

Community Consultation Meeting

Action List

Coonabarabran

Minute / Action Required	Directorate	Progress	Status
Coonabarabran			
28 October 2019			
<p>1 (R1-2019/20) Footpaths outside the Doctors Surgeries on Cassilis St Community is concerned that the state of the pathway is not satisfactory and is unsafe. It is an accident waiting to happen. In the 2018 Action plan, it said that the footpath had been completed and it hasn't.</p> <p>Action: DTS to place issue on the agenda for funding in next year's budget</p>	TS	The surface of the footpath is worn, however, no significant trip hazards identified.	Completed
<p>2 (R1-2019/20) Kangaroo Viewing Area Community member suggested having a viewing area for kangaroos available to tourists in that location would be cost effective and promote the local fauna whilst providing tourists with encouragement to stop and view.</p> <p>Action: DEEDS to investigate viability of Kangaroo viewing platform.</p>	EDS	<p>Possible locations being investigated by Manager EDT for viewing platform. Considered at Councils EDT committee meeting.</p> <p>09.06.20 - To be discussed at next EDT meeting. Possible zoning issue</p> <p>22.09.20 EDT committee focussed on COVID support for small businesses in EDT recovery workshops. No September EDT meeting – did not meet quorum. On agenda for next EDT meeting</p>	Under Investigation
<p>3 (R1-2019/20) Free WIFI Community member asked if we will see signage put up throughout the available area? Action: DCCS to organise Free Wi-Fi signage in available areas</p> <p>Cr Brady suggested data gathering of users like collecting postcodes and other information that can be used statistically. This could include signing in and providing information whilst logging on and this could</p>	CCS	Signage has been purchased and delivered. Installation in each town to be done by Technical services staff and most likely be attached to existing street signs or Council owned buildings timeframe for installation to be advised.	In progress

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<p>be a very useful tourism tool and users can opt in or out of information gathering features.</p> <p>Action: DCCS investigate options for system sign in page</p>		<p>Discussion taken place with Council's IT Contractor (TRC) to examine options for data collection at sign on.</p>	
<p>4 (R1-2019/20) Warrumbungle Community Services Expo</p> <p>Cr Brady stated that the hours of the Expo are in the middle of the day so many in the Community cannot access it due to the limited hours and extended hours are needed.</p> <p>Action: DCCS to look into extended or amended hours for the EXPO</p>	<p>CCS</p>	<p>Will be considered for next Expo's.</p>	<p>Completed</p>
<p>5 (R1-2019/20) New Warrumbungle Region Brochure</p> <p>the map in the new brochure shows no road shown to access the Warrumbungle National Park as well as other important roads that needed to be on there.</p> <p>Action: DEEDS to address with Economic Development</p>	<p>EDS</p>	<p>Being addressed by EDT Committee. Will be discussed further at next EDT Committee meeting</p> <p>09.06.20 - Waiting for preferred maps to be emailed through</p> <p>22.09.20 - Revote - New brochure redesign. Still waiting for designs to be emailed from CDCs. Was on agenda for September EDT committee, however did not meeting quorum.</p>	<p>In progress</p>
<p>6 (R1-2019/20) Council Meeting Recordings</p> <p>Community concerned that current recordings of Council meetings are difficult to listen to and parts of the conversation are missed due to the microphones cutting in and out. Suggested live streaming the meetings on Facebook as other Council's do and the meeting can then also be available after the event. It would require one camera.</p>	<p>CCS</p>	<p>Investigating upgrade of audio equipment. Any upgrade will also need to factor in Council Resolution 250/1920 to amend the way meetings are recorded. Improvements to the current arrangements in review and improvement within current budget constraints.</p>	<p>Complete</p>

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<p>Action: DCCS to address with IT providers and consider in the budget.</p>		<p>Otherwise, to be included in the 2020/21 Budget deliberations.</p> <p>Update</p> <p>Improved recordings available via Council Website is underway.</p> <p>Camera and audio equipment needs have been scoped and quotes being sought to improve current arrangements.</p>	
<p>7 (R1-2019/20) Markets in Town Community members suggested that the current markets are dwindling and would be better to move back to the park.</p> <p>Action: Manager of Economic Development and Tourism to workshop alternate venues and ideas for movement of the market.</p>	<p>EDS</p>	<p>EDT action for Chamber of Commerce to review Dunedoo's agreement conditions for stall holders not to drive on grass. Development Approval will need to be sought from Council for markets.</p> <p>Matter was discussed by EDT committee. Discussions with Chamber of Commerce occurring</p> <p>22.09.20 - EDT action for Chamber to email Dunedoo to review their agreement addressing driving on grass. Also, to look at alternative locations such as Showground.</p>	<p>In progress</p>
<p>March 2019</p>			

<p>8 (R2-2018/19) Fluoride in Coonabarabran Water Supply Community members raised concerns around the status of fluoride in the Coonabarabran Town Water supply. Issues which were raised included;</p> <p>Why is it taking so long to get this problem resolved?</p> <ul style="list-style-type: none"> • Not enough communication to the public regarding the status of the project/repair. • Who is the specialist consultant that Council is working with to resolve the issue? <p>Action: Council will look into release more information to the public regarding the progress of this project.</p>	<p>EDS</p>	<p>Due to the wide spread problems with the fluoridation systems, NSW Health offered support to resolve them. The amount of time it takes is not controlled by Council. NSW Health has engaged Hunter H2O to help resolve the issue, the scope of work for this engagement is summarized below. The consultant advised in October 2019 that task 4a is to 80% complete.</p> <p>Task 4a: Review available fluoridation information Undertake WTP site visits Prepare the scope of works to successfully upgrade the softener, fluoridation system, waste tank and telemetry systems at each WTP site Prepare O&M schedules for each WTP site Prepare contract and technical documents for the renewal of the fluoridation systems Manage tendering, tender assessment and make recommendations for award of Contractors engaged to undertake the works Co-ordinate the delivery of training, operational support or regular follow-up “health checks” to assist in the operation, maintenance, surveillance and reporting associated with the fluoridation plants. Respond to technical queries and, where reasonable, commercial questions regarding the fluoridation upgrades and the E&IC contracts</p> <p>Task 4b-Provide site surveillance during the delivery phase and defects liability period in conjunction with WSC Provide resources to undertake surveillance, commissioning visits Liaise with the WSC project manager on a weekly basis to discuss progress, quality and any issues.</p>	<p>In progress</p>
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	EDS	<p>Respond to technical queries and, where reasonable, commercial questions regarding the fluoridation upgrades and the E&IC contracts</p> <p>Task 4b</p> <p>Provide site surveillance during the delivery phase and defects liability period in conjunction with WSC</p> <p>Provide resources to undertake surveillance, commissioning visits</p> <p>Liaise with the WSC project manager on a weekly basis to discuss progress, quality and any issues.</p> <p>Update:</p> <p>No progress in % was made due to additional higher priority items added to the NSW Health support project. However, the new dual tank system is being developed further by the consultant and the supplier and a workshop with Council to present and discuss the new design is intended for early March 2020.</p> <p>09.06.20 - The scope of works to upgrade each of Councils fluoridation plants has been discussed with the Consultant; the dual tanks design is awaiting Section 60 approval from DPIE</p> <p>25/9/20: the consultant is now progressing to prepare tender documentation for the design, supply, install, commissioning and training for a two-tank fluoride dosing and electrical control systems at Coonabarabran, Baradine, Coolah</p>	In progress
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<p>9 (R2-2018/19) Coonabarabran Water – Top Weir</p> <p>Community request for Council to look into dredging the Top Weir and Drum Street Weir.</p> <p>Action: Warrumbungle Water will investigate and take that on notice.</p>	<p>EDS</p>	<p>Top weir was done before the dam went offline</p> <p>Removal of weed and silt from Pound yard Weir by an external contractor is being budget for this quarter to increase the capacity of the Weir. Previous dredging was performed in-house for a limited area of the Weir.</p> <p>09.06.20 - Dredging of top weir at Namoi Street started on 2 June 2020.</p> <p>No plans for Drummond Street weir at this stage</p>	<p>Complete</p>

12 November 2018

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<p>10 (R1-2018/19) Coonabarabran Water</p> <p>Manager Warrumbungle Water provided an update on the water situation in Coonabarabran. Items discussed included:</p> <ul style="list-style-type: none"> • Timor Dam is now at a level which is unable to gravity feed to the Water Treatment Plant. • Council hasn't used water from Timor Dam since May 2018 • Weekly water updates continue to be provided to the community. • Level 6 water restrictions are helping Coonabarabran preserve the town water supply. • A report regarding the feasibility of raising the Timor Dam wall went to June Council Meeting. Concept designs and structural assessments are being progressed. • Council is considering further funding opportunities for the raising of the Timor Dam wall. • There will be a power outage in the week commencing 19/11/2018 to connect the next three (3) emergency bores to power supply. • Council is currently developing a water carting plan for the worst case situation if the bores don't sustain the town water supply for the duration of the drought. <p>Items raised by community members included:</p> <ul style="list-style-type: none"> • Has water been considered at the Local emergency management Committee (LEMC)? • Bushfires – where do we stand in relation to the availability of water if there is a bushfire. • Is there an opportunity to recycling water. • Will there be a lessening of the water restrictions now the bores are online. 	<p>EDS</p>	<p>River water has not been used since January 2019 with town water being supplied by the available bores. Weekly water reports will continue to be published on Council's webpage. Newspaper reports will be provided monthly.</p> <p>The issue of raising Timor dam wall is being considered in Council's Integrated Water Cycle Management (IWCM) Strategy to improve long term water security.</p> <p>The construction of water carting infrastructure at the Water Treatment Plant (WTP) has not been considered necessary at this stage due to yield from the bores.</p> <p>Council's IWCM Strategy will also consider if a certain amount of water from the dam should be reserved for firefighting purposes.</p> <p>Water restrictions were eased to Level 5 in December 2018 and subsequently to level 4 in March 2019.</p>	<p>Completed</p>

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<ul style="list-style-type: none"> • Is there any subsidy for water tanks? • Can Council waiving fees for the installation of water tanks? • Are there any permits for local businesses to use additional water? • Has the feasibility of pumping water from the river into the dam been considered? • What are the depths of the bores – 100m - 120m. <p>A question was also asked about the fluoridation system and whether or not there was currently fluoride in the drinking water. The General Manager advised that the fluoridation system has not been working for a number of years. This is a system related problem and it not unique to Coonabarabran or Warrumbungle Shire. Council is working with NSW Health to have this issue fixed.</p>		<p>The seven (7) new bores have depths of 48, 88, 90, 136, 150, 150 and 150 metres. NSW Health has commissioned a specialist consultant to support Council with Drinking Water Quality related issues including fluoridation. -refer to action from March 2019.</p> <p>09.06.20 - Fluoridation covered under 8(R2 - 2018/19)</p>	
<p>11 (R1-2018/19) Old Cemetery</p> <p>A resident raised concerns around the safety of the track around the Old Cemetery. It was requested that Council to maintain the tracks and fill around the graves to prevent run off lifting the graves.</p> <p>Director Technical Services advised that Council does not have a lot of the money in the budget for the old Cemetery, but these concerns will be investigated.</p> <p>Action: Director Technical Services to investigate works required at the Old Cemetery.</p>	TS	<p>Council will consider works to improve the track in future budgets and works programs.</p> <p>Minor maintenance work completed to fill some of the larger holes.</p>	Completed
<p>12 (R1-2018/19) Little Timor Street</p> <p>A resident noted that there is a bridge between Namoi and Robertson Street that has been closed off. It was requested that Council consider re-opening this bridge. The Director Technical Services advised that there is no budget for these works this financial year but that this project could be put forward in the budget for next financial year.</p>	TS	<p>Options for this bridge still under investigation.</p> <p>This bridge will be removed.</p>	In progress

12 March 2018

13 (R2-2017/18) Water Concerns from the Community

Several community members made presentations and / or spoke at the meeting in regards the current water situation in Coonabarabran.

Key points and / or suggestions included:

- 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
- 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

EDS

Previously reported:
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. These have been adopted in October 2018; an IWCM Strategy is in preparation
Regular communication with the community has been undertaken through a variety of methods.
There is a variety of water saving tips available on Council's webpage

Completed

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<ul style="list-style-type: none"> • 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 • 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 responded where able though some information needed to be clarified. Residents were encouraged to continue to raise their concerns with Council.</p>		<p>The Raising Timor Dam Wall Feasibility Study and Concept Design was a funded project through the Water Security for Regions Program, which is now near complete. Total cost is \$599,860, including a Council contribution of \$87,620 (14.6%) over four years. In comparison, the recent emergency funding for the installation of new bores was \$2,042,500 including a Council contribution of \$325,000.</p> <p>Bores are being connected and some are fully operational.</p> <p>Update: Refer to update provided at 12/11/2018 meeting.</p>	

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7 November 2017			
<p>14 (R1-2017/18) 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>	CCS	<p>Previously reported: 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> <p>Technology – ensuring that technology is working correctly and email requests are getting an automatic response, and that we are tracking 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 procedures best practice? How can it be improved?</p>	Complete

Minute / Action Required	Directorate	Progress	Status
<p>14 (R1-2017/18) Council Timeframes – Enquiries, Requests and Complaints (continued)</p>		<p>Communication – looking into how Council can be transparent in how it is performing in regards to service delivery.</p> <p>Service levels are reviewed regularly to ensure that agreed response occurs.</p> <p>Update: Customer Service Charter in process of review and draft Policy on Customer Service and Complaints developed.</p> <p>New Community E-Newsletter has been launched to improve communication options has now moved to monthly from bi-monthly.</p> <p>Auto responses to emails being tracked weekly to ensure they are going out consistently.</p> <p>Customer Service Charter under review, including the process of handling queries.</p> <p>Update: Community e-Newsletter has been going out monthly since February 2020.</p> <p>Records Staff manually sending acknowledgement emails</p>	