

Community Consultation Meetings Action List

Round 2 – 2017

COONABARABRAN

Coonabarabran

Community Consultation Meeting Action List

Meeting Date: 7 November 2017

Minute / Action Required	Directorate	Progress
<p>National Broadband Network (NBN) 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	<p>DCCS – Council recently met with the regional representative of the NBN to provide feedback on the community concerns on the NBN roll out.</p> <p>Council continues to look at alternatives to NBN with connectivity between Council facilities.</p> <p>Ongoing.</p>
<p>Art and Creativity 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	<p>DCCS – Council currently has a Public Arts Policy.</p> <p>Councillors will guide council staff on what they wish to be achieved with regards to supporting art across the shire.</p>
<p>Coonabarabran Swimming Pool Complex 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</p>	TS	<p>A/DTS – Committee has been established and has held two meetings to date</p>

<p>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>Disability Services and Access 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>	<p>CCS (Community Services)</p>	<p>DCCS – 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. <i>(It must also be noted that Council is limited in the extent of powers it has to make businesses accessible. Particularly older buildings.)</i> These comments have been passed onto the Manager of Children's and Community Services. Action - Ongoing</p>
<p>Encouragement of New Business 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>	<p>DS CCS</p>	<p>A/DS - Council will continue to support and promote local businesses. Recent initiatives include conducting "Doing Business with Council" workshops and a review of the Procurement Policy with an increase in buy local percentage discount.</p>
<p>Council Timeframes – Enquiries, Requests and Complaints 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>	<p>CCS</p>	<p>DCCS – 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. First step was to set up a project committee to investigate and allocate resources. Areas on which the project is focusing include: Technology – ensuring that technology is working correctly</p>

		<p>and email requests are getting an automatic response, and that we are tracking service levels.</p> <p>Education and Training Staff are knowledgeable of the systems and are using them correctly. A review of the process of handling queries. Is this 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. In progress - ongoing</p>
<p>Footpath Cassilis Street – John Street and Charles Street 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>		A/DTS – Complete.
<p>Bypass 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	In progress; no update.
<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 (Property and Risk)	A/DDS – To be investigated and costed.
<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/DS - Under investigation.

<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	<p>A/DDS – Manager Economic Development & Tourism to attend meetings of Chamber of Commerce.</p> <p>Regulatory Services branch to undertake presentation to Chamber of Commerce on planning and approval process.</p>
<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	<p>DCCS – The Finance team have taken this feedback on board and are investigating a change to avoid these issues going forward. Ongoing – being investigated.</p>
<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	<p>A/DTS – As advised at the meeting, 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. The town water supply has had fluoride in the past and will have it in the future.</p>
<p>Economic Development and Tourism Meetings 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>	CCS	<p>DCCS – Director of Corporate & Community Services has passed on these concerns to the Manager of Community and Childrens Services to address. Ongoing – being investigated.</p>