

13 REPORT OF THE CHIEF EXECUTIVE OFFICER

13.1 For endorsement: Customer Service Charter

CSP Objective: Outcome 5.2: Governance is transparent and builds trust

CSP Strategy: 5.2.2 Communicate openly and honestly with the community to build a relationship based on transparency, understanding, trust and respect.

Delivery Program: 5.2.2.1 Excellent customer service provided to meet the needs of stakeholders.

Item 13.1

Summary

Council at its meeting on 13 August 2024 resolved to endorse the draft Customer Service Charter for public exhibition after the Caretaker period for the September 2024 Local Government elections and, if submissions were received, to receive a report back outlining the outcome of the public exhibition.

As Council did receive submissions, an engagement report and the finalised Customer Service Charter is presented to Council to endorse for implementation.

Financial implication

Unsatisfactory customer service and/or unrealistic customer expectations can impact greatly on council resources including human resources and may result in additional spending and/or lost revenue.

Cost to implement the Charter: no additional spend/ business as usual cost.

Risk implication

The Customer Service Charter helps manage community, Councillor and staff expectations. Unsatisfactory customer service and/or unrealistic customer expectations can also impact Council's reputation and the safety, both physical and psychosocial, of staff and community members. The charter seeks to mitigate these risks this with clearly defined response times and expected standards of behaviour.

Policy

Customer Service Charter

Consultation (internal)

All staff, Executive Leadership Team, Management Leadership Team

Communication/Community engagement

The draft Customer Service Charter was placed on public exhibition on Council's website from 16 September to 17 October 2024 – refer to the Engagement Report, below.

Attachments

1 Kiama Council Customer Service Charter [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council adopt the Customer Service Charter and publish to the Council website.

Background

The purpose of the Customer Service Charter is to set out timeframes for response / acknowledgement of customer enquiries to Kiama Council and ensure consistent and professional customer service is being provided across the organisation.

The drafting of this Charter has come about due to Councillor and community requests, and brings Kiama Council into line with other local councils that have similar charters for their staff and customers.

The Customer Service Charter was developed in response to Cr Kathy Rice’s several requests for a Community Strategy Policy dating from 2018. At Council’s July 2024 Ordinary Meeting, the following question on notice was tabled from Cr Rice:

In September 2018, Council endorsed the development of a Community Response Policy that included a manageable timeframe for replying to community concerns and enquiries.

I understand that this is now being developed as the Customer Response Charter.

For the benefit of the community and Councillors, please can a report be provided to explain when the completed charter might become available to the community.

The draft Customer Service Charter was placed on public exhibition on Council’s website from 16 September to 17 October 2024 for public comment and input. Council also sought feedback from internal stakeholders.

Council had 18 responses to its online survey, received 1 public submission and 5 staff submissions during the exhibition period.

The table below outlines the amendments made to the draft strategy after collating community and stakeholder feedback.

Below that, the Engagement Report contains a snapshot of the feedback received, as well as a table detailing themes/issues from the engagement and Council’s response.

It is expected the Charter will be reviewed and updated as needed and based on community engagement and customer feedback, such as a Community Satisfaction / Customer Experience survey, which is being planned to occur in the first half of 2025.

Charter section	Amendments	Reason
Services and timeframes	Added ‘calendar days’ to the ‘Payment of invoices’ listing	30 days for ‘Payment of invoices’ relates to calendar days but the statement at the bottom mentions business days
Services and timeframes	Development compliance complaints moved to ‘Compliance Officers’ section	Reflects re-alignment of work area within Council

Report of the Chief Executive Officer

13.1 For endorsement: Customer Service Charter (cont)

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Charter section	Amendments	Reason
Services and timeframes	Added reference and link to Cemeteries Customer Service Charter	Inadvertently left off draft charter. Line added to direct customers to this separate document (which is required by legislation)
Our commitment to you	Added information about automated response receipt	Several submissions and queries requesting information/clarification on automated receipts

Community Engagement Report, see below

KIAMA MUNICIPAL COUNCIL
Engagement Snapshot
 Customer Service Charter 2024
 Public exhibition: 16 Sept - 17 Oct 2024

The Customer Service Charter outlines what you can expect from Council in terms of service delivery and how you can help us improve. The Charter was developed using extensive consultation with our own staff, an awareness of industry best practice and feedback from our community.

What we heard

- 100%** All survey respondents who answered felt very satisfied, satisfied or neutral about the Customer Service Charter
- 71%** 75% of survey respondents said response times were reasonable. But 47% said 5 days was too long to return a phone message
- 33%** 33% of respondents interact with Council frequently (more than monthly), while 42% interact a few times per year

Our commitment

- ✓** We will review all of the feedback and incorporate changes into the draft, where appropriate.

What's next?

A finalised version of the Customer Service Charter will be reported to Council for endorsement. If endorsed, the Charter will be displayed on Council's website.

How you got involved

- 6** Email submissions
- 5** internal team presentations
- 18** Survey responses
- 435** Website views

"I've always found the staff to be unfailingly polite and helpful, including those at Minnamurra Recycling Depot, in the Kiama Council reception area, and on the telephone."
 – survey respondent

your community, your say
 www.kiama.nsw.gov.au | (02) 4232 0444 | Follow us: [Facebook] [Twitter] [Instagram]

Submissions / survey comments

Comments / theme	Response	Outcome
Request that correspondence generates an automatic acknowledgement to confirm receipt	<p>Because Council provides multiple avenues for our community to contact us, it is difficult to provide a standard receipt/ acknowledgement of correspondence.</p> <p>Council is working to implement better systems and to help standardise our responses.</p> <p>However, Council does supply an automated receipt for standard forms and gives a customer number to those who phone or email our customer service team</p>	Added information about automated receipts to ‘Our commitment to you’ on page 1 of the Charter
Request clarification of process to adopt the Charter	As Council received a number of submissions (as outlined in this council report) a full report and proposed finalised Charter is being reported to the new council prior to adoption. If endorsed, the Charter will be placed on Council’s website and all staff made aware.	Comments noted, no amendment to Charter
Will Council staff response times be monitored and reported regularly to the elected Council?	<p>All staff are required to adhere to the acknowledgement / response times listed in the Charter.</p> <p>Council does not currently have the sophisticated IT capabilities that would allow us to closely monitor all staff response times.</p> <p>However, it is every staff members’ responsibility as part of their role to manage their correspondence and adhere to the response times outlined in this Charter.</p>	No amendment to Charter
“Enable you to leave a message if we are unable to take your call, which we will respond to within five (5) business days (unless	Five business days is standard and achievable with current human resourcing levels. This allows for an officer to be on leave for a week (more than a	No amendment to Charter

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Report of the Chief Executive Officer

13.1 For endorsement: Customer Service Charter (cont)

Comments / theme	Response	Outcome
<p>otherwise advised eg: Council Officer on leave)" is considered <u>unreasonable</u> by 48% of respondents</p>	<p>week, there are organisational measures to appoint another officer to act in the role). Note that more than half of respondents think five (5) days is reasonable. As outlined elsewhere, Council is still developing systems to measure response times across the organisation, it is currently beholden on individual staff to stay up to date, and for supervisors and managers to maintain good oversight of their team's performance in this area.</p>	
<p>Question 10 day response time and requests for acknowledgement receipts</p>	<p>Ten (10) business days is the general standard response time for local government and other government departments. It is also an organisational KPI and achievable with current human resourcing levels. All requests that are entered via our standard forms and CRM system get an automated receipt generated and phone enquiries are given a case number if handled directly / as a standard request</p>	<p>Added information about automated receipts to 'Our commitment to you' on page 1 of the Charter</p>
<p>Responses should be customer-centric in plain language, including next steps, expected waiting time, explanation of decisions and any additional information that might be relevant. Staff should smile and be pleasant</p>	<p>Council is developing a range of templates and standardised responses to achieve this. As set out in the Charter, staff will behave in a way that is polite and professional. In turn we expect customers to treat us with courtesy.</p>	<p>No amendment to Charter</p>
<p>Timelines should be included for determining simple, medium and complex development applications. Or if these are specified by State</p>	<p>Development applications timeframes are covered in greater detail in our Development Assessment policy and Community Participation Plan</p>	<p>No amendment to Charter</p>

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Report of the Chief Executive Officer

13.1 For endorsement: Customer Service Charter (cont)

Comments / theme	Response	Outcome
standards, those standards should be included in the charter for all to see		

Item 13.1



Customer Service Charter

Kiama Municipal Council serves the community and our customers including residents, workers, visitors, community groups and businesses.

This Customer Service Charter sets out our commitment to you as our customer and the standards of service we aim to deliver for our community.

We care about our customers and strive to meet your needs, wants and expectations through exceptional service delivery.

We welcome and value your feedback to help us improve our service and to celebrate when we have done a good job.



Our commitment to you

Council Officers will:

- behave in a way that reflects and upholds our values: Respect, Innovation, Integrity, Teamwork and Excellence
- provide a customer service experience that is welcoming, friendly, polite, accurate, reliable, and professional
- respect privacy and confidentiality
- maintain a focus on continuous improvement

Our team provides prompt communication by:

- answering calls to our main Council number within **30 seconds**, or
- enabling you to leave a message if we are unable to take your call, which we will respond to within **5 business days** (unless otherwise advised eg: Council Officer on leave)
- providing an **automated receipt** and/or reference number for digital and phone enquiries via our standard forms
- responding to all written correspondence (other than statutory timeframe governed matters) within **10 business days**, or acknowledge if the 10 business day response time is not achievable

Help us help you

In return we request that you:

- treat our staff with courtesy and respect - no abusive language or behaviour will be tolerated
- respect the privacy and rights of other customers
- provide us with complete and accurate information
- inform us promptly of any change of address or change of circumstances
- work with us in partnership
- be open and honest in your dealings with us and comply with the law
- provide constructive feedback so that we can improve your experience
- acknowledge that Council is subject to strict governance and legislation that may result in decisions that you do not agree with

Our commitment to privacy

We store the details of enquiries to facilitate contact with our customers. We keep the information confidential and it is used for the purpose it was collected only, within the guidelines of our [Privacy Management Policy](#).

Scan here to provide feedback





Services and timeframes

SERVICE AREA		RESPONSE / ACKNOWLEDGEMENT
General services	Correspondence	10 days
	Complaints	10 days*
	Customer Action Requests (CRMs)	10 days, urgent requests are expedited
	Informal Requests for Information	10 days*
	Formal Access Application	20 days*
	After-hours emergency service (roads/parks/Council buildings)	24 hours, 7 days a week
Planning	General planning enquiries	10 days*
Cemeteries	Cemeteries Customer Service Charter	www.kiama.nsw.gov.au/Facilities/Cemeteries
Compliance Officer (Ranger) services	Development compliance complaints	10 days*, urgent requests are expedited
	Companion animal complaints and lost/found companion animals	10 days, urgent requests are expedited (please notify Council of a lost animal within 72 hours)
	After-hours issues (eg: livestock on road, dangerous animal complaints)	Messaging service: 24 hours, 7 days a week
	Parking complaints, abandoned vehicles, illegal dumping, pollution	10 days, urgent requests are expedited
Finance	Payment of invoices	30 days (calendar days)
	Debtor/Creditor queries	10 days*
Rates	Rates enquiries	10 days*
HR standards	Acknowledge job applications	Instantaneous automated receipt
Environmental Health	Food and public health complaints	10 days, urgent requests are expedited
	Food and public health inspections	Occur once a year, more frequently for high-risk premises, and/or by request
Media	Media requests	Within 8 business hours, as per Media Policy

Number of days = maximum number of standard business days within which you will receive a response or acknowledgement

*Timeframe may vary based on application, clarity/scoping, additional information required from third party, receipt of payment

You can contact us to make an enquiry, provide feedback, lodge a customer service request, give a compliment or make a complaint:

-  **Online:** www.kiama.nsw.gov.au/Contact-us
-  **Your say:** we encourage feedback on Council policies, strategies, plans or proposals via the 'Your say' section of our website www.kiama.nsw.gov.au/Council/Your-say
-  **Email:** council@kiama.nsw.gov.au
-  **Phone:** (02) 4232 0444, business days between 8:30am and 4:30pm
-  **Post:** Kiama Municipal Council, PO Box 75, Kiama NSW 2533
-  **In person:** Administration Centre at 11 Manning Street, Kiama, business days between 8:45am and 4:15pm

Scan here to provide feedback



Please note: Council does not monitor social media for customer enquiries. All communication requiring a response from Council should be via the above options.

13.2 Performance Review Committee membership

CSP Objective: Outcome 5.2: Governance is transparent and builds trust

CSP Strategy: 5.2.1 Build strong relationships and ensure our partners and community share the responsibilities and benefits of putting plans into practice.

Delivery Program: 5.2.1.2 Support good governance through systems and processes for legislative compliance.

Item 13.2

Summary

At the 15 October 2024 Council meeting it was resolved as part of Minute 24/301OC that the Chief Executive Officer bring a further report to the November Ordinary Council meeting with the nomination of the Chief Executive Officer's Performance Review Committee member.

Financial implication

Nil.

Risk implication

There is a legislative requirement for one member of the Performance Review Committee to be selected by the Chief Executive Officer.

Policy

Local Government Act 1993

Committees Framework Policy

Office of Local Government Guidelines for the appointment and oversight of general managers 2022.

Consultation (internal)

Nil.

Communication/Community engagement

The members of the Performance Review Committee will be published on the Council website.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council note that Councillor Draisma be appointed to the Performance Review Committee as the Chief Executive Officer's nomination.

Report of the Chief Executive Officer

13.2 Performance Review Committee membership (cont)

Background

The office of Local Government Guidelines for the appointment and oversight of General Managers 2022 states that *“Performance Review panels should comprise of the mayor, the deputy mayor, another councillor nominated by council and a councillor nominated by the general manager.”*

At the 15 October 2024 ordinary meeting of Council it was determined that Councillor McDonald (as Mayor), Councillor Matters (as Deputy Mayor) and Councillor Warren (as nominated by Councillors) be appointed to the Performance Review Committee.

The Chief Executive Officer sought some time to assess her selection for the Councillor to be nominated by the CEO and it was resolved to bring a further report to the November ordinary Council meeting.

Item 13.2

13.3 Alliance for Healthy Cities - Australian Chapter Councillor membership

CSP Objective: Outcome 5.2: Governance is transparent and builds trust

CSP Strategy: 5.2.2 Communicate openly and honestly with the community to build a relationship based on transparency, understanding, trust and respect.

Delivery Program: 5.2.2.2 Continue to maintain strong strategic connections to develop and deliver regional and local priorities with Regional Partners and key stakeholders including: Illawarra Shoalhaven Joint Organisation; Illawarra Shoalhaven Local Health District; State Government Agencies; and the Greater Cities Commission

Item 13.3

Summary

At the October Council meeting consideration was given to Councillor delegates to outside bodies. Councillor representation to the Alliance for Healthy Cities was not decided at that meeting.

Financial implication

Not applicable.

Risk implication

That Council does not have adequate representation on the Alliance for Healthy Cities, Australian Chapter being Healthy Cities Illawarra.

Policy

Alliance for Healthy Cities charter

Consultation (internal)

Nil.

Communication/Community engagement

Councillor delegates are published on the Council website.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council determine Councillor Lawton be the representative for the Alliance for Healthy Cities for the period to September 2025.

Report of the Chief Executive Officer

13.3 Alliance for Healthy Cities - Australian Chapter Councillor membership (cont)

Background

The Alliance for Healthy Cities is an international network aiming at protecting and enhancing the health of city dwellers. The Alliance is a group of cities and other organisations that try to achieve the goal through an approach called “Healthy Cities”. The Australian Chapter of the Alliance is Healthy Cities Illawarra which runs a number of programs locally.

Kiama Council is a member of the Alliance and has recently nominated for a position on the Steering Committee.

Meetings are held bimonthly.

Item 13.3

13.4 2025 Ordinary Council meeting schedule

CSP Objective: Outcome 5.2: Governance is transparent and builds trust

CSP Strategy: 5.2.1 Build strong relationships and ensure our partners and community share the responsibilities and benefits of putting plans into practice.

Delivery Program: 5.2.1.1 Provide public access to Council business through Council meetings, briefings, public access forums and Council committee meetings.

Item 13.4

Summary

This reports seeks Council's endorsement for the scheduling of the 2025 Ordinary Council meetings.

Financial implication

Not applicable.

Risk implication

The risk of not determining dates in advance is lack of adequate communication with the community to allow public access to council business, and consequently not meeting Outcome 5.2 of the Community Strategic Plan. Determining dates also assists staff with future planning for associated meetings.

Policy

Local Government Act 1993 Section 365

Council's Code of Meeting Practice

Consultation (Internal)

N/A

Communication/Community Engagement

The dates of Council meetings are published on Council's website and advertised monthly on social and media platforms.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council set the 2025 dates for Ordinary Council meetings, with meetings commencing at 5pm, as follows:

Tuesday 21 January

Tuesday 18 February

Tuesday 18 March

Report of the Chief Executive Officer

13.4 2025 Ordinary Council meeting schedule (cont)

Tuesday 15 April
Tuesday 20 May
Tuesday 17 June
Tuesday 15 July
Tuesday 19 August
Thursday 16 September
Tuesday 21 October
Tuesday 18 November
Tuesday 16 December

Item 13.4**Background**

Traditionally, Ordinary Council meetings have been scheduled for the third Tuesday of each month, except January, commencing at 5pm.

In 2025 the third Tuesday of the month falls on the following dates:

- 21 January
- 18 February
- 18 March
- 15 April
- 20 May
- 17 June
- 15 July
- 19 August
- 16 September
- 21 October
- 18 November
- 16 December

Proposed January meeting

The 2024 December meeting is scheduled for 10 December and the February 2025 meeting is scheduled for the third Tuesday of the month which would be held on 18 February. There are 11 weeks between the December 2024 and February 2025 meeting which will impact on decision making, workload management, planning and any urgent business that arises. It is proposed that an ordinary meeting of Council be held on the third Tuesday of January 2025.

Variations to meetings on the third Tuesday

Councillors will need to consider the following when confirming the 2025 schedule:

1. Dependent on whether a January meeting is held, Councillors may wish to consider bringing the February meeting forward to the second week, being 11 February 2025. The February meeting, if it remains on the third Tuesday, will also be 11 weeks after the 10 December 2024 Council meeting.
2. The April and July meetings fall within NSW school holidays.
3. The Australian Local Government Association is planning to hold its National General Assembly during the week commencing 23 June 2025. This will not

Report of the Chief Executive Officer

13.4 2025 Ordinary Council meeting schedule (cont)

affect the June meeting date however this date is dependent on the release of the 2025 Parliamentary sitting calendar.

4. The Local Government NSW Conference is scheduled for 23 to 25 November 2025 which will not affect the November meeting date.

Item 13.4

13.5 Industry representation - Kiama Council Tourism and Economic Development Committee

CSP Objective: Outcome 3.2: An economy that embraces the opportunities of tourism while ensuring that we don't lose our community feel; our tourism development and the visitor economy is well managed.

CSP Strategy: 3.2.2 Support sustainable local business development, visitations and events.

Delivery Program: 3.2.2.1 Deliver Kiama Tourism and Events Strategic Plan 2022-26.

Item 13.5

Summary

Kiama Council sought Expressions of Interest from suitably experienced industry members to join the Tourism and Economic Development Advisory Committee (TEAC) for a minimum two-year term.

The initial aim was to appoint four industry representatives with expertise in tourism and economic development to join Councillors Brown, Warren, and Tatrai; the CEO; and a representative from the Kiama and District Business Chamber.

This report also recommends increasing the number of industry members from four to five.

Financial implication

N/A

Risk implication

Given the high quality of submissions, with 19 applications received, there will be qualified and experienced nominees who are not selected at this time.

Policy

The Tourism and Economic Development Advisory Committee operates under its endorsed Terms of Reference.

Consultation (internal)

The 19 submissions were reviewed by the previously endorsed Councillor Tourism and Economic Advisory Committee members, Chief Executive Officer and the Acting Director Planning, Environment & Communities.

Communication/Community engagement

The vacancies were advertised via Council communication channels as well as the Destination Kiama partnership base.

Attachments

Nil

Enclosures

Nil

Report of the Chief Executive Officer

13.5 Industry representation - Kiama Council Tourism and Economic Development Committee (cont)

RECOMMENDATION

That Council:

1. Amend the Terms of Reference to increase the number of Tourism and Economic Advisory Committee industry members from four to five.
2. Accept the nominations of
 - Craig Hardy (previous member)
 - Suzanne Mansfield
 - Simon Smith
 - Ryan Rieveley
 - Tom Abood.
3. Write to the unsuccessful applicants, thanking them for their interest and informing them that there will be future opportunities for community members to join other Council committees.

Increase in Industry representation

It is proposed that the industry representation for the Tourism and Economic Advisory Committee be increased to 5 members. This change would:

1. ensure more balanced community representation, particularly given the increase in Councillor membership from two to three (October Council meeting);
2. reflect the expanded remit of Tourism and Events (Destination Kiama), which now also includes economic development; and
3. leverage the strong field of high-calibre applicants to maximise community and industry input.

These voluntary positions require a commitment to attend bi-monthly meetings for a two-year term.

Committee responsibilities

The responsibilities of the Tourism and Economic Advisory Committee include:

- Advising Council on tourism and economic development policies and strategies for the Kiama LGA and the South Coast region
- Providing insights on tourism and economic matters impacting the community, ensuring balanced growth
- Representing the tourism and business sectors to align with local industry needs
- Identifying investment opportunities to strengthen the economy and create jobs

Report of the Chief Executive Officer

13.5 Industry representation - Kiama Council Tourism and Economic Development Committee (cont)

- Assisting in the assessment of funding applications for economically beneficial grants
- Offering strategic input on marketing and promotional activities for 'Destination Kiama'
- Promoting community awareness of the value of tourism and the visitor economy
- Building partnerships to unlock growth opportunities and boost employment

Item 13.5

13.6 Kiama Municipal Council Annual Report 2023-24 and State of our Municipality Report 2021-24

CSP Objective: Outcome 5.2: Governance is transparent and builds trust

CSP Strategy: 5.2.3 Engage with the community in meaningful dialogue and demonstrate how community participation is being used to inform decisions

Delivery Program: 5.2.3.2 Our elected officials are supported through good systems and records.

Summary

This report presents the 2023-24 Annual Report and the State of our Municipality Report 2021-24, which have been prepared in accordance with the Integrated Planning and Reporting (IP&R) guidelines and section 428 of the *Local Government Act 1993*.

Financial implication

As per adopted budget.

Risk implication

The information in this report illustrates that Council is meeting the requirements of the Community Strategic Plan and that we are complying with the Local Government Act.

Policy

Local Government Act 1993

Consultation (internal)

All departments were consulted in the development of this report.

Communication/Community engagement

The Annual Report informs the community on Council's achievements in implementing its Delivery Program and Operational Plan. The State of our Municipality Report provides an overview of how the Council term just gone has achieved the actions outlined in our Community Strategic Plan 2022-2032.

Attachments

Nil

Enclosures

- 1 Annual Report 2023-24 [⇒](#)
- 2 State of our Municipality Report 2021-24 [⇒](#)

RECOMMENDATION

That Council endorse the 2023-24 Annual Report and the State of our Municipality Report 2021-24.

Background

Report of the Chief Executive Officer

13.6 Kiama Municipal Council Annual Report 2023-24 and State of our Municipality Report 2021-24 (cont)

Section 428 of the *Local Government Act 1993* requires all councils to prepare an Annual Report within 5 months of the end of the financial year. The report is to outline the council's achievements in implementing its Delivery Program through that years Operational Plan.

The audit of Council's financial statements for 2023-24 has been completed and an unmodified audit opinion will be issued for the Financial Statements 2023-24, and qualification will be lifted for previous years' audits.

This report outlines the actions taken to deliver under our Community Strategic Plan 2022-32 and Operation Plan and Delivery Program actions for 2022-26.

Additionally, the IP&R Guidelines 2021 state that: "In the year of the ordinary election, the State of our Municipality Report is to be appended to the Annual Report in that year."

Further, the Guidelines state "The State of our Municipality Report should be presented to and endorsed at the second meeting of a newly elected Council."

Annual Report

The Annual Report is an important means of communication between Council and the Community, providing information on progress made towards achieving the objectives and strategies contained in the Community Strategic Plan and the combined Delivery and Operational Program.

This year's Annual Report incorporates the following:

- Blue Haven Annual Report
- Audit, Risk and Improvement Committee (ARIC) Annual Report

The report also includes other information, which is prescribed by legislation, including:

- amount of rates and charges written-off during the year
- details of any overseas visits by Councillors, Council staff or other persons representing Council
- Mayoral and Councillor expenses and cost of provision of facilities in relation to their civic duties
- details of all Government contracts over \$150,000
- summary of amounts incurred in relation to legal proceedings
- total amount granted to financially assist others (community groups, grants, etc.)
- information relating to external bodies, corporations, partnerships and joint ventures entered into
- information relating to Council's Equal Employment Opportunities management plan and other human resources activities
- statement detailing the steps taken to ensure that goods and services procured by and for council during the year were not a product of modern slavery within the meaning of the *Modern Slavery Act 2018*

Report of the Chief Executive Officer

13.6 Kiama Municipal Council Annual Report 2023-24 and State of our Municipality Report 2021-24 (cont)

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- Statement of total number of persons who performed paid work for Council on 14 February 2024
 - senior staff remuneration
 - information relating to rates and charges, access and equity, the National Competition Policy and Competitive Neutrality
 - statement of stormwater management services provided through levies.
 - management of the Companion Animals Act
 - Government Information (Public Access) Act
 - Public Interest Disclosure Act.

The following information has not been included in the report, or has been previously reported, or is noted in the report as not applicable to Council's activities undertaken in 2023-24:

- there were no environmental planning agreements in force.
- there were no activities funded via a special rate variation
- there were no works carried out on private land
- there were no coastal protection management levies applied
- Council is not considered to be a 'human services agency' under the Carers Recognition Act 2010
- there were no planning agreements in force during the financial year.

This year we have introduced a new feature to the Annual Report – a pie graph per each pillar, showing Delivery Program and Operational Plan activity progress. This gives a snapshot of how many actions are complete or near complete / on hold / significant progress / behind target. For a detailed rundown on each action, Councillors, community members and other stakeholders can read our half yearly reports, the most recent of which was included in the October 2024 business papers.

State of our Municipality Report

The State of our Municipality Report 2021-24 has been prepared according to the Integrated Planning and Reporting (IP&R) Guidelines for Local Government in NSW under the *Local Government Act 1993* and the *Local Government (General) Regulation 2021*.

The report covers the term of the previous Council and objectively tracks Council's progress against the Community Strategic Plan (CSP). The report provides information that sets the scene for the new Council and may include achievements to date and highlight future work to be undertaken.

The report shows the community's progress towards (or away from) its stated goals and aspirations as identified in the Community Strategic Plan (CSP). The report reiterates the key outcomes Council identified under each pillar, and provides a snapshot of some of Council's main achievements, projects undertaken and progress made by different departments and areas of Council. These snapshots demonstrate

Report of the Chief Executive Officer

13.6 Kiama Municipal Council Annual Report 2023-24 and State of our Municipality Report 2021-24 (cont)

the breadth and depth of work undertaken by Council in this shorter term (2 years, 9 months, versus a usual 4-year term).

The report should assist the new Council in undertaking the upcoming review of the CSP, which is an essential component of the IP&R cycle.

Presentation of reports

The IP&R Guidelines 2021 state that: “In the year of the ordinary election, the State of our Municipality Report is to be appended to the Annual Report in that year.” The Annual Report must be prepared and presented to Council within 5 months of the end of the financial year.

Further, the Guidelines state “The State of our Municipality Report should be presented to and endorsed at the second meeting of a newly elected Council.”

In response to these requirements both reports are being presented to Council for endorsement at the second ordinary meeting of the newly elected Council in November 2024.

Item 13.6