extent of powers it has to make businesses accessible. Particularly old buildings.) • These comments were passed onto the Manager of Children's and Community Services. 	In progress
<p>Encouragement of New Business</p> <p>Concerns were raised regarding lack of proper process when Council is dealing with businesses. A member of the local business community provided some examples of interactions with Council. Council were asked to be more encouraging to new businesses. Council were also asked to be more transparent, including in regards to timeframes, and to set a service standard. Council committed to a review of this area.</p>	DS	<ul style="list-style-type: none"> • Council is participating in the Easy to Do Business Program through the Office of Small Business. This program will assist new business to gain necessary approvals when starting up. 	In progress

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	CCS	<ul style="list-style-type: none"> • Council will continue to support and promote local businesses. Initiatives undertaken include conducting “Doing Business with Council” workshops and a review of the Procurement Policy with an increase in buy local percentage discount. • The Director of Corporate & Community Services regularly attended meetings of the Coonabarabran Chamber of Commerce for a period of time. 	
<p>Council Timeframes – Enquiries, Requests and Complaints</p> <p>Concerns were raised regarding a perceived lack of systems in place for dealing with enquiries, requests and complaints. Council advised that they have in place a Customer Service Charter and a system for managing enquiries, requests and complaints. It was acknowledged that this Charter, and the system, may need to be reviewed, in particular in terms of its implementation. It was also suggested that perhaps the services standard needs to be communicated to the community.</p>	CCS	<p>Council acknowledges that it can do better in this space and given the level and passion of the comments received from the community this is a high priority.</p> <p>As previously reported, the first step was to set up a project committee to investigate and allocate resources. Areas on which the project is focusing include:</p>	In progress

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		<p>Technology – ensuring that technology is working correctly and email requests are getting an automatic response, and that we are tracking service levels.</p> <p>Education and Training – ensuring that staff are knowledgeable of the systems and are using them correctly.</p> <p>Review – a review of the process of handling queries. Is the current best practice? How can it be improved?</p> <p>Communication – looking into how Council can be transparent in how it is performing in regards to service delivery.</p>	
<p>Footpath Cassilis Street – John Street and Charles Street</p> <p>A question was asked about when the footpath in Cassilis Street, between John Street and Charles Street, will be fixed. Council indicated that these works are in the plan and there is a budget for this work but other works are currently being completed.</p>	TS	These works have been completed.	Completed
<p>Bypass</p> <p>A question was asked about progress in relation to the bypass. Concerns were raised about ongoing near misses in town with trucks. Council advised that recent advice from the Roads and Maritime Service (RMS) is that they have a program planned to investigate the environmental impacts of a bypass. It is understood that information will come out in the first half of 2018.</p>	TS	No formal update has been received from the RMS, however it is understood that various options are currently being investigated.	In progress

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<p>Toilet Facilities – Cemetery Representatives from the Coonabarabran DPS, Local & Family History Group, expressed their concerns about the lack of toilet facilities at the cemetery. They requested Council investigate potential facilities such as those at Nandi Park.</p>	DS	Works have commenced.	In progress
<p>John Oxley Rest Area Residents raised that it is almost 200 years since John Oxley passed through our area. Residents requested that a sign be placed at the site where there was going to be a rest area established to acknowledge this. Council advised that they would speak further with the Coonabarabran DPS, Local & Family History Group regarding a sign and also any celebrations to take place next year.</p>	DS	A rest area has been developed on the Baradine Road.	Completed
<p>Encouraging Local Business Council were asked, by representatives from the Chamber of Commerce to be more proactive in encouraging and supporting local businesses. Council suggested that representatives from Council's Development Services Team attend a Chamber of Commerce Meeting. It was requested that the Chamber of Commerce send an invitation to Council to facilitate this.</p>	DS	<ul style="list-style-type: none"> • No invitation has been received by Development Services from the Coonabarabran Chamber of Commerce. • The General Manager and Acting Director Corporate and Community Services have attended meetings when requested. • Council has not been invited to be a part of the Coonabarabran Chamber of Commerce. 	Completed

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		<ul style="list-style-type: none"> Council staff have requested to become a member of the Coonabarabran Chamber of Commerce but this has been declined by the Chamber. 	
<p>Rate Notice Concerns were raised regarding a rate notice sent out without pensioner discount and subsequent issues with this. Council committed to looking in to this issue.</p>	CCS	<ul style="list-style-type: none"> The Finance team have taken this feedback on board and are investigating a change to avoid these issues going forward. This issue has not been raised in the time since this was first raised. 	Completed
<p>Fluoride – Town Water Supply A question was asked regarding why there is no fluoride in the town water supply. Council advised that the Shire has five (5) water supplies with fluoride set up. There are currently some issues in relation to this. There is no timeline for when this will be fixed. Funding is required to fix the set up. Council is working with NSW Health on this. Council confirmed that the town water supply has had fluoride in the past and will have it in the future.</p>	TS	NSW Health has offered funding to assist in fixing this issue. Details are currently being negotiated.	In progress

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<p>Economic Development and Tourism Meetings</p> <p>A question was asked regarding the attendance of Community Development Coordinators at the Economic Development and Tourism Meetings. This meeting was taken on notice by Council with the matter to be investigated further.</p>	<p>CCS</p>	<ul style="list-style-type: none"> • Director Corporate & Community Services passed these concerns on to the Manager Children’s and Community Services to address. • There is no requirement on behalf of Council for Community Development Coordinators to attend these meetings. • The attendance at these meetings is determined by local Development Groups and Progress Associations. 	<p>Completed</p>