

# **Community Consultation Meeting**

## **Action List Coonabarabran**

**Round 2 – 2017**

**Round 1 – 2018**

**Round 2 – 2018**

**Round 1 – 2019**

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| Minute / Action Required   | Directorate | Progress  | Status    |
|--|-------------|---|-----------|
| <b>Coonabarabran</b>   |             |   |           |
| <b>March 2019</b>  |             |   |           |
| <p><b>Guinema Road</b><br/>DTS to investigate concerns raised about Guinema Road that include;</p> <ul style="list-style-type: none"> <li>• Corrugates in the road were extreme causing damage to cars.</li> <li>• Flood Damage from the server rain.</li> <li>• Community members were told Council could not grade it due to the lack of water but no community members were asked about using local water.</li> <li>• Exposed pipes in the road due to the rain</li> <li>• No road signage to indicate the road was washed out.</li> <li>• Is the gravel pit on Box Ridge Road to be used for this road maintenance.</li> </ul> | TS          | <ul style="list-style-type: none"> <li>• Maintenance grading works undertaken but were impacted by rain event on the 29<sup>th</sup> March. Exposed pipe has been repaired.</li> <li>• More maintenance grading scheduled for November subject to availability of water.</li> </ul> | Completed |
| <p><b>Charles Street Maintenance</b><br/>DTS to investigate concerns raised by community members around the footpath and the gutters and the edge of the footpath. Needs maintenance at the school end of Charles Street as it is very dangerous to walk along with many holes in the path. Located up Charles Street is the Vinnies nursing home which makes it difficult for these people to walk along to footpath forcing them to walking along the road. Request for Council to investigate and allocate a budget to fixing the issue.</p>  | TS          | <ul style="list-style-type: none"> <li>• Area has been inspected.</li> <li>• Hole has been filled and 1 x casuarina has been added to schedule for removal. Rest of nature strip appears quite safe. There is no money in Capital budget for K&amp;G replacement.</li> </ul>        | Complete  |

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| <p><b>Fluoride in Coonabarabran Water Supply</b></p> <p>Community members raised concerns around the status of fluoride in the Coonabarabran Town Water supply. Issues which were raised included;<br/>Why is it taking so long to get this problem resolved.</p> <ul style="list-style-type: none"> <li>• Not enough communication to the public regarding the status of the project/repair.</li> <li>• Who is the specialist consultant that Council is working with to resolve the issue.</li> </ul> <p><b>Action:</b> Council will look into release more information to the public regarding the progress of this project.</p> | <p>ES</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:</p> <ul style="list-style-type: none"> <li>• Review available fluoridation information</li> <li>• Undertake WTP site visits</li> <li>• Prepare the scope of works to successfully upgrade the softener, fluoridation system, waste tank and telemetry systems at each WTP site</li> <li>• Prepare O&amp;M schedules for each WTP site</li> <li>• Prepare contract and technical documents for the renewal of the fluoridation systems</li> <li>• Manage tendering, tender assessment and make recommendations for award of Contractors engaged to undertake the works</li> <li>• 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.</li> <li>• Respond to technical queries and, where reasonable, commercial questions regarding the fluoridation upgrades and the E&amp;IC contracts</li> </ul> <p>Task 4b</p> <ul style="list-style-type: none"> <li>• Provide site surveillance during the delivery phase and defects liability period in conjunction with WSC</li> </ul> | <p>In progress</p> |
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| <p><b>Coonabarabran Water – Top Weir</b></p> <p>Community request for Council to look into dredging the Top Weir and Drum Street Weir.</p> <p><b>Action:</b> Warrumbungle Water will investigate and take that on notice.</p>  | ES          | Top weir was done before the dam went offline  | In progress |
| <b>12 November 2018</b>  |             |  |             |
| <p><b>Main Street</b></p> <p>Residents spoke about the main street in Coonabarabran and put forward ideas such as creating a theme for the main street to make it more attractive and inviting.</p>  | TS          | <ul style="list-style-type: none"> <li>This will be considered in future budgets and works programs.</li> <li>Roads and Maritime Service (RMS) approval needs to be considered when determining any future themes. Report on town beautification will be considered by Council in August.</li> </ul> | Completed   |
| <p><b>National Broadband Network (NBN)</b></p> <p>A resident requested an update on the progress of the item related to the NBN as it states in the Action List that this item has been completed. Director Development Services advised that Council has completed the actions it can, in relation to this matter, at this stage. Council's role is primarily advocacy as this is a Federal Government program.</p> | EDS         | <ul style="list-style-type: none"> <li>No further action required.</li> </ul>  | Complete    |

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| <p><b>Coonabarabran Water</b></p> <p>Manager Warrumbungle Water provided an update on the water situation in Coonabarabran. Items discussed included:</p> <ul style="list-style-type: none"> <li>• Timor Dam is now at a level which is unable to gravity feed to the Water Treatment Plant.</li> <li>• Council hasn't used water from Timor Dam since May 2018</li> <li>• Weekly water updates continue to be provided to the community.</li> <li>• Level 6 water restrictions are helping Coonabarabran preserve the town water supply.</li> <li>• A report regarding the feasibility of raising the Timor Dam wall went to June Council Meeting. Concept designs and structural assessments are being progressed.</li> <li>• Council is considering further funding opportunities for the raising of the Timor Dam wall.</li> <li>• There will be a power outage in the week commencing 19/11/2018 to connect the next three (3) emergency bores to power supply.</li> <li>• 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.</li> </ul> <p>Items raised by community members included:</p> <ul style="list-style-type: none"> <li>• Has water been considered at the Local emergency management Committee (LEMC).</li> <li>• Bushfires – where do we stand in relation to the availability of water if there is a bushfire. <ul style="list-style-type: none"> <li>• Is there an opportunity to recycling water.</li> <li>• Will there be a lessening of the water restrictions now the bores are online.</li> </ul> </li> </ul> | <p>ES</p>   | <ul style="list-style-type: none"> <li>• River water has not been used since January 2019 with town water being supplied by the available bores.</li> <li>• Weekly water reports will continue to be published on Council's webpage. Newspaper reports will be provided monthly.</li> <li>• 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.</li> <li>• 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.</li> <li>• Council's IWCM Strategy will also consider if a certain amount of water from the dam should be reserved for fire fighting purposes.</li> <li>• Water restrictions were eased to Level 5 in December 2018 and subsequently to level 4 in March 2019.</li> </ul> | <p>In progress</p> |

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| <ul style="list-style-type: none"> <li>• Is there any subsidies for water tanks.</li> <li>• Can Council waiving fees for the installation of water tanks.</li> <li>• Are there any permits for local businesses to use additional water.</li> <li>• Has the feasibility of pumping water from the river into the dam been considered.</li> <li>• What are the depths of the bores – 100m - 120m.</li> </ul> <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> |             | <ul style="list-style-type: none"> <li>• The seven (7) new bores have depths of 48, 88, 90, 136, 150, 150 and 150 metres.</li> <li>• NSW Health has commissioned a specialist consultant to support Council with Drinking Water Quality related issues including fluoridation.<br/>-refer to action from March 2019.</li> </ul> |             |
| <p><b>Old Cemetery</b></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><b>Action:</b> Director Technical Services to investigate works required at the Old Cemetery.</p>   | EDS         | <ul style="list-style-type: none"> <li>• Council will consider works to improved the track in future budgets and works programs.</li> <li>• Minor maintenance work completed to fill some of the larger holes.</li> </ul>   | In progress |

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| <p><b>Trees – Town Streets</b></p> <p>A resident asked if Council had a tree replacement program to replace trees around town when they died or were removed. Residents indicated they would like to see a theme for the tree scape around Coonabarabran. The Director Technical Services indicated that there is currently no theme and no overall the replacement program. There is a plan to replace the trees in Cowper and Charles Street.</p> | TS          | <ul style="list-style-type: none"> <li>• New tree project in Charles Street and Cowper Street has been abandoned. A Coonabarabran Town Beautification Advisory Committee will be established by Council.</li> </ul> | Completed          |
| <p><b>Little Timor Street</b></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          | <ul style="list-style-type: none"> <li>• Options for this bridge still under investigation.</li> </ul>  | In progress        |
| <p><b>Council Committees</b></p> <p>A concern was raised by a resident about a couple of proposals in the November Business Paper that sought to have decisions made by Council Committee's and not Council. It was suggested that these decisions should be made by Council.</p>   | CCS         | <ul style="list-style-type: none"> <li>• Decisions to be made by Council.</li> </ul>  | No action required |
| <p><b>Weeds</b></p> <p>A resident requested if Council could provide some information on weeds so that people could identify weeds that are growing in the area. It was also asked if Council has a plan to spray the weeds on the road side.</p>   | EDS         | <ul style="list-style-type: none"> <li>• Council has requested that the Castlereagh Macquarie County Council (CMCC) provide information on weeds to the local community.</li> </ul>                                 | Completed          |

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| <p>The Director Technical Services advised that weeds which are noxious are looked after Castlereagh County Council on behalf of Council.</p> <p><b>Action:</b> Director Development Services to investigate provision of information on weeds.</p> |             | <ul style="list-style-type: none"> <li>No further information has been received. Public can view a list of photos of weeds at <a href="http://cmcc.nsw.gov.au">cmcc.nsw.gov.au</a> which is Castlereagh Macquarie County Council's website</li> </ul> <p>Update:<br/>Information on CMCC placed onto Councils facebook page</p> |        |



**12 March 2018**

**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

ES

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

Refer to  
12/11/2018

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| <ul style="list-style-type: none"> <li>• loss of pressure in some locations</li> <li>• watering of public gardens with water reaching the road – water waste</li> <li>• encouraging residents to plant natives, reducing the amount of water needed</li> <li>• investigation of construction of a secondary dam</li> <li>• raising of the dam wall</li> <li>• erosion since fires, run off has changed.</li> <li>• silt in dams – could Timor Dam be affected</li> <li>• possible contaminates in water from the bores</li> <li>• is the aquifer water level dropping for bores</li> <li>• pontoon wasn't replaced following the Wambelong fire</li> <li>• where do our restrictions go from here is there Level 7</li> <li>• what is in place should Council run out of water, where will it come from, can it be bought from other Shires</li> <li>• when will the Feasibility Study results be available for the public</li> <li>• depletion rates and level</li> <li>• could Council release the usage figures for the previous 12 months</li> <li>• when will the bore testing results be available to the public</li> <li>• lobbying of State and Federal Governments by both Council and the community, united effort</li> </ul> <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>water saving tips available on Council's webpage</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Bores are being connected and some are fully operational.</li> </ul> <p>Update:</p> <ul style="list-style-type: none"> <li>• Refer to update provided at 12/11/2018 meeting.</li> </ul> |        |

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| <p><b>Economic Development and Tourism</b></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>   | EDS         | <p>Previously reported:</p> <ul style="list-style-type: none"> <li>• Matter has been referred to the Economic Development and Tourism Advisory Committee Meeting.</li> <li>• No further action at this stage</li> </ul> <p>Update:</p> <ul style="list-style-type: none"> <li>• To be raised again at the next EDT Committee Meeting</li> </ul>  | In progress |
| <b>7 November 2017</b>  |             |  |             |
| <p><b>Disability Services and Access</b></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.</p> <p>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         | <p>Previously reported:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• It must also be noted that Council is limited in the extent of powers it has to make businesses accessible. Particularly old buildings.</li> <li>• These comments were passed onto the Manager Children's and Community Services.</li> </ul> | In progress |

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| <p><b>Encouragement of New Business</b></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> | <p>EDS</p>  | <p>Previously reported:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Easy to Do Business Program has been launched</li> <li>• Business Ideas Workshop to be held on 10 April 2019 in Coonabarabran Council Chambers at 5.30pm for business owners.</li> <li>• Small Business Digital and Social Marketing workshop to be held 8 August 2019</li> <li>• Council has also held a Single Touch Payroll and Inland Rail Opportunities workshops</li> </ul> <p>Update</p> <ul style="list-style-type: none"> <li>• A series of workshops have been held.</li> </ul> | <p>Complete</p> |

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|                          | CCS         | <p>Previously reported:</p> <ul style="list-style-type: none"> <li>• 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 discount.</li> <li>• The Director Corporate and Community Services regularly attended meetings of the Coonabarabran Chamber of Commerce for a period of time.</li> <li>• Council has received a request for a “Doing Business with Council” workshop in the Southern end of the Shire.</li> <li>• This workshop is currently being planned.</li> </ul> <p>Update:</p> <p>A series of workshops have been rolled out</p> |        |

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| <p><b>Council Timeframes – Enquiries, Requests and Complaints</b></p> <p>Concerns were raised regarding a perceived lack of systems in place for dealing with enquiries, requests and complaints.</p> <p>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>Previously reported:</p> <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.</p> <p>Areas on which the project is focusing include:</p> <ul style="list-style-type: none"> <li>• 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..</li> <li>• Review – a review of the process of handling queries. Is the current best practice? How can it be improved?</li> </ul> | <p>In progress</p> |

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|                          |             | <ul style="list-style-type: none"> <li>• Communication – looking into how Council can be transparent in how it is performing in regards to service delivery.</li> <li>• Customer Service Charter in process of review and draft Policy on Customer Service and Complaints developed.</li> </ul> <p>Update:</p> <ul style="list-style-type: none"> <li>• New Community E-Newsletter has been launched to improve communication options</li> <li>• Service levels are reviewed regularly to ensure that agreed response</li> </ul> |        |

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| <p><b>Bypass</b></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> | <p>TS</p> | <p>Previously reported:</p> <ul style="list-style-type: none"> <li>No formal update has been received from the Roads and Maritime Service (RMS), however it is understood that various options are currently being investigated.</li> </ul> <p>Update:</p> <ul style="list-style-type: none"> <li>RMS are still investigating options for a bypass.</li> </ul> | <p>Completed</p> |
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| <p><b>Fluoride – Town Water Supply</b></p> <p>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</p> | <p>ES</p>   | <p>Previously reported:</p> <ul style="list-style-type: none"> <li>NSW Health has offered funding to assist in fixing this issue. Details are currently being negotiated.</li> </ul> <p>Update:</p> | <p>Refer to March 2019</p> |