

**Shoalhaven City Council – CCB Executive Meeting Thursday, 24 November 2022 – 10:00 AM to 2:00 PM**  
**Dunn Lewis Centre, 141 St Vincent St, Ulladulla NSW 2539**

## Meeting Notes

The following meeting notes should be used in conjunction with the CCB Executive Meeting PowerPoint presentations attached.

Please note: these are meeting notes only and not comprehensive minutes.

**Mayor and Councillor Attendees:** Mayor Amanda Findley, Cllr Liza Butler, Cllr Mark Kitchener, Cllr Patricia White.

**Apologies:** Graeme Cord (Cambewarra Residents & Ratepayers Association), Jess Zealand (Shoalhaven Heads Community Forum), Stuart Coughlan (Berry Forum), Alex Cooke (Budgong Community Group Inc), Sharon Fox (State Emergency Service), Jim Fraser (SCC).

**CCB & Community Group Attendees:** Gail Stebbings, Peter Broom, Eve Bray, Anne Simpson, Bruce Goldsmith, Gai Goldsmith, Paul Mitchell, Jan Gregory, Philip Smith-Hill, Marylou Kay, David Swarts, David Reynolds, John Levett, John Lang, Russell Neeves, Gary Chapman, John Byron, Ross Popplewell, Liz Tooley, Anna Everts, Karen Weinert, Liz Holzner, Ian Carroll, Angela Searle, Penny Davidson, Robyn Flack, Luciano (Lou) Casmiri, Ken Buckley, Robyn Kerves, Dirk Treloar, John Ellerton, Terry Hanrahan, Hugh Sinclair.

**CCB & Community Groups Represented:** Cambewarra Residents & Ratepayers Association, Wandandian Progress Association, Sanctuary Point Community Champions, Ulladulla & Districts Community Forum, Tabourie Lake Ratepayers & Residents Association, Basin Villages Forum, Sussex Inlet & Districts Forum, Callala Bay Community Association, Vincentia Matters, Red Head Villages Association, Burrill Lake Community Association, Huskisson Woollamia Community Voice, Shoalhaven Heads Community Forum, Vincentia Residents & Ratepayers Association, Conjola Community Association, Milton Forum, Kangaroo Valley Community Consultative Body.

**Council Employee Attendees:** Stephen Dunshea, Robert Horner, Kevin Voegt, Lauren Buckingham, Paul Keech, Kiralee Goodsell, Trevor Dando, Theo Prakash, James Ruprai, Carey McIntyre, Craig Exton, Kim White, Amanda Britton, Michael Paine, Erin Olejniczak, Carly McWalters, Allen Bloxsome, Jared Brown, Jessica Richardson, Monica Kincade, Joanne Seibright.

ITEM	TIME	TOPIC	PRESENTED BY
1.	10:00 AM – 10:05 AM	Welcome & Housekeeping	Michael Paine – Manager, Community Connections & Stephen Dunshea – Chief Executive Officer (CEO)

### Overview:

- This is the first time we have come together face-to-face in over a year. It is good to see everybody after a hard year, from bushfires, COVID & flooding.
- Council acknowledges the number of community groups in attendance (15 groups represented) including Community Consultative Bodies (CCBs), and additional community groups, invited to attend for the first time.
- It is good to see a spirit of collaboration and inclusion amongst the CCBs and community groups.
- Housekeeping – toilets, emergency exits, smoking area.
- Overview of the day includes several presentations on key topics including:
  - Introduction of Directors
  - Roads

- Artificial Intelligence – Garbage Trucks
- New Customer Contact Centre & Request Management System.
- Due to the State Emergency Service (SES) deployment to western NSW, the presentation on 'A New Era of Warnings' by Superintendent Sharon Fox, Acting Deputy Commander – South-eastern Zone, will not proceed. This time slot will now be for open questions & answers (Q&A).
- We will break for morning tea (11:10 AM) and lunch (12:40 PM). This is a good opportunity for networking between community groups and using the Community Connections Networking Cards (received on check-in) to make it easier for participants to stay connected and share knowledge between community groups.

2.	10:05 AM – 10:10 AM	Welcome to Country	Mayor Amanda Findley
3.	10:10 AM – 10:30 AM	Introduction of Executive Management Team	Stephen Dunshea – Chief Executive Officer (CEO)
4.	10:40 AM – 11:00 AM	Overview / Q&A	Stephen Dunshea – Chief Executive Officer (CEO)

#### Overview:

- **City Services – Paul Keech, Director**
  - Asset Strategy
  - Maintenance & Construction
  - Technical Services
  - Council Buildings & Property Services
  - Commercial Services
  - Natural Areas (Infrastructure, Asset Protections Zones (APZs), Review of Environmental Factors (REFs))
  - Project Delivery
  - Parks & Open Space
  - Energy Management.
- **City Development – James Ruprai, Director (Replacing Phil Costello)**
  - Development Assessment
  - Certification
  - Building Assessment
  - Compliance
  - Ranger Services
  - Animal Management
  - Environmental Services (Policy, Regulation, Compliance, Weeds)
  - Natural Areas (Waterways, Beaches, Bushland)
  - Ulladulla Service Centre.
- **City Futures – Carey McIntyre, Director (Replacing Robert Domm)**
  - Strategic Land Use Planning
  - Strategic Infrastructure Planning
  - Urban Release Areas
  - Transformational City Projects
  - City Growth, Advocacy & Tourism
  - Economic Development
  - Placemaking & Urban Renewal
  - Affordable Housing Strategies
  - Strategic Property Asset Ventures.
- **City Lifestyles – Jane Lewis, Director**
  - Library Services
  - Arts & Culture
  - Community Development
  - Social Planning
  - Community Capacity Building
  - Community Resilience Planning

- Social & Community Infrastructure Planning
- Shoalhaven Swim, Sport & Fitness
- Community Wellbeing & Lifestyle Strategies
- Shoalhaven Entertainment Centre
- Family Day Care.

▪ **City Performance – Kevin Voegt, Director**

- Corporate Finance
- Long-term Financial Planning
- Procurement & Stores
- IT & Smart Cities Innovation
- Customer Service Strategy & Contact Centre
- Integrated Planning & Reporting
- Corporate Performance Measurement & City Project Monitoring
- People & Culture (HR, Recruitment, Training & Development, Industrial Relations, Volunteering)
- Governance & legal
- Works, Health & Safety
- Risk & Insurance
- *Kevin Voegt will be retiring next year.*

▪ **Shoalhaven Water – Robert Horner, Executive Manager**

- Water Supply
- Sewerage Services
- Strategic Management of Water & Wastewater Schemes.

**Q: Do Council have an independent panel member for interviews for the recruitment of senior staff?**

**A:** Council has adopted a policy within the last two years in relation to the process of the recruitment of senior staff. This was on the back of guidelines released by the Office of Local Government (OLG) in response to an investigation by the Independent Commission Against Corruption (ICAC) into a Council in Sydney. It was determined by ICAC that there had been Councillor interference in the recruitment of senior staff at this Council. ICAC released guidelines recommending that Councillors not be involved in the recruitment of senior staff, however, the selection of a General Manager (GM)/Chief Executive Officer (CEO) is the responsibility of the elected Council. Prior to the implementation of the new policy, Councillors and the GM/CEO were involved in the recruitment process for senior management. This is no longer the case. The CEO has implemented a process of engaging an independent specialist to sit on the interview and selection panel for the recruitment of senior management. If the position requires a specialist area of expertise, an independent expert is employed who has specialist knowledge related to the role that is being recruited.

**Q: What planning processes are in place for addressing the impacts of climate change in the Shoalhaven Local Government Area (LGA)?**

**A:** Council has recently adopted a Climate Adaptation Policy & Strategy. Both the Federal and State Governments have minimum mandates on the approach taken to the review of Local Government plans and control plans, with consideration to environmental change and climate change, and the impacts of both on development and vice versa. There are significant safeguards built into the way in which we review planning policies to take into consideration the impacts of climate change. It is incumbent upon Council to communicate that the strategic planning process is future-focused. It is an innovative process, and it is also a cumbersome process, but it is thorough.

A tangible example is Council's Coastal Management Plan. Council has been very involved in updating the coastal management processes. Council has highly experienced scientific staff and they run the coastal management programs. The Coastal Management Plan has just been through the community consultation process. Over the coming months, the plan will be developed to ensure that it contains the most current scientific knowledge. Council is aware that knowledge changes and progresses over time, and because of this, continual review will be required. Once the updated Coastal Management Plan and Flood Models are put into effect, they will effectively have influence over land use planning strategies moving forward.

A Sustainability Officer has been employed by the City Services Directorate. This position is very proactive in challenging Council on sustainable measures and initiatives, as well as funding. The position works across all departments to assist them in creating and achieving goals.

**ACTION: Table for further discussion on the role of the Sustainability Officer at a future CCB Executive Meeting.**

**Q: Would Council consider employing an independent authority to support the provision of affordable housing taking into consideration Council's current financial constraints? Can Council resources be sold to fund this?**

**A:** Housing is a massive issue, and Council does not want to get into the space of being a housing provider. What Council has done, is put together a small package of land in Bomaderry, to build with Southern Cross Community Housing (SCCH), a pilot program to show the industry how it's done. Council has not just been involved in advocacy work, but Council has been the leader in showing what it is that we want and how we can create successful projects. The project facing Council as we move forward is to try to return our basic services back to what we want them to be, and this is a massive financial challenge.

The advocacy work that the Mayor undertakes on a day-to-day basis is mostly with the State and Federal Governments and is mostly around the State's holding of homes. The State Government has thousands of homes across the state, including in the Shoalhaven, that were built in the 1970s, that are not fit for purpose, and should be put aside to allow for medium-density housing as we move into the future. New homes need to be developed for those who wish to live in single-bedroom accommodation. There is a waiting list for social housing with approximately 1500 people wanting a one-bedroom unit and a small waiting list of people who are looking for a four-bedroom plus home. Trying to get the balance right in the Shoalhaven, with the help of the State and Federal Governments is the priority.

Council is about to commence its 2023/2024 budget process, and Council is acutely aware of the need to ensure that every dollar possible is going to the urgent repair of infrastructure that is needed. This does put immense pressure on discretionary spending.

This is also a focus of the City Futures Directorate in strategic planning. The advocacy work that Council takes from the Mayor and the elected officials, and we take those discussions to the bureaucrats at the different levels of Government.

**Q: Are sea-level predictions to be reviewed, and how does that impact the mapping process for where you can and cannot build in the Shoalhaven? How is this enforced through the LEP process and the assessment of development applications?**

**A:** Yes, it is under review and is part of the current process. Flood modelling is being undertaken and the findings will be presented to Council. The integration of this and how it impacts individual lots and developments are determined by flood hazard lines. They effectively give a zone of influence for sea-level rises and coastal hazards. They don't necessarily prevent development, but they do trigger the requirement for further information.

**Q: Can Council provide some indication on the direction moving forward in relation to community-led planning and development issues?**

**A:** Community-led development is the future, and the way that is delivered is through the LEP and the DCP. This is very much on the agenda with the State Government, and the State Government is offering to assist Councils who want to go down this path. This will be discussed further with the elected Council on Saturday, 26 November 2022. The ability to involve the community at an internal level is very much on the move and is very future-focused.

5.	10:40 AM – 11:00 AM	Overview – Roads in the Shoalhaven	Paul Keech – Director, City Services
6.	11:00 AM – 11:10 AM	Overview / Q&A	

**Overview:**

- We have had three natural disaster declarations in the Shoalhaven.
- There is approximately \$78 million of damage to roads in our LGA.
- 1,700km of road needs to be repaired.
- There have been 98 landslips (38 classified as major) affecting 23 roads.
- Landslips have had a significant impact on Kangaroo Valley and its surrounds.
- Council has reached out to NSW Public Works, and they have provided assistance in relation to



- resourcing experts in engineering, and geotechnical advice.
- We are the first Council from across the state to put out a tender for the contract work.
- We would encourage the community to subscribe to Council's 'Severe Weather Events Reconstruction Work' page. <https://www.shoalhaven.nsw.gov.au/Projects-Engagement/Major-Projects-Works/Severe-weather-events-reconstruction-work-2022>
- As well as improving the quality of local roads, Council is working to improve the community's understanding of how roads are managed and how repairs happen. A Factsheet has been developed on 'Pothole Filling -v- Pothole Repairing'. Essentially, a pothole filling is a temporary solution, whereas a pothole repair or restoration is a more permanent solution.
- Site conditions need to be examined and taken into consideration when determining the type of repair that is required.
- The concerns of the community are understood. Please be assured that Council is doing everything it can to address the issues surrounding road maintenance, however, works have had to be prioritised so that they can be managed effectively.
- A video will be produced to demonstrate how the works are undertaken.

**ACTION: Arrange to distribute a copy of the Pothole Factsheet to attendees and arrange to distribute to the wider community with the Rates Notices.**

**Q: A similar presentation was given by the Director, City Services at the 2019 CCB Executive Committee meeting. What has changed since 2019 that will allow Council to adequately maintain our roads, infrastructure, and facilities?**

**A:** The main concern is around adequate funding and resourcing. It would be ideal if Council could perform maintenance in a proactive way instead of a reactive way. There is currently a balance between contractors and Council staff. Fortunately, the State Government is helping with funding to address some of the backlog, however, the annual maintenance shortfall is \$11 million. With the introduction of a new Council earlier this year, some difficult decisions had to be made during the budget process, and there has been a readjustment to the budget which has resulted in previously promised projects being deferred. Money had to be diverted to urgently address, not only emergency repairs, but to try to address the historical maintenance shortfall.

Council is about to go into a budget process for 2023/2024. A report has been included in the Business Papers for the Ordinary Meeting to be held Monday, 28 November 2022. This report outlines the budget strategy which will include looking to again defer capital works to move funding into maintenance and to reduce, on an ongoing basis, our Capital New Projects Budget so that we can continue to address the historical shortfall with reference to maintenance. The alternative is to increase rates and cut services in other areas, these are the difficult decisions Council must make. The approach at this stage is not to increase rates and cut services, but to scale back on our new expansion of new assets being constructed.

**Q: Based on the extreme conditions we have had in the past year and the effects on local roads, is the methodology for the construction of roads initially, and for the repair of the roads into the future, going to change to have a more preventative approach or is that not viable?**

**A:** Not in a big way. Ideally, roads would be constructed using metamorphic rock, but there is a shortage of that in the Shoalhaven. Typically, in the past, we have used shale and sandstone. This kind of pavement material is susceptible to water. It can work if the reseal program and the maintenance program are strong. We are now sourcing our road material from Bass Point at a big expense, but it is a better-quality rock. Cement is sometimes used as a binding material, but this is not always effective as it depends largely on the type of rock being used. A big effort needs to be focused on maintenance.

**Q: With the anticipated influx of tourists to the Shoalhaven region over the Christmas and New year period, does the Council have any plans or insights into how the roads are going to cope with the extra traffic?**

**A:** Signage and more filling will be used. There has been a push in the community to have temporary speed reductions imposed, however, speed limit requirements are governed by the State Government, and there are certain requirements around how fast a road can be set. We have the ability, following delegation from the State Government, to erect speed limit signs when road works are in progress. Aside from that, it is about advanced warning signage, and advisory signage to alert road users to the damaged pavement. A concerted effort is being made between now and Christmas to complete some of these works.

**Q: Could holiday rentals be asked to contribute financially to ongoing road maintenance?**

**A:** This is not permissible under the current legislation.

**Q: Can a more customised approach be taken to critical roads in the Shoalhaven? A one-size fits all approach to road maintenance seems inappropriate. Would it be better for Council to consult with CCBs about what they think would work best based on the local knowledge the CCBs have regarding some of those critical roads?**

**A:** The benefit of having locals employed as Council staff is that our staff are also representative of our community and can contribute their knowledge. Local knowledge and input from the community is happening. Our staff are knowledgeable and experienced, and they are relied upon to make the appropriate decision on the ground. Council does prioritise works and our staff are able to make these calls. Feedback is welcome from the CCBs and the wider community, however, the feedback needs to be constructive. The community needs to understand that their feedback cannot necessarily be actioned straight away, any feedback received simply adds to the decision-making process, but it doesn't necessarily change the decision-making.

**Q: To what extent does Council liaise with the State Government on planned road works, noting our LGA has roads managed by both Council and the State Government?**

**A:** Unfortunately, not as much as we would like. It has become increasingly difficult to liaise directly with colleagues from Transport NSW. It does happen on occasion. Council is trying to establish some liaison meetings to discuss this further to try and build on this relationship.

**Morning Tea & Networking**  
**11:10 AM – 11:40 AM**

<b>7.</b>	<b>11:40 AM – 12:00 PM</b>	<b>Artificial Intelligence Garbage Trucks</b>	<b>Paul Keech – Director, City Services</b>
<b>8.</b>	<b>12:00 PM – 12:10 PM</b>	<b>Overview / Q&amp;A</b>	

**Overview:**

- Both Shoalhaven Water and Shellharbour Council are providing additional staff to support Council with pothole maintenance over the busy December period.
- Council has secured a 12-month trial using a new system with the ability to automatically identify defects through machine learning. Personnel are no longer required to manually identify defects or filter through hours of footage. To get more for our money and to operate with more efficiency, Council has been investigating the use of artificial intelligence.
- Retina Visions can identify a catalogue of over 20 different types of defects, and this is done using a single, vehicle-mounted camera, attached to the windscreen of each of our eight recycling trucks using an adhesive mount. It is a constant video stream that provides Council with current information every two weeks. Portable cameras can also be mounted to bicycles to monitor pavements/footpaths.
- Once the footage is processed, the output defects are fed straight to Council via a web portal.
- Council is looking to develop a completely automated approach to conducting road assessments with the aim to automate the entire cycle of road assessment and asset cataloguing, from gathering the data on our local roads, to logging it into the system, and then generating and closing out work orders.
- Defects that can be detected include footpath damage, litter, graffiti, leaf litter in gutters/across footpaths, roadkill, cracking, potholes, vegetation, overhanging branches etc.
- 36,000 road defects have been detected in the first two months of the trial.

**Q: Will the community be able to log onto the portal?**

**A:** No, but it will make it a lot easier for staff to respond to any inquiries regarding damage and proposed maintenance.

**Q: At what level of severity does the system identify that a defect is dangerous?**

**A:** Anything with a severity rating of seven or higher is prioritised.

**Q: What sensitivity does the system have? At what stage does a defect register on this system?**

**A:** Sensitivity is as low as severity rating zero. All defects can be filtered to allow Council staff to prioritise maintenance works.

**ACTION: Arrange for the Manager, Works & Services to present to the CCBs in the new year on the Retina Visions software.**

<b>9.</b>	<b>12:10 PM – 12:30 PM</b>	<b>Customer Contact &amp; Customer Request Management</b>	<b>Lauren Buckingham – Manager, Customer</b>
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10.	12:30 PM – 12:40 PM	Overview / Q&A	Experience & Kevin Voegt – Director, City Performance
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#### Overview:

- The Customer Experience (CX) Program commenced in 2020 with a focus on transforming Council's frontline customer service through the creation of a Customer Contact Centre. The aim is to have inquiries resolved at the first point of contact, rather than transferring the customer to staff in different departments.
- The Contact Centre launched in 2021.
- Staff with a strong customer service mindset were transferred from other areas of Council as member of the new Customer Experience Team.
- Call scripts have been developed, in conjunction with additional tools and technology, to resolve the majority of incoming calls at the first point of contact.
- Over 160,000 calls have been received in the first 12 months, with over half the calls being answered within 30 seconds, and 65 percent of inquiries being resolved at the first point of contact.
- A new Request Management system has also been implemented. This new system replaces MERIT and keeps all customer requests in one place. Customers can access their request online to check the status of their request, and the customer will be notified once the request has been closed.
- Customer Requests can be logged online via the Council website:  
<https://www.shoalhaven.nsw.gov.au/Services/Report-request-or-provide-feedback>
- The system gives Council access to more comprehensive data. We have received over 14,000 requests since going live.
- Council will be revising our Customer Charter and Service Standards. Council also plans to include customer service training in all job descriptions and provide training for all staff in customer service.

**Q. Will Council be able to provide CCBs with a report of outstanding requests in relation to a general area or those submitted by a CCB? Outcomes are critical when a request is raised with Council.**

**A.** The system has the capability to report on open requests for a particular area. Privacy considerations would apply, so no specific information could be provided. Council still isn't at the point where the full customer loop is completed from end to end. The community is encouraged to submit all requests via the online form as this is the quickest way for it to get to the correct department and staff member for a response.

**ACTION: The Customer Experience Manager will investigate whether a filter can be developed to search for outstanding requests via organisation.**

**Q: Some CCBs have been sending their requests directly to Community Connections and Community Connections then redirect the request through to the appropriate person. Is this best practice?**

**A:** The Community Connections Administrative Assistant advised that any e-mails received from CCBs are forwarded to the Records Management Team so that the e-mail can be registered, and a workflow assigned to the appropriate staff member. This does not expedite the request in any way. Requests can be submitted via e-mail and they should be addressed to [council@shoalhaven.nsw.gov.au](mailto:council@shoalhaven.nsw.gov.au). The Records Department will then enter this as a request, however, this may take several days. The community is encouraged moving forward to submit all requests via the online form as this ensures that the request is already a record of Council and that it is immediately in the hands of the appropriate staff member to respond to a community member's request. Some requests can be resolved within a short time frame, however, some requests, such as those received by Council's Works & Service team can take several months.

**Q: is there a quick and easy way to search for Council meeting minutes?**

**A:** Simply go to the Council website <https://www.shoalhaven.nsw.gov.au/Council/Meetings>. You can view all Council Ordinary Meetings and Council Committee agendas and meeting minutes from this page. Simply click on the Agendas & Minutes box and you can filter your search via Meeting Type, Year, or Month. All meeting agendas and minutes are located on the Council website and can be viewed and downloaded.

**Q: Will the Request Management System issue a reference number like the MERIT system did?**

**A:** All Requests entered online will automatically generate a reference number for the customer. You are also sent a notification with your reference number via SMS or e-mail, depending on your preferred contact method. This allows you to track the progress of the request.

**Q: Are the community still going to use Snap Send Solve?**

**A:** Yes, the community can still lodge a request using the Snap Send Solve app. This app is not owned by Council, this is an independent platform that notifies Council or other authorities of issues that need to be

addressed within our LGA. Snap Send Solve often does not provide Council with enough information to action the request and requires an Officer to make contact with the customer to understand more about the request.

Request Management is designed to capture more information at the point of request raising. However, from the feedback received today it appears there are some concerns about the usability of the Request Management online form. Ideally, Council can work toward a Request Form that is more user-friendly and strikes a balance between Snap Send Solve and Request Management.

**Lunch**  
**12:40 PM – 1:10 PM**

11.	1:10 PM – 1:20 PM	CCB Guidelines & Policy Review	Michael Paine – Manager, Community Connections
12.	1:20 PM – 1:30 PM	Overview / Q&A	

**Overview:**

- In line with the requirements of the Local Government Act 1993, all Council policies need to be reviewed within 12 months of a new Council being sworn in – this includes the Guidelines for the Conduct of Community Consultative Bodies.
- The CCB Policy has not been updated since 2013.
- Council has taken into consideration feedback received from the consultations and workshops that have been held since 2016 and incorporated this feedback into the new document.
- Council has amended outdated and incorrect information regarding insurance. CCBs were informed of this change in 2018, however, the guidelines were not updated to reflect this.
- Changes to the document include:
  - Changing the name from ‘Guidelines for the Conduct of Community Consultative Bodies’ to the ‘Community Consultative Bodies Policy’.
  - Removal of the advice regarding splitting a meeting.
  - Updated reference to ‘Area Meetings’ to reflect current practice.
  - Removal of the reference to the Office Bearer position of ‘President’ and only refer to a ‘Chairperson’.
  - Removal of the reference to a paid membership.
  - Clarification around avenues for correspondence with Council.
  - Clarification of the process around seeking further information on major development proposals.
  - Refining and clarifying the appeals process regarding the cessation of a CCB.
  - Clarification on the role of the Committee.
  - Recommendation to all CCBs to adopt a Code of Conduct.
  - More stringent requirements around the advice given to Council in relation to any changes made to contact details.
  - Correction of the advice on insurance.
- The Policy will be reported to Council at the Ordinary Meeting scheduled for Monday, 28 November 2022 seeking an endorsement to proceed to public exhibition.

**Q: Can there be a discussion around restructuring CCBs? What actions cause a CCB to cease?**

**A:** If there are any suggestions around the restructuring of CCBs, Council would encourage the community to provide this feedback via a submission once the policy goes on public exhibition.

The cessation of a CCB is outlined in the guidelines. Essentially, if the community comes forward and indicates that the CCB is not representative of the community, this must go to Council, and Council is responsible for making a decision around the cessation of a CCB.

**ACTION:** *The Manager of Community Connections will contact the Secretary of Ulladulla & Districts Community Forum to discuss the guidelines in relation to cessation.*

**Q:** Insurance costs can be quite significant. Could a pricing scheme be developed through an insurance broker if CCBs could be auspiced by an organisation? CCBs ask that Council not reject the idea that Council has any responsibility for CCBs when the CCBs do the bidding of Council during Council consultation processes.

**A:** As it stands, CCBs are not covered by Council's insurance, and this has now been rectified in the new policy. Our Enterprise Risk Management Team, which includes Council's Insurance Specialist, has investigated whether or not Council as an organisation, go to a broker to look at coverage for CCBs, but that will require an all-in or none response from the CCB network.

If that is a piece of work that the CCBs would like Council to continue to look at, then the Manager, Community Connections can liaise with the Enterprise Risk Management Team to see if we can obtain some quotes and collate some information for dissemination to the CCBs, however, it is the understanding of Council that the majority of CCBs do have their own insurance.

Council does not go to the open market for insurance. We are a member of an insurance pool called Statewide Mutual. It is the board of that pool that reject the notion of taking the risk and liability of the CCBs. The easiest way to resolve it is for CCBs to seek their own insurance. To counter that, Council can look at how they can provide funding support in this regard, and whether the \$500.00 paid to CCBs on an annual basis needs to be adjusted.

12.	1:30 PM – 1:40 PM	Emergency Management	Kim White – Local Emergency Management Officer (LEMO)
13.	1:40 PM – 1:50 PM	Overview / Q&A	

#### Overview:

- Saturday, 26 November 2022 will be the third anniversary of the Currowan Bushfire.
- Following the Royal Commission, the Rural Fire Service (RFS) adopted the new Australian Warning System, details as follows:
  - Yellow – Advice
  - Orange – Watch & Act
  - Red – Emergency Warning
- The State Emergency Service has recently adopted the same warning system.
- A new heatwave emergency warning has been released which follows the bushfire style of emergency alerts.
- The Bureau of Meteorology (BOM) and the Australian Broadcasting Corporation (ABC) radio will be sending out alerts in relation to heatwaves.
- Heatwaves are the largest killer when it comes to natural disasters in Australia.
- The Local Emergency Management Committee has reviewed the Heatwave Plan, and this has been adopted in recent weeks.
- A lot of planning has been put into heatwave conditions and what the community can do to stay safe during heatwave events, which are predicted to increase.
- La Nina is expected to finish, and we are rapidly going to move into an El Nina which brings very hot and dry conditions. This has the potential to result in a large fire season due to the amount of vegetation growth.
- The SES and the Australian Government have released a new app called Hazard Watch.
- This provides updates on all natural disasters.
- Council has recently employed a Deputy local Emergency Management Officer (DLEMO).
- The Next Generation Bushfire Risk Management Plan has been introduced in the Shoalhaven and is being run by the Bushfire Management Committee in conjunction with experts from outside the Shoalhaven. Historically the plan has been reviewed by the RFS, put out on public exhibition, and then adopted. However, this has now changed. There will be upfront community consultation on the risks that are identified and the treatments prior to the finalisation and the document going out on public exhibition. This is an important opportunity for the community to be directly involved.

#### Q: In the event of an emergency, where are our evacuation points?

**A:** There is a process to identify evacuation centres. The main ones are Ulladulla Civic Centre, St Georges Basin Country Club, and Bomaderry Bowling Club. Evacuation centres aren't identified prior to an event. In an emergency, the Emergency Operation Centre (EOC) is stood up, and the relevant agencies come together and develop a plan.

The RFS undertake a lot of modelling during fires, and they can predict where a fire is going to go. We don't want the community going to a 'perceived' evacuation centre in case the venue is impacted by fire or flood.

Evacuation centres also have to undergo a rigorous audit process prior to being selected. All costs associated with official evacuation centres are paid for by the Government.

If communities create their own evacuation centre, they have no claim to Government funding as it has not been authorised by the combat agency and the emergency services, and particularly the Local Emergency Operations Controller (LEOCON).

**Q: In the event of an emergency, who do we call?**

**A:** You look for the warning from the relevant agency. The RFS or the SES will be issuing alerts. Through the Recovery to Resilience Project (RRP), there are Community Information Hubs that have been established throughout the Shoalhaven. These will be activated over the coming weeks, and this is where the community should go for their source of information.

14.	1:50 PM – 2:00 PM	Open Q&A	Open to All
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**Q: There has been some frustration over recent years in relation to the lack of input from CCBs into these Executive Meetings. Some of the priorities of the CCBs include the Development Control Plans (DCPs). We want time in these forums to hold discussions around the development process. Can we formalise this into the agenda process?**

**A:** The CEO suggested that we hold targeted meetings to discuss specific topics and has assured the CCBs that this feedback will be taken on board.

**Q: Some people in the LGA cannot access home and contents insurance. Insurance companies are accessing Council data in relation to fire and floods, and they are basing their decisions on the Council data. The Council data is very general.**

**A:** Council is not aware of this issue. The information that Council puts on its website is the best available information to Council.

**ACTION: Council will take this on notice and will provide a formal response to the President of Shoalhaven Heads Community Forum.**

13.	2:00 PM – 2:05 PM	Thank You & Close	Michael Paine – Manager, Community Connections
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Summary of Actions	Action	Responsible Officer
	Table for further discussion at a future CCB Executive Meeting - the role of the Sustainability Officer.	Paul Keech
	Arrange to distribute a copy of the Pothole Factsheet to attendees and arrange to distribute to the wider community with the Rates Notices.	Paul Keech
	Arrange for the Manager, Works & Services to present to the CCBs on the new Retina Visions software in the new year.	Trevor Dando
	The Customer Experience Manager will investigate whether a filter can be developed to search for outstanding requests via organisation.	Lauren Buckingham
	The Manager, Community Connections will contact the Secretary of Ulladulla & Districts Community Forum to discuss the guidelines in relation to cessation of a CCB.	Michael Paine
	Council will take this on notice and will provide a formal response to the President of Shoalhaven Heads Community Forum.	Carey McIntyre I Stephen Dunshea

Attachments	1. Presentation – Road Maintenance (including Factsheet – Pothole Filling -v- Pothole Repairing.
-------------	--

<b>Attachments</b>	<ol style="list-style-type: none"><li>2. Presentation – Use of Artificial Intelligence in Mapping Road Maintenance – Retina Visions.</li><li>3. Presentation – Customer Experience (CX) – Customer Contact Centre &amp; Request Management Presentation.</li><li>4. Presentation – Community Consultative Bodies Policy / Guidelines Review.</li><li>5. Factsheet – Are You Prepared in an Emergency?</li><li>6. Factsheet – NSW SES Warnings are Changing.</li><li>7. Factsheet – NSW SES – Are you Prepared for a Flood?</li><li>8. Factsheet – NSW RFS – Fire Danger Ratings Have Changed.</li><li>9. Factsheet – NSW RFS – Get ready for Bush Fire – Prepare Your Home.</li></ol>
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# CCB Executive Meeting

## Pothole Filling V Pothole Repairing

24 November 2022





## OVERVIEW

Potholes are typically formed when water enters the pavement either through isolated weak spots or permeates through cracks in the bitumen.

A wet pavement is a weak pavement.

Potholes in Local Government roads are inevitable because;

1. Roads are designed and constructed as flexible pavements, that is they deflect and rebound (less than 1mm) under heavy loads. The sealed surface is aged by direct exposure to sunlight which has the effect of making the bitumen brittle and thus it cracks when deflected.
2. Initial earthworks before any pavement is constructed tries to remove all weak spots in the ground so that compaction of gravel can be effective. Despite best efforts ground conditions can be quite variable and thus this is rarely a perfect outcome and so weak spots often exist in a freshly constructed pavement.

With potholes being inevitable the primary objectives when managing a road network is to;

1. Replace the sealed surface by resealing the pavement before cracks become too large (ie visible to the naked eye) and thus eliminate (reduce) water ingress.
2. Given that potholes will occur, reconstruct the pavement when patching of the surface gets to about 10% of the surface area.

If these objectives are achieved pothole repairing is a planned and managed exercise.



The key steps in **POTHOLE REPAIRING** are;

1. Squaring up the pothole to remove any loose material and provide for a uniformly thick layer of repair material to be applied
2. Sealing the squared-up hole with a bitumen emulsion
3. Placing pavement material in uniformly thick layers and compacting with a vibrating machine

This process can take between 30-60 minutes for each pothole set up, and these repairs can last for years.

If the road network primary objectives aren't achieved potholing increases. If these objectives aren't achieved AND extended rain occurs such as back to back La Nina's, potholing becomes extensive.

When potholing becomes extensive the pavement can become hazardous to drive on and thus **pothole filling** is required. The objective of pothole filling being to make the pavement as safe as possible as quickly as possible by eliminating as many hazards as quickly as possible and thus there is no time to carry out a pothole repair in these circumstances.

The key steps in **POTHOLE FILLING** are;

1. Place filler material in the pothole and compact with hand tools.

This process can take a few minutes for each pothole but unfortunately the repair only lasts a few weeks or even a few days if more rain occurs.

When the road network has extensive potholing roads are regularly patrolled and filling occurs and reoccurs where required. This is a very inefficient cycle (particularly if rain is ongoing) and can really only be stopped by developing an extensive pavement reconstruction program.

**PAVEMENT RECONSTRUCTION** involves the following specialised resources

1. Sampling and testing and design experts
2. Pavement construction crews
3. Pavement sealing crews
4. Line marking crews

In a typical reconstruction program Council has internal staff and contractors/subcontractors to do this work. The resources are coordinated and scheduled as efficiently as possible. Funding is planned and generally obtained through the "Council Rates" process. Work is generally conducted in the warmer months where the impact of rain during construction can be reduced by quicker drying times

In an extensive (natural disaster) reconstruction program these resources must be acquired at short notice and often in competition with other Local Government areas. In

addition to the physical resources additional funding must be obtained from the State and Federal Governments, and there are justification and approval process to follow here.

An extensive pavement reconstruction program can take around six months to arrange, even longer if rain persists locally or the rain effects more than one Council or if Winter becomes a factor

The key to avoiding a road network with extensive potholes and thus avoiding expensive and inefficient maintenance cost is to;

1. Have a robust quality control and assurance program when pavement is originally constructed. Anecdotal evidence suggests that this was not the case about 40 years ago, and the current "developer gifted" way that Council inherits new roads makes quality control very complex.

2. Reseal pavements before cracking becomes large enough to be visible with the naked eye.
3. Reconstruct pavements just before they reach their end of life.

This is what Asset Management is all about and achieved when Asset Management Plans are developed, funded and implemented. The funding of a roads Asset Management Plan can be problematic particularly when a number of roads all approach their end of life at the same time, and this is essentially why Council has been unable to achieve the primary objectives when managing a road network.

Shoalhaven has an extensive road network that runs across soft soils and mountainous terrain. The network achieved sealed status following a number of "concerted funding efforts" in the past and thus the reconstruction program is quite "lumpy" as many roads are reaching their end of life at the same time.

To provide some perspective the replacement value of the current network is estimated to be about \$1.4 billion dollars and the average reconstruction cost is about \$37 million dollars, and recent regular funding allocations have been about \$22 million (excluding natural disaster and any special one-off funding).



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# Pothole Repairing

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# Pothole Repairing

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# Pothole Filling

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# Pavement Reconstruction

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# Pavement Reconstruction

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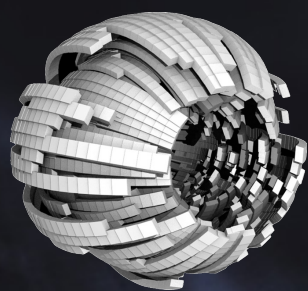
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# Pavement Reconstruction

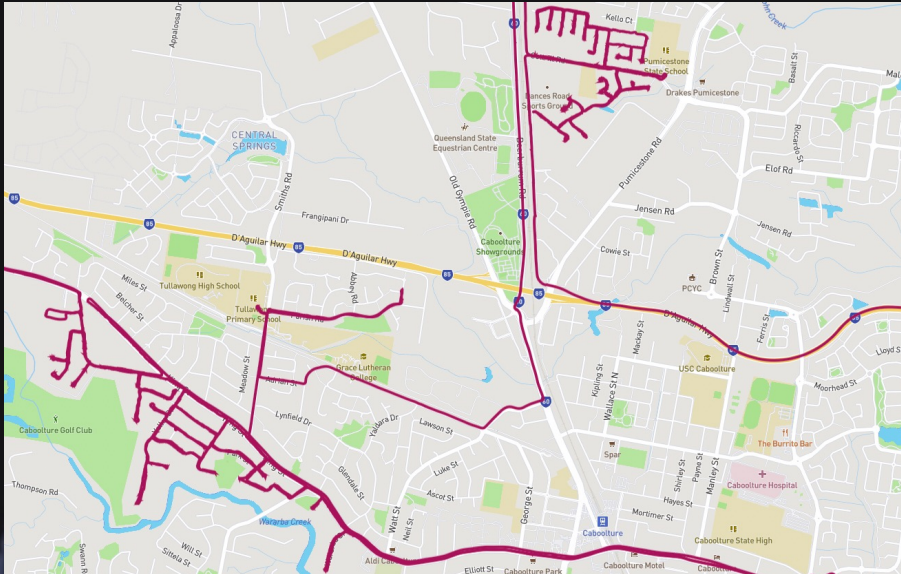
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2. Reseal pavements before cracking becomes large enough to be visible with the naked eye.
3. Reconstruct pavements just before they reach their end of life.



# Retina Visions

# The Problem



## Road Assessment



Time wasted inspecting individual defects



Manual data entry

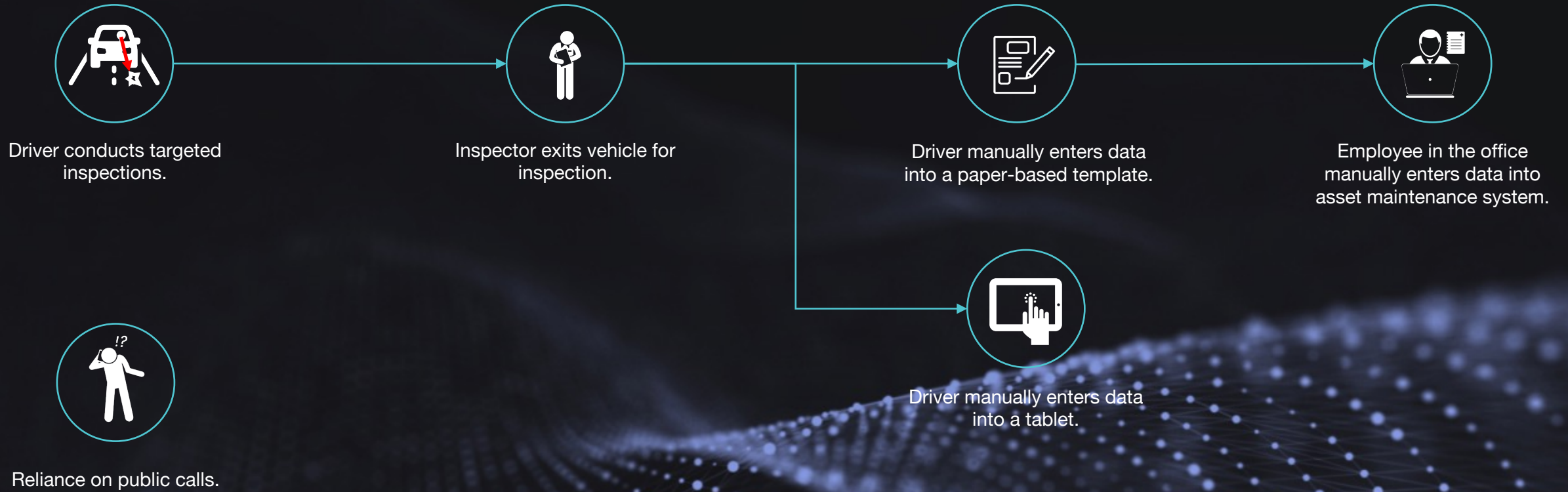


Low frequency / inspection coverage across network



Public complaints due to low coverage

# Current Solution





# Retina Visions' Solution



Camera is used to conduct road assessment every time the vehicle is driven.



Footage is automatically uploaded to servers where automated processing is conducted.



Output data is automatically sent to asset maintenance system or data lake via an API.

# Vehicle Setup

- Single, Google Pixel camera
- Adhesive mount to windscreen
- Device automatically starts to record when the vehicle is turned on
- Device automatically stop recording when the vehicle is turned off
- No driver interaction



# Proven Benefits

179%

More defects fixed.

1/4

Time required to  
capture defects.

30%

Reduction in public  
phone complaints.

x2

Defects captured.

x8

Efficiency improvement in  
footpath assessment.



# Example: Moreton Bay Regional Council


- Service commenced in 2018 with 1 camera conducting road assessment
- Integration with asset management system developed
- In 2019, 14 cameras fit to half of garbage fleet + 1 footpath camera
- In 2020, 28 cameras fit to garbage fleet + 1 council vehicle + 1 footpath camera
- Daily network assessment utilising council's garbage fleet, feeding defect data automatically, in real-time to their asset management system
- Entire network is updated on a weekly basis



# Other Customers

- QLD Department of Transport and Main Roads
- Gold Coast City Council
- Brisbane City Council
- Auckland City Council
- Shoalhaven City Council
- Transurban
- Banyule City Council
- Citywide / City of Melbourne
- More...

# Portal



AssetsDefectsFleetUploadAdmin

michaelRetina Visions

Period

Asset type

Defect type

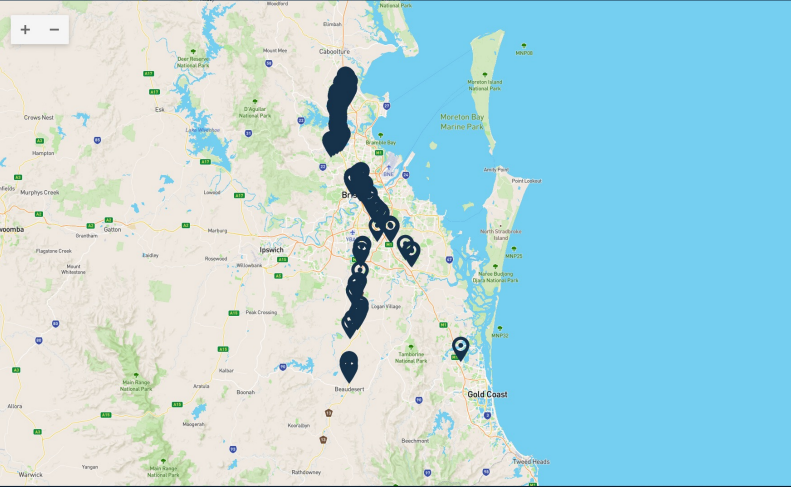
Severity

Detection type

Reload

Reset View

Export




Crocodile Cracking

Severity: 3

Asset: Roadway

22/07/2021 1:42 PM




Crocodile Cracking

Severity: 4

Asset: Roadway

22/07/2021 1:42 PM




Crocodile Cracking

Severity: 5

Asset: Roadway

22/07/2021 1:41 PM




Crocodile Cracking

Severity: 6

Asset: Roadway

22/07/2021 1:41 PM




Crocodile Cracking

Severity: 3

Asset: Roadway

22/07/2021 1:41 PM




Cracking

Severity: 4

Asset: Roadway

22/07/2021 1:41 PM



Crocodile Cracking


Severity: 5

Asset: Roadway

22/07/2021 1:41 PM

Items Count: 1804

© 2017-2021 - Retina Visions



AssetsDefectsFleetUploadAdmin

michaelRetina Visions

Period

Asset type

Defect type

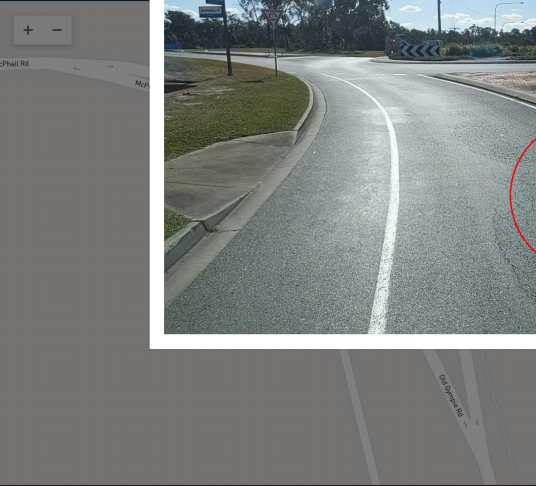
Severity

Detection type

Reload

Reset View

Export

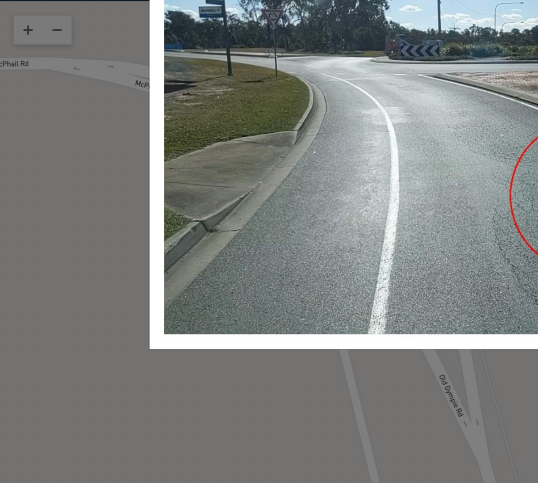


Crocodile Cracking

Severity: 3

Asset: Roadway

22/07/2021 1:42 PM




Crocodile Cracking

Severity: 4

Asset: Roadway

22/07/2021 1:42 PM




Crocodile Cracking

Severity: 5

Asset: Roadway

22/07/2021 1:41 PM




Crocodile Cracking

Severity: 6

Asset: Roadway

22/07/2021 1:41 PM




Crocodile Cracking

Severity: 3

Asset: Roadway

22/07/2021 1:41 PM




Cracking

Severity: 4

Asset: Roadway

22/07/2021 1:41 PM



Crocodile Cracking


Severity: 5

Asset: Roadway

22/07/2021 1:41 PM

Items Count: 1804

Defect Details



Asset Type

Roadway

Defect Type

Crocodile Cracking

Severity

5

Detection Type

New

Passed

1 Times

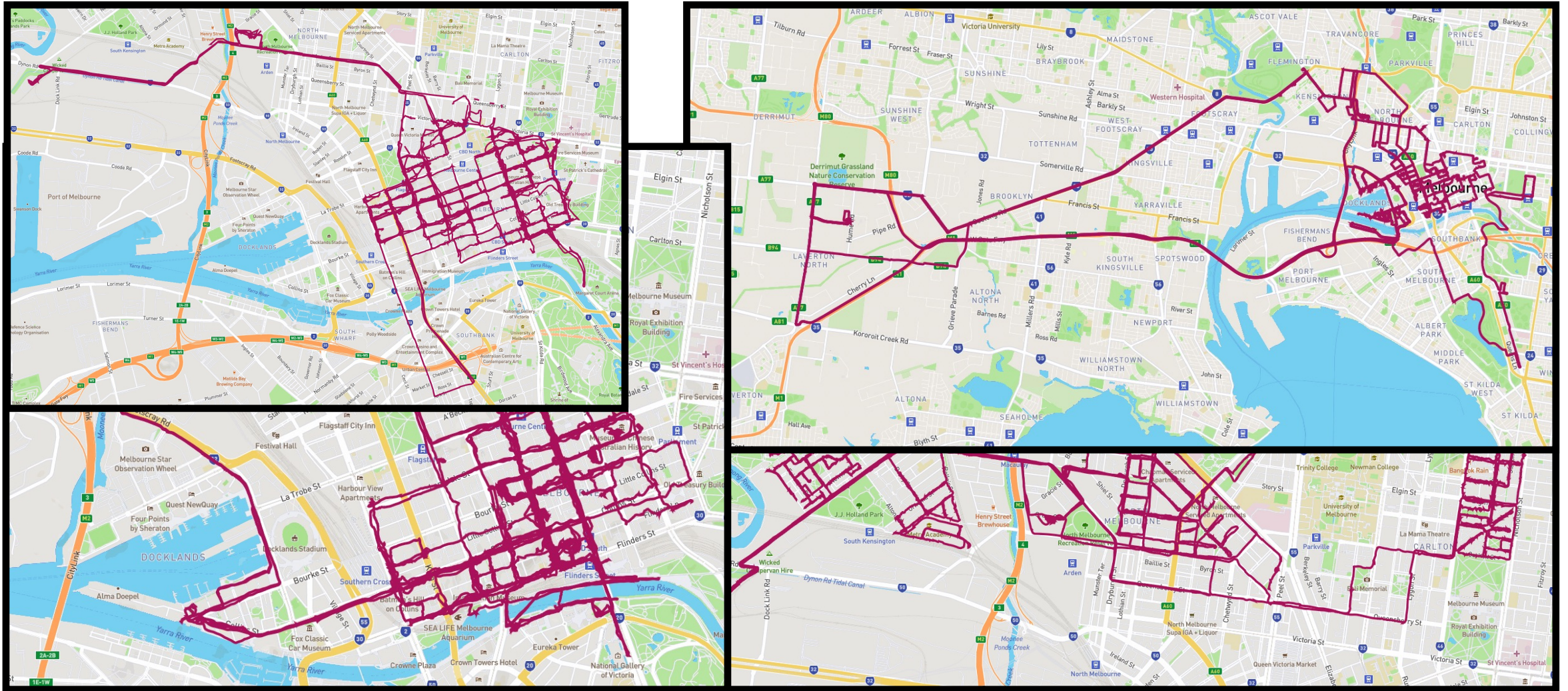
Last Update

22/07/2021 1:41 PM

© 2017-2021 - Retina Visions



# Coverage





# Defect Examples (Severity 5 – Monitor)

Defect Details



**Asset Type**  
Signage

**Defect Type**  
Deformed


**Severity**  
5

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
04/04/2022 9:52 AM

Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Vegetation

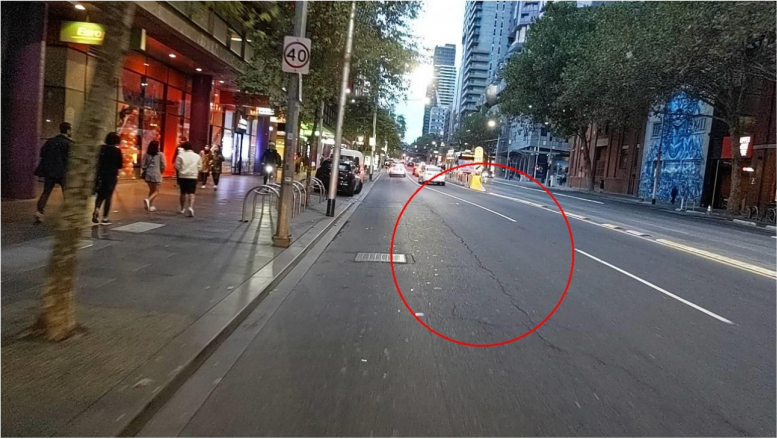
**Severity**  
5

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
22/04/2022 10:01 AM

Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Cracking


**Severity**  
5

**Detection Type**  
Passed

**Passed**  
2 Times

**Last Update**  
02/04/2022 6:14 PM

Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Vegetation

**Severity**  
5

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
31/03/2022 7:20 AM



# Defect Examples (High Severity)

Defect Details



A photograph of a multi-lane asphalt road under an overcast sky. A prominent longitudinal crack runs down the center of the road, circled in red. A white car is visible in the distance.

**Asset Type**  
Roadway

**Defect Type**  
Cracking


**Severity**  
8

**Detection Type**  
Updated

**Passed**  
2 Times

**Last Update**  
04/04/2022 9:14 AM

Defect Details



A photograph of a paved footpath next to a building. A rectangular pothole is circled in red. Pedestrians are visible in the background.

**Asset Type**  
Footpath

**Defect Type**  
Pothole

**Severity**  
8

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
28/05/2022 11:08 AM

Defect Details



A photograph of a road surface showing severe 'crocodile cracking' (alligator cracking). The cracked area is circled in red. A white arrow points forward on the road.

**Asset Type**  
Roadway

**Defect Type**  
Crocodile Cracking

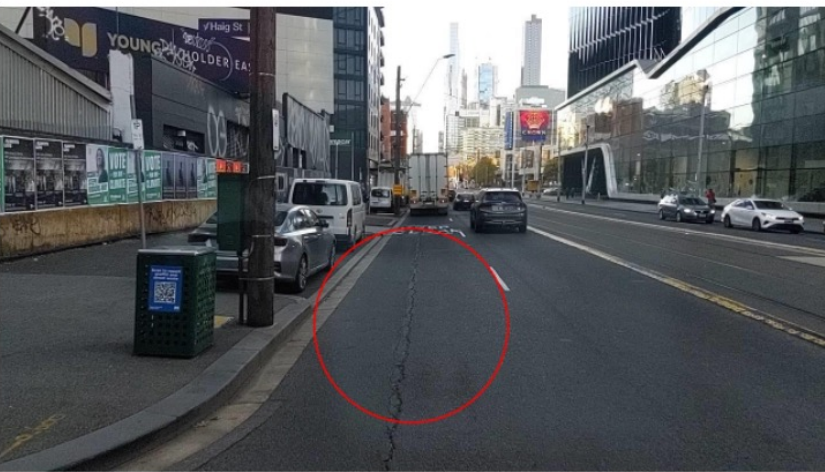
**Severity**  
8

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
31/03/2022 9:59 AM

Defect Details



A photograph of a city street with a longitudinal crack circled in red. Buildings and cars are visible in the background.

**Asset Type**  
Roadway

**Defect Type**  
Cracking

**Severity**  
7

**Detection Type**  
Updated

**Passed**  
4 Times

**Last Update**  
05/05/2022 7:58 AM



# Defect Examples (Footpath)

## Defect Details



**Asset Type**  
Footpath

**Defect Type**  
Pothole

**Severity**  
7

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
06/04/2022 3:23 PM

## Defect Details



**Asset Type**  
Footpath

**Defect Type**  
Displacement

**Severity**  
5

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
05/04/2022 3:19 PM

## Defect Details



**Asset Type**  
Footpath

**Defect Type**  
Displacement

**Severity**  
5

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
06/04/2022 11:29 AM

## Defect Details



**Asset Type**  
Footpath

**Defect Type**  
Cracking

**Severity**  
5

**Detection Type**  
New

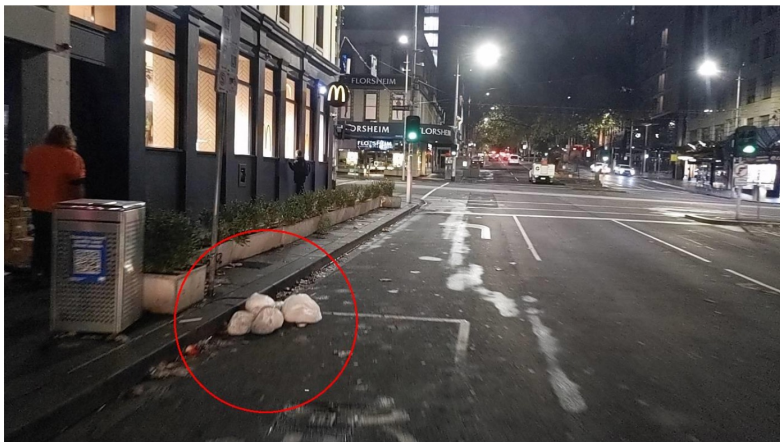
**Passed**  
1 Times

**Last Update**  
05/04/2022 3:19 PM



# Defect Examples (Litter)

## Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Litter

**Severity**  
4

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
16/05/2022 6:14 AM

## Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Litter

**Severity**  
4

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
09/05/2022 7:58 AM

## Defect Details



**Asset Type**  
Footpath

**Defect Type**  
Litter

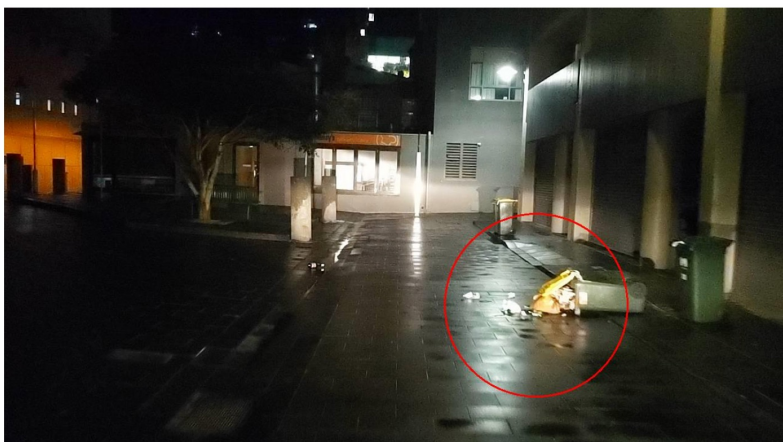
**Severity**  
4

**Detection Type**  
New

**Passed**  
1 Times

**Last Update**  
16/04/2022 2:10 PM

## Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Litter

**Severity**  
4

**Detection Type**  
New


**Passed**  
1 Times

**Last Update**  
31/05/2022 6:18 AM



# Defect Examples (Graffiti)

Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Graffiti

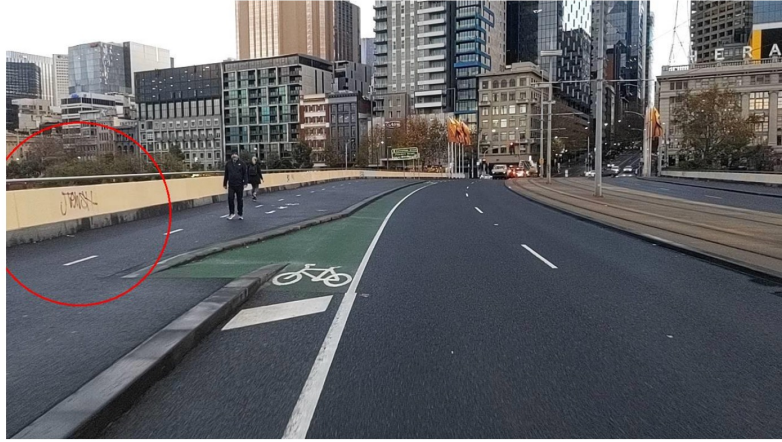
**Severity**  
4

**Detection Type**  
Passed

**Passed**  
2 Times

**Last Update**  
31/05/2022 7:38 AM

Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Graffiti


**Severity**  
4

**Detection Type**  
Updated

**Passed**  
2 Times

**Last Update**  
31/05/2022 7:38 AM

Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Graffiti

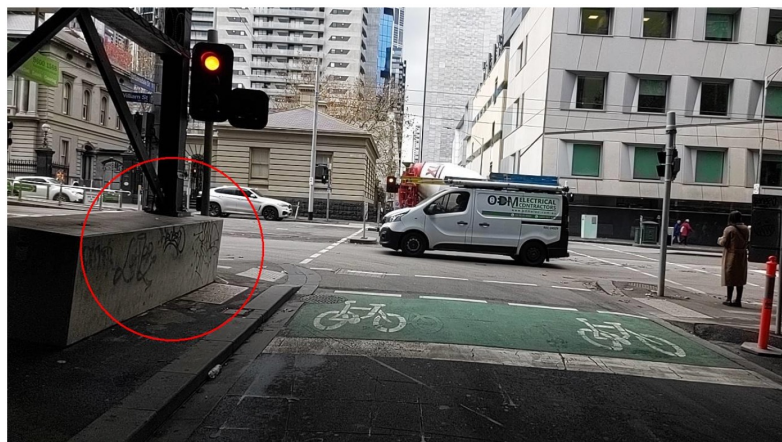
**Severity**  
4

**Detection Type**  
Removed

**Passed**  
1 Times

**Last Update**  
17/05/2022 10:49 AM

Defect Details



**Asset Type**  
Roadway

**Defect Type**  
Graffiti

**Severity**  
4

**Detection Type**  
New


**Passed**  
1 Times

**Last Update**  
27/05/2022 11:52 AM



# Defect Examples (Sweeping)

Defect Details

A photograph of a footpath next to a brick wall, heavily covered with fallen brown leaves. A red circle highlights a specific area of the path.

Asset Type

Footpath

Defect Type

Sweeping

Severity

5

Detection Type

New

Passed

1 Times

Last Update

26/04/2022 8:39 AM

Defect Details

A photograph of a residential street with a large pile of fallen brown leaves on the left side of the road. A red circle highlights the pile.

Asset Type

Roadway

Defect Type

Sweeping

Severity

3

Detection Type

New


Passed

1 Times

Last Update

21/04/2022 9:46 AM

Defect Details

A photograph of a residential street with a pile of fallen brown leaves near a row of black trash bins. A red circle highlights the pile.

Asset Type

Roadway

Defect Type

Sweeping

Severity

3

Detection Type

New


Passed

1 Times

Last Update

12/04/2022 10:44 AM

Defect Details

A photograph of a city street with a pile of fallen brown leaves near a metal fence. A red circle highlights the pile.

Asset Type

Roadway

Defect Type

Sweeping

Severity

2

Detection Type

Passed

Passed

12 Times

Last Update

31/05/2022 1:14 PM

# Road Data Catalogue



## Roadway

- Kerb & Channel
- Litter / Debris
- Barriers / Guardrails
- Potholes
- Cracking
- Crocodile Cracking
- Shoving
- Rutting
- Raveling
- Flushing
- Vegetation
- Overhanging Branches
- Edge Damage
- Ponding Water
- Sweeping
- Roadkill
- Graffiti



## Signage

- Speed Signs
- Parking Signs
- Stop / Give Way Signs
- Roadwork
- School Zones
- Bent / Faded Signs
- Bent Guideposts



## Linemarking

- Faded chevron paint
- Faded Messages (Speed, bike, bus)
- Faded Line Marking



# Footpath Assessment



Camera is fit to e-bike or other footpath inspection vehicle.



Footage is automatically uploaded to servers where automated processing is conducted.



Output data is automatically sent to asset maintenance system or data lake via an API.

# Footpath Data Catalogue



## Footpath

- Cracking
- Displacement
- Crocodile Cracking
- Damaged Tactiles
- Edge Damage
- Edge Drop
- Faded Linemarking
- Litter
- Overhanging Branches
- Ponding Water
- Pothole
- Sweeping
- Temporary Repair
- Vegetation

**Existing footpath assessments involve walking or riding a vehicle across the footpath network and manually capturing defects. Through our work with councils to provide our automated assessment, feedback from the councils shows an 8 times increase in efficiency for defect assessment.**

**One example is a council that was previously conducting their footpath assessment with four inspectors, taking them 12 months. Since introducing Retina Visions' footpath assessment, they are completing their footpath assessment in 6 months and using only one inspector.**

# Customer Experience

A journey of connecting better



+

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○

# Customer Experience: Our WHY

- CX Programme commenced in 2020

The three most important things at Shoalhaven City Council are

1. Customer Service!
2. Customer Service!
3. Customer Service!

- First focus was on transforming front line customer service through the creation of a contact centre with enquiries resolved at first contact
- Then to embed a Customer Centric Culture – an organisation that puts the customer at the heart of what we do



# What has been achieved so far?

- Contact Centre launched in July 2021
- Customer Experience team established with exceptionally trained frontline staff
- Call scripts developed to ensure consistency when answering customer's enquiries by phone, webchat and in person
- Tools and technology implemented to enable Customer Experience Officers
- Focus to date has been on these high-volume request areas to increase knowledge and ultimately reduce calls to these areas of Council:



Rates and Revenue

City Services

Shoalhaven Water

Waste Services

Ranger Services

Facilities Bookings

# Contact Centre – First 12 months snapshot

Over 160000  
calls

56% calls  
answered  
within 30 sec

65% first  
contact  
resolution

7% abandoned

Recruited and  
trained 28 CXOs

Customer  
Service Team  
Award

CX coaching  
framework

340 caller  
scripts  
developed

Performance by department	Average call volume per month	% CX first contact resolution
Rates and Revenue	1300	90%
Shoalhaven Water	2200	85%
Ranger Services	540	86%
City Services	1800	88%
Facilities Bookings	750	97%
Council – about us, CEO, Councillors	1340	85%
Waste Services	1635	77%



Based on recent 3 months performance



# Request Management

All Customer requests in one place

# Request Management launched in September

## CUSTOMER INPUTS

EMAIL

PHONE

REPORT A PROBLEM

SNAP SEND SOLVE

INTERNAL STAFF

CONTACT COUNCIL

AFTER HOURS



## REQUEST MANAGEMENT IN ONECOUNCIL

Add a New Request

### Request Information

What Is Your Request In Relation To? \*

Graffiti

### Request Details

Is the graffiti offensive? \*

No

Where is the graffiti located?

Building

Please provide a detailed description of the graffiti i.e what is written, where exactly it is located, is it easily accessible etc.

Please add anything that will help us find it easily.

Additional Information \*

Graffiti on back entrance to [Nowra](#) School of Arts

Is the graffiti on Council/Public Property or Private Property? \*

Council Property

### Location

What is the nearest street address of the graffiti? Please use the pin on the map to identify exact location.

Location Search \*

Nowra School of Arts Berry Street NOWRA NSW 2541

## BENEFITS

- Replaces MERIT
- All Customer requests in one place
- Customer can see status of their request online
- Succinct questioning for direct allocation to Council team
- Customer receives notification when request is closed
- Target response times allocated based on request categorisation
- Dashboards provide a single source for reporting & analytics
- Integration with Work Management – end to end processes of request through to work completion

# Request Management Demo



**Shoalhaven**  
City Council

Customer  
Experience



# Community Consultative Bodies Policy Review

CCB Executive Meeting  
24 November 2022



[shoalhaven.nsw.gov.au](http://shoalhaven.nsw.gov.au)    



# CCB Policy Review

- There is a requirement that all policies are reviewed in the first 12 months of a new Council.
- The CCB Policy has not been updated since 2013
- The review takes into consideration:
  - Community engagement and feedback from 2016 onwards
  - Changes to Organisational structure and current practice
- The review also amends incorrect information within the existing policy regarding Insurance provisions

# CCB Policy Review

The Policy will be:

- Reported to Monday nights Council meeting – available in the business paper and emailed out to all CCB's on Friday morning.
- Going on Public Exhibition with provisional dates being 9 January to 6 March.
- We will let all CCB's know as soon as the Policy is up on Public Exhibition and welcome feedback and submissions should you have any.

# CCB Policy Review - changes

- The draft document includes the following changes to the Guidelines (minor changes not listed):
  - Change of name from Guidelines for the Conduct of Community Consultative Bodies to the Community Consultative Bodies Policy
  - Remove advice regarding Splitting a Meeting
  - Updated reference to Area Meetings to reflect current practice
  - Remove reference to Office Bearer position of “President” and only refer to a “Chairperson”
  - Remove reference to paid membership
  - Clarification of avenues for correspondence with Council
  - Clarification of process to seek further information on major development proposals
  - Refine and clarify the appeals process to cessation of a CCB
  - Clarify the role of the Committee
  - Recommend all CCBs to adopt a Code of Conduct
  - More stringent requirement to advise Council of change of contact details
  - Correction of the advice on insurance





## CCB Guidelines Review

Council is currently reviewing the Guidelines for the Conduct of Community Consultative Bodies (CCB Guidelines).

### CCB Guidelines Review

In line with the requirements of the *Local Government Act 1993*, all Council policies need to be reviewed within 12 months of a new Council being sworn in – this includes the *Guidelines for the Conduct of Community Consultative Bodies*.

The changes made in this review reflect the significant consultation undertaken on updating the Guidelines previously and honours the considerable contributions received both from Community Consultative Bodies and the wider community which had yet to be actioned, whilst taking on board feedback received since then.

The draft document includes the following changes to the Guidelines (minor changes not listed):

- Change of name from Guidelines for the Conduct of Community Consultative Bodies to the Community Consultative Bodies Policy
- Remove Splitting a Meeting provision
- Updated reference to Area Meetings to reflect current practice
- Remove reference to Office Bearer position of “President” and only refer to a “Chairperson”
- Remove paid membership
- Clarification of avenues for correspondence with Council
- Clarification of process to seek further information on major development proposals
- Refine and clarify the appeals process to cessation of a CCB
- Clarify the role of the Committee
- Recommend all CCBs to adopt a Code of Conduct
- More stringent requirement to advise Council of change of contact details
- Correction of the advice on insurance

### What's next?

The draft document will be included in a report presented to Council seeking resolution to place the document on public exhibition. Once on exhibition, CCB's and the broader community will be invited to provide comment.

If there are no significant submissions, the policy will be adopted. If there are significant submissions, a further report will be provided to Council.

### Enquiries

For enquires, please contact Council's Community Connections Team on Tel: 1300 293 111



# Are You Prepared For An Emergency?

This information is provided for your planning and preparation. It is intended to empower the community with information which complements advice and direction of appropriate authorities such as Police, SES, and RFS.



**DISASTER  
DASHBOARDS**



shoalhaven.  
disasterdashboards.com/  
get-ready/overview



The NSW Resilience Disaster Dashboard provides useful regional information. Set it as a favourite on your device and get familiar with its content. It is a great planning tool before your travel.



## Police

Whether visiting or a permanent resident take some time to be familiar with the location of your nearest Police, Ambulance, SES, RFS, pharmacy, doctor, vet and hospital.

### Info



police.nsw.gov.au

### For emergencies



000

### Crime Stoppers



1800 333 000

### Non emergencies



131 444



## Bush Fire Emergency

The agency responsible for combating bushfires in the Shoalhaven is the NSW Rural Fire Service (RFS). Please refer to the RFS website for information regarding bush fire preparedness including how to develop a Bush Fire Survival Plan.

If you have any questions, need advice or assistance in developing your plan please contact Shoalhaven RFS or of course in any emergency call 000.



rfs.nsw.gov.au



(02) 4424 4424

### New Fire Danger Ratings

The new Fire Danger Ratings have four levels (instead of six) Moderate, High, Extreme and Catastrophic and provide a clear indication of the fire, if one was to start. The higher the fire danger rating, the more dangerous the conditions.

### Neighbourhood Safer Places

A Neighbourhood Safer Place is **NOT** an evacuation centre as it does not meet the essential safety criteria to assure the minimum level of safety required of an Evacuation Centre.

**Recommend:** As you read this, take the time to check the Shoalhaven RFS website to learn the location of your nearest Neighbourhood Safer Place.

It is always more prudent to leave the area early as options reduce very quickly as an emergency situation develops. It is likely that there may not be a Neighbourhood Safer Place nearby so identify locations such as ovals and shopping centres which are away from bush where you could go as a last resort.

### Fire & Rescue NSW

Fire & Rescue NSW is the principal urban fire and rescue service in NSW. Their responsibilities also include hazardous materials (HAZMAT) response.



fire.nsw.gov.au

### Fire Danger Rating

**CATASTROPHIC**

**EXTREME**

**HIGH**

**MODERATE**

### Status & Alert Levels

**EMERGENCY WARNING**



**WATCH & ACT**



**ADVICE**



### What You Should Do

**For your survival leave bush fire risk areas.**

**Take action now** to protect your life and property.

**Be ready to act.**

**Plan and prepare.**

### What You Should Do

An Emergency Warning is the highest level of Bush Fire Alert. You may be in danger and **need to take action immediately**. Any delay now puts your life at risk.

There is a heightened level of threat. Conditions are changing and you need to **start taking action now to protect you and your family**.

A fire has started.  
There is no immediate danger.  
**Stay up to date** in case the situation changes.

### Bush Fire Information for the Deaf, Hard of Hearing or Speech Impaired

If you are deaf, hard of hearing or have a speech impairment, contact us through the National Relay Service

- **TTY users phone** 1800 555 677 then ask for 1800 679 737
- **Speak and Listen users phone** 1800 555 727 then ask for 1800 679 737
- **Internet relay users** connect to the NRS then ask for 1800 679 737
- **To report a fire or emergency (TTY users only)** access TTY 106





## Medical Emergency

### Shoalhaven District Memorial Hospital

Scenic Drive Nowra.....

 4421 3111

### Milton Ulladulla Hospital

196 Princes Highway Milton.....

 4454 9100

### Reporting a Medical Emergency

- 1. Stay Calm:** Call Triple Zero (000) from a safe location
- 2. State what services you require:** Stay on the line – Speak clearly and answer the operator's questions
- 3. Give the details of where you are:** Locality, Street Number, Street Name and Nearest Cross Street
- 4. Don't hang up until the operator has all the information they need:** If possible wait outside at a prearranged meeting point or in a prominent location




## Roads & Traffic

Local road closures during an emergency event are displayed at:.....

 [shoalhaven.nsw.gov.au](http://shoalhaven.nsw.gov.au)

For information on major roads or highways go to the Transport for NSW:.....

 [livetraffic.com](http://livetraffic.com)



## Emergency Updates

During times of natural disaster, it is essential that visitors know where to go to get further information.

- **ABC Illawarra 97.3** (Official Emergency Broadcaster)
- **2ST (Commercial) 106.9** Ulladulla/Nowra and **102.9** Bowral
- **Power FM (Commercial) 94.9**
- **Triple U FM (Community Radio) 104.5, 92.3, 99.7**
- **BBCR (Community Radio) 92.7**

### Disclaimer

*This document is a part of the Recovery Into Resilience Project of the Shoalhaven City Council jointly funded by Federal and NSW Governments. This information is not intended to supersede any formal advice given to them by an appropriate authority.*

*Information current as of September 2022.*



## Pandemic

The latest and authoritative source of public health information, test and treatment locations and alerts is NSW Health

 [health.nsw.gov.au/infectious/covid-19/pages/default.aspx](http://health.nsw.gov.au/infectious/covid-19/pages/default.aspx)



## Floods & Storms Combat Agency

The Agency responsible for offering assistance during tsunamis, flood and storm events is the NSW State Emergency Service (SES). Please refer to the website for information regarding floods and storms.....




 [ses.nsw.gov.au](http://ses.nsw.gov.au)

**Contact Number for SES**

 132 500

**In an emergency please call**

 000



## Maritime & Coastal

**Maritime & Coastal  
Hazardous  
Surf Warning**.....


 [bom.gov.au/nsw/warnings](http://bom.gov.au/nsw/warnings)

**Beach  
Safety**.....

 [beachsafe.org.au](http://beachsafe.org.au)


### Marine Rescue

Marine Rescue NSW is the official volunteer marine rescue service committed to saving lives on the water:.....

 [marinerescuensw.com.au](http://marinerescuensw.com.au)

### Transport for NSW – Maritime

Transport for NSW – Maritime has jurisdiction over waterway rules and safety and other information about using waterways in NSW:.....

 [roads-waterways.transport.nsw.gov.au/maritime/index.html](http://roads-waterways.transport.nsw.gov.au/maritime/index.html)



# NSW SES Warnings are Changing

From 30 September 2022, the NSW SES will be adopting the Australian Warning System to provide a nationally consistent approach to warnings prior to the impact of severe weather events. Our new warnings have clear action statements to better support communities make safe decisions and take action.

## A multi-hazard, three-tiered warning system



### Advice

An incident has started. Stay up to date as the situation changes.



### ACTION STATEMENTS

Stay informed  
Monitor conditions  
Reduced threat: return with caution



### Watch and Act

Conditions are changing and you need to start taking action now to protect you and your family.



### ACTION STATEMENTS

Do not enter floodwater    Prepare to isolate  
Prepare to evacuate    Avoid the area



### Emergency Warning

You may be in danger and need to take action immediately.



### ACTION STATEMENTS

Evacuate now / Evacuate before [time]  
Shelter now  
Move to higher ground

## Three Warning Components



### Location + Hazard

The location and the type of hazard impacting the community (e.g. Smithtown flooding).



### Action Statement

An action statement/s to guide protective action by the community, evolving as the warning levels increase in severity (eg 'stay informed').

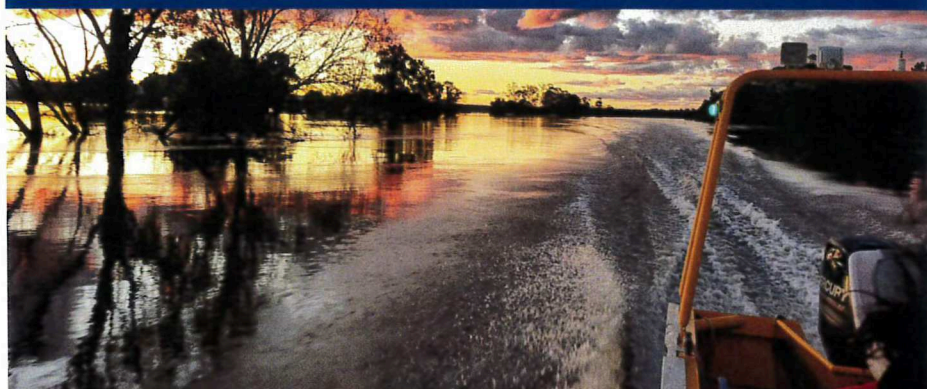


### Warning Level

The severity of the natural hazard event and the consequences on the community.

### FOR EXAMPLE:

Smithtown East Flooding - Prepare to Evacuate - Watch and Act  
Arkville North Flooding - Evacuate Now - Emergency Warning



**132 500**

FOR EMERGENCY HELP IN  
FLOOD, STORM AND TSUNAMI

For more details, visit:  
[ses.nsw.gov.au/warnings](https://ses.nsw.gov.au/warnings) or scan QR Code





# ARE YOU **PREPARED** FOR A FLOOD?

## WHAT'S YOUR PLAN?

### MAKE A PLAN

Think about your  
loved ones



Think about your  
animals



Know where to go



### PREPARE YOUR EMERGENCY KIT



Battery Powered  
Radio & Torch



First Aid Kit



Important  
Documents





# FIRE DANGER RATINGS HAVE CHANGED

## KNOWING THE FIRE DANGER RATING MAY SAVE YOUR LIFE

Fire Danger Ratings are now simpler and easier to understand. By using the latest science and technology, they provide a more clear and accurate rating to save properties and lives.

The Fire Danger Ratings give you an indication of the consequences of a fire, if a fire was to start.

**The higher the rating is, the more dangerous the conditions will be.**

## WHAT YOU NEED TO KNOW

The Fire Danger Ratings have four levels, which are:



### MODERATE

#### Plan and prepare.

Most fires can be controlled.

- › Stay up to date and be ready to act if there is a fire.

### HIGH

#### Be ready to act.

Fires can be dangerous.

- › There's a heightened risk. Be alert for fires in your area.
- › Decide what you will do if a fire starts.
- › If a fire starts, your life and property may be at risk. The safest option is to avoid bush fire risk areas.

### EXTREME

#### Take action now to protect your life and property.

Fires will spread quickly and be extremely dangerous.

- › These are dangerous fire conditions.
- › Check your bush fire plan and that your property is fire ready.
- › If a fire starts, take immediate action. If you and your property are not prepared to the highest level, go to a safer location well before the fire impacts.
- › Reconsider travel through bush fire risk areas.

### CATASTROPHIC

#### For your survival, leave bush fire risk areas.

If a fire starts and takes hold, lives are likely to be lost.

- › These are the most dangerous conditions for a fire.
- › Your life may depend on the decisions you make, even before there is a fire.
- › Stay safe by going to a safer location early in the morning or the night before.
- › Homes cannot withstand fires in these conditions. You may not be able to leave and help may not be available.

**NO RATING:** On days when there's minimal risk, the white bar meaning 'No Rating' will be used. Report any fires to 000.

# UNDERSTANDING FIRE DANGER RATINGS



Fire Danger Ratings describe the consequences of a fire if one was to start. They do not indicate the chance of a fire occurring, although this is a common misconception.



Fire Danger Ratings are declared for a Fire Area. These are based on local government areas.



Ratings are calculated using a combination of weather forecasting and information about vegetation that could fuel a fire.



During harvesting season, Harvest Safety Alerts may be issued for areas at High and above.



Total Fire Bans will typically apply at Extreme and above.



When the fire danger reaches High, permits may be suspended. Check any conditions on your fire permit.



You can use the Fire Danger Ratings as a trigger for action in your bush fire survival plan.



[www.firedangerratings.com.au](http://www.firedangerratings.com.au)



# GET READY FOR BUSH FIRE

## PREPARE YOUR HOME

- A well prepared home is more likely to survive a bush fire.
- Even if your plan is to leave early, the more you prepare your home, the more likely it will survive a bush fire or ember attack. A well prepared home can also:
- Be easier for you or firefighters to defend
  - Be less likely to put your neighbours' homes at risk
  - Give you more protection if a fire threatens suddenly and you cannot leave

### ✓ TOP 5 ACTIONS TO MAKE YOUR HOME SAFER

There are simple things you can do around your home to prepare it for a bush fire. Some are regular actions, like mowing the lawn, others are one-off, but all could help save you, your family and your home.

PREPARATION ACTION	WHO'S RESPONSIBLE	COMPLETE
<b>[ 1 ]</b> Trim overhanging trees and shrubs. This can stop the fire spreading to your home.		..... / ..... / .....
<b>[ 1 ]</b> Mow grass and remove the cuttings. Having a cleared area around your home will give firefighters a safe area to work.		..... / ..... / .....
<b>[ 1 ]</b> Remove material that can burn around your home. This includes things such as door mats, wood piles, mulch, leaves, outdoor furniture.		..... / ..... / .....
<b>[ 1 ]</b> Clear and remove all the debris and leaves from the gutters surrounding you home. Burning embers can set your home on fire.		..... / ..... / .....
<b>[ 1 ]</b> Prepare a sturdy hose/s that will reach all around your home. Make sure you have a reliable source of water (pool, tank, dam) and a diesel/petrol pump available.		..... / ..... / .....



PREPARE. ACT. SURVIVE.

NSW RURAL FIRE SERVICE



## THE AIDER PROGRAM

If you have limited ability to prepare and cannot access support from family, friends or other services to prepare your property on bush fire prone land, then the NSW RFS may be able to provide assistance via the Assist Infirm, Disabled and Elderly Residents (AIDER) Program.

For more information, contact the AIDER Team:

**P:** 02 8741 4955

**E:** [aider@rfs.nsw.gov.au](mailto:aider@rfs.nsw.gov.au)

**W:** [www.rfs.nsw.gov.au/plan-and-prepare/aider](http://www.rfs.nsw.gov.au/plan-and-prepare/aider)

## ✓ MORE PERMANENT PROTECTION FOR YOUR HOME

### PROTECTION ITEMS

<input type="checkbox"/> Block areas where embers can enter the house (external walls, windows, doors, under house)	<input type="checkbox"/> Replace wood fences with metal fences
<input type="checkbox"/> Install metal fly screens on all windows and vents	<input type="checkbox"/> Use stones instead of mulch
<input type="checkbox"/> Install metal gutter guards	<input type="checkbox"/> Repair damaged or missing tiles on roof
<input type="checkbox"/> Position gas cylinders on side of house and away from trees and gardens, direct any pressure valves away from house	<input type="checkbox"/> If you have a pool, tank or dam, put a Static Water Supply (SWS) sign on your property entrance, so firefighters know where they can get water
<input type="checkbox"/> Install a fire sprinkler system to gutters	<input type="checkbox"/> Check and maintain adequate levels of home and contents insurance. Ensure it is up to date.
<input type="checkbox"/> Move garden beds away from house	

For more information on what you can do to prepare for bush fire this season:



**NSW Rural Fire Service Website**  
[www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)  
[www.myfireplan.com.au](http://www.myfireplan.com.au)



**Your nearest NSW RFS  
Fire Control Centre:**



**Bush Fire Information Line**  
1800 NSW RFS (1800 679 737)

