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# AGENDA

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## COMMUNITY AND CORPORATE SERVICES COMMITTEE

9 July 2019

6.00pm

City of Albany Council Chambers

**CITY OF ALBANY  
COMMUNITY STRATEGIC PLAN (ALBANY 2023)**

**VISION**

Western Australia's most sought after and unique regional city to live, work and visit.

**VALUES**

All Councillors, Staff and Volunteers at the City of Albany will be...

**Focused: on community outcomes**

This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.

**United: by working and learning together**

This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.

**Accountable: for our actions**

This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.

**Proud: of our people and our community**

This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we can't be all things to all people.

**Community & Corporate Services Committee**  
**Terms of Reference**

**Functions:** The Committee is responsible for the following functions:

**Community Services:**

The delivery of “*Community Health & Participation Objectives*” contained in the City of Albany Strategic Plan:

- To build resilient and cohesive communities with a strong sense of community spirit.
- To create interesting places, spaces and events that reflect our community’s identity, diversity and heritage.
- To develop and support a healthy inclusive and accessible community.

**Corporate Services:**

Monitoring and commenting on the financial health and strategies of Council.

The delivery of “*Leadership Objectives*” contained in the City of Albany Strategic Plan:

- To establish and maintain sound business and governance structures.
- To provide strong, accountable leadership supported by a skilled & professional workforce.
- To engage effectively with our community.

**Economic Development:**

Considering and recommending to Council ways to strengthen the local Albany economy.

The delivery of “*Smart, Prosperous and Growing Objectives*” contained in the City of Albany Strategic Plan:

- To strengthen and grow our region’s economic base.
- To develop a smart city that supports economic growth.
- To develop and promote Albany as a unique and sought-after visitor location.

**Governance:**

- Review of Council's policies;
- Supporting Elected Members in their governance role;
- Developing amendments to existing, or new, local laws;
- Consideration of the Council's draft Strategic Plan;
- Consideration of the Council's draft Annual Report;
- Matters pertaining to the conduct of the Council's Annual General Meeting;
- Consideration of the proposed meeting schedule for Council and its Committees;
- Receiving reports from Council representatives on outside bodies, and from other bodies as determined by Council; and
- Considering matters not falling within the terms of reference of any other Council committee.

**Service Complaint Internal Review:**

- Responsible for reviewing unresolved service complaints, in accordance with the Service Complaints Policy.

**It will achieve this by:**

- Developing policies and strategies;
- Establishing ways to measure progress;
- Receiving progress reports;
- Considering officer advice;
- Debating topical issues;
- Providing advice on effective ways to engage and report progress to the Community; and
- Making recommendations to Council.

**Membership:** Open to all elected members

**Meeting Schedule:** Monthly

**Meeting Location:** Council Chambers

**Directorates:** Corporate & Community Services

**Executive Officer(s):** Executive Director Corporate Services,  
Executive Director Community Services

**Delegated Authority:** None

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**1. DECLARATION OF OPENING**

**2. PRAYER AND ACKNOWLEDGEMENT OF TRADITIONAL LAND OWNERS**

*“Heavenly Father, we thank you for the peace and beauty of this area. Direct and prosper the deliberations of this Council for the advancement of the City and the welfare of its people. Amen.”*

*“We would like to acknowledge the Noongar people who are the Traditional Custodians of the Land.*

*We would also like to pay respect to Elders both past and present”.*

**3. RECORD OF APOLOGIES AND LEAVE OF ABSENCE**

**Councillors:**

Member	R Hammond
Member	G Stocks
Member	E Doughty (Deputy Chair)
Member	J Shanahun
Member	A Goode JP
Member	S Smith
Member	A Moir
Member	R Sutton
Member	B Hollingworth
Member	P Terry (Chair)
Member	T Sleeman

**Staff:**

Acting Executive Director Corporate Services	D Olde
Executive Director Community Services	S Kay
Acting Manager Finance	S Van Nierop
Meeting Secretary	C Crane

**Apologies:**

Mayor	D Wellington
Chief Executive Officer	A Sharpe
Member	R Stephens

**Members of Public**

**4. DISCLOSURES OF INTEREST**

<b>Name</b>	<b>Committee/Report Item Number</b>	<b>Nature of Interest</b>

**5. RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE -**

**6. PUBLIC QUESTION TIME**

**7. PETITIONS AND DEPUTATIONS**

**8. CONFIRMATION OF MINUTES**

**DRAFT MOTION**

**THAT the minutes of the Community and Corporate Services Committee held on 11 June 2019, as previously distributed, be CONFIRMED as a true and accurate record of proceedings.**

**9. PRESENTATIONS – Nil.**

**10. UNRESOLVED BUSINESS FROM PREVIOUS MEETINGS**

**CCS163: FINANCIAL ACTIVITY STATEMENT – MAY 2019**

**Proponent** : City of Albany  
**Report Prepared by** : Acting Manager Finance (S Van Nierop)  
**Responsible Officer** : Acting Executive Director Corporate Services (D Olde)

**RECOMMENDATION**

**CCS163: RESPONSIBLE OFFICER RECOMMENDATION**

**THAT the Financial Activity Statement for the period ending 31 May 2019 be RECEIVED.**

**BACKGROUND**

1. The Statement of Financial Activity for the period ending 31 May 2019 has been prepared and is attached.
2. In addition to the statutory requirement to provide Council with a Statement of Financial Activity, the City provides Council with a monthly investment summary to ensure the performance of the investment portfolio is in accordance with anticipated returns and complies with the Investment of Surplus Funds Policy.

**DISCUSSION**

3. In accordance with section 34(1) of the *Local Government (Financial Management) Regulations 1996*, the City of Albany is required to prepare each month a Statement of Financial Activity reporting on the revenue and expenditure of the local authority.
4. The requirement for local governments to produce a Statement of Financial Activity was gazetted in March 2005 to provide elected members with a greater insight in relation to the ongoing financial performance of the local government.
5. Additionally, each year a local government is to adopt a percentage or value to be used in Statements of Financial Activity for reporting material variances. Variations in excess of \$100,000 are reported to Council.
6. These financial statements are still subject to further yearend adjustments and have not been audited by the appointed auditor.

*“Please note that rounding errors may occur when whole numbers are used, as they are in the reports that follow. The ‘errors’ may be \$1 or \$2 when adding sets of numbers. This does not mean that the underlying figures are incorrect.”*

## STATUTORY IMPLICATIONS

7. Section 34 of the *Local Government (Financial Management) Regulations 1996* provides:
- I. A local government is to prepare each month a statement of financial activity reporting on the source and application of funds, as set out in the annual budget under regulation 22 (1)(d), for that month in the following detail:
    - a. annual budget estimates, taking into account any expenditure incurred for an additional purpose under section 6.8(1)(b) or (c);
    - b. budget estimates to the end of the month to which the statement relates;
    - c. actual amounts of expenditure, revenue and income to the end of the month to which the statement relate
    - d. material variances between the comparable amounts referred to in paragraphs (b) and (c); and
    - e. the net current assets at the end of the month to which the statement relates.
  - II. Each statement of financial activity is to be accompanied by documents containing –
    - a. an explanation of the composition of the net current assets of the month to which the statement relates, less committed assets and restricted assets;
    - b. an explanation of each of the material variances referred to in sub regulation (1)(d); and
    - c. such other supporting information as is considered relevant by the local government.
  - III. The information in a statement of financial activity may be shown –
    - a. according to nature and type classification;
    - b. by program; or
    - c. by business unit.
  - IV. A statement of financial activity, and the accompanying documents referred to in sub regulation (2), are to be –
    - a. presented at an ordinary meeting of the council within 2 months after the end of the month to which the statement relates; and
    - b. recorded in the minutes of the meeting at which it is presented.

## POLICY IMPLICATIONS

8. The City's 2018/19 Annual Budget provides a set of parameters that guides the City's financial practices.
9. The Investment of Surplus Funds Policy stipulates that the status and performance of the investment portfolio is to be reported monthly to Council.

## FINANCIAL IMPLICATIONS

10. Expenditure for the period ending 31 May 2019 has been incurred in accordance with the 2018/19 proposed budget parameters.
11. Details of any budget variation in excess of \$100,000 (year to date) follow. There are no other known events which may result in a material non recoverable financial loss or financial loss arising from an uninsured event.

<b>File Number (Name of Ward)</b>	FM.FIR.7 - All Wards
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**CCS164: LIST OF ACCOUNTS FOR PAYMENT – JUNE 2019**

**Business Entity Name** : City of Albany  
**Attachments** : List of Accounts for Payment  
**Report Prepared By** : Acting Manager Finance (S Van Nierop)  
**Responsible Officers:** : Acting Executive Director Corporate Services (D Olde)

**RECOMMENDATION**

**CCS164: RESPONSIBLE OFFICER RECOMMENDATION**

**That Council RECEIVE the list of accounts authorised for payment under delegated authority to the Chief Executive Officer for the period ending 15 June 2019 totalling \$6,234,914.28.**

**BACKGROUND**

1. Council has delegated to the Chief Executive Officer the exercise of its power to make payments from the City's municipal and trust funds. In accordance with Regulation 13 of the *Local Government (Financial Management) Regulations 1996*, a list of accounts paid by the Chief Executive Officer is to be provided to Council.

**DISCUSSION**

2. The table below summarises the payments drawn from the municipal fund for the period ending 15 June 2019. Please refer to the Attachment to this report.

<b>Municipal Fund</b>	
Trust	\$26,020.00
Credit Cards	\$26,955.69
Payroll	\$1,568,779.03
Cheques	\$79,640.91
Electronic Funds Transfer	\$4,533,518.65
<b>TOTAL</b>	<b>\$6,234,914.28</b>

As at 15 June 2019, the total outstanding creditors stands at \$573,457.23 and is made up as follows:-

Current	\$258,189.23
30 Days	\$316,909.67
60 Days	\$1,858.10
90 Days	-\$3,499.87
<b>TOTAL</b>	<b>\$573,457.23</b>
<b>Cancelled Cheques</b>	<b>Nil</b>

**STATUTORY IMPLICATIONS**

3. Regulation 12(1)(a) of the *Local Government (Financial Management) Regulations 1996*, provides that payment may only be made from the municipal fund or a trust fund if the Local Government has delegated this function to the Chief Executive Officer or alternatively authorises payment in advance.
4. The Chief Executive Officer has delegated authority to make payments from the municipal and trust fund.

5. Regulation 13 of the *Local Government (Financial Management) Regulations 1996* provides that if the function of authorising payments is delegated to the Chief Executive Officer, then a list of payments must be presented to Council and recorded in the minutes.

#### **POLICY IMPLICATIONS**

6. Expenditure for the period to 15 June 2019 has been incurred in accordance with the 2018/2019 budget parameters.

#### **FINANCIAL IMPLICATIONS**

7. Expenditure for the period to 15 June 2019 has been incurred in accordance with the 2018/2019 budget parameters.

#### **CONCLUSION**

8. That list of accounts have been authorised for payment under delegated authority.
9. It is requested that any questions on specific payments are submitted to the Executive Director Corporate Services by 4pm of the day prior to the scheduled meeting time. All answers to submitted questions will be provided at the Committee meeting. This allows a detailed response to be given to the Committee in a timely manner.

<b>File Number (Name of Ward)</b>	:	FM.FIR.2 - All Wards
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**CCS165: DELEGATED AUTHORITY REPORTS – MAY TO JUNE 2019**

**Proponent** : City of Albany  
**Attachments** : Executed Document and Common Seal Report  
**Report Prepared by** : Acting Personal Assistant to the ED Corporate Services (A Bancroft)  
**Responsible Officer** : Chief Executive Officer (A Sharpe)

**RECOMMENDATION**

**CCS165: RESPONSIBLE OFFICER RECOMMENDATION**

**THAT the Delegated Authority Reports 16 May 2019 to 15 June 2019 be RECEIVED.**

## CCS166: CUSTOMER SERVICE CHARTER

<b>Business Entity Name</b>	: City of Albany
<b>Attachments</b>	: Customer Service Charter
<b>Report Prepared By</b>	: Executive Director Community Services (S Kay)
<b>Responsible Officers:</b>	: Executive Director Community Services (S Kay)

### STRATEGIC IMPLICATIONS

1. This item relates to the following elements of the City of Albany Strategic Community Plan or Corporate Business Plan informing plans or strategies:
  - **Theme:** Leadership
  - **Objective:** 1.2 To provide strong, accountable leadership supported by a skilled & professional workforce.
  - **Community Priority:** Develop contemporary service delivery and staff development programs to ensure a professional and resilient workforce which is continually improving.

### In Brief:

- The purpose of this report is to present an updated Customer Service Charter for endorsement by Committee and Council for release for community feedback.
- Over the past 12 months City officers as part of an internal working group have reviewed and updated the Customer Service Charter and associated documents.
- The Customer Service Charter is now ready for community feedback and will be refined as required based on comments received.

### RECOMMENDATION

#### CCS166: RESPONSIBLE OFFICER RECOMMENDATION

##### THAT Council:

1. **ENDORSE** the draft City of Albany Customer Service Charter for community feedback; and
2. **Pending no critical objections being received during the feedback period, ADOPT** the City of Albany Customer Service Charter.

### BACKGROUND

2. The current City of Albany customer service policies and procedures are due for review.
3. The Chief Executive Officer Key Performance Indicators for 2018-2019 also included a review of customer service standards.
4. The review provided an opportunity for City staff to determine how they would like to see the City's customer service documentation and processes improved. An internal working group was established to support the review and processes to develop a suite of documents to support best practice customer services.
5. A review framework was created based on broad themes and the plans were endorsed by the working group and supported by the Executive Management Team in March 2018.

6. Internal engagement sessions were conducted with staff to review current documents to identify improvements, and feedback was streamlined from representatives on the working group.
7. City staff presented to Council at its Strategic workshop in December 2018 on the Customer Service Charter's intent and gained guidance from Council.
8. The City has now progressed the Customer Service Charter and associated operational documents as below to design stage.
  - a. Complaints Management Policy
  - b. Managing Challenging Behaviours Guideline
  - c. Customer Service Handbook
9. The City now wishes to progress the Customer Service Charter to review by external customers via a panel of interested community members and public comment.

## **DISCUSSION**

10. The internal working group explored the following elements of customer service: Policy & Procedures, Induction and Training, Service Level Standards, and System Improvements.
11. Stage 1 of the project has addressed Service Level Standards and Policy & Procedures. Stage 2 will review and address Induction and Training as well as System Improvements.
12. The working group actioned the following:
  - a. Invited internal working group members from all directorates;
  - b. Gathered evidence on current customer service practices;
  - c. Reviewed and identified best practice and local government exemplars such as City of Melville and Victorian Ombudsman;
  - d. Sought feedback from staff regarding what needed to be improved; and
  - e. Staff workshop facilitated by an external provider to refine the customer service survey tool.
13. The key elements of the Customer Service Charter has been focused on:
  - a. Our values, commitment and responsibilities;
  - b. Customer role and responsibilities;
  - c. Service level standards – key performance indicators – responses times;
  - d. Behaviour; and
  - e. Customer Feedback.
14. Customer Service Charters exist in many other local governments, government agencies and business. The City of Albany like most businesses, know that our success lies in the delivery of quality services to our community. As such, the Charter sets out our commitment to provide our customers with the service they can expect, as well as guiding staff with information to meet expectations.

## GOVERNMENT & PUBLIC CONSULTATION

15. Consultation with City staff has taken place throughout the review period at monthly working group meetings, and engaged during team meetings through the representative group.
16. The community will be consulted, once endorsed by Council, through a public comment period and invited to attend a consultation session.

## STATUTORY IMPLICATIONS

17. Nil

## POLICY IMPLICATIONS

18. The new suite of documents replaces the following documents:
  - a. Customer Service Commitment and Complaints Resolution Policy & Procedure 2017 (NF1224732\_2)
  - b. Dealing with Difficult Customers Policy 2017 (NP1766636)
  - c. Customer Service Communication Guide 2014 (NG084405\_2)

## RISK IDENTIFICATION & MITIGATION

19. The risk identification and categorisation relies on the City's Enterprise Risk and Opportunity Management Framework.

Risk	Likelihood	Consequence	Risk Analysis	Mitigation
<p><b>Business Operation and Reputation.</b></p> <p><i>Risk: There is a risk that by not establishing clear customer service guidelines the organisation will be inconsistent in its delivery of excellent customer service. This would be measured in the Community Perception Survey.</i></p>	<i>Possible</i>	<i>Moderate</i>	<i>Medium</i>	<p><i>If the proposed policy is not endorsed, staff will review and address areas of concern, and return the document to Council amended</i></p> <p><i>Staff inductions to include drafted policy and procedures and training with follow up on endorsed policy.</i></p>
<p><b>Opportunity:</b> <i>Consistency and understanding of rules for both councillors and staff that relate to the standard of customer services expected of the organisation and community.</i></p>				

## FINANCIAL IMPLICATIONS

20. Cost for printing of new publications and communication of the Customer Service Charter will be approximately \$3000.

## LEGAL IMPLICATIONS

21. Nil

**ENVIRONMENTAL CONSIDERATIONS**

22. Nil

**ALTERNATE OPTIONS**

23. Do not endorse the Customer Service Charter for community feedback.

**CONCLUSION**

24. City staff have reviewed and developed a revised Customer Service Charter and suite of associated documents, reviewed on a two yearly basis. The Customer Service Charter provides a commitment by the City of Albany to provide quality customer service at all times and to provide staff clear standards to strive for in service excellence.

25. Following Committee review the City wishes to release the Customer Service Charter for community feedback.

<b>Consulted References</b>	:	<i>City of Albany Customer Service Commitment and Complaints Resolution Policy and Procedure 2017</i> <i>City of Albany Dealing with Difficult Customers Policy 2017</i> <i>City of Albany Customer Service Communication Guide 2014</i> <i>Victorian Ombudsman Good Practice Guide to Dealing with Challenging Behaviour Report and Guide May 2018</i> <i>City of Melville Customer Service “The Melville Way”</i>
<b>File Number (Name of Ward)</b>	:	All
<b>Previous Reference</b>	:	Nil

**CCS167: 2019-20 BUDGET ADOPTION**

**Proponent** : City of Albany  
**Attachments** : Draft 2019-20 Budget Documents  
**Report Prepared by** : Business Analyst/Management Accountant (D Harrison)  
**Responsible Officer** : Chief Executive Officer (A Sharpe)  
Acting Executive Director Corporate Services (D Olde)

**STRATEGIC IMPLICATIONS**

1. This item relates to the following elements of the City of Albany Strategic Community Plan or Corporate Business Plan informing plans or strategies:
  - **Theme: 5.** Leadership.
  - **Aspiration: 1.1** To establish and maintain sound business and governance structures.
  - **Community Priority: 5.1.2** Develop informed and transparent decision making processes that meet our legal obligations, reflect the level of associated risk and are adequately explained to community.
2. This proposed budget aligns with the City's Corporate Business Plan, which aligns with the City's:
  - 10 Year Financial Plan;
  - Asset Management Plans; and
  - Work Force Development Plan (People Strategy).

**In Brief:**

- Approve the 2019/20 budget, noting that the proposed budget is a result of a series of elected member and staff workshops.

**RECOMMENDATION**

**CCS167: RESPONSIBLE OFFICER RECOMMENDATION 1  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

THAT Council ADOPT the following municipal rates in the dollar on unimproved values and gross rental valuations for the 2019/2020 financial year:

(1) Rating Category 1 – GRV General

- The General Rate on Gross Rental Values for the 2019/2020 financial year on Rating Category (1) including all GRV rateable land be 10.3152 cents in the dollar.

(2) Rating Category 3 – UV

- The General Rate on current unimproved values for the 2019/2020 financial year on Rating Category (3) including all UV rateable land be 0.4219 cents in the dollar.

(3) Minimum Rate

- The Minimum Rate for Rating Category 1 – GRV General rateable properties within the City of Albany will be \$1,051.00
- The Minimum Rate for Rating Category 3 – UV rateable properties within the City of Albany will be \$1,136.00



**CCS167: RESPONSIBLE OFFICER RECOMMENDATION 2  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

THAT Council **APPROVES** the following Refuse Collection and Recycling charges for the City of Albany (including general refuse collection, bulk green waste & hard waste collection, collection of recyclables and green waste) be adopted for the 2019/2020 financial year:

**(1) Residential Services**

- |                                     |             |
|-------------------------------------|-------------|
| • Full Domestic Refuse Service      | \$350.00    |
| • Refuse Collection 140 Ltr MGB     | Weekly      |
| • Recycling Collection 240 Ltr MGB  | Fortnightly |
| • Green Waste Collection 240Ltr MGB | Monthly     |

**(2) Additional Services**

Additional Services (Maximum of One) with a full domestic rubbish service.

- |   |                     |
|---|---------------------|
| • Refuse Collection 140 Ltr MGB (Inc GST)     | Weekly \$94.50      |
| • Recycling Collection 240 Ltr MGB (Inc GST)  | Fortnightly \$45.00 |
| • Green Waste Collection 240Ltr MGB (Inc GST) | Monthly \$45.00     |

**(3) Waste Facilities Maintenance Rate (Section 66(1) Waste Avoidance and Resource Recovery Act 2007)**

In addition to the full domestic refuse service the City will be raising an annual rate under section 66(1) of the *Waste Avoidance and Resource Recovery Act 2007* (WARR Act) and, in accordance section 66(3) of the WARR Act, apply the minimum payment provisions of section 6.35 of the *Local Government Act 1995*. The rate is proposed to be called the 'Waste Facilities Maintenance Rate'. The minimum payment will be \$56.

The proposed rates are:

- GRV General Properties – Rate in the dollar: 0.01 Cents, minimum \$56.00
- UV General Properties – Rate in the dollar: 0.0022 Cents, minimum \$56.00

**CCS167: RESPONSIBLE OFFICER RECOMMENDATION 3  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

**THAT Council ADOPTS:**

- (1) Pursuant to the provisions of section 6.2 of the *Local Government Act 1995* and Part 3 of the *Local Government (Financial Management) Regulations 1996*, the Municipal and Trust Fund Budgets as contained in the Attachment to this agenda and the minutes, for the City of Albany for the 2019/2020 financial year which includes the following:**

  - **Statement of Comprehensive Income by Nature and Type on page (v) showing a net result for that year of \$10,124,133**
  - **Statement of Comprehensive Income by Program on page (vi) showing a net result for that year of \$10,124,133**
  - **Statement of Cash Flows showing cash & cash equivalents at year end of \$25,332,632 on page (vii)**
  - **Rate Setting Statement on page (viii) showing an amount required to be raised from rates of \$38,407,518**
  - **Notes to and Forming Part of the Budget on pages (1 to 58)**
  - **Fees and Charges and Capital Works Schedule as detailed on pages (59 to 97)**
  - **Transfers to / from Reserve Accounts as detailed in pages (43 to 48)**
  
- (2) Pursuant to section 6.11 of the *Local Government Act 1995*, maintain the following reserves (noting the purpose of each reserve detailed in page 43 to 48 of the budget):**

  - **Airport Reserve**
  - **Albany Entertainment Centre**
  - **Albany Heritage Park Infrastructure Reserve**
  - **Albany Leisure And Aquatic Centre – Synthetic Surface “Carpet”**
  - **Albany Town Hall Reserve**
  - **Bayonet Head Infrastructure Reserve**
  - **Building Restoration Reserve**
  - **Capital Seed Funding for Sporting Clubs**
  - **Centennial Park Stadium and Pavilion Renewal Reserve**
  - **Cheyne Beach Reserve**
  - **City of Albany General Parking Reserve**
  - **Coastal Management Reserve**
  - **Debt Management Reserve**
  - **Destination Marketing & Economic Development Reserve**
  - **Emu Point Boat Pens Development Reserve**
  - **Great Southern Contiguous Local Authorities Group**
  - **Information Technology Reserve**
  - **Land Acquisition Reserve**
  - **Master Plan Funding Reserve**
  - **National Anzac Centre Reserve**
  - **Parks and Recreation Grounds**
  - **Plant & Equipment Reserve**
  - **Prepaid Rates Reserve**
  - **Refuse Collection & Waste Minimisation Reserve**
  - **Roadworks & Drainage Reserve**
  - **Developer Contributions (Non Current) Reserve**
  - **Unspent Grants Reserve**
  - **Waste Management Reserve**

**CCS167: RESPONSIBLE OFFICER RECOMMENDATION 4  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

THAT Council APPROVES the due dates for payment of Rates and Rubbish Collection Charges for 2019/2020 be as follows:

- (1) Pay rates in full 11th September 2019.
- (2) Pay by two instalments:
  - (a) First Instalment Payment 11th September 2019; and
  - (b) Second Instalment: 13th January 2020.
- (3) Pay by four instalments:
  - (a) First Instalment Payment 11th September 2019;
  - (b) Second Instalment: 11th November 2019;
  - (c) Third Instalment: 13th January 2020; and
  - (d) Fourth Instalment: 13th March 2020.

**CCS167: RESPONSIBLE RECOMMENDATION 5  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

THAT pursuant to the *Local Government Act 1995*, Council APPROVES the following Rates and Charges to provide for Administration and Interest Charges on Rating, Rubbish, Waste Recycling and General Debtor Collection charges during the 2019/2020 financial year:

- (1) Instalment Plan Administration Fee  
An Instalment Plan Administration fee of \$6.50 for the second and each subsequent instalment notice issued will apply for rates and rubbish collection charges.
- (2) Late Payment Interest Charge  
A charge on outstanding rates and rubbish collection accounts (including amounts owed on ad hoc Payment Plans) of 11% will be calculated daily at 0.0301% on a simple interest basis for the number of days from the account due date until the day prior to the day on which the payment is received.
- (3) Instalment Plan Interest Charge  
An interest rate of 5.5% will be calculated on a daily basis at 0.0151% by simple interest basis from the due date of the first instalment as shown on the rate notice to the due date of each respective instalment.
- (4) Late Payment Interest Charge (Excluding Rates & Charges)  
A charge of 11% interest, calculated on a simple interest basis for the number of days outstanding, may apply on unpaid debts (other than rates and rubbish collection charges) outstanding 35 days from the date of invoices raised after 1 July 2019.  
In respect to the Late Payment Interest Charge on rates and charges, the method of calculating the interest charge is on the daily balance outstanding.
- (5) Waivers  
Where a small balance remains on a property assessment due to circumstances such as a delay in the receipt of mail payments or monies from property settlements and additional daily interest has accumulated, amounts outstanding of \$5.00 and under will be waived, as it is not considered cost effective or equitable to recover from the new property owner. Estimated loss of revenue from this waiver is \$1,100.

**CCS167: RESPONSIBLE OFFICER RECOMMENDATION 6  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

**THAT Council APPROVES the Schedule of Fees and Charges (which forms part of the 2019/2020 Budget) be adopted effective from 24th July 2019.**

**CCS167: RESPONSIBLE OFFICER RECOMMENDATION 7  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

**THAT Council SETS the Elected Member Sitting Fees and Allowances as prescribed by the *Local Government (Administration) Regulations 1996* per annum, being:**

- (1) Councillor Meeting Attendance Fee: \$31,678**
- (2) Mayoral Meeting Attendance Fee: \$47,516**
- (3) Councillor and Mayoral ICT Allowance: \$3,500**
- (4) Annual Travel and Accommodation Allowance (allowable claims in excess of this allowance will be reimbursed): \$50**
- (5) Total Mayoral Allowance is: \$89,753**
- (6) Deputy Mayoral Allowance: \$22,439 - being 25% of the Mayoral Allowance.**

**CCS167: RESPONSIBLE OFFICER RECOMMENDATION 8  
VOTING REQUIREMENT: ABSOLUTE MAJORITY**

**THAT Council APPROVES a variance between actual and budget-to-date of greater than \$100,000 is considered to be a material variance for reporting purposes in the Statement of Financial Activity for 2019/2020.**

**BACKGROUND**

3. Council has considered strategic and operational issues which will impact on the 2019/20 budget.
4. Under section 6.36 of the *Local Government Act 1995*, the City is not required to advertise the proposed rates amounts for the 2019/20 financial year.

**DISCUSSION**

5. Through Council workshops, Council members have considered various factors in developing a financially responsible budget while ensuring compliance with Local Government legislation, occupational safety and health requirements, continuation of the various services provided by the City, cost-saving initiatives and new capital projects that are "project ready" or will be required to be undertaken this financial year, given commitments previously made by Council.
6. An important consideration in preparing any budget is to ensure that Council works towards achieving financial sustainability for the future. The draft budget reflects a number of factors to maintain financial sustainability, which will impact not only on this year's budget but will have a compounding effect in future budgets.

## GOVERNMENT & PUBLIC CONSULTATION

7. The Department of Local Government, Sport and Cultural Industries is not consulted prior to budget adoption. Once the Budget is adopted, a copy is sent to the Department for review.

## PUBLIC CONSULTATION / ENGAGEMENT

8. Budget information will be published in the local newspapers and on the City of Albany website.

## STATUTORY IMPLICATIONS

9. This item directly relates to, and contributes to achievement of, the Strategies within the Community Strategic Plan – Albany 2023, and Corporate Business Plan- 2017-2021.

## POLICY IMPLICATIONS

10. Nil.

## RISK IDENTIFICATION & MITIGATION

11. The risk identification and categorisation relies on the City's Enterprise Risk and Opportunity Management Framework.

Risk	Likelihood	Consequence	Risk Analysis	Mitigation
<b>Financial &amp; Reputation:</b> <i>Council does not endorse the 2018/19 Budget, with the consequence risk of deferred cash flow, and thus inability to meet financial commitments.</i>	<i>Unlikely</i>	<i>Extreme</i>	<i>Extreme</i>	<i>Delegated authority to the CEO to incur expenditure under the Local Government Act 1995 until Budget endorsement.</i>  <i>Reconsideration of the budget paper at a Council meeting prior to 31 August 2018.</i>

## FINANCIAL IMPLICATIONS

12. The 2019/20 Budget sets the parameters for expenditure of City resources.
13. The City must meet its legislative and debt obligations through endorsement of a budget. Failure to do so incurs considerable financial and other risks to the City.

## LEGAL IMPLICATIONS

14. Nil.

## ALTERNATE OPTIONS

15. Council adopt the 2019/20 Annual Financial Budget with changes.

## SUMMARY CONCLUSION

16. Endorsement of the budget provides delegated authority to the CEO to incur expenditure from 1 July 2019 until 30 June 2020.

<b>Consulted References</b>	:	<ul style="list-style-type: none"> <li>Local Government Act 1995</li> <li>Local Government (Financial Management) Regulations 1996.</li> </ul>
<b>File Number (Name of Ward)</b>	:	FM.BUG.12
<b>Previous Reference</b>	:	<ul style="list-style-type: none"> <li>Budget Workshop – 4 June 2019</li> <li>OCM July 2018 Resolution CCCS068</li> </ul>

11. **MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN**
12. **MEETING CLOSED TO THE PUBLIC**
13. **CLOSURE**