

BUSINESS PAPER

ORDINARY MEETING OF COUNCIL

To be held at 6:00 pm on

Monday 8 August 2022

Council Chambers, Level 10, Council Administration Building, 41 Burelli Street, Wollongong

(Note: In accordance with the Code of Meeting Practice, Councillors will be able to attend and participate in this meeting via electronic means)

Order of Business

- 1 Opening Meeting
- 2 Acknowledgement of Traditional Custodians
- 3 Civic Prayer
- 4 Apologies and Applications for Leave of Absence by Councillors
- 5 Confirmation of Minutes of Ordinary Council Meeting
- 6 Confirmation of Minutes of Extraordinary Ordinary Council Meeting
- 7 Conflicts of Interest
- 8 Petitions and Presentations
- 9 Confirmation of Minutes of Council Committee Meeting
- 10 Public Access Forum
- 11 Call of the Agenda
- 12 Lord Mayoral Minute
- 13 Urgent Items
- 14 Reports to Council
- 15 Reports of Committees
- 16 Items Laid on the Table
- 17 Notices of Motions(s)/Questions with Notice
- 18 Notice of Rescission Motion
- 19 Confidential Business
- 20 Conclusion of Meeting

- Members
- Lord Mayor Councillor Gordon Bradbery AM (Chair) Deputy Lord Mayor – Councillor Tania Brown Councillor Ann Martin Councillor Cameron Walters Councillor Cath Blakey Councillor David Brown Councillor Dom Figliomeni Councillor Dom Figliomeni Councillor Elisha Aitken Councillor Elisha Aitken Councillor Janice Kershaw Councillor John Dorahy Councillor Linda Campbell Councillor Mithra Cox Councillor Richard Martin



Statement of Ethical Obligations

In accordance with clause 3.23 of the Model Code of Meeting Practice, released by the NSW Office of Local Government, Councillors are reminded of their Oath or Affirmation of Office made under section 233A of the Act and their obligations under Council's Code of Conduct to disclose and appropriately manage conflicts of interest

OATH OR AFFIRMATION OF OFFICE

The Oath or Affirmation is taken by each Councillor whereby they swear or declare to undertake the duties of the office of councillor in the best interests of the people of Wollongong and Wollongong City Council and that they will faithfully and impartially carry out the functions, powers, authorities and discretions vested in them under the *Local Government Act 1993* or any other Act to the best of their ability and judgment.

CONFLICTS OF INTEREST

All Councillors must declare and manage any conflicts of interest they may have in matters being considered at Council meetings in accordance with the Council's Code of Conduct. All declarations of conflicts of interest and how the conflict of interest was managed will be recorded in the minutes of the meeting at which the declaration was made.

Councillors attending a meeting by audio-visual link must declare and manage any conflicts of interest they may have in matters being considered at the meeting in accordance with Council's Code of Conduct. Where a councillor has declared a pecuniary or significant non-pecuniary conflict of interest in a matter being discussed at the meeting, the councillor's audio-visual link to the meeting will be suspended or terminated for the time during which the matter is being considered or discussed by Council, or at any time during which Council is voting on the matter.

Councillors should ensure that they are familiar with Parts 4 and 5 of the Wollongong City Council **Code of Conduct for Councillors** in relation to their obligations to declare and manage conflicts of interests.

Staff should also be mindful of their obligations under the Wollongong City Council **Code of Conduct for Staff** when preparing reports and answering questions during meetings of Council.



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MINUTES

ORDINARY MEETING OF COUNCIL

at 6:00 pm

Monday 18 July 2022

Present

Lord Mayor – Councillor Gordon Bradbery AM (in the Chair) Deputy Lord Mayor – Councillor Tania Brown Councillor Ann Martin Councillor Cameron Walters Councillor Cath Blakey Councillor David Brown Councillor Dom Figliomeni Councillor Elisha Aitken

Councillor Janice Kershaw Councillor John Dorahy Councillor Linda Campbell Councillor Mithra Cox (attended electronically) Councillor Richard Martin

In Attendance

General ManagerCDirector Infrastructure + Works, Connectivity Assets + Liveable CityJDirector Planning + Environment, Future City + NeighbourhoodsLDirector Corporate Services, Connected + Engaged CityFDirector Community Services, Creative + Innovative CityKChief Information Officer (attended electronically)LManager Governance + Customer ServiceTManager Regulation + EnforcementCManager Project Delivery (attended electronically)GManager Infrastructure Strategy + PlanningJManager Open Space + Environmental Services (attended electronically)FManager Community Cultural + Economic DevelopmentSLand Use Planning ManagerC

- Greg Doyle Joanne Page Linda Davis Renee Campbell Kerry Hunt Ingrid McAlpin Todd Hopwood Chris Stewart Corey Stoneham Glenn Whittaker Jeremy Morgan Paul Tracey Sue Savage David Green
- Note: In accordance with the Code of Meeting Practice, participants in the meeting can participate via electronic means. Those who participated via electronic means are indicated in the attendance section of the Minutes.

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A PROCEDURAL MOTION was MOVED by Councillor Blakey seconded Councillor D Brown that an application for leave from Councillor Blakey for the Council Meeting of 8 August be accepted. The MOTION was PUT to the VOTE and CARRIED UNANIMOUSLY.

CONFLICTS OF INTERESTS

Councillor Walters declared a pecuniary conflict of interest in Item 1 - Public Exhibition - Draft Helensburgh Park Crown Reserves Plan of Management, as he lives in close proximity to the lands in the item and as such it has the ability to affect the property prices in his street. Councillor Walters advised he would depart the meeting during debate and voting on the item.

PRESENTATION

The Lord Mayor, Councillor Bradbery tabled a sign sent by the City of Saint-Cyprien-de-Napierville, Quebec, Canada, commemorating the naming of Rue Joseph Marceau. Joseph Marceau was a French-Canadian patriot, transported to NSW in late 1839 as a convict. In 1844 he was pardoned by Queen Victoria and he lived out his life as a farmer in West Dapto where he is now buried at the West Dapto Catholic Cemetery.

CONFIRMATION OF MINUTES OF ORDINARY MEETING OF COUNCIL HELD ON MONDAY, 27 JUNE 2022

699 COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor T Brown that the Minutes of the Ordinary Meeting of Council held on Monday, 27 June 2022 (a copy having been circulated to Councillors) be taken as read and confirmed.

CALL OF THE AGENDA

700 COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor R Martin that the staff recommendations for Items 2, 3, 5 then 8-10 inclusive be adopted as a block.

ITEM A - LORD MAYORAL MINUTE - IMPACT OF RECENT WEATHER EVENTS ON THE REGION'S INFRASTRUCTURE

701 COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor Bradbery that -

Wollongong City Council -

- 1 Notes the substantial disruption caused by the recent rain events (February to July 2022) on the social and economic activity of the city and region.
- 2 Convenes a meeting of stakeholders to formulate an overview of this impact and identify issues to lobby State and Federal Ministers and Agencies, for investment in transport and other infrastructure to build resilience, noting:
 - Among those invited (but not excluding other possible stakeholders) State and Federal Members of Parliament, BlueScope Steel, NSW Ports, GrainCorp, Qube Logistics, University of Wollongong, Manildra Group, Coregas, Cement Australia, South 32, RDA Illawarra, Business Illawarra, i3net, Shellharbour, Kiama and Shoalhaven Councils, ISJO and Port Kembla Gateway.
 - b That as part of the success and future promotion of the Region's economic activity, there needs to be clear investment priorities to improve transport links and resilience to avoid constrained assets and limiting investment opportunities.

- Variation The variation moved by Councillor Figliomeni (the addition of Port Kembla Gateway to Point 2a) was accepted by the mover.
- *Variation* The variation moved by Councillor T Brown (the addition of State and Federal Members of Parliament to Point 2a) was accepted by the mover.

DEPARTURE OF COUNCILLOR

Due to a disclosed Conflict of Interest in Item 1, Councillor Walters departed the meeting at 6:34 pm and was not present for the debate nor voting on Item 1. Councillor Walters returned to the meeting at 6:40 pm at the conclusion of Item 1.

ITEM 1 - PUBLIC EXHIBITION - DRAFT HELENSBURGH PARK CROWN RESERVES PLAN OF MANAGEMENT

- 702 COUNCIL'S RESOLUTION RESOLVED UNANIMOUSLY on the motion of Councillor Cox seconded Councillor R Martin that -
 - 1 The draft Helensburgh Park Crown Reserves Plan of Management (Attachment 2) be referred to the NSW Department of Planning and Environment Crown Lands
 - a as the landowner, as required by section 39 of the Local Government Act 1993;
 - b for Ministerial consent to exhibit the draft Plan of Management as required by clause 70B of the Crown Land Management Regulation 2018; and
 - c for Ministerial consent to apply the additional Crown reserve purpose of "community purposes" under section 3.38 of the Crown Land Management Act 2016, to enable the development and operation of a new Helensburgh Community Centre and Library facility.
 - 2 Following the receipt of approval by the Department as landowner and the Minister's consent, the draft Helensburgh Park Crown Reserves Plan of Management be exhibited for a minimum period of 42 days.
 - 3 A further report be submitted to Council on the community feedback received following the exhibition period.

ITEM 2 - POST EXHIBITION - REVIEW OF WOLLONGONG DEVELOPMENT CONTROL PLAN 2009: CHAPTER E23 RIPARIAN LAND MANAGEMENT

The following staff recommendation was adopted as part of the Block Adoption of Items (refer Minute Number 700)

COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor R Martin that The updated Wollongong Development Control Plan 2009 Chapter E23 Riparian Land Management (Attachment 3) be adopted, and a notice be placed on Council's website.

ITEM 3 - PUBLIC EXHIBITION - DRAFT PUBLIC ART STRATEGY 2022 - 2032

The following staff recommendation was adopted as part of the Block Adoption of Items (refer Minute Number 700)

COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor R Martin that -

- 1 Council endorse the Draft Public Art Strategy 2022-2032 for public exhibition from 1 to 29 August 2022 inclusive.
- 2 A further report be submitted to Council on the community feedback received, following the exhibition period.

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ITEM 4 - ANIMAL IMPOUNDING SERVICE - JOINT PROCUREMENT

703 COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor Blakey seconded Councillor Cox that Council endorse an exemption from tendering requirements in accordance with s55(3)(i) of the *Local Government Act 1993* due to unavailability of competitive tenderers and commence direct negotiations with any person with the intent to entering a contract for the provision of an Animal Impounding Service. In conducting the negotiations, processes to ensure compliance with the newly introduced Section 64B of the Companion Animals Act should be discussed.

ITEM 5 - PROPOSED GRANT OF PIPELINE EASEMENTS AND CONSTRUCTION LICENCES OVER VARIOUS WOLLONGONG CITY COUNCIL PROPERTIES AND PUBLIC ROAD RESERVES

The following staff recommendation was adopted as part of the Block Adoption of Items (refer Minute Number 700)

COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor R Martin that -

- 1 Council approves the grant of Pipeline Easements ten (10) metres wide in respect of the various Council properties and public road reserves, as outlined in the Land Schedule Table in this report.
- 2 Council accept payment in the amount of \$565,034 (plus GST if applicable) from Jemena as compensation payable for the grant of the Pipeline Easements over the various Council properties and public road reserves, as outlined in the Land Schedule Table in this report.
- 3 Council grant the necessary licences and road occupation approvals for those proposed construction licensed areas outlined in the Land Schedule Table in this report and accept the payment in the amount of \$458,304 (plus GST if applicable) from Jemena as annual construction rental for the various Council properties and road reserves occupied.
- 4 The applicant be responsible for all Council's reasonable costs incurred in respect of the proposed grant of easements and construction licences, including reimbursement of Council's valuation and legal costs in accordance with the *Land Acquisition (Just Terms Compensation) Act 1991*.
- 5 Council delegate authority to the General Manager to finalise negotiations in the proposed granting of pipeline easements and the entering into construction licences as contained in this report.
- 6 The General Manager be authorised to execute any documents to give effect to this resolution.
- 7 Approval be granted to affix the Common Seal of Council and/or delegation pursuant to Section 377 of the *Local Government Act 1993* for the required documents, including Plans and Section 88B Instruments/Transfer Granting Easements and any other documentation required to give effect to this resolution.

ITEM 6 - FLOODPLAIN RISK MANAGEMENT COMMITTEES AND WALKING CYCLING AND MOBILITY REFERENCE GROUP

- 704 COUNCIL'S RESOLUTION RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor Campbell that -
 - 1 Council adopt the draft Charter for the Floodplain Risk Management Committee.
 - 2 Council adopt the draft Charter for the Walking, Cycling and Mobility Reference Group.
 - 3 Three Councillor Representatives (with the Reference Group Charter to be amended to reflect this) be appointed to the Walking Cycling and Mobility Reference Group as listed below for the term of Council:
 - Cr David Brown (Chair)
 - Cr Dom Figliomeni
 - Cr Mithra Cox
 - 4 Council seek nominations from NSW Government Agencies and Departments for the Floodplain Risk Management Committee and the Walking, Cycling and Mobility Reference Group as outlined in the respective Charters.

ITEM 7 - COUNCILLOR ATTENDANCE AT THE LOCAL GOVERNMENT NSW (LGNSW) ANNUAL CONFERENCE - 23 -25 OCTOBER 2022

- 705 COUNCIL'S RESOLUTION RESOLVED UNANIMOULSY on the motion of Councillor D Brown seconded Councillor Walters that –
 - 1 The Lord Mayor, Deputy Lord Mayor and Councillors D Brown, A Martin, Kershaw, Blakey and Figliomeni be authorised as the voting delegates to attend the NSW Annual Conference and associated functions at the Hunter Valley from 23 to 25 October 2022.
 - 2 Council delegate to the General Manager, authority to approve attendance of any additional Councillors requesting to attend the Conference, over and above the nominated voting delegates.

The Lord Mayor advised the meeting that six Councillors had nominated for the five Councillor voting delegate positions at the LGNSW Conference and handed proceedings over to the Returning Officer to conduct an election to determine the voting delegates.

The Returning Officer for the election (Manager Governance and Customer Service) advised the meeting that the nominations had been received from Councillors D Brown, A Martin, Kershaw, Blakey, Figliomeni and Aitken.

Following the election, the Returning Officer declared that Councillors D Brown, A Martin, Kershaw, Blakey and Figliomeni were elected as Council's voting delegates. It was noted Cr Walters will attend as a LGNSW Board Member and Cr Aitken can attend as a non-voting delegate.

ITEM 8 - TENDER T1000058 - HOOKA POINT FOOTBRIDGE AND JETTY REFURBISHMENT - SUSSEX STREET, BERKELEY

The following staff recommendation was adopted as part of the Block Adoption of Items (refer Minute Number 700)

COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor R Martin that -

1 In accordance with Section 178(1)(a) of the Local Government (General) Regulation 2021, Council accept the tender of Dynamic Civil Pty Ltd for the Hooka Point Footbridge and Jetty Refurbishment, in the sum of \$671,594 including GST.

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- Council delegate to the General Manager the authority to finalise and execute the contract and any other documentation required to give effect to this resolution.
- 3 Council grant authority for the use of the Common Seal of Council on the contract and any other documentation, should it be required, to give effect to this resolution.

ITEM 9 - TENDER T1000069 - WESTERN SUBURBS POOL, UNANDERRA - STAGE 1 ACCESSIBLE WATER PLAY FACILITY AND AMENITIES UPGRADE

The following staff recommendation was adopted as part of the Block Adoption of Items (refer Minute Number 700)

COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor R Martin that -

- 1 a In accordance with Section 178(1)(b) of the Local Government (General) Regulation 2021, Council decline to accept any of the tenders received for Western Suburbs Pool Stage 1: Accessible Water Play and Amenities and resolve to enter into negotiations with suitably qualified parties with a view to entering into a contract in relation to the subject matter of the tender.
 - b In accordance with Section 178(4) of the Local Government (General) Regulation 2021, the reason for Council hereby resolving to enter into negotiations with suitably qualified parties and not inviting fresh tenders is that it is anticipated that a satisfactory outcome can be achieved with one of those suitably qualified parties who demonstrate a capacity and ability to undertake the works.
- 2 Council delegate to the General Manager the authority to undertake and finalise the negotiations, with any suitably qualified party with a view to enter into a contract in relation to the subject matter of the tender.
- 3 Council grant authority for the use of the Common Seal of Council on the contract and any other documentation, should it be required, to give effect to this resolution.

ITEM 10 - RETURNS OF DISCLOSURES OF PECUNIARY INTERESTS - JULY 2022

The following staff recommendation was adopted as part of the Block Adoption of Items (refer Minute Number 700)

COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor R Martin that Council note the tabling of the Returns of Disclosures of Interest as required by Part 4 of the Model Code of Conduct

THE MEETING CONCLUDED AT 6:52 PM

Confirmed as a correct record of proceedings at the Ordinary Meeting of the Council of the City of Wollongong held on Monday 8 August 2022.

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18 July 2022

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Chairperson



MINUTES

EXTRAORDINARY MEETING OF COUNCIL

at 5:00 pm

Monday 25 July 2022

Present

Lord Mayor – Councillor Gordon Bradbery AM (in the Chair) Deputy Lord Mayor – Councillor Tania Brown Councillor Ann Martin Counc Councillor Cameron Walters Counc Councillor Cath Blakey (attended electronically) Counc Councillor David Brown Counc Councillor Dom Figliomeni Counc Councillor Elisha Aitken (attended electronically)

Councillor Janice Kershaw (attended electronically) Councillor John Dorahy (attended electronically) Councillor Linda Campbell Councillor Mithra Cox (attended electronically) Councillor Richard Martin

In Attendance

General Manager Director Planning + Environment, Future City + Neighbourhoods Director Corporate Services, Connected + Engaged City Director Community Services, Creative + Innovative City (attended electronically) Chief Financial Officer Manager Governance + Customer Service Manager City Strategy (attended electronically) Greg Doyle Linda Davis Renee Campbell Kerry Hunt

Brian Jenkins Todd Hopwood Chris Stewart

Note: In accordance with the Code of Meeting Practice, participants in the meeting can participate via electronic means. Those who participated via electronic means are indicated in the attendance section of the Minutes.



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A PROCEDURAL MOTION was MOVED by Councillor D Brown seconded Councillor Dorahy that Cr Mithra Cox be approved to attend, via audio-visual link, the Extraordinary Council Meeting held on 25 July, 2022 in accordance with Clause 5.21 of Council's Code of Meeting Practice. The MOTION was PUT to the VOTE and CARRIED UNANIMOUSLY.

ITEM 1 - ADJUSTMENT TO MAKING OF RATES FOR 2022-23

706 COUNCIL'S RESOLUTION - RESOLVED UNANIMOUSLY on the motion of Councillor D Brown seconded Councillor T Brown

- 1 Council amends its Revenue Policy, Fees & Charges 2022-2023 adopted on 27 June 2022, to adjust the rates in line with the revised rates table included within this report.
- 2 Council make the revised rates for the period 1 July 2022 to June 2023 as specified in the table below inclusive of the special rate variation of 1.8% approved by the Independent Pricing and Regulatory Tribunal (IPART).

Rating Category	Name of sub-category	Number of Properties	Ad Valorem Rate *	Amount \$	Percentage Total Rate	Notional Income Yield
Residential		81,012.90	0.00202636	\$796.31 (B)	50.00%	129,023,015
Farmland		121.00	0.00147095	\$1046.09 (M)	4.13%	340,054
Business	Ordinary	295.00	0.00208051			53,124
Business	Commercial	2,095.15	0.01309066	\$1046.09 (M)	11.79%	21,666,368
Business	3c Regional Business	280.48	0.01656030	\$936.70 (M)	4.99%	6,944,307
Business	Light Industrial	1,330.47	0.01013789	\$1046.09 (M)	33.37%	6,985,971
Business	Heavy Industrial	478.00	0.01647128	\$1046.09 (M)	24.69%	7,304,337
Business	Heavy 1 Activity 1	39.00	0.02566445	\$936.70 (M)	2.56%	8,878,732
Mining		12.00	0.01190666	\$1046.09 (M)	16.67%	996,120
Special Rates	Wollongong Mall Rate	73.00	0.00664115			1,241,092
Special Rates	City Centre Rate	670.19	0.00064411			442,763
* 4	* Ad valorem Rate is presented as rate in dollar as this is how it will be presented on the rate notice					183,875,884
	(B) = Base Amount, (M) = Minimum Rate					

THE MEETING CONCLUDED AT 5:03 PM

Confirmed as a correct record of proceedings at the Ordinary Meeting of the Council of the City of Wollongong held on Monday 8 August 2022.

Chairperson



ITEM 1

POST EXHIBITION - REVIEW OF WOLLONGONG DCP 2009: CHAPTER C3 BOARDING HOUSES AND SCHEDULE 1 OF CHAPTER E3 CAR PARKING, ACCESS SERVICING/LOADING FACILITIES AND TRAFFIC MANAGEMENT

On 23 May 2022, Council resolved to exhibit an updated draft Wollongong Development Control Plan (DCP) 2009 Chapter C3 Boarding Houses and Schedule 1 of Chapter E3 Car Parking, Access Servicing/Loading Facilities and Traffic Management. The draft amendments were exhibited from 13 June 2022 to 18 July 2022. One submission was received.

It is recommended that Council resolve to adopt an amended Wollongong Development Control Plan 2009 Chapter C3 Boarding Houses and Schedule 1 of Chapter E3 Car Parking, Access Servicing/Loading Facilities and Traffic Management.

RECOMMENDATION

- 1 The revised and updated Wollongong Development Control Plan 2009 Chapter C3 Boarding Houses be adopted, and a notice be placed on Council's website.
- 2 The revised and updated Wollongong Development Control Plan 2009 Schedule 1 of Chapter E3 Car Parking, Access Servicing/Loading Facilities and Traffic Management be adopted, and a notice be placed on Council's website.

REPORT AUTHORISATIONS

Report of:Chris Stewart, Manager City StrategyAuthorised by:Linda Davis, Director Planning + Environment - Future City + Neighbourhoods

ATTACHMENTS

- 1 Draft Wollongong Development Control Plan 2009 Chapter C3 Boarding Houses
- 2 Schedule 1 Chapter E3 Car Parking, Access, Servicing/Loading Facilities and Traffic Management

BACKGROUND

Wollongong Development Control Plan 2009 Chapter C3 Boarding Houses was adopted by Council on 3 March 2010. Chapter C3 and Schedule 1 of Chapter E3 outline the requirements when carrying out development for a Boarding House.

A review of the chapter has been undertaken to bring it in line with current legislation, environmental planning instruments, including the recently introduced State Environmental Planning Policy (Housing) 2021, recognised best practice and existing Council policies and documentation.

An initial report outlining the proposed amendments was provided to Council on 23 May 2022. Council resolved that –

- 1 Draft Wollongong Development Control Plan 2009 Chapter C3 Boarding Houses be exhibited for a minimum of 28 days.
- 2 Draft Wollongong Development Control Plan 2009 Chapter E3 Car Parking, Access, Servicing/Loading Facilities and Traffic Management, Schedule 1 – Car Parking, Bicycle Motorcycle and Delivery Vehicle Parking Requirements be exhibited for a minimum of 28 days.
- 3 Following the exhibition period, a report outlining the submissions received from the public exhibition process with recommendations regarding the progression of the draft Development Control Plan amendments be presented for Council's consideration.

The draft amended Development Control Plan Chapter C3 and Schedule 1 of Chapter E3 were exhibited between 13 June 2022 and 18 July 2022. Council received one (1) submission supporting the amended documents.



PROPOSAL

This report presents the main theme raised in the submission, which generally supported the proposed amendments and provides a response to the matter. It is recommended that Council adopt the revised DCP Chapter C3 (Attachment 1) and Schedule 1 of Chapter E3 (Attachment 2).

CONSULTATION AND COMMUNICATION

Notice of the exhibition was given in the Illawarra Mercury on 8 June 2022 in Council's Community Update page and again on 13 June 2022.

The draft Chapter was exhibited between 13 June 2022 and 18 July 2022. The exhibition was made available through Council's engagement website. <u>https://our.wollongong.nsw.gov.au/</u>, and hard copies at Council's Libraries and Council's Administration Building Customer Service and was forwarded to the operating Neighbourhood Forums.

The exhibition webpage was viewed by 56 people, of which 8 downloaded a document. No submissions were made through the engagement webpage.

Neighbourhood Forum 5 indicated general support for the revised Chapter, with the following advice received on 10 June 2022.

'At its meeting on 1st June the Forum resolved to support the changes to Wollongong Development Control Plan 2009 Chapter C3 Boarding Houses and Chapter E3 Car Parking, Access, etc.'

PLANNING AND POLICY IMPACT

Our Wollongong 2032 - Community Strategic Plan

This report contributes to the delivery of Our Wollongong Our Future 2032 Community Strategic Plan Objectives "Our natural environments are protected, and our resources will be managed effectively" and" Development is well planned and sustainable and we protect our heritage" under the Community Goal "We value and protect our environment". It specifically delivers on the following -

Community Strategic Plan 2032		Delivery Program 2022-2026	Operational Plan 2022-23
Strategy		Service	Operational Plan Actions
1.5	Maintain the unique character of the Wollongong Local Government Area, while balancing development, population growth and housing needs	Prepare Local Environmental Plans and Development Control Plans, which enable the community's goals for liveability, sustainability and amenity.	Nil

CONCLUSION

The Wollongong DCP 2009 Chapter C3 Boarding Houses and Schedule 1 of Chapter E3 Car Parking, Access Servicing/Loading Facilities and Traffic Management has been reviewed following changes to the Wollongong Local Environmental Plan 2009 and the introduction of the State Environmental Planning Policy (Housing) 2021. The draft chapter has been formally exhibited. Council received one (1) submission, that was supportive of the amendments.

It is recommended that Wollongong Development Control Plan 2009 Chapter C3 Boarding Houses and Schedule 1 of Chapter E3 Car Parking, Access Servicing/Loading Facilities and Traffic Management be adopted, and a notice be placed on Council's website advising of the adoption.



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Wollongong Development Control Plan 2009 (Adopted XX August 2022)

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Part C – Specific Land Use Controls Chapter C3: Boarding Houses

Document Control						
Document ID:	Document ID: Wollongong DCP 2009 – C3: Boarding Houses					
Revision No Adoption Date In Force Date Revision Details						
1	15/12/2009	3/3/2010	Adopted chapter as part of DCP.			
2	14/3/2016	30/3/2016	Revisions to align with state legislation			
3	ТВА	ТВА	Revision to align with state legislation			



Part C – Specific Land Use Controls Chapter C3: Boarding Houses

1 INTRODUCTION

Boarding houses are generally permitted and assessed under State Environmental Planning Policy (Housing) 2021 (SEPP) within all residential zones and B1 Neighbourhood Centre, B2 Local Centre and B4 Mixed Use.

In addition to the SEPP, the Wollongong Local Environmental Plan 2009 and the Wollongong Development Control Plan 2009, applicants should be aware of their obligations under the Boarding Houses Act 2012 and the requirements of the Boarding Houses Regulation 2013.

This chapter aims to encourage the provision of quality boarding houses and to set appropriate standards for development applications, made under the Wollongong Local Environmental Plan 2009.

This chapter of the DCP should be read in conjunction the WLEP 2009 and Part A, Part B, Part D and Part E of the Wollongong Development Control Plan 2009, which includes Chapter E6 Landscaping, E7 Waste Management, E14 Stormwater Management, E15 Water Sensitive Urban Design, E13 Floodplain Management, E19 Earthworks (Land Reshaping Works), E22 Soil and Sediment Control.

When reading this Chapter some controls have been aligned with the SEPP to allow for continuity of planning outcomes. It should be noted that, within the dictionary of the SEPP, a relevant planning instrument is defined as: environmental planning instrument, other than this Policy, or a development control plan, if any, that applies to the land on which the development will be carried out. Therefore, the controls within this Chapter and those listed herein shall apply, where necessary, to applications made under the WLEP 2009.

Note: The SEPP (Housing) 2021 applies to applications for the development of a boarding house when made by or on behalf of the Land and Housing Corporation.

2 **OBJECTIVES**

- 1. The primary objectives of this chapter are to:
 - (a) Encourage the provision of high-quality boarding houses within the city;
 - (b) Encourage the location of boarding houses within accessible walking distance to public transport;
 - (c) Encourage the location of boarding houses within areas where there is access to services and facilities for employment, entertainment, tertiary education and recreation;
 - (d) Minimise any potential adverse privacy or amenity impacts associated with boarding houses on adjoining properties and surrounding locality; and
 - (e) Provide appropriate levels of amenity (internal and external) for residents within boarding houses.

3 DEVELOPMENT CONTROLS FOR BOARDING HOUSES

3.1 Location of Boarding Houses

- 1. The following should be applied when locating boarding houses:
 - a) Boarding houses should generally be located within areas that have:
 - b) Access to public transport within 400 metres walking distance of a railway station or bus stop used by a regular bus service (within the meaning of the Passenger Transport Act 1990) that has at least one bus per hour servicing the bus stop between 06.00 and 21.00 each day from Monday to Friday (inclusively) and between 08.00 and 18.00 on each Saturday and Sunday.
 - c) Boarding houses should have access to employment and or services (either within walking distance or via public transport)
 - d) Access to parks or open space corridors
 - e) Access to educational institutes such as Universities.



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 Clustering of boarding houses should be avoided so as to reduce the amenity impacts on residential areas. A separation distance of 150m should be considered from existing boarding houses in areas not covered by the SEPP.

3.2 Minimum Lot Sizes

- 1. The minimum lot size for a boarding house is not less than;
 - (a) For land in Zone R3 Medium Density Residential the minimum lot size requirements for multi dwelling housing applies.
 - (b) All other zones the minimum lot size requirements for residential flat buildings apply

3.3 Setbacks

- 1. The front side and rear setbacks for the boarding house are not less than:
 - (a) For development on land in Zone R3 Medium Density Residential the minimum setback requirements for multi dwelling housing apply.
 - (b) For development on land in Zone R4 High Density Residential, or where permitted, the boarding house has at least 3 storeys the minimum setback requirements for residential flat buildings under the Apartment Design Guide apply.
 - (c) For all other zones, the built form of the boarding house will determine the setback requirement. Where a proposed boarding house has the built form of a dwelling house, multi-unit dwelling or residential apartment building, the relevant setback requirements of Chapter B1 Residential Development or B3 Mixed Use Development shall apply.

Where clause 3.3 (1)(c) applies, Council recommends applicants request a prelodgement meeting prior to submitting a development application for a boarding house to discuss the proposed built from and to determine the required setbacks.

3.4 Landscaping

- 1. The landscaping is to be compliant with the requirements of the SEPP (Housing) 2021 and address controls within Chapter E6 Landscaping of this DCP.
- 2. In land use zones not specified in the SEPP (Housing) 2021, the built form of the boarding house will determine the minimum landscaping and deep soil requirements. Where a proposed boarding house has the built form of a dwelling house, multi-unit dwelling or residential apartment building, the relevant landscaping and deep soil zone requirements of Chapter B1 Residential Development or B3 Mixed Use Development shall apply.
- 3. A landscape plan will be required for new purpose-built boarding houses in accordance with Chapter E6 Landscaping.
- 4. Landscaped areas must be integrated with the drainage design. The location of drainage lines, pits, and detention areas should not conflict with landscaped areas including proposed and existing trees.
- 5. Street trees are required to be planted in accordance with Chapter E6: Landscaping of the Wollongong Development Control Plan 2009.

Where clause 3.4 (2) applies, Council recommends the applicant request a pre-lodgement meeting prior to submitting a development application for a boarding house to discuss the proposed built from and to determine the required landscaping.



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4 MINIMUM FACILITIES FOR BOARDING HOUSES – BUILDING CODE OF AUSTRALIA

4.1 Class 1(b) Boarding Houses

- 1. The Building Code of Australia classifies buildings based on their purpose. Class 1(b) boarding houses are recommended to make provision for the following facilities within the development:
 - (a) Bedrooms;
 - (b) Laundry facilities;
 - (c) Toilet facilities;
 - (d) Communal living room area (optional for 6 persons or less); and
 - (e) Garbage storage and recycling facilities.
 - (f) Shall not to exceed a maximum of 12 live in residents.

(g) Shall not exceed a maximum floor space of 300 m^2 (measured over the enclosed wall of the whole Class 1b building).

4.2 Class 3 Boarding Houses

- 1. The Building Code of Australia classifies buildings based on their purpose. Class 3 boarding houses are recommended to make provision for the following facilities within the development:
 - (a) Bedrooms;
 - (b) Laundry facilities;
 - (c) Toilet facilities;
 - (d) Communal kitchen area for food preparation (in addition to any private kitchenette);
 - (e) Communal living room area;
 - (f) Individual and communal storage facilities;
 - (g) Garbage and recycling facilities; and
 - (h) Manager / operator accommodation.

5 GENERAL BOARDING HOUSE CONTROLS

The following controls apply in addition to the Class requirements under Building Code of Australia.

- 1. The design of the boarding house will be compatible with the desirable elements of the character of the local area or precinct.
- 2. The design of boarding houses must demonstrate a balance between the shared and private areas. Boarding house residents generally only occupy their own bedroom and share the remainder of the internal areas with other residents of the building, so shared areas are a particularly significant component in a boarding house.
- 3. Each boarding room, excluding an area, if any, used for the purposes of private kitchen or bathroom facility, shall be a minimum of 12m² for 1 person or 16m² for 2 people.
- 4. Each boarding room, excluding an area, if any, used for the purposes of private kitchen or bathroom facility, shall not exceed 25 m².
- 5. No boarding room will be occupied by more than 2 adult residents.
- 6. For a boarding house on land in a business zone no part of the ground floor of the boarding house that fronts a street will be used for residential purposes.



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- 7. Where an ensuite bathroom facility is to be provided this shall be a minimum of 3m². This is to be provided in addition to the 12m² or 16m² for the boarding room size.
- 8. Where shared bathroom facilities are proposed in a Class 1(b) Boarding House the bathroom must:
 - (a) Comply with the Building Code of Australia.
 - (b) Must be located so as to be accessible to all occupants.
 - (c) A minimum of one (1) bath or shower, 1 closet pan and washbasin with hot and cold running water is to be provided for each 10 occupants or part thereof.
- 9. Shared bathroom facilities for Class 3 Boarding houses are required to comply with the Building Code of Australia.
- 10. Communal kitchens in Class 1(b) boarding house are to be:
 - (a) Supplied with cupboards, kitchen sink, food preparation benches and cooking facilities plus tables and chairs in a central location accessible to all residents.
 - (b) Communal kitchens shall be a minimum area of 6.5m² for up to 6 residents or 11m² for more than 6 residents up to 12 residents.
 - (c) Where minor kitchenette facilities are provided within all bedrooms they shall be comprised of a fridge, adequate cupboards and shelves and a microwave (For fire safety reasons no other cooking appliances are permitted).
- 11. Class 3 communal kitchen and dining area are to be:
 - (a) A minimum of 15m² plus 1m² per additional person above 12 persons; or
 - (b) All bedrooms shall contain kitchenette facilities a fridge, adequate cupboards and shelves and a microwave. (For fire safety reasons no other cooking appliances are permitted)
- 12. Laundry and clothes drying facilities are to be provided at a rate of:
 - (a) One (1) washing machine and washing tub is required for every 10 rooms; and
 - (b) One (1) clothes dryer or a Min. 30 metres of clothesline for every 10 rooms is required.
- 13. Kitchen sink or washbasin must not be counted as a laundry washtub.
- 14. Boarding houses with 6 boarding rooms must provide at least one communal living room of at least 30 m² to accommodate the proposed number of residents.
- 15. Boarding houses with more than 6 boarding rooms must provide at least a total of 30 m2 of communal living room plus at least a further 2 m² for each boarding room in excess of 6 rooms
- 16. Each communal living room is to have a minimum dimension of 3 metres
- 17. At least one communal living room should receive a minimum of 3 hours direct sunlight between 9am and 3pm on 22 June.
- 18. Communal living rooms should be appropriately located to minimise impacts on adjoining properties.
- 19. Communal open space is to be provided with an area of at least 20% of the site area, with a minimum dimension of 3 metres.
- 20. Communal open space is to be located as per the controls in Chapter B1 Residential Development or B3 Mixed Use Development and Chapter E6 Landscaping.
- 21. Communal open space is to be provided in a location that will not impact upon neighbouring properties.
- 22. A minimum 1.5 m vegetated landscaping bed is to be used to separate communal open space from any boundary.



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- 23. If accommodation is provided on site for a boarding house manager, then one area of at least 8 metres square with a minimum dimension of 2.5 metres is to be provided adjacent to the accommodation for the purpose of private open space.
- 24. Parking spaces for vehicles, motorcycles, and bicycles shall be provided, as per the rates given within Chapter E3 Car Parking.
- 25. All new boarding houses or major alterations and additions to existing boarding houses will be required to provide suitable disabled access arrangements into and within the boarding house in accordance with Chapter E1 Access for People with Disability, the Disability (Access to Premises Buildings) Standards 2010 (Premises Standards), the National Construction Code and applicable Australian Standards.
- 26. Subdivision or community title subdivision of boarding houses is prohibited.
- 27. Applications for boarding houses are to supported by a statement of justification, demonstrating the proposed development is compatible with the existing character of the suburb. The statement of justification is to address the following points:
 - (a) What are the key objectives of the boarding house? (i.e. Is it consistent with localised housing needs and demands? Does it increase housing stock? Will it provide affordable options? Who will it accommodate? Is it for a special needs group, providing housing for groups otherwise disadvantaged or providing wider social benefit?)
 - (b) What are the local area characteristics? (i.e. streetscape character, visual catchments, dominant style of surrounding built form)
 - (c) What are the likely physical and social characteristics of the proposed boarding house? (i.e. what is the development physical form (eg. Number of bedrooms, type etc) change the size and characteristics of the population?)
 - (d) What are the key social impacts associated with the proposed development? (i.e. will the development impact on certain groups of the community?)

6 MANAGEMENT PLAN

Boarding houses require a management plan to be submitted with a development application in order to ensure that the boarding house operates in a way that maintains the existing amenity of the surrounding locality. The management plan is to set out the various requirements and responsibilities of management and lodgers. A template Management Plan to ensure the submission of all essential information is provided in **Schedule 1** of this DCP chapter. The Management plan must be provided to the relevant managing agent. Council shall be advised of any changes to boarding house management details by means of an updated management plan.

- 1. The management plan shall provide the following information:
 - (a) Proposed staffing arrangements during the daytime and at night-time;
 - (b) Proposed measures to ameliorate any potential noise or amenity impacts within the building and upon the surrounding locality;
 - (c) Proposed safety and security measures to be employed within the boarding house including prominent display boards within the building of emergency telephone numbers including ambulance, fire and police, relevant utilities suppliers such as gas, electricity and water and emergency repair persons for each utility and other essential telephone numbers;
 - (d) 'House Rules' to be clearly displayed within each bedroom and within the communal living area of the boarding house. This is to include proposed management practices to prevent the use of outdoor common open space areas between 10.00 pm and 7.00 am, cleaning and waste standards and practices to maintain health and safety of residents for all communal areas, house management details, house layout;



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- (e) An Emergency Evacuation Plan is to be prepared, identifying evacuation route and assembly points with details of how residents will be made aware of procedures within the plan. A copy of the plan is to be provided to the relevant managing agent and all residents.
- (f) A parking statement to address how the boarding house will manage any additional overflow parking demand created;
- (g) The 24 hour contact details of the manager / caretaker (including phone number and mobile phone number) to be displayed externally at the front entrance of the boarding house and internally within the communal living area (the details can be provided at the Occupation Certificate stage).

7 FIRE SAFETY

- 1. A copy of the annual fire safety statement and current fire safety schedule for the building must be prominently displayed in the front entrance (lobby area) of the building.
- 2. A floor layout plan of the building must also be affixed to the inside of the door for each bedroom within the boarding house to indicate the emergency evacuation routes and safe assembly point from the respective sleeping room.
- 3. Any approved boarding house will require appropriate annual certification for essential fire safety measures.

8 SWIMMING POOLS

1. If the boarding house has a swimming pool, it needs to be registered with the NSW Government's Swimming Pool Register and comply with pool safety laws.



Part C – Specific Land Use Controls Chapter C3: Boarding Houses

SCHEDULE 1 - BOARDING HOUSE MANAGEMENT PLAN TEMPLATE

1 INTRODUCTION

This boarding house management plan sets out the various requirements and responsibilities of management and lodgers. The management plan must be provided to the relevant managing agent and residents of the boarding house.

1.1 General Details

Address: [insert boarding house address]

Plan prepared: [insert date]

The boarding house was approved: [date of consent]

1.2 Management Arrangements

(a) The boarding house is to be managed by [details of on site manager / off site agent etc] who will be familiar with the content of this management plan and enforce the requirements outlined within.

[insert name, address and contact details of manager]

- (b) the manager will ensure their contact details are made available and displayed externally at the front entrance of the boarding house and internally within the communal living area.
- (c) The manager will conduct inspections/visitations on [insert visitation/inspection frequency] and keep record of these in a log book.
- (d) The boarding house will be staffed [insert details around any staff associated with the boarding house].
- (e) The manger will maintain an incident register and make it available if requesting during inspection.
- (f) The manager is responsible for organising any maintenance required, waste collection and other facility needs.
- (g) The manager must notify Council in writing if there is any change to management arrangements or contact details within 1 month of the change.

1.3 Lease Agreements

- (a) This section will provide details on the process for selecting residents. [outline process]
- (b) [outline the lease agreement for residents]
- (c) [minimum and maximum stay details]
- (d) Policy for dealing with difficult residents [provide details]

2 FIRE SAFETY

- (a) All fire safety features within the building are to be regularly inspected and maintained [insert frequency].
- (b) A floor plan will be provided and displayed inside of the door in each bedroom indicating emergency exit routes.



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(c) [details of actions to reduce fire risk. e.g. prevent smoking indoors, prevent use of open flames, cooking and kitchen equipment to be used, restrictions to type of heating devices in individual rooms, individual fire ratings for bedrooms etc].

3 HOUSE RULES

House rules are to be clearly displayed throughout the boarding house. The rules are to address the following:

- (a) visitor/guests policy
- (b) activities and noise control
- (c) operating hours for communal areas and outdoor spaces
- (d) use of communal areas
- (e) maximum room occupation
- (f) resident and guest behaviour standards
- (g) accessing rooms for inspection
- (h) cooking and dining
- (i) waste disposal
- (j) damage/breakages/loss of keys/emergency contacts
- (k) fire safety
- (I) smoking, alcohol and zero tolerance policy on illegal drugs
- (m) keeping of pets

4 FURNITURE AND FACILITIES

The boarding house is equipped with the following furniture in each bed room:

[Provide documentation of all furniture and fittings to be provided within the boarding house].

5 CLEANING AND MAINTENANCE

For the health and safety of residents and any staff, all communal areas of the boarding house are to be cleaned to a professional standard at least once a week.

[in this section outline the cleaning arrangements which could cover the following:

- (a) Name and contact details of cleaner and maintenance person, gardeners etc (if possible)
- (b) Outline of responsibilities, to whom eg. Cleaner will clean communal area once a week, resident will be responsible for cleaning bedroom etc
- (c) Frequency of cleaning to be conducted and standards for individual rooms, bathrooms, indoor and outdoor areas)
- (d) Cleaning/maintenance programme of individual rooms and furniture
- (e) Frequency of maintenance and repairs
- (f) Pest control arrangements, frequency and areas affected etc
- (g) Frequency and type of gardening (lawns, hedge trimming, watering etc)
- (h) Frequency of linen changes
- (i) Record and management of breakages and repairs



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6 WASTE AND RECYCLING

Residents of the facility are to be encouraged to participate in recycling with the provision of general waste, recycling waste and green waste bins from Wollongong City Council.

[Outline who is responsible for internal waste disposal and external disposal for individual areas and communal areas. Include days external waste services collect waste and who is responsible for ensuring waste is removed from premises. Detail if a sharps bin will be provided, collected and by whom].

7 PARKING STATEMENT

Beyond parking provided in accordance with the DCP, this statement proposes how the boarding house will manage any over flow parking demand generated that cannot be accommodated on site.

[Provide details around how this will be managed, a map with alternative parking or detailed instructions would suffice]

8 EMERGENCY EVACUATION PLAN

The evacuation procedures for the boarding house in case of emergency include: [outline the evacuation procedure for the boarding house by including the following information]

- (a) Emergency evacuation routes for each room and common area
- (b) Resident assembly point
- (c) How resident presence will be checked/recorded in the event of an emergency (eg.log book)
- (d) Emergency contact details
- (e) Training and preparation for emergency evacuations

9 COMPLAINTS HANDLING

The boarding house manager is responsible for establishing a forum for adjoining neighbours to discuss any concerns. Residents and adjoining residents will be provided with access to the management plan and relevant contact details.

[Provide further details around how the boarding house will record, and action and respond to any complaints made]



Part E – General Controls – Design Controls

Chapter E3: Car Parking, Access, Servicing/ Loading Facilities and Traffic Management

Land Use	Car Parking Requirements	Bicycle Parking Requirements	Motorcycle Parking Requirement	Delivery / Service Truck Requirement
Boarding house	Provided as per rates given within the Policy (Housing) 2021	NA		
Dwelling house	City wide:NA1 space per dwelling with a gross floor area of less than 125m2; or2 spaces per dwelling with a gross floor area of 125m2 or greaterWollongong city centre:1 car parking space per dwelling		NA	NA
Dual occupancy <i>City wide:</i> 1 car parking space per dwelling (<125m ²) or 2 car parking spaces per dwelling (125m ² or greater)		NA	NA	NA
Residential flat building / Multi- dwelling housing / Shop top housing / Attached Dwelling	building / Multi- lwelling housing1 car parking space per dwelling (<70m²) or 1.5 car parking spaces per dwelling (70-110m²) or 2 car parking spaces per dwelling		1 motorcycle space per 15 dwellings	Large Rigid Vehicle (Waste Contractor) >10 dwellings – side loading waste collection vehicle (refer to Chapter E7: Waste Management)
Seniors housing (including housing for people with a disability)Residential care facilities:1 car parking space per 10 beds (or 1 car parking space per 15 beds if the facility provides care for dementia patients only) plus 1 car parking space per 2 employees plus 1 ambulance space.		NA	NA	Large Rigid Vehicle





ITEM 2 WEST DAPTO SUBURBS REVIEW PROJECT - KEMBLA GRANGE (SUBURBS 'A' AND 'B')

The West Dapto Suburbs Review Project aims to ensure that the West Dapto Urban Release Area (WDURA) meets the community's future needs and complies with the guidelines set by the Geographical Names Board (GNB). The project is a Council initiative, responding to the GNB's policy encouraging Councils to take early action to define and name new suburbs in areas of significant land release. Staff formed a community working group and Aboriginal working group early in the review process to consider naming suggestions.

The review originally targeted splitting Kembla Grange, Huntley and Avondale to create six (6) new suburbs. The size of the three (3) existing suburbs reflects the traditional rural locality. All three will continue to transition to an urban character with increased population density.

In November 2021, Council resolved to apply to the GNB to progress the proposed new boundary and names for Suburb's 'A' and 'B'. The proposed suburb names being 'Stream Hill' and 'Kembla Grange' respectively. Council also resolved to pause the Huntley review until suburb duplication with Orange City Council is resolved and to no longer consider Avondale as part of the review.

On 8 March 2022, the GNB supported the proposed Stream Hill and Kembla Grange suburbs progressing to a GNB public exhibition stage. The GNB public exhibition was held between 27 April to 27 May 2022. This report provides a summary of issues raised during the GNB exhibition and outlines a staff response to those issues. The report recommends that Council maintain support for the renaming proposal and endorse Attachment 1 – Response to submissions, enabling it to be sent to the GNB as Council's response to objections.

RECOMMENDATION

- 1 Council lodge a submission to the Geographical Names Board (GNB) responding to issues raised during their GNB public exhibition of the proposed new Suburbs 'A' and 'B' under the West Dapto Suburbs Review Project.
- 2 Council continues to support the suburb names 'Stream Hill' and 'Kembla Grange' for proposed Suburb's 'A' and 'B' respectively.
- 3 Council seek amendments to proposed suburb boundaries of Stream Hill, Dombarton and Kembla Grange, in response to submissions.

REPORT AUTHORISATIONS

Report of:Chris Stewart, Manager City StrategyAuthorised by:Linda Davis, Director Planning + Environment - Future City + Neighbourhoods

ATTACHMENTS

1 Council's response to submissions (from the Geographical Names Board's exhibition)

BACKGROUND

The GNB publication: *NSW Address Policy and User Manual* recommends for areas experiencing population growth that new, smaller suburbs be created before residential densities increase significantly. Early intervention will, understandably, minimise disruption to future residents.



At the meeting of 1 November 2021, Council resolved unanimously to -

- 1 Council applies to the Geographical Names Board (GNB) to progress the proposed new boundary and names for Suburbs 'A' and 'B' under the West Dapto Suburbs Review Project. The proposed suburb names being 'Stream Hill' and 'Kembla Grange' respectively.
- 2 The West Dapto Suburbs Review Project that applies to Huntley (Suburbs C and D) is paused until the outcomes of the GNB consideration of duplication of suburb names in NSW is finalised.
- 3 Council does not progress the West Dapto Suburb review of Avondale at this time.
- 4 Council staff keep a list of names relevant to West Dapto that have been nominated through the suburbs review process for consideration in future street and park naming. The list should be provided to active and future developers in the release area.

On 3 February 2022, Council submitted the request for the West Dapto Suburb Renaming Project to be considered by the GNB. Stream Hill is proposed for newly created Suburb 'A' which will be excised from the western side of Kembla Grange, allowing the eastern side (Suburb 'B') to retain the existing name. The eastern side - Suburb 'B' - should retain the name as the Kembla Grange Train Station, Racecourse, the two wartime cemeteries and most existing businesses are within the boundary.

On 8 March 2022, GNB staff reported the West Dapto Suburb Renaming Project to their Board, in compliance with the NSW Place and Road Naming System. The Board resolved to approve the advertising of the proposal which occurred from 27 April 2022 to 27 May 2022. The GNB received 57 submissions: 39 objections and 18 in support. On 31 May 2022, Council was invited to respond to the issues raised in objections. Council's response is intended to help the GNB reconsider the proposal in light of objections received and confirms that council would like the GNB to proceed. The GNB advises that all submissions are confidential and therefore only summary of the issues raised is provided in Attachment 1.

PROPOSAL

Stream Hill

The proposed names for Suburb 'A' was nominated by the community following the public consultation process required by the Council resolution of 26 October 2020, to 'investigate further naming options for the second portion of Kembla Grange'.

When the community was consulted on the three naming options for Suburb 'A' being Stream Hill, Haworth and Murringah, the favoured name was Stream Hill. The non-Aboriginal working group is supportive of the name.

Stream Hill is the name of one of the oldest extant farmhouses in the Local Government Area (LGA). It is a listed heritage item within the Wollongong Local Environmental Plan 2009 being one of the 10 veteran land grants awarded to military men post colonisation. It was awarded to Private Joseph Harris in 1832, who had served under Charles Sturt charting river systems. The property sold to William Sheaffe in 1839. Sandstone mined from the property was used to build the West Dapto Primary School and Residence, as well as the McPhail residence on Sheaffes Rd. Council acquired the Stream Hill property in 1992.





Image 1: Stream Hill Homestead.

Boundary

In response to issues raised in submissions and ongoing discussions with GNB, the following boundary amendments are suggested, between proposed Suburbs A and B -

• Reddalls Road boundary change.

It is proposed to exclude the existing large lot residential parcels from Suburb 'A' and include them within Suburb 'B'. These lots are significantly different in character from the more compact residential areas proposed in Suburb 'A' estates. The change is illustrated in Figure 1 below. Suburb 'A' is shown as the green area and Suburb 'B' in purple.

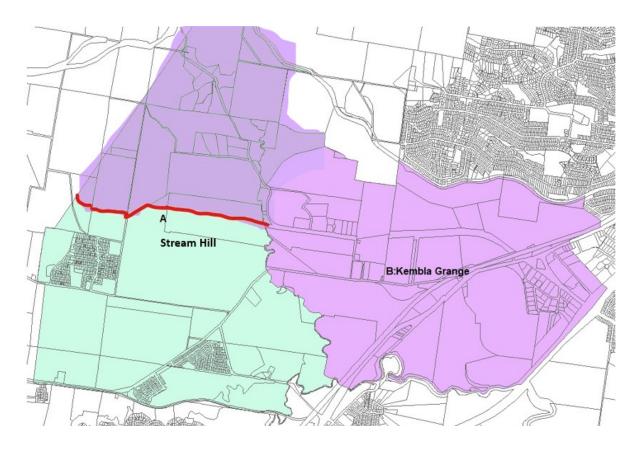


Figure 1: Proposed amendment to Suburb 'A' by excluding the northern parcels that are predominantly large lot residential.

21



• Stream Hill boundary change.

It is proposed to expand the proposed Suburb 'A' boundary to include the Stream Hill property which is currently located within the suburb of Dombarton. Stream Hill is located immediately adjacent to the south-western boundary of proposed Suburb 'A' – Stream Hill.

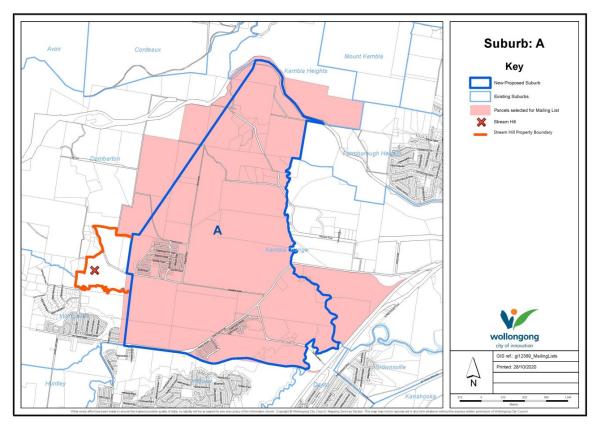


Figure 2: Suburb 'A' amendment to include the Stream Hill property.

CONSULTATION AND COMMUNICATION

Council has undertaken extensive engagement since the suburbs review project commencement in early 2020.

In summary we held engagement exercises as follows -

- March and April 2020 Community naming suggestions were invited for all six (6) proposed suburbs (A, B, C, D, E, F) – see Figure 3.
- November and December 2020 The community was invited to tell us naming ideas for Suburb 'A' and provide feedback on shortlisted names for Suburb's 'C' (Huntley) and 'E' (Avondale) see Figure 4.
- 6 August to 17 September 2021 The community was invited to comment on the shortlisted names for Suburb 'A' see Figure 5.





Figure 3: Proposed New Suburbs



Figure 4: Suburb 'C' and Suburb 'E' Shortlist

On 19 July 2021, Council endorsed the proposed short list of names for Suburb 'A' for a six (6) week public exhibition period. The community indicated a preference for Stream Hill, from the three exhibited names, and there was also some support for Murringah. Murringah was nominated by the Aboriginal working group as a potential name for the proposed suburb. However, a member of the Aboriginal community advised that the name was considered offensive to some members of the Aboriginal community.

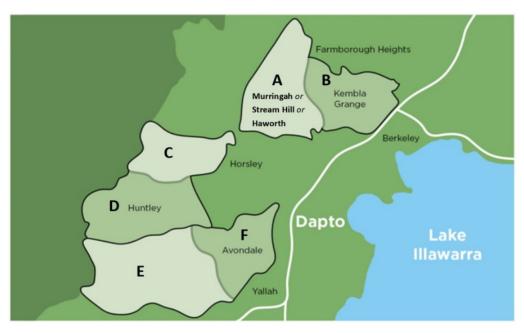


Figure 5: Suburb 'A' shortlist

In November 2021, Council resolved to apply to the GNB to progress the proposed new boundary and names for Suburb's 'A' and 'B'. The proposed suburb names being 'Stream Hill' and 'Kembla Grange' respectively. In the same meeting, Council resolved to pause the Huntley review until suburb duplication with Orange City Council is resolved and to no longer consider Avondale as part of the review.

Council's application in February 2022, for the amended locality address name, was advertised in accordance with the NSW Address Policy and User Manual (May 2021). The advertising period was from 27 April to 27 May 2022. In total, 57 submissions were received by the GNB: 39 in objection. Of these, 17 submitters identified as being impacted directly by the proposal, in that they owned land within or adjacent to proposed Suburb 'A'. The other 22 objections were from people not directly impacted by the proposal or who chose not to identify as such.

8 August 2022



In summary the key issues raised in submissions received by the GNB include -

- Support for Stream Hill due to the name being a good way to recognise history and the house and historical owner's significance to the area (18 of 57 submissions: 31%).
- A Dharawal name is more appropriate (26 of the 39 objections:66%).
- Celebrates colonisers and contributes to erasure of First Nations people (15 of the 39 objections: 38%).
- Purchased land in Kembla Grange, not Stream Hill (11 of the 39 objections: 28%).
- Local Elders should have been consulted.
- Does not reflect the area or topography.
- Did not like the name.
- Some suburb boundary changes suggested.

Council staff's response to the key issues raised in submissions is outlined below. A more detailed response to the individual submissions is provided in Attachment 1.

Issues Raised	Council Response				
A Dharawal name is more appropriate (66%), and Celebrates colonisers and contributes to erasure of	Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.				
First Nations people (38%)	For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. Concern was raised about the potential use of 'Murrin' in Murringah and Murrindarry (another suggested name) by a member of the Aboriginal community.				
Purchased land in Kembla Grange, not Stream Hill (28%)	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. Smaller suburbs function better and enable better delivery of services, including Emergency Services. The GNB publication: NSW Address Policy and User Manual recommend for areas experiencing population growth that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents.				
	Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed.				
Local Elders should have been consulted	Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes and Murringah (Dharawal language meaning coal) was shortlisted as a potential name for Suburb 'A'. Suburb names based upon the Dharawal language were also considered for proposed Suburbs 'C' and 'E'.				

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Issues Raised	Council Response
Does not reflect the area	Stream Hill was nominated by the community as a potential name during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining homesteads in the LGA.
	In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted for further consideration.
Did not like the name Stream Hill	Noted.
Suburb boundary changes suggested	Noted and discussed in the proposal.
Stream Hill is in Dombarton	Noted and discussed in the proposal.

Submissions in support of Stream Hill being the name for Suburb 'A' recognise it as being a good way to recognise the properties historical significance to the area.

Next Steps

- Council's response to submissions is due to the GNB by 16 August 2022.
- Council staff understand that the Board will consider the proposal on 13 September 2022.
- If Stream Hill is endorsed, Council will be notified.

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2028 Goal "We have an innovative and sustainable economy" "We are connected and engaged community". It specifically delivers on the following -

Community Strategic Plan		Delivery Program 2018-2022		Operational Plan 2021-22	
Strategy		4 Year Action		Operational Plan Actions	
effect	Dapto urban growth is ively managed to balance byment and population growth	2.1.5.1	In collaboration with key agencies, facilitate the West Dapto Taskforce to deliver the first stages of the West Dapto Urban Release Area	In collaboration with key agencies, facilitate the West Dapto Review Committee to deliver the first stages of the West Dapto Urban Release Area	

SUSTAINABILITY IMPLICATIONS

The review of suburbs at West Dapto does not have any specific environmental sustainability implications.

RISK MANAGEMENT

The existing size and scale of the suburbs Kembla Grange, Huntley and Avondale is not ideal in an ultimate urban development and emergency response context. This proposal is expected to improve address identification and emergency services coordination for Kembla Grange residents.

FINANCIAL IMPLICATIONS

There are minimal financial implications of the proposed West Dapto Suburbs review project. Staff resources in the City Strategy Division and Engagement team have been utilised to undertake the project. Communication and engagement costs will continue throughout the project.



CONCLUSION

Based on the Community Working Group's research, the GNB's advice, and the results of the public exhibition process, Stream Hill is considered worthy of recognition as the proposed name for Suburb 'A'. The name Kembla Grange is proposed to be retained for Suburb 'B' under the review project. This report also recommends the proposed suburb boundary amendments to Suburb 'A' be progressed (to incorporate Stream Hill property in Suburb 'A' and retain the large lot residential parcels in proposed Suburb 'B').



Attachment 1 - Council's Response to Submissions (from the Geographical Names Board's Exhibition)

		Issues Raised	Council Response		
1	• •	Resident Purchased land in Kembla Grange, not Stream Hill. Stream Hill is not relevant to the topography of the area, means nothing to the residents.	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services.		
	•	It brings thoughts of flooding. Does not align with the GNB's criteria. A Dharawal name would have been much more appropriate to this area. Other cities are larger.	The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.		
			All names considered were nominated out of the public exhibition process. Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes, but they were not able to be progressed for reasons discussed below and in the Consultation and Communication section of the Council Business Paper dated 8 August 2022.		
			A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.		



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Issues Raised	Council Response
Resident Purchased land in Kembla Grange, not Stream Hill. Stream Hill is not relevant to the topography of the area, means nothing to the residents. It brings thoughts of flooding. Other cities are larger. This is just for the sake of change.	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services. The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.
	All names considered were nominated out of the public exhibition process. Community Working

for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.
All names considered were nominated out of the public exhibition process. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes, but they were not able to be progressed for reasons discussed below and in the Consultation and Communication section of the Council Business Paper dated 8 August 2022.
A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.



		Issues Raised	Council Response
3	•	Resident Residents were not initially notified by Council Offensive synonymous name suggested will be used Stream Hill is not relevant to the topography of the area.	Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes, but they were not able to be progressed for reasons discussed below and in the Consultation and Communication section of the Council Business Paper dated 8 August 2022.
			A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry. Where lots are not formally created and registered via a Subdivision Application, Council cannot notify owners under contract or similar as this information is unavailable. The project was notified in the newspaper, at Dapto schools, in Council's newsletter and website, and through social media. At the time of each mailout, the owner of the land – at that time- was notified. As a new release area, there will continue to be new residents and owners. We have tried to complete this project early in the development of the urban area to prevent too many people from being inconvenienced.
4	•	It is a bland name. It has no connection to Indigenous or early settler's culture or history	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining
			houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by



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Issues Raised		Council Response		
		Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.		
5	 Resident Purchased land in Kembla Grange Estate, not Stream Hill. A Dharawal name would have been much more appropriate to this area, perhaps Dharawal version name for Stream Hill No one would vote for Stream Hill 	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services. The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located. All names considered were nominated out of the public exhibition process. Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the a		



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	Issues Raised		Council Response		
6	•	Resident Purchased land in Kembla Grange, not Stream Hill. Could be considered false advertising. Should not be changed, especially to something we cannot pronounce	The developer sold the land within estates such as Kembla Grange Estates and Sanctuary Views under private arrangement. Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services.		
			The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.		
7	•	Terrible name. It should stay as sanctuary views/heights.	Sanctuary views/heights is a developer named estate and was therefore unable to be used for the new suburb in accordance with GNB guidelines. Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services.		
			The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.		



		Issues Raised	Council Response		
8	•	Resident A Dharawal name (Murringah) would have been much more appropriate to this area.	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.		
			A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.		
9	•	Resident Purchased land in Kembla Grange, not Stream Hill. Stream Hill is not relevant to the topography of the area. Kembla Grange is well known and on Google Earth and Maps.	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services. The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located. Community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.		



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		A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
		If the name change is supported by the GNB, Council will work with residents as much as possible to help them through the transition. Relevant agencies will also be advised. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb B which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.
10	 Resident Stream Hill is not relevant to the area 	All names considered were nominated out of the public exhibition process. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
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	Issues Raised	Council Response	
11	 Purchased land in Kembla Grange, because I love the name. Will cause issues with mailing and delivery 	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services.	
		The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.	
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	Issues Raised		Council Response	
12	•	Purchased land in Kembla Grange, not Stream Hill. A Dharawal name would have been much more appropriate to this area.	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services.	
			The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.	
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	Issues Raised		Council Response
13			Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services. The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where
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14	• •	Purchased land in Kembla Grange, not Stream Hill. It is wrong that the other Estate get to keep their suburb Should reflect what it replaces - Kembla Heights	Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services.



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	Issues Raised	Council Response
There are so few houses in the scheme of things		The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located. The GNB Road and Place Naming Policy does not permit prefixes or suffixes to be added to existing names, i.e. Kembla Heights would not be supported.
		Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
		A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
15	 A Dharawal name would be more appropriate, as per the GNB Place Naming policy. Recognising colonisers should not continue. The farmhouse sits on land that was awarded to a man who helped Charles Sturt in the colonisation of Country *Newspaper articles on Charles Sturt provided. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has



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	Issues Raised	Council Response
		provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
16	 A Dharawal name would be more appropriate. Naming the suburb "Stream Hill" is a continuation of colonisation and is a perpetuation of white supremacy. It is insensitive to First Nations people and of the Country that was stolen from them to make Stream Hill possible. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
17	 A Dharawal name would be more appropriate. It is insensitive to First Nations people Perpetuates Coloniser culture. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.



Issues Raised		Council Response
18	 A Dharawal name would be more appropriate. Aboriginal culture has already been destroyed so much Stream Hill is a name that reflects the colonisation of the land Conflicts with Reconciliation 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
19	 A Dharawal name would be more appropriate. This place already has a valid name that predates colonisation. It is racist to override the pre-British name for this area purely because that name was conferred on the area by black, First Nations Australians. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.



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	Issues Raised	Council Response
20	 A Dharawal name would have been much more appropriate. Does not align with the GNB's criteria. Using Stream Hill would reflect a society that does not recognise the traditional owners. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
21	 Resident Stream Hill is a name that reflects the colonisation of the land Risks further grief for the Aboriginal community. Not using a Dharawal name would be a missed opportunity. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. However, as mentioned in the Consultation and Communication section of this report, a member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
22	 Stream Hill celebrates colonisation and disrespects Aboriginal People. A Dharawal name would have been much more appropriate to this area. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of



	Issues Raised		Council Response
	•	Consult with the local Aboriginal people.	names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
23	•	Policies need revising. Consult with the local Aboriginal people. Australia Post and Qantas have been incorporating indigenous names for places in Australia	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. However, as mentioned in the Consultation and Communication section of this report, a member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
24	•	A Dharawal name would be more appropriate, Stream Hill therefore does not align with the GNB's criteria. Not using a Dharawal name contributes to cultural erasure. Choosing Stream Hill is harmful.	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining



	Issues Raised	Council Response
	• 'Stream Hill' is a generic for a suburb but would make a great park name.	houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
6	 An Indigenous name would be more appropriate. New place names should respect First Nation's People. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
		A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
5	• The name should be Indigenous	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
		A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17



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Issues Raised		Council Response
		September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
27	 The name should be Indigenous. Perpetuates Coloniser culture by recognising atrocities. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
		December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
28	 Control of new place names should belong to Local Aboriginal Land Councils, in consultation with Elders and the Aboriginal community. Non-Aboriginal names for new suburbs should not be used. 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has
		provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.



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Issues Raised	Council Response
A Dharawal name would have been much more appropriate and should have preference. Stream Hill is a name that reflects the colonisation of the land	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
	A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
Consult with the local Aboriginal people. Literally the least we could do is name the new suburb after someone who the elders in the area feel is appropriate, and inspires local youth.	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindary.

31	•	• The naming of new localities should	Council actively tried to identify appropriate Dharawal names when considering new place and
		PRIORITISE Aboriginal place names.	facility names, including in this instance. Community Working Groups, made up of members
	•	We should use these opportunities to	from heritage groups, the Dapto community, the Aboriginal community and Traditional
		enhance the local community's	Custodians, have worked closely with the project team. Together, we created the shortlist of



	Issues Raised	Council Response
	understanding of the traditional owners, the Dharawal people.	names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
		A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
32	 There are so many place names already on this continent that are named after colonisers, or atrocities that have happened in the process of colonisation, and in 2022, this cannot continue to happen. Please consider more respectful and culturally 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
	appropriate names for this new suburb.	A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.
33	 Resident Residents were not notified or invited to any meetings. Purchased land in Kembla Grange, not Stream Hill. Name change should have occurred before 	All names considered were nominated out of the public exhibition process. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.
	 the land was sold off. Could be considered false advertising. Process should opened to all residents 	A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and



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Issues Raised		Council Response	
	 Kembla sums up our area perfectly & it's Aboriginal 	research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry. Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services. The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where	
34	 Resident Purchased land in Kembla Grange, not Stream Hill. Weren't pre-warned that a name change could occur. Only given a few weeks to respond. Does not align with the GNB's criteria. Kembla is Aboriginal and should be retained 	the race course, train station and majority of industrial land is located. Council staff initiated the Suburb Review Project as the West Dapto Urban Release Area is changing from a rural to urban areas. The GNB suggests that the maximum size of a suburb is 500ha. For comparison, Wollongong is 584ha, Dapto is 767ha, and Kembla Grange is currently 1,442ha. Smaller suburbs function better and enable better delivery of services, including Emergency Services. The GNB publication: <i>NSW Address Policy and User Manual</i> recommend, for areas experiencing population growth, that new, smaller suburbs be created before residential densities increase significantly. Early intervention will understandably minimise disruption to future residents. Whilst there may be some inconvenience for new residents in the short term, there would be many more residents impacted if Council were directed to progress amending the suburb boundary once the area is fully developed. Staff and the community's feedback recognises that Kembla Grange is a valid name and is being retained as the proposed name for Suburb 'B' which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located.	



Issues Raised		Issues Raised	Council Response	
			Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.	
			A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.	
35	•	A Dharawal name would have been much more appropriate. Not using one is disgraceful. Does not align with the GNB's criteria. Perpetuates Coloniser culture. Not a great name,	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes, but they were not able to be progressed for reasons discussed below and in the Consultation and Communication section of the Council Business Paper dated 8 August 2022.	
			A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.	
36	•	A Dharawal name would have been much more appropriate. Perpetuates Coloniser culture.	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of	



Issues Raised		Council Response	
		names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.	
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37	more appropriate. Perpetuates Coloniser culture. It would be more powerful to use a pame not related to 	Council actively tried to identify appropriate Dharawal names when considering new place and facility names, including in this instance. Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.	
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38		Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes.	
		A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill,	



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Council Response	

Issues Raised		Council Response	
		Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry.	
39	 A decision was made in 2002 for the 15 residential properties of Reddalls Road would not be affected by any future name change, when the name was changed from West Dapto to Kembla Grange. Residents were assured by Council that as the surrounding suburbs developed, those fifteen residential properties would remain known as Kembla Grange. Inappropriate Border: Council has chosen an inappropriate and insignificant boarder by utilising Dapto Creek to split the proposed suburbs of Kembla Grange and Stream Hill. Dapto Creek runs through several of the fifteen residential properties would be spread across two suburbs. The most appropriate and significant boarder would be Farm Road, to the west of Reddalls Road, which leaves the fifteen residential properties of Reddalls Road as Kembla Grange. 	Community Working Groups, made up of members from heritage groups, the Dapto community, the Aboriginal community and Traditional Custodians, have worked closely with the project team. Together, we created the shortlist of names for the proposed suburbs that met the GNB's criteria and are significant to West Dapto. Dharawal names were sought and considered during Council's processes. A community member nominated Stream Hill during consultation undertaken in November – December 2020. It is the name of a nearby Heritage Homestead, one of the oldest remaining houses in the LGA. In early 2021, the Community Working Groups reformed to review and research the additional names nominated by the community. For Suburb 'A' – Stream Hill, Haworth and Murringah (Dharawal language meaning coal) were shortlisted. The GNB has provided preliminary advice that they were acceptable options. The shortlist was endorsed by Council for exhibition on 19 July 2021. Council exhibition occurred from 6 August to 17 September 2021. A member of the Aboriginal community raised concern about the potential use of 'Murrin' in Murringah and Murrindarry. Kembla Grange is considered by staff and the community feedback as a valid name and is being retained as the proposed name for suburb B which is the eastern component of the existing Kembla Grange suburb where the race course, train station and majority of industrial land is located. In response to this submission, Council staff have recommended that the boundary be amended to exclude these rural residential properties from Suburb A, as outlined in the Council Business Paper dated 8 August 2022.	



ITEM 3 DELEGATIONS TO THE GENERAL MANAGER AND LORD MAYOR

Section 380 of the Local Government Act 1993 requires Council to review its delegations during the first 12 months of its term. This provision only relates to delegations made by the Council to the General Manager or any other person or body. This report recommends that existing delegations to the General Manager and the Lord Mayor be maintained with minimal administrative and formatting changes.

RECOMMENDATION

- 1 Any previous delegation to the General Manager and Lord Mayor be revoked.
- 2 Council delegate to the General Manager the "General Manager's Delegation (Instrument of Delegation)" attached as Attachment 1.
- 3 Council delegate to the Lord Mayor the "Lord Mayor's Delegation (Instrument of Delegation)" attached as Attachment 2.

REPORT AUTHORISATIONS

Report of:Todd Hopwood, Manager Governance + Customer ServiceAuthorised by:Renee Campbell, Director Corporate Services - Connected + Engaged City

ATTACHMENTS

- 1 General Manager's Delegation (Instrument of Delegation)
- 2 Lord Mayor's Delegation (Instrument of Delegation)

BACKGROUND

The current delegation to the General Manager, was adopted on 13 September 2021. The wording of the current delegation to the Lord Mayor, was adopted on 23 April 2012.

PROPOSAL

General Manager Delegation

The current delegation to the General Manager, was adopted on 13 September 2021. This instrument of delegation saw the introduction of a new delegation surrounding the acceptance of Tenders, increasing the delegation to the General Manager to accept Tenders up to a value of \$500,000.

Since 13 September, 2021 the General Manager has accepted under delegation a total of 11 Tenders with a total value of \$2.3 million. Acceptance of these tenders by the General Manager as opposed to Council, has realised time savings and administrative efficiencies for the awarding of each Tender. It is estimated that on average the decision-making process is reduced by 4-6 weeks for tenders approved by the General Manager. There have been no identified concerns or risks identified in the Tenders accepted by the General Manager under delegation.

To ensure probity and oversight of the use of the delegation relating to Tenders the draft delegation to the General manager includes a requirement for the General Manager to report to Council on a quarterly basis, details of tenders accepted under delegation, including the cumulative value of tenders awarded to any single supplier in the preceding 12 month period under the General Manager's delegation.

The remaining sections of the General Manager's delegation appear to be operating effectively, and as such an unchanged Instrument of Delegation to the General Manager is recommended to Council for readoption.



Lord Mayor Delegation

This delegation has been in place under the current wording since 2012, and there are no significant issues with the operation or range of this delegation. Whilst the same delegations are proposed, the Instrument of Delegation to the Lord Mayor that is recommended to Council for adoption has been updated to reflect a consistent style with that of the General Manager's Instrument of Delegation.

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2032 Goal 4 "We are a connected and engaged community".

It specifically delivers on core business activities as detailed in the Governance and Customer Service, Service Plan 2022-23.

SUSTAINABILITY IMPLICATIONS

The proposed amendments to the General Manager's delegation are all aimed at promoting a more efficient delivery of Council services, particularly those that rely on major procurement processes. Increased efficiency in the procurement process will translate to potential efficiencies gained through service delivery.

FINANCIAL IMPLICATIONS

There are no direct financial implications that arise from issuing delegations to the General Manager and the Lord Mayor.

CONCLUSION

The current delegations to the General Manager and the Lord Mayor provide appropriate delegated authority to allow for the efficient management of the organisation, and it is recommended that the current delegations be re-adopted by Council.



GENERAL MANAGER'S DELEGATION

(Instrument of Delegation)

Pursuant to section 377 of the *Local Government Act* 1993 and a resolution of the Council at its meeting held on 8 August 2022 Wollongong City Council:

- 1. revokes all delegations granted to the General Manager prior to the date of this Instrument; and
- 2. delegates to the General Manager, or to the person who acts in that position, all of the functions, powers, duties and authorities of the Council that it may lawfully delegate under the *Local Government Act 1993*, any other Act, regulation, instrument, rule or the like (including any functions, powers, duties and authorities delegated to the Council by any authority, body, person or the like):
 - i. other than those functions prescribed in section 377(1) of the Local Government Act 1993 as functions which may not be delegated; and subject to
 - ii. the Restrictions set out in Column 2 in respect of those functions listed in Column 1 of Schedule 1 of this Instrument, and
 - iii. compliance with any applicable resolution of the Council.
- 3. Fixes the amount, pursuant to clause 213 of the *Local Government (General) Regulation* 2021, above which debts to the Council may be written off only by resolution of the Council to be \$10,000. A debt of or below that amount can be written off, by order, in writing by the General Manager and details reported to the ARIC on a monthly basis.
- 4. Notwithstanding any other provision of this Instrument, Council delegate to the General Manager the authority to accept all tenders, except tenders to provide services currently provided by members of staff, during the following Council recesses:
 - Between the last meeting of the Council for the calendar year and the first meeting of the following year, with the agreement of the Lord Mayor, or in the absence of the Lord Mayor, with the Deputy Lord Mayor; and
 - Between the last meeting of the Council term and the day appointed for the next ordinary election; with the agreement of the Lord Mayor, or in the absence of the Lord Mayor, with the Deputy Lord Mayor, and remaining compliant with section 393B(1)(a) of the Local Government (General) Regulation 2021, and
 - iii) Between the day appointed for the ordinary election and the first meeting of the new Council term, with the agreement of the Lord Mayor.



SCHEDULE 1

	Column 1	Column 2
	Function*	Restriction**
1.	General use of Delegation	The General Manager cannot use the delegation in relation to those functions specified in clauses (a) to (u) of section 377(1) of the <i>Local Government Act 1993</i>
2.	Granting of Leases on Council Property	 The General Manager cannot do so if: i) the term of the proposed lease or licence exceeds ten years, or ii) the rental payable to Council for the term of the lease exceeds \$1,000,000 (including GST)
3.	Acceptance of Tenders invited by Council	 The General Manager cannot do so if: i) the value of the tender exceeds \$500,000 (including GST), or ii) the tender is to provide services currently provided by members of staff of the Council
		Note: The General Manager shall report to Council on a quarterly basis, details of tenders accepted under this delegation, including the cumulative value of tenders awarded to any single supplier in the preceding 12 month period under this delegation.

Notes to assist with interpretation

* To avoid doubt, the list of functions in Column 1 is not to be read as the list of total functions delegated to the General Manager pursuant to this Instrument. Column 1 merely lists those functions which are subject to restrictions as specified in Column 2.

** To avoid doubt, any monetary amount shown is inclusive of GST where applicable.



LORD MAYOR'S DELEGATION

(Instrument of Delegation)

Pursuant to section 377 of the *Local Government Act* 1993 and a resolution of the Council at its meeting held on 8 August 2022 Wollongong City Council:

- 1. revokes all delegations granted to the Lord Mayor prior to the date of this Instrument; and
- 2. delegates to the Lord Mayor, or to the Councillor who acts in that position, the functions, powers, duties and authorities of the Council specified in Schedule 1, subject to
 - i. the Restrictions set out in Column 2 in respect of those functions listed in Column 1 of Schedule 1 of this Instrument, and
 - ii. compliance with any applicable resolution of the Council.

	Column 1	Column 2
	Function	Restriction*
1.	Day-to-day oversight of and liaison with the General Manager	Within the terms and conditions of the General Manager's contract and Section 352 of the Local Government Act 1993
2.	Approve leave applications of the General Manager	
3.	Authorise expenditure incurred by the General Manager on behalf of Council	In accordance with delegated limits
4.	Incur Council-related expenditure on a Council- provided Purchase Card	Up to a limit of \$20,000 per month and a transaction limit of \$20,000
5.	Manage declarations by the General Manager in Council's Gifts and Benefits and Conflicts of Interests Registers	
6.	Authorise the holding of civic events, receptions and functions in consultation with the General Manager	
7.	Sign outgoing correspondence on behalf of the Office of the Lord Mayor	Where consistent with resolutions and adopted policies of the Council.

SCHEDULE 1

Notes to assist with interpretation

* To avoid doubt, any monetary amount shown is inclusive of GST where applicable.



ITEM 4 SERVICE NSW FOR BUSINESS AGREEMENT

RECOMMENDATION

That Wollongong City Council endorse the new Partnership Agreement with Service NSW for Business.

REPORT AUTHORISATIONS

Report of: Mark Grimson, Economic Development Manager Authorised by: Greg Doyle, General Manager

ATTACHMENTS

1 Service NSW for Business Partnership Agreement

BACKGROUND

Council currently has an agreement in place with Service NSW for Business to promote and provide access to NSW Government information and services to better assist business owners and to support the local economy. The purpose of this report is to seek support to enter into a replacement agreement with Service NSW for Business.

All Councils within NSW have been invited to enter into this replacement agreement, which acts as a not legally binding partnership agreement to enable the sharing of Service NSW for Business data with Council. This new agreement will make it easier for Service NSW for Business and Councill Officers to collaborate on initiatives to provide benefit for business.

This agreement with Service NSW for Business is necessary to ensure good governance and security. The new clauses in this agreement ensure responsibility is shared between Council and Service NSW for protecting personal information and data.

Service NSW for Business provides free, personalised support to small business owners, to help them understand industry regulations, to guide them through transactions, and to access support.

The services provided to business owners include:

- Business Concierges offering over-the-phone, email and face-to-face support and case management.
- An online Business Profile to make it faster and easier for business owners to transact with NSW Government.
- Guidance and support for small business owners impacted by natural disasters or emerging issues to access a range of Government stimulus, support and information.
- Online business information hubs including how-to guides to help business owners understand key tasks and the support available when starting and running a business in NSW.

PROPOSAL

A new Partnership Agreement has been developed to provide consistency across all councils, reflect the broader focus of Service NSW for Business and provide the opportunity for Council to engage with all services across Service NSW now and into the future.

The purpose of this Agreement is to:

- Provide the services of Service NSW for Business, which is a division of Service NSW with a mandate of being the one front door for businesses in NSW to access government information and services.
- Provide the framework within which Services will be delivered;



- Document the responsibilities of Service NSW and the Council on the provision of Services;
- Provide mechanisms to manage the relationship between Council and Service NSW;
- Promote a collaborative approach to working together in a timely and effective manner and to act in good faith.

The new Partnership Agreement includes further detail and clarity about the roles and responsibilities of all agencies in relation to the collection, storage and security of personal information.

The intention of the Partnership Agreement is to build awareness of specialist advice services available, ensure Council staff can direct enquiries to these services and provide business with the skills to be better informed and researched prior to lodging any applications.

Entering into this Partnership Agreement will also allow Council access to the Council Dashboard. The dashboard is currently being developed and will provide Council with the ability to forecast future economic development and growth opportunities within the LGA by:

- Providing access to and oversight of business activity within Local Government areas.
- Allowing key contacts in Council to access real-time statistics for business activity outcomes specific to the LGA and businesses supported by Service NSW for Business programs in the area.
- Allowing reporting to be filtered by date range, industry type and Service NSW for Business events.

Under the agreement Service NSW will provide the following services to Wollongong City Council:

- provide the relevant information and contacts to Council to ensure its local businesses are aware and can access the Service NSW for Business services
- provide a single point of contact for Council to ensure it can access Service NSW for Business services.

In return we will provide Service NSW with the following service, most of which we currently offer Service NSW for Business:

- refer local business to relevant programs.
- provide guidance to Service NSW staff to assist in responding to inquiries.
- inform customers and Service NSW of the outcome of relevant applications in line with privacy requirements
- provide updates on changes to local government policies, guidelines or other matters which may affect programs.
- identify local opportunities to inform business of programs.
- provide Service NSW with feedback on the effectiveness and performance of the programs.

Council is required to endorse the new Partnership Agreement to access the Service NSW for Business programs and services. This Agreement is not legally binding.

CONSULTATION AND COMMUNICATION

- Manager Governance and Customer Service
- Information Manager
- Legal Services



PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2032 Goal 2. It specifically delivers on the following:

	Community Strategic Plan 2032	Delivery Program 2022-2026	Operational Plan 2022-23
	Strategy	Service	Operational Plan Actions
2.2	Continue to diversify and grow Metro Wollongong economy as the Illawarra's regional capital and employment centre.	Economic Development	Work with other levels of government and the business community to respond to the post COVID-19 pandemic economic recovery
			Continue to support growth of our local small business sector

SUSTAINABILITY IMPLICATIONS

Entering into the new agreement will enable access to the Council Dashboard which will increase ease of access to data that can help inform economic development activities.

RISK MANAGEMENT

Under the Service NSW (One-Stop Access to Government Service) Act 2013 s8(4): An agreement must not be entered into under this section by, or on behalf of, a council, a county council or a joint organisation within the meaning of the Local Government Act 1993 unless the council, county council or joint organisation, by a resolution of the council, county council or joint organisation, approved the agreement before it was entered into.

CONCLUSION

A partnership with Service NSW will increase the efficiency of local economic development activities through increasing access to economic insights and collaboration between government agencies.





PARTNERSHIP AGREEMENT

Between Service NSW (ABN 37 552 837 401) and the Wollongong City Council ABN 63 139 525 939 (the 'Council) (the 'Parties')

Last Updated: 27 July 2021

1. Purpose

1.1. The purpose of this Agreement is to:

- A. Provide the services of Service NSW for Business, which is a division of Service NSW with a mandate of being the one front door for businesses in NSW to access government information and services.
- B. Provide the framework within which Services will be delivered;
- C. Document the responsibilities of Service NSW and the Council on the provision of Services;
- D. Provide mechanisms to manage the relationship between the Parties;
- E. Promote a collaborative approach to working together in a timely and effective manner and to act in good faith.

This Agreement is not legally binding.

2. Background

- Service NSW is a Division of the Government Service established under the Service Act. The functions of Service NSW include the exercise of customer service functions, within the meaning of the Service Act; other functions conferred by statute; and other functions relating to the delivery of Government services, as directed by the Minister responsible for Service NSW.
- 2) Section 7 of the Service Act makes provision for customer service functions to be delegated by other NSW Government agencies to the Chief Executive Officer (**'CEO'**).
- 3) The functions of the CEO are exercised by the staff of Service NSW.
- 4) Section 8 of the Service Act enables the CEO to enter into Agreements with local government agencies for the exercise of a non-statutory customer service function of the agency; or with respect to the exercise of a customer service function delegated to the CEO.
- 5) Subsection 8(4) of the Service Act provides that an Agreement with a council, a county council or a joint organisation within the meaning of the *Local Government Act 1993* must be approved by a resolution of the council, county council or joint organisation, must be approved before it is entered into.
- 6) Service NSW partners with the Council to promote and deliver the services of Service NSW for Business to businesses across NSW.

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7) the purpose of this collaboration is to ensure awareness and access to Government services to all businesses in NSW.

8) the Services of Service NSW for Business are free for the Council and for customers.

9) The PPIP Act and the HRIP Act set out information handling principles that apply to public sector agencies (as defined in section 3 of the PPIP Act). As public sector agencies, the parties must not do anything, or engage in any practice, that contravenes a privacy principle that applies to them.

10) Section 14 of the Service Act makes provision for the disclosure and use of information, including personal information, for the purposes of the exercise of customer service functions by the CEO. Section 14 has effect despite the provisions of any other Act, including the PPIP Act and the HRIP Act.

11) Section 15 of the Service Act makes provision for the collection of personal information for the purposes of the PPIP Act and the HRIP Act, by Service NSW.

12) Section 16 of the Service Act enables an Agreement made under the Service Act, or a delegation of a customer service function by an agency to the CEO, to provide for the exercise by Service NSW of functions relating to access to information under the Government information (Public Access) Act 2009 and functions relating to the State Records Act 1998, in connection with the functions of the council concerned. The responsibilities of Agencies under the *State Records Act 1998* include making and keeping full and accurate records of their office.

13) The Parties have agreed to enter into an Agreement under section 8 of the Service Act, incorporating the terms on this Agreement..

3. Guiding Principles

3.1. The Parties will:

- A. Work collaboratively and in good faith in a timely and effective manner, with open communication to achieve shared objectives;
- B. Facilitate a partnership relationship that promotes and achieves continuous improvement and accountability;
- C. Ensure that each of its Personnel complies with this Agreement and all applicable laws and policies relating to the Services, including the *Work Health and Safety Act 2011*;
- D. Comply with the agreed timelines for meeting obligations to ensure efficient and effective delivery of Services;
- E. Work together to identify and manage shared risks;
- F. Work together to prioritise initiatives and enhancements, particularly where there are limitations on time and resources; and
- G. Work together to respond to the media, advise Ministers, and consult each other when developing communications that impact on Services.

4. Roles and Responsibilities

4.1. Service NSW will:

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- A. Provide the Services in accordance with the terms of this Agreement, subject to any Change request;
- B. Exercise the required standard of skill, care and diligence in its performance of the Services and ensure that its Personnel have appropriate qualifications and skills to provide the Services;
- C. Take responsibility for the management of records it creates or holds as a result of the exercise of a customer service function, where required; and
- D. Take responsibility for performing necessary maintenance of its systems and data managing the impact on customers from Service NSW system outages and working in conjunction with the Council.
- 4.2. The Council will:
 - A. Provide Service NSW with all information, inputs, resources and subject matter expertise in a timely manner as required to enable Service NSW to provide the Services as set out in the Agreement;
 - B. Take responsibility for the management of records it receives or holds following the exercise of a customer service function by Service NSW.
- 4.3. The Parties undertake to maintain open channels of communication by:
 - A. Making available Personnel, data, reports and computer systems for the purposes of resolving customer issues;
 - B. Appointing a Relationship Manager with responsibility for managing the contractual and operational aspects of the Services. The Relationship Manager may be varied.

5. Services

- A. Service NSW will:
 - (i) provide the relevant information and contacts to Council to ensure its local businesses are aware and can access the Service NSW for Business services
 - (ii) provide a single point of contact for Council to ensure it can access Service NSW for Business services.
- B. the Council will:
 - (i) refer eligible customers to the Program;
 - (ii) provide guidance to Service NSW staff to assist in responding to inquiries;
 - (iii) inform customers and Service NSW of the outcome of relevant applications in line with privacy requirements
 - (iv) provide updates on changes to local government policies, guidelines or other matters which may affect the Program;
 - (v) identify local opportunities to inform customers of the program;
 - (vi) provide Service NSW with feedback on the effectiveness and performance of the Program.

6. Liability

6.1. To the full extent permitted by law, neither Council or Service NSW will be liable to the customer for the customer's actions or responsible for any liability, loss or cost suffered directly or indirectly by the business in connection with the Service NSW for Business service.



7. Data and Data Security

- 7.1. Each party retains ownership of its Data.
- 7.2. Except as required by law, neither party must, and must ensure that its Personnel will not:
 - A. use the Data belonging to the other party for any purpose other than the performance of its obligations under this Agreement; or
 - B. sell, commercially exploit, let for hire, assign rights in or otherwise dispose of any Data. or
 - C. Make the other party's Data available to a third party including another government agency or body, other than an approved Subcontractor, and only to the extent required under this Agreement.
- 7.3 Each party must establish and maintain safeguards against the destruction, loss or alteration of either party's Data in the possession or control of that party which are is consistent with and no less rigorous than those maintained by either party to secure its own data; and comply with all applicable laws and policies.
- 7.4 In particular, the Parties will ensure the secure transmission and storage of data, at standards no less than those recommended by Cyber Security NSW.

8. Confidential Information

- 8.1. The Parties must, in respect of any Confidential Information:
 - A. Keep the Confidential Information confidential and not disclose that information to any person without the prior written consent of the disclosing party, other than to its Personnel, professional advisors or contractors requiring access to the Confidential Information in connection with providing the Services;
 - B. Use the Confidential Information solely for the purpose of carrying out its obligations;
 - C. Not permit the Confidential Information to be reproduced except to the extent reasonably required to carry out its obligations;
 - D. Not do anything that would cause the disclosing party or its Personnel to breach their obligations under Privacy Law; and
 - E. Notify the other party as soon as possible upon becoming aware of any breach of this clause.

9. Privacy

- 9.1 Each party and its Personnel must:
 - A. Comply with Privacy Laws; and
 - B. Do all that is reasonably necessary to enable the other party to comply with Privacy Laws, including the development of documentation to demonstrate compliance with Privacy Laws, as agreed between the parties;
- 9.2. In particular, Service NSW acknowledges that:
 - A. The collection of personal or health information will take place in compliance with the Privacy Laws, as modified by section 15 of the Service Act; and



B. the use, disclosure, storage and retention of such information will be in accordance with the Privacy Laws, and in accordance with applicable policies.

Schedule 3 documents the respective responsibilities of Service NSW and the Council in relation to the collection, storage, use, retention and disclosure of personal information.

- 9.4 Personal and health Information collected, used, disclosed or retained between the parties will be managed and retained by the parties in accordance with the *State Records Act 1998* (NSW) and all other applicable laws, including Privacy Laws.
- 9.5 Once either of the Parties has reasonable grounds to believe there has been unauthorised access to, unauthorised disclosure of, or a loss of Personal or Health Information, dealt with in connection with this Agreement ('Data Incident'):
 - A. The party must immediately (but in any event, no later than 72 hours of becoming aware of the Data Incident) notify the other party of that contravention together with all relevant information relating to the contravention;
 - B. Consult with the other party as to which party should have primary responsibility for investigating and dealing with the breach or possible breach;
 - C. Consider, having regard to the scope of the Data Incident and the nature of the personal or health information involved, together with any other relevant factors, whether the Data Incident is serious.
 - D. The party with primary responsibility for the breach must notify the Privacy Commissioner as soon as practicable that a serious Data Incident has occurred; and
 - E. The parties must co-operate and collaborate in relation to assessment and investigation of the Data Incident, and action required to prevent future Data Incidents.
- 9.6 If either of the Parties receives a complaint or request for an internal review of conduct in relation to a breach or alleged breach of a Privacy Law, including under section 53 of the PPIP Act, (a '**Complaint**'), the following will apply:
 - A. It is the responsibility of the party that receives the Complaint to perform a preliminary investigation to determine the party responsible for the conduct;
 - B. If responsibility lies wholly with the party that received the Complaint, then that party is responsible for responding to the complaint or conducting the internal review of conduct;
 - C. If, after performing the investigation, the relevant party reasonably considers that the Complaint should be transferred to the other party, it will (after obtaining the consent of the customer) promptly transfer the Complaint and any further information obtained by the party from its preliminary investigation, to the other party, no later than 20 days after receipt of the original Complaint;
 - D. If the Complaint relates jointly to the conduct of both parties, then the party that received the Complaint will (after obtaining the consent of the Customer) notify the other party no later than 20 days after its receipt of the original Complaint and provide any further information obtained by that party from its preliminary investigation. The parties will then work together to coordinate a joint response from the parties within 60 days of receipt of the Complaint. This response may include an internal review of conduct.



10. Intellectual Property

- 10.1 Each party will retain the Intellectual Property Rights in its Existing Material.
- 10.2 Each party agrees to grant to the other party a non-exclusive and royalty free licence to use, sublicence, adapt, or reproduce:
 - A. Their Existing Material; and
 - B. All methodologies, processes, techniques, ideas, concepts and know-how embodied in their Existing Material,
 - C. To the extent their Existing Material is required for use by the other party, solely in connection with provision of the Services.
- 10.3 Each party represents and warrants to the other party that it has all required rights and consents for its Existing Material to be used for the Services.
- 10.4 Intellectual Property Rights in all New Contract Material will vest in the Council.
- 10.5 The Council grants a perpetual, worldwide, irrevocable and royalty free licence to the Intellectual Property Rights in all New Contract Material to Service NSW for the purpose of performing the Services.
- 10.6 Subject to clauses 10.1 and 10.4, Service NSW will own all Intellectual Property Rights in the provision of the Services, including any solution and service design.

11. Performance Management and Continuous Improvement

- 11.1 Service NSW for Business does not require any provisions in relation to performance management
- 11.2 Service NSW for Business will work collaboratively with Council to ensure continuous improvement of its services to Council.
- 11.3 Any future extension of this Agreement by Service NSW with Council will specify the relevant performance management and continuous improvement provisions required.

12. Reporting

- 12.1 Service NSW for Business does not require any reporting arrangements
- 12.2 Any future arrangements that require reporting will be outlined in a Schedule to this Agreement.

13. Change Management

- 13.1 Each party will comply with the Change Management Process set out in Schedule 4.
- 13.2 The parties agree to complete a Change Request in the form set out in Schedule 4 to add to or vary the Services.



14. Governance

14.1 The parties agree to comply with the Governance Framework.

15. Business Continuity and Disaster Recovery

15.1 Each party will maintain Business Continuity and Disaster Recovery Plan arrangements to ensure that each party is able to continue to perform its obligations under this Agreement, or where performance is not possible, resume performance as soon as reasonably practicable in the event of a Disaster.

16. Dispute Resolution

- 16.1 In the event of a dispute between the parties, a party will:
 - Raise the dispute with the other party's Relationship Manager and use best efforts to resolve the dispute;
 - If the dispute is not resolved within a reasonable period, the Chief Executive of the Council or their delegate will meet with the Chief Executive Officer of Service NSW (or their delegate) with a view to resolving the dispute.
 - If the dispute is not resolved under clauses 16.1(b) within a reasonable period, attempt to resolve any dispute in accordance with the Premier's Memorandum M1997-26.
- 16.2 Despite the existence of a dispute, each party must continue to perform its obligations.

17. Termination

- 17.1 Either party may terminate this Agreement in whole or in part by giving the other party 90 days written notice or as otherwise agreed.
- 17.2 On notice of termination or where Service NSW is otherwise required to cease to perform some or all of the Program, the parties will work together in good faith to finalise and agree a transition out plan to facilitate smooth and orderly transition of the relevant Program to the Council or the Council's nominated third party. Where the parties cannot agree, the dispute resolution provisions in clause 16 will apply.
- 17.3 Upon termination, each party agrees to return all Data and property belonging to the other party within 30 days of the termination date and comply with the transition out plan agreed under clause 17.2.

18. Miscellaneous

18.1 Entire Agreement

This Agreement supersedes all previous Agreements, understandings, negotiations, representations and warranties and embodies the entire Agreement between the Parties about its subject matter.

18.2 Survival

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The following clauses survive termination or expiry of the Agreement: Clauses 4, 6, 7, 8, 9, 10, 14, 15, 16, 17, 18, 19 and any other clause which by its nature is intended to survive termination or expiry of the Agreement.

18.3 Notices

A notice under this Agreement must be in writing and delivered to the address or email address of the recipient party.

18.4 Variation

All variations to this Agreement and all consents, approvals and waivers made under this Agreement must be evidenced in writing and variations signed by both parties.

18.5 Waiver

If a party does not exercise (or delays in exercising) any of its rights, that failure or delay does not operate as a waiver of those rights.

10.6. Applicable law

The Agreement is governed by, and is to be construed in accordance with, the laws in force in NSW.

18.7 Counterparts

The Agreement may consist of a number of counterparts and if so, the counterparts taken together constitute one and the same instrument.



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19. Execution

Wollongong City Council has reviewed and accepts this Agreement

Signed for and on behalf of Wollongong City Council by its authorised signatory	Signed for and on behalf of Service NSW by its authorised signatory
Name: Greg Doyle	Name:
Title: General Manager	Title:
Date:	Date:
Signature:	Signature:
Witness:	Witness:
Signature:	Signature:





Schedule 1 - Definitions

In these Partnership Agreement, except where a contrary intention appears:

Business Continuity and Disaster Recovery Plan means a business continuity and disaster recovery plan which documents the back-up and response actions each of the parties will take to continue its obligations if a Disaster occurs;

Change Request means the request for a change to the scope of Services in the form set out in Schedule 4;

Commencement Date means the date of start of this Agreement.

Confidential Information of a party means any written or oral information of a technical, business or financial nature disclosed to the other party, including its employees or agents, by the disclosing Party (whether orally or in writing) whether before or after the Commencement Date, that:

- A. is by its nature confidential; or
- B. is designated as confidential; or
- C. the other party knows or ought to know is confidential,
- D. but does not include information which:
 - a. is or becomes public knowledge other than by breach of this Agreement; or
 - b. is in the lawful possession of the Party without restriction in relation to disclosure before the date of receipt of the information; or
 - c. is required to be disclosed by Law, government policy or legal process.

Contact Centre has the meaning set out in Schedule 2;

Continuous Improvement Principles have the meaning set out in Schedule 2;

Continuous Improvement Process has the meaning set out in Schedule 2;

Data means the data of each party and all data and information relating to their operations, Personnel, assets, customers and systems in whatever form that may exist, including Confidential Information;

Disaster means an event that causes, or is likely to cause, a material adverse effect on the provision of the Services that cannot be managed within the context of normal operating procedures including interruption, destruction or other loss of operational capacity;

Existing Material means any material that is developed prior to entering into a Partnership Agreement, or developed independently of a Partnership Agreement, and includes any enhancements and modifications to its Existing Material created as part of a Partnership Agreement;

HRIP Act means the Health Records and Information Privacy Act 2002 (NSW);

Instrument of Delegation means the instruments of delegation (including its terms and conditions) made by the Council in relation to the Delegated Functions.

Intellectual Property Rights includes patent, knowhow, copyright, moral right, design, semi-conductor, or circuit layout rights, trademark, trade, business or company names or other proprietary rights and any rights to registration of such rights, whether created before or after the Commencement Date, in Australia or elsewhere;

Middle Office has the meaning set out in Schedule 2;



Moral Rights means the right of integrity of authorship and the right not to have authorship falsely attributed, as confined by the *Copyright Act 1968* (Cth) and the rights of similar nature anywhere in the world, whether in existence before or after the Commencement Date;

New Contract Material means new data created, other than the solution or service design;

Partnership Agreement means these terms and conditions and includes Schedules 1, 2, 3 and 4.

Personal Information has the meaning given to it in the Privacy Laws, as amended from time to time;

Personnel means the person or persons employed or otherwise contracted by either party under this Agreement, as the context requires;

PPIP Act means the Privacy and Personal Information Protection Act 1998 (NSW);

Privacy Law means any law that applies to either or both of the parties which affect privacy or any personal information or any health information (including its collection, storage, use or processing) including:

- A. the PPIP Act; and
- B. the HRIP Act.

Program means the Easy to do Business program;

Quarterly Forecast has the meaning set out in Schedule 2;

Relationship Manager means the nominated relationship managers of either party, as set out in the Service Agreement, or as otherwise nominated by a party from time to time;

Service Act means the Service NSW (One-stop Access to Government Services) Act 2013 (NSW);

Service Centre has the meaning set out in Schedule 2;

Service NSW Standard Operating Conditions means the standard operating conditions met by Service NSW in the usual course of its performance of the Services set out in Schedule 2;

Subcontractor means a third party to which Service NSW has subcontracted the performance or supply of any Services;



Schedule 2

1. Service NSW Standard Operating Conditions

In addition to the Partnership Agreement this section covers the standard omnichannel service inclusions.

1.1. Service Centre

Similar services as those available at Service Centres may be offered through Mobile Service Centres. The Mobile Service Centre timetable is published regularly on the Service NSW website.

Inclusion	Description
Concierge and digital assisted services	A Service NSW Concierge will greet and direct customers to the appropriate channel and dispense a ticket where applicable. If the transaction can be completed online, a Digital Service Representative will assist the customer to complete the transaction
Customer sentiment surveys	Before leaving the centre, customers will be offered the option of leaving feedback via a digital terminal

1.2. Contact Centre

Similar services (to that of phone-based) may be offered through a web chat feature accessible via the Service NSW website.

Inclusion	Description
Virtual hold call back system	During high volume periods, customers will be offered the option of leaving their details with an Interactive Voice Response (IVR) auto attendant. Customers can hang up while holding their place in the queue. Their call will be returned by the next available operator
Inbound number	Service NSW will answer all inbound enquiries on 13 77 88 as 'Service NSW'
Call coding	A Customer Service Representative will record the customer's reason for calls and the outcome
Customer sentiment surveys	Once the call is complete, customers will be offered the option of leaving feedback via an automated IVR system

1.3. Middle Office

Inclusion	Description



Enquiry triage	Service NSW will triage enquiries received to <u>info@service.nsw.gov.au</u> or via Service NSW website 'Contact Us' page and
	 Resolve these enquiries or; Refer it to the appropriate business area at the Council
Enquiry coding	A Customer Service Representative will record the customer's reason for enquiring and the outcome

1.4. Service NSW Website and Mobile App

Inclusion	Description
Scheduled maintenance and planned outages	Service NSW will conduct regularly scheduled maintenance of the website and mobile app. 10 business days of notice will be provided regarding outages from planned and scheduled maintenance
	Maintenance activities with negligible impact or outage, such as enhancements to optimise for cybersecurity or performance, may occur without notification to the Council

1.5. Service NSW for Business

Service NSW for Business provides a multi-channel service including digital, phone and face-to-face services for metro and regional businesses in NSW and develops relationships with councils and business associations to promote the offering to local businesses.

Inclusion	Description
Relationship management	Business Customer Service staff initiate and maintain relationships with councils and business associations to promote awareness and use of the service offering by such stakeholders and their local business community. It may include, but is not limited to, information sharing, regular liaison at events and stakeholder premises and issue of surveys.
Scheduled Maintenance and Planned Outages	Digital products controlled by Service NSW for Business will be regularly updated, upgraded and maintained without any outages.

1.6. Training

Service NSW will provide appropriately trained Personnel to deliver the Services.

1.7. Language

Service NSW will provide services in English and may arrange translation and interpreter services for customers from non-English speaking backgrounds if required.



1.8. Branding

Unless otherwise set out in the Partnership Agreement, Service NSW channels are singularly branded. Marketing communication is limited to Service NSW led or co-led campaigns and programs.

1.9. Contractors and Agents

Service NSW may use contractors and agents in connection with the delivery of Services. Such agents and contractors are approved persons under Part 2 Section 12 of the Service Act.

1.10. Out of Scope Services

Any item, service or deliverable that is not specified in a Partnership Agreement is deemed to be out of scope for Service NSW.

2. Operational Framework

Service NSW operational framework outlines how operations are managed on a day-to-day basis.

Description
Service NSW creates and maintains support material (knowledge articles) for serving customers. These will be sent to the Council for endorsement of content accuracy bi-annually
Service NSW will record complaints and its supporting information unless resolved at the outset. Service NSW will contact the Council where assistance is required
Issues relating to existing products and services should be raised via <u>partnerships@service.nsw.gov.au</u> or directly with the Relationship Manager
The Relationship Manager will assess the issue and facilitate a resolution within Service NSW, providing regular updates
Service NSW has a quality control framework that governs transactional activities in line with risk assessment at the time of onboarding
The framework includes:
 Regular review of contact centre calls, including being assessed against procedure and process used by the agent during the call Daily quality checks of transactions undertaken by the service centre Quarterly compliance reviews and certifications provided by all service delivery channels

2.1. IT Operations & Support



Service NSW runs a 24/7, 365 days a year service desk. Unplanned interruptions or degradations in quality of service should be raised to the Service NSW Service Desk on 1300 697 679 (option 2) or servicedesk@service.nsw.gov.au

Incident response times in our production environment are prioritised based upon urgency and impact, with associated response and resolution times.

Priority Code	Service Level Target Response/Resolution Time
P1 - Critical	Response: Immediate response, action/update within 15 minutes Resolution: 2 hours
P2 - High	Response: Immediate response, action/update within 30 minutes Resolution: 4 hours
P3 - Medium	Response: 8 hours Target Resolution: 10 working days
P4 - Low	Response: Email notification of call being logged within 2 days. Response by email or phone within 2 working days Target Resolution: 20 working days

Where vendors or other government platforms are involved, Service NSW utilises a best practice vendor governance framework for service level Agreements and for priority 1 and 2 incidents.

2.2. System and Security Maintenance

Service NSW complies with the NSW Government Cyber Security Policy and operates an information security management system that is certified against ISO 27001. These engagement Terms do not extend the certification scope to the Council's specific activities.

3. Customer Payments

Service NSW will collect payments from customers for transactions set out in the Service Agreement. Cash, cheque, money order, credit or debit card may be accepted and merchant fees plus GST will be recovered.

Service NSW will provide remittances and reconciliation files to the Council which include:

- A. Credit T+2 value for cash, cheques* and bank card payments
- B. Credit T+2 value for AMEX payments
- C. Debit any cheques dishonoured
- D. Debit any card payment chargebacks
- E. Debit any refunds processed on behalf of the Council

Cheque payments received over \$50,000 will be remitted back to the Council once the funds clear the Service NSW remitting bank account.

4. Business Continuity and Disaster Recovery



Service NSW will maintain an Enterprise Risk Management Framework focused on managing risks to Service NSW, including mitigation of the likelihood and impact of an adverse event occurring. As a function of risk management, business continuity management will enable Service NSW to minimise disruptive risks and restore and recover its business-critical services within acceptable predefined timeframes should an adverse event or other major business disruption occur.

Recovery and timeframes may be impacted when events or disruptions are related to dependencies on partner Agencies. The Parties will agree on Recovery Point Objectives and Recovery Time Objectives and associated charges prior to designing the system and will periodically review these objectives.

All systems and technology provided by Service NSW internally and through third-party vendors, operate through multiple data centres to achieve high availability. Service NSW systems are architectured, where practicable and possible, to ensure continuity of service in the event of a data centre disruption or outage.

Definitions

Recovery Point Objectives means the age of files that must be recovered from backup storage for normal operations to resume if a computer, system, or network goes down as a result of a hardware, program, or communications failure.

Recovery Time Objectives means the targeted duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.

5. Continuous Improvement

Service NSW regularly reviews improvement ideas from employees and customers. We will provide you with any ideas relevant to your agency for consideration.

'Continuous Improvement' refers to identifying a process, system or policy opportunities that will deliver a benefit for our people, our customers or the NSW government. These improvements may be delivered in house where possible or by engaging our partnering agencies where further input or decisions are required under policy or legislation. A Continuous Improvement:

- A. Puts the customer first
- B. Makes the customer service job easier
- C. Improves a step in a process
- D. Changes the way a task is completed so that it doesn't take as long
- E. Reduces handling time and is cost effective
- F. Allows others to benefit from best practices
- G. Allows us to do things better locally, regionally or organisation-wide
- H. Is a low-investment process change and not a policy change
- I. Improves accountability within the various stages of the process
- J. Removes steps that don't add any value to a process

Service NSW will consider several factors such as cost to implement, cost savings, customer experience, team member experience and operational efficiency in prioritising continuous improvements.

5.1. Continuous Improvement Process

The parties will identify new continuous improvement initiatives on an annual basis, with a 6-monthly check-in on ongoing continuous improvement initiatives.

When establishing a new continuous improvement initiative, the parties will classify the initiative based on



whether it can be implemented as:

- A. part of the ongoing 'business as usual' services (cost and resourcing to be absorbed by Service NSW; or
- B. a new project initiative (cost and resourcing to be agreed by the parties).

A prioritisation process will be agreed upon between the parties to prioritise initiatives (for Service NSW, this will be performed by the Partnerships team).

The Council may be required to effect policy, system or regulatory changes to assist in delivering the service process improvement, as agreed with Service NSW. Where a review of Council policy, system or regulatory changes is requested by Service NSW from the Council, these should be conducted within timeframes agreed between the respective Relationship Managers.



Schedule 3 – Privacy and Data Security

(a) General

- (i) Service NSW may collect, use, disclose, store and retain personal information when exercising functions for the Council:
- (ii) Where Service NSW exercises functions for the Council, Service NSW can share information it obtains with the Council without separately requesting the customer's consent. Service NSW can also share the information it obtains with any person that the Council is authorised or required to disclose the information to in accordance with the Service Act.

(b) Access to Agency Systems

(i) The Parties agree that Service NSW will not have access to the Council's information system.

(c) Collection of information

- (i) Service NSW may incidentally collect Personal Information via call recordings in the course of answering queries on behalf of Council or referring customers to Council. Personal Information collected may include: full name, address, contact number or email address.
- (ii) Service NSW will take reasonable steps to ensure that the Personal or Health Information it collects on behalf of the Council is, relevant, accurate, up-to-date and complete.
- (iii) Service NSW will provide a privacy collection notice to customers whenever it collects their information.
- (iv) If Service NSW collects personal information for its own internal purposes, when exercising functions for the Council, it will ensure that the privacy collection notice meets the requirements of section 10 of the *PPIP Act* in light of section 15(3) of the *Service Act*.
- (v) The notice will address each of the matters that a privacy collection notice is, by law, required to address. Service NSW will develop the content of the notice in consultation with Wollongong City Council.

(d) Internal records maintained by Service NSW

- (i) Under the Service Act, Service NSW is permitted to collect, maintain and use the following records for its internal administrative purposes, including for the purposes of its interactions with customers for whom functions are exercised:
 - Details of transactions between customers and Service NSW

• The preferences of customers for transacting matters with Service NSW and Wollongong Council, and

- Other information about customers.
- (ii) Service NSW collects, maintains and uses the following information for its internal administrative purposes:
 - Details of transactions between customers and Service NSW
 - The preferences of customers for transacting matters with Service NSW and Wollongong City Council and



• Other information about customers.

(e) Use of information

- (i) Service NSW can use information in accordance with the Service Act, PPIP Act and HRIP Act.
- (ii) Service NSW uses Personal Information for the purposes of assisting customers in directing queries to Council, training and quality purposes.

(f) Disclosure

- (i) Service NSW can disclose information in accordance with the *Service Act*, PPIP Act and HRIP Act.
- (ii) Where Service NSW performs a transaction for a customer, when exercising functions for the Council, it will ask the customer for consent before sharing that information with a different agency,

(g) Retention

(i). Personal Information collected via call recordings is stored in Genesys. The length of data retention will be directly related to the purpose for which it was collected and retained. Data is maintained for the minimum period required. Call recordings are available for 3 months and subsequently archived. (h)

(h) Data Security

(i). Personal Information stored in Genesys follows a comprehensive User Access Matrix controlled by Government Technology Platforms Virtual Contact Centre Team. Role based access to the system is granted to users at the minimum level required to perform their duties and to protect against unauthorised access, use, modification or disclosure. Access vi SSO with dfsi.okta.com. The Genesys PureCloud environment is whitelisted and only users on the corporate network or VPN can access the platform. The User Access Matrix is reviewed monthly and a detailed review is conducted every 6 months. The User Access Matrix is a comprehensive document that shows details such as the time of last login, date the account was disabled, date of termination, date of extension, date of role review, name of the reviewer.

(i) Privacy Management plans

The parties agree to update and periodically review their privacy management plans or other relevant policy documents so that any person can ascertain whether Service NSW or the Council holds personal information relating to that person and if so, the nature of the information, the main purposes for which it is used and the person's entitlement to access the information, in relation to the services covered by this Agreement.

(j) Access to and amendment of Personal Information

(i) Service NSW agrees that it will provide any individual who requests it with access to their own personal information without excessive delay and without any expense, in relation to information it holds as a result of exercising functions for the Council.

(k) Privacy Officer

The parties have nominated a Privacy Officer who is the point of contact for dealing with complaints, applications for internal reviews, data breaches, employee education and other privacy matters.



Privacy Officers can be contacted as follows:

Service NSW: Privacy Officer Service NSW 2-24 Rawson Place, Sydney NSW 2000 Phone: 13 77 88 Email: privacy@service.nsw.gov.au

Wollongong City Council Todd Hopwood Manager Governance + Customer Service Post Locked Bag 8821 Wollongong DC NSW 2500 Phone +61242277684 Email <u>thopwood@wollongong.nsw.gov.au</u>



Schedule 4- Change Management

1. Change Management Process

Change is defined as any alteration to services, process, technology or product. Changes may be initiated by Service NSW or the Council. Where a change to the Services is requested by a party, set out below is the following process:

- 1.1. The party requesting the change will notify the other party's Relationship Manager as soon as possible;
- 1.2. The Relationship Managers will meet within 5 days to discuss the requested change;
- 1.3. The Relationship Managers will work collaboratively to conduct a high-level change assessment of the change, and agree and draft a Change Request, considering the following factors:
 - A. Current state and desired future state outcomes;
 - B. Impacts on customers and both parties informed by end-to-end customer journey;
 - C. Additional resource effort; potential cost and timing of implementation;
 - D. Implementation and testing requirements;
 - E. Legislation/policy that may be required;
 - F. Whether variation to the Partnership Agreement will be required; and
 - G. Continuous Improvement Principles
- 1.4. The parties will sign the Change Request, which will be incorporated into this Agreement.

Where a change relates to Service NSW's IT systems, the Council will notify Service NSW within a reasonable period to outline the proposed change and requested timeframes. Service NSW will consider the change and advise whether an increased cost to implement the change is required.

Service NSW will assess the results and implement corrective action to ensure sustainability of the change to the Services. Changes to the Services will be reported on in the monthly management meeting between Relationship Managers.

2. Change Request Template

This Change Request is created in accordance with the Partnership Agreement	
Date of Change Request	
Originator of Change Request	
Proposed Implementation Date	
Cost	<cost></cost>
Summary and scope:	
Service NSW responsibilities:	
00/0/0	



Council responsibilities: Change plan: Change impact (Including the effect on service levels): Change impact (Including the effect on service levels): Assumptions and exclusions: List of documents forming part of this change request: Clauses affected by this change request:



ITEM 5 WOLLONGONG HERITAGE REFERENCE GROUP

On 27 June 2022, Council endorsed the Review of Reference Groups and Committees report which included the requirement for the Charter and function of the Wollongong Heritage Reference Group to be reviewed and presented at a future meeting of Council.

A review has been undertaken and several amendments to the proposed in relation to the membership, meeting frequency and format of the Reference Group. These amendments are reflected in a revised Charter.

It is recommended that Council adopt the revised Charter and the Heritage Reference Group be reestablished for the new Council term.

RECOMMENDATION

- 1 The revised Wollongong Heritage Reference Group Charter be endorsed.
- 2 Councillor [insert name] be appointed as the chairperson of the Wollongong Heritage Reference Group for the term of the Council.
- 3 Community nominations be sought for the community positions on the Wollongong Heritage Reference Group through an Expression of Interest process.

REPORT AUTHORISATIONS

Report of:Chris Stewart, Manager City StrategyAuthorised by:Linda Davis, Director Planning + Environment - Future City + Neighbourhoods

ATTACHMENTS

1 Draft Wollongong Heritage Reference Group Charter

BACKGROUND

Council has engaged with the community on heritage related matters since the 1990's in various committee forms. The structure of the committee / stakeholder engagement has been reviewed following the local Government elections at the commencement of each Council term.

In 2018, the Heritage Reference Group was formed through an expression of interest process and met until dissolved prior to the December 2021 Council elections.

The Reference Group is made up of community members with special interest of expertise in heritage and in the past has had representative from the Illawarra / Shoalhaven Branch of the National Trust, the Illawarra Historical Society, the Austinmer Village Committee, Kembla Jottings and representatives from the Illawarra Local Aboriginal Land Council and Aboriginal community.

Ex-officio members of Destination Wollongong, the Wollongong Art Gallery and Local Studies Library are also regularly in attendance providing a valuable information sharing and relationship building forum between these key stakeholders.

In the last Council term, the Heritage Reference Group provided stakeholder feedback on key projects and initiatives, including -

- Review and update of the Wollongong Heritage Strategy 2019-2022.
- Assessment of applications to the Heritage Grant Program as per the requirements of the Council Financial Assistance Policy.
- Events and support of the NSW National Trust Heritage Festival.
- Input into various planning proposal such as Corrimal Coke Works, Wollongong Heritage Schedule Review and City Centre Heritage Review.

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With the election of a new Council, a review of Council references groups and committees has been undertaken. A survey of the most recent members of the Heritage Reference Group resulted in three recommendations to increase the function and effectiveness of the Group. These include -

- 1 Ensure expectations are clear on attendance for members.
- 2 On-site meetings could be beneficial when discussing specific sites.
- 3 Schedule quarterly meetings, with online options to attend made available.

The survey results also suggest the Group achieves its objectives and recommended that the Heritage Reference Group be re-established.

Due to Covid-19 restrictions, the Heritage Reference Group met online for the period of March 2020 to October 2021. The online format created technological barriers for some members and arguably resulted in reduced meeting attendance throughout this period. However, other members found it beneficial as they could join the meeting from remote locations, rather than submitting an apology. Creating an opportunity for a mixed format meeting, is expected to have a positive impact on future meeting attendance.

PROPOSAL

The Charter of the Wollongong Heritage Reference Group has been reviewed and a revised draft Charter prepared (Attachment 1). The following key changes are proposed -

- Schedule quarterly meetings for a year period, with online options made available to increase attendance.
- Reduce Councillor membership from 2 to 1 Councillors.
- Reduce quorum requirements from half plus one to half of membership due to the reduction in overall membership numbers, to ensure a quorum can be formed.
- On-site meetings to be held where beneficial to discuss key matters.

It is recommended that the Heritage Reference Group is reformed for the period of the current local Government term subject to the meeting arrangement under the revised Charter.

CONSULTATION AND COMMUNICATION

Key stakeholders and reference group and committee members were invited to provide their feedback regarding the objectives, membership and meeting frequency, time and location. Five members provided feedback, and all responses indicated the Group achieves its objectives.

If the recommendations of this report are adopted, Council staff will facilitate training for members of the Heritage Reference Group relating to Council's heritage work and the broader NSW Heritage management framework and context.

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Wollongong 2032 goal "We are a connected and engaged community".

It specifically delivers on core business activities as detailed in the Governance and Administration Service Plan 2022-23.

The report also contributes to the delivery of core business activities outlined in the Wollongong Heritage Strategy 2019-2022, including Strategy 1 "We actively involve the community in the management of Wollongong's Heritage" and action 1.2 of the associated implementation plan "Hold bi-monthly meetings of the Wollongong Heritage Reference Group" (noting the revised charter proposes quarterly meetings).

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CONCLUSION

The Wollongong community consists of diverse people and groups that Council can draw upon to improve our decision making in relate to heritage management. Council reference groups and committees can be effective method for community stakeholders to have input and provide advice on areas of interest.

Review of the effectiveness of the Heritage Reference Group has found that the community values the input of the Group and with implementation of recommended updates to the Charter, the Group will continue to meet its objectives and provide meaningful guidance to Council's approach to Heritage Management policy and priorities.



WOLLONGONG HERITAGE REFERENCE GROUP

CHARTER



1 INTRODUCTION

The Wollongong Heritage Reference Group has been established to provide advice to Council on policies and strategies which relate to the management, conservation and promotion of Wollongong's heritage. The focus of the Reference Group is to advise Council on the preparation and delivery of the Wollongong Heritage Strategy and Implementation Action Plan. The Reference Group comprises community members who can positively contribute to furthering these aims.

2 AUTHORITY

The Reference Group will provide advice and feedback to Council in developing, implementing and monitoring policies and strategies which relate to the management, conservation and promotion of Wollongong's heritage.

The Reference Group does not have decision making authority, the power to bind the Council, nor the power to incur expenditure.

3 RESPONSIBILITIES AND FUNCTIONS

The responsibilities and functions of the Wollongong Heritage Reference Group are to:

- Review and monitor Council's heritage Management and Policy;
- Provide advice on the development, review and monitoring of the Wollongong Heritage Strategy and Action Plan;
- Advise on the cumulative effects of Council's decisions on cultural heritage;
- Provide advice to Council on strategic projects and Council policies related to, or that may impact on, Wollongong's heritage;
- Raise community awareness of heritage conservation;
- Provide advice to Council on the distribution of the local heritage grant fund; and
- Provide advice to Council on the review and update of the Heritage Schedule in Council's Local Environmental Plan(s), including recommendations relating to the nomination and deletion of items.

4 PRIORITIES

The immediate priority of the Wollongong Heritage Reference Group is to advise on the preparation and implementation of the Wollongong Heritage Strategy and Implementation Plan.

Other priorities will be determined by the Implementation Plan .

5 COMPOSITION OF THE REFERENCE GROUP

The Wollongong Heritage Reference Group is to be made up of:

- At least one Councillor holding the position of Chairperson. A second Councillor member may also form part of the membership; and
- Eight independent members with a wide range of knowledge and expertise in natural and cultural heritage, planning as well as representing specific heritage interest groups or local communities

The Chairperson will be appointed by Council from the Councillor Representation.

Vacancies that occur on the Reference Group will be filled by public advertisement and selection by the Manager City Strategy.

Council's Heritage Coordinator, Heritage Officer, Land Use Planning Manager and Manager City Strategy will attend Reference Group meetings as ex-officio members and will provide professional advice to the Reference Group.

Representatives of Council's Local Studies Library and Cultural Services Sections as well as representatives from Destination Wollongong may also attend meetings as ex-officio members.

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CHARTER WOLLONGONG HERITAGE REFERENCE GROUP



Other Council staff and consultants, Government officers, advisors or individuals may be invited to attend meetings from time to time to provide expert advice, information or presentations in relation to the Reference Group's business.

Reference Group meetings are not open to the public to attend as observers.

TERM OF APPOINTMENT 6

The term of appointment is for this term of Council.

OBLIGATIONS OF MEMBERS 7

Members of the Reference Group, in performing their duties, shall:

- Act honestly and in good faith;
- Participate in the work of the Reference Group and commit to attending quarterly meetings;
- Perform their duties in a manner that ensures public trust in the integrity, objectivity, and impartiality of the Reference Group:
- Exercise the care, diligence and skill that would be expected of a reasonable person;
- Comply with the Reference Group's Charter; and
- Comply with Council's Code of Conduct.

8 MEETINGS

Regular meetings will be held quarterly, except where no business has been identified by staff. Additional meetings may be required from time to time to attend to urgent business.

On site meeting may also be organised, where it is considered necessary or beneficial for the consideration of a particular agenda item for the Membership to visit a site.

A quorum will consist of half of the Reference Group members plus the Chairperson.

If the Chairperson is absent from a meeting, an ex-officio member will act as Chairperson.

The Reference Group has an advisory role to Council and will make recommendations by consensus. In the absence of consensus, advice from the Reference Group may be presented with supporting and dissenting views of Reference Group members.

Meeting agendas will be distributed at least five business days prior to the meeting.

REPORTING 9

The minutes of meetings will be distributed to all members, provided to Councillors and Council's Executive Management for information and published on Council's website (under Reference Groups).

Advice and recommendations of the Reference Group relating to specific Council projects, will be reported to Council as part of the project reporting process.

Any matters arising that require a separate decision of Council may be reported to Council at the discretion of the Manager City Strategy.

10 EVALUATION AND REVIEW

A review of the Reference Group will be undertaken every two (2) years to ensure the purpose, membership and operation of the Reference Group is effective and to make appropriate changes.





ITEM 6 EXTENSION OF APPOINTMENT - INDEPENDENT ARIC MEMBERS TO 31 OCTOBER 2022

The term of two independent members of the Audit, Risk and Improvement Committee (ARIC) expires on 30 September 2022. This report recommends that the term of appointment of Catherine Hudson and Stephen Horne to the Committee be extended for one month for the period up to 31 October 2022.

RECOMMENDATION

The term of Ms Catherine Hudson and Mr Stephen Horne as independent members of the Audit, Risk and Improvement Committee be extended for the period up to 31 October 2022 to allow for the current ARIC Committee to oversee the finalisation of the annual financial statements.

REPORT AUTHORISATIONS

Report of:Todd Hopwood, Manager Governance + Customer ServiceAuthorised by:Renee Campbell, Director Corporate Services - Connected + Engaged City

ATTACHMENTS

There are no attachments for this report.

BACKGROUND

Two independent members of the ARIC, Catherine Hudson and Stephen Horne are currently appointed as members of the ARIC until 30 September 2022. Ms Hudson and Mr Horne have both indicated that they will not be seeking extension of their term of appointment to extend beyond 2022.

A current recruitment process is underway to recruit two suitable new independent members to the Committee. The term of the newly appointed members is expected to commence on 1 November 2022.

PROPOSAL

To ensure the year-end financial statement approval process runs smoothly and to ensure good governance over the process, continuation of the current Committee structure and independent membership is recommended to maintain stability during the finalisation of annual reporting requirements.

In addition, the short extension will ensure that the current recruitment process for two new members of the Committee is completed and the new members inducted prior to the departure of Ms Hudson and Mr Horne from the Committee.

Ms Hudson and Mr Horne have been consulted on the short extension of their appointment term to the Committee and both have agreed to the extension of their membership terms to 31 October, 2022.

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2032 Goal "We are a connected and engaged community".

It specifically delivers on core business activities as detailed in the Governance and Customer Service, Service Plan 2022-23.

FINANCIAL IMPLICATIONS

There are no direct financial implications relating to the extension of appointment terms of Ms Hudson and Mr Horne as members of the Committee



CONCLUSION

Continuation of the current committee structure and membership will maintain stability during the transition to a new membership and ensure consistent oversight of the finalisation of annual reporting requirements.



ITEM 7 NOTICE OF MOTION - COUNCILLOR JOHN DORAHY - REVIEW OF ENERGY EFFICIENCY IN COUNCIL OWNED FACILITIES

Councillor John Dorahy has submitted the following Notice of Motion -

"By way of a direction from Councillors I propose Wollongong City Council explore the opportunity to be a community leader in saving the planet through energy efficiency. In addition to the environmental benefits, this will improve Wollongong City Council's cost impacts and benefit residents financially. I formally move that Wollongong City Council –

- 1 Review where power usage can be reduced in all Council owned properties. Particularly when offices, rooms and facilities are vacant for extended periods, such as the evening when facilities are unoccupied.
- 2 Consider options to automate all power devices to turn off when offices, rooms and facilities are vacant after a set time, with a minimum 'stay on' period when no activity is detected in the office or room. Examples of this can be found in the Council administration building.
- 3 Deliver a briefing to Councillors by October 31, 2022, outlining the potential energy and financial savings, associated costs of sourcing and installation of automated power devices and return on investment.

Background provided by Councillor John Dorahy:

Power saving devices are already installed in some offices and rooms of the Wollongong City Council administration building, providing either 'turn on' and/or 'turn off' motion sensors. These devices have potential cost saving benefits and the electricity savings provide power for use by others.

Power outages due to base load power being reduced are a likely threat with the upcoming closure of coal-fired power stations, without an increase in alternative power solutions. We have seen examples of this already. This is an opportunity for Wollongong City Council to become a leader, setting an example to other organisations, businesses and residents, and show a commitment to energy efficiency, not just during 'Earth Hour' but at all times.

I ask Councillors to support this motion to show the residents of Wollongong that we are committed to climate change action and leading our community into a clean and prosperous future.

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