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INCORPORATED
AS A MUNICIPALITY
22 FEBRUARY 1859
PROCLAIMED AS
A CITY JULY 1990

6 February 2007

ADMINISTRATION AND FINANCE COMMITTEE MEETING

NOTICE IS HEREBY GIVEN THAT AN ADMINISTRATION AND FINANCE COMMITTEE MEETING OF THE COUNCIL OF THE CITY OF RANDWICK WILL BE HELD IN THE COUNCIL CHAMBER, TOWN HALL, 90 AVOCA STREET, RANDWICK, ON TUESDAY, 13TH FEBRUARY 2007 AT 6:00 PM

Committee Members: The Mayor, Cr P. Tracey, Andrews (Chairperson), Hughes, Kenny, Matson, Nash (Deputy Chairperson), Seng & Woodsmith.

Quorum: Five (5) members.

NOTE: AT THE EXTRAORDINARY MEETING HELD ON 28TH SEPTEMBER, 2004, THE COUNCIL RESOLVED THAT THE ADMINISTRATION AND FINANCE COMMITTEE BE CONSTITUTED AS A COMMITTEE WITH FULL DELEGATION TO DETERMINE MATTERS ON THE AGENDA.

1 Apologies/Granting of leave of absences

2 Confirmation of the Minutes

CONFIRMATION OF THE MINUTES OF THE ADMINISTRATION & FINANCE COMMITTEE MEETING HELD ON TUESDAY, 5TH DECEMBER, 2006.

3 Declaration of Pecuniary & Non-Pecuniary Interests

4 Addressing of Committee by Members of the Public

5 Urgent Business

6 Finance

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GENERAL MANAGER

Director, Governance & Financial Services' Report 1/2007



SUBJECT:	INVESTMENT REPORT - NOVEMBER 2006
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DATE:	18 January, 2007	FILE NO:	F2004/06527
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REPORT BY: DIRECTOR, GOVERNANCE & FINANCIAL SERVICES

INTRODUCTION:

The Local Government (General) Regulation requires that the responsible accounting officer provide a written report to the ordinary meeting of the Council giving details of all monies invested and a certificate as to whether or not the investments have been made in accordance with the Act, the regulations and Council's Investment Policy No: 3.02.07.

ISSUES:

Council is authorised by s625 of the Local Government Act to invest its surplus funds. Funds may only be invested in the form of investment notified by Order of the Minister dated 23 September, 2005. The Local Government (General) Regulation prescribes the records that must be maintained in relation to Council's investments.

The attached table titled "Investment Performance Report – November 2006" outlines the investment portfolio held by Council as at the end of November 2006. All investments have been made in accordance with the Act, Regulations and Council's Investment Policy.

Investment Commentary

The size of the investment portfolio may vary significantly from month to month as a result of cash flows for the period. Cash outflows (expenditure) are typically relatively stable from one month to another. Cash inflows (income) are cyclical and are largely dependent on the rates instalment due dates and the timing of grant payments including receipt of the Financial Assistance Grant.

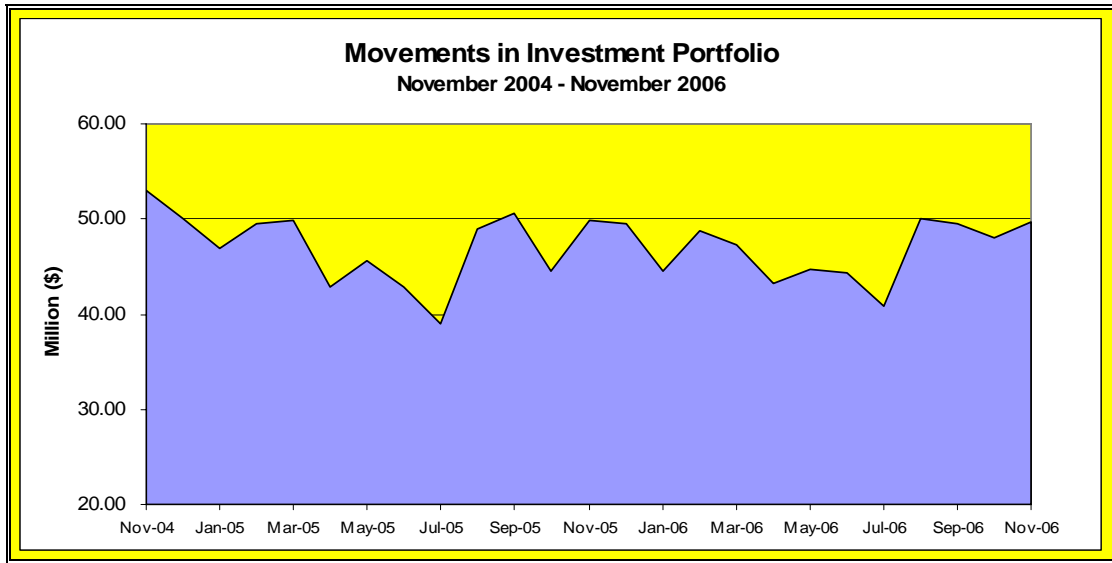
The investment portfolio increased by \$1.54 million during November 2006. The increase is representative of the positive cash flow for the month as revenue exceeded expenditure.

The main factor contributing to revenue in the month of November 2006 was the collection of \$9,780,326 being the second rate instalment which was due 30 November 2006.

Other contributing factors were the receipt of the following grants: Department of Local Government \$711,238 for general purpose and road maintenance and \$735,569 being Pensioner Rebate and Department of Transport \$260,000 for road improvements.

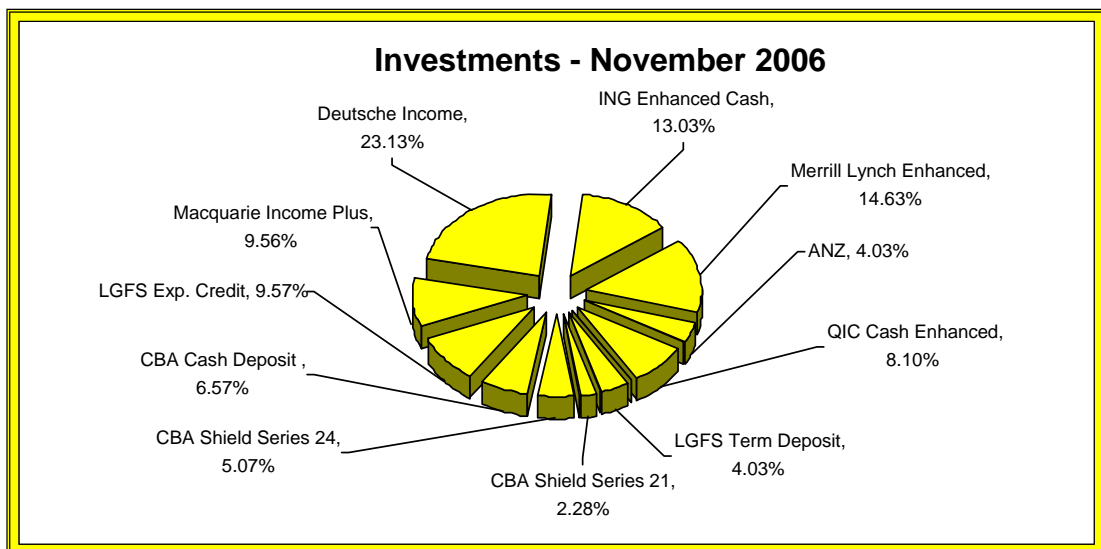
\$282,238 was also received in November 2006 from the Australian Taxation Office being GST refund for October 2006.

During November 2006 there was expenditure of \$1.5 million on capital works and there were three payroll periods which amounted to \$3.2 million.

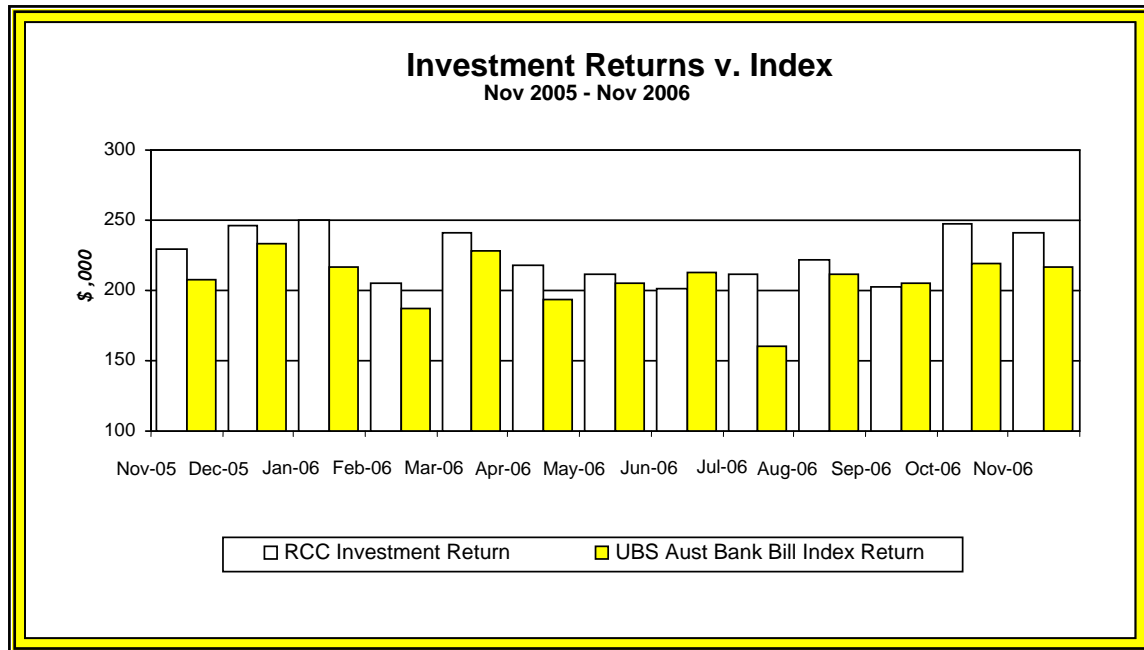


The above graph illustrates the movement in the investment portfolio since November 2004. The peaks are representative of the rates instalment periods.

The investment portfolio is diversified across a number of investment types and is spread across a number of financial institutions. The various investment types may include managed funds, term deposits, rolling rate investments, floating rate notes and on-call accounts. The following graph indicates the various investments held during November 2006.



The investment portfolio is regularly reviewed in order to maximise investment performance and minimise risk. Comparisons are made between existing investments with available products that are not part of Council's portfolio. Independent advice is sought on new investment opportunities.



Investment performance exceeded the industry benchmark UBS Australian Bank Bill Index in November 2006 with an average return after fees of 6.92%, compared with the benchmark index of 6.46%.

RELATIONSHIP TO CITY PLAN:

The relationship with the City Plan is as follows:

Outcome 1: Leadership in Sustainability.

Direction 1c: Long term financial viability is achieved.

Key Action: Investment Policy and Procedures.

FINANCIAL IMPACT STATEMENT:

Funds are invested with the aim of achieving budgeted income in 2006/2007 and outperforming the USB Australian Bank Bill Index over a 12 month period. The budget provision for income from this source is \$2.702 million. Income to 30 November 2006 amounted to \$1,218,863.

CONCLUSION:

All investments as at 30 November 2006 have been made in accordance with Policy No: 3.02.07 and the provisions of s625 of the Local Government Act and the Local Government (General) Regulation have been complied with.

RECOMMENDATION:

That the investment report for November 2006 be received and noted.

ATTACHMENT/S:

Investment Performance Report – November 2006.

.....
GEOFF BANTING
DIRECTOR, GOVERNANCE & FINANCIAL
SERVICES

.....
GREG BYRNE
MANAGER FINANCIAL OPERATIONS

Investment Performance Report - November 2006

Investment	Credit Rating	Amount Invested	Interest Earned		Investment Performance		
			Period	FYTD	Period	FYTD	Past 12 Months
			\$	\$	\$	%	%
CBA Cash Deposit (CDA)	AA	3,259,930	17,168	101,324	6.20	5.95	5.70
LGFS Expanded Credit Facility	Af	4,750,656	27,291	123,657	7.26	6.17	5.56
Macquarie Income Plus Enhanced Income Fund	A	4,746,767	24,062	119,635	6.38	6.37	6.15
Deutsche Income Enhanced Income Fund	A	11,480,407	65,548	228,693	7.21	6.76	6.40
ING Enhanced Cash Fund	Af	6,466,929	33,400	163,556	6.50	6.51	6.27
Merrill Lynch Diversified Credit Fund	A	7,260,029	40,786	199,676	7.09	7.04	6.53
ANZ Bank - Three Pillars	AA-	2,000,000	12,105	60,641	7.34	7.17	6.97
					3 month BBSW + 1.20%		
QIC Cash Enhanced	AAf	4,021,954	5,361	21,954	6.61	6.49	6.24
CBA Term Deposits	*	-	-	-	There were no CBA Term Deposits held as at 30 November 2006		
IMB Term Deposit	*	-	-	-	There were no IMB Term Deposits held as at 30 November 2006		
LGFS Term Deposit	*	2,000,000	10,504	21,805	Purchased 30 November 2006. Maturing 30 January 2007 being 61 Days @ 6.47% pa.		
Commonwealth Bank Shield Series 21	AA	1,133,530	Purchased in April 2004. Capital is guaranteed and interest is paid at maturity. Investment estimated value as at 30 November 2006 is \$1,164,830.00 which equates to return since inception of 5.89%				
Commonwealth Bank Shield Series 24	A- Negative watch	2,518,475	15,801	78,791	7.69	7.32	7.57
					3 month BBSW + 1.50%		
Interest earned from matured investments	-	-	19,850	88,664	-	-	-
General Fund Bank Account	-	-	1,228	10,466	-	-	-
Total		49,638,678	273,105	1,218,863	6.92	6.64	6.38
Official (Reserve Bank of Australia) Cash Rate					6.25	6.00	5.75
UBS Australian Bank Bill Index					6.46	6.23	5.96

G:\ACCTS\Financial Operations\Investments\Investment Performance Report\TABLES

Credit Rating: * Bank Bills and Term Deposits are not credit rated. The 'f' subscript to the credit rating signifies that it is a Standard & Poors fund rating and that assets are valued at their market value.

Report Author: Aldo Meoli, Financial Accountant - Financial Operations

Director, Governance & Financial Services' Report 2/2007



SUBJECT:	INVESTMENT REPORT - DECEMBER 2006
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DATE:	25 January, 2007	FILE NO:	F2004/06527
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REPORT BY: DIRECTOR, GOVERNANCE & FINANCIAL SERVICES

INTRODUCTION:

The Local Government (General) Regulation requires that the responsible accounting officer provide a written report to the ordinary meeting of the Council giving details of all monies invested and a certificate as to whether or not the investments have been made in accordance with the Act, the regulations and Council's Investment Policy No: 3.02.07.

ISSUES:

Council is authorised by s625 of the Local Government Act to invest its surplus funds. Funds may only be invested in the form of investment notified by Order of the Minister dated 23 September 2005. The Local Government (General) Regulation prescribes the records that must be maintained in relation to Council's investments.

The attached table titled "Investment Performance Report – December 2006" outlines the investment portfolio held by Council as at the end of December 2006. All investments have been made in accordance with the Act, Regulations and Council's Investment Policy.

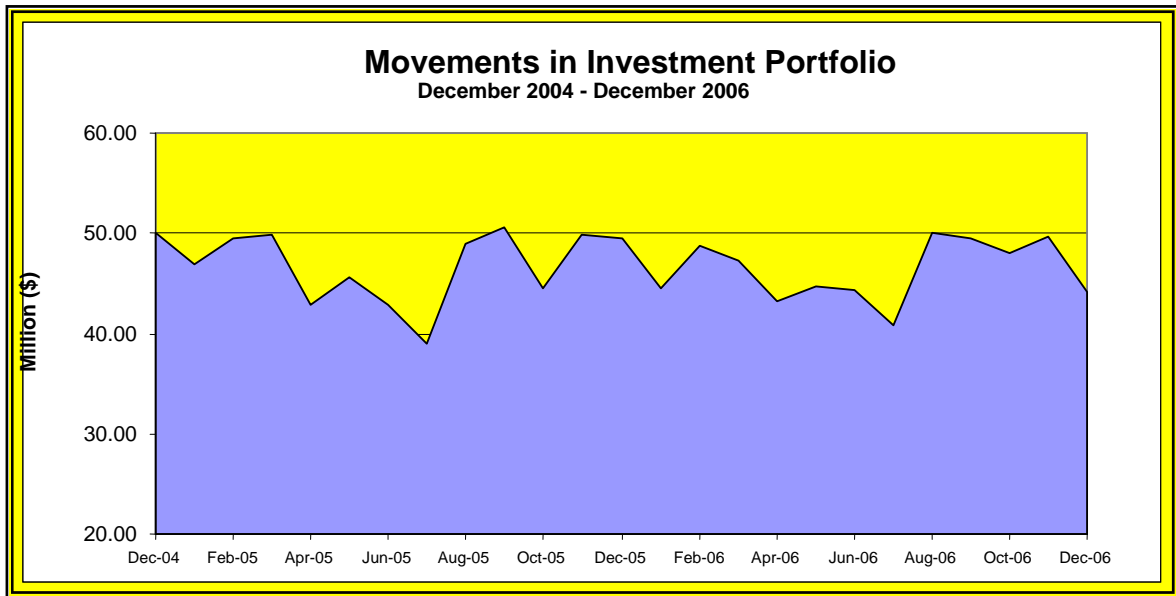
Investment Commentary

The size of the investment portfolio may vary significantly from month to month as a result of cash flows for the period. Cash outflows (expenditure) are typically relatively stable from one month to another. Cash inflows (income) are cyclical and are largely dependent on the rates instalment due dates and the timing of grant payments including receipt of the Financial Assistance Grant.

The balance of the investment portfolio as at 31 December 2006 was \$44.10 million. During December 2006 it decreased by \$5.53 million mainly due to \$4.30 million spent on capital works. There were also two payroll periods in December 2006 which amounted to \$2.60 million.

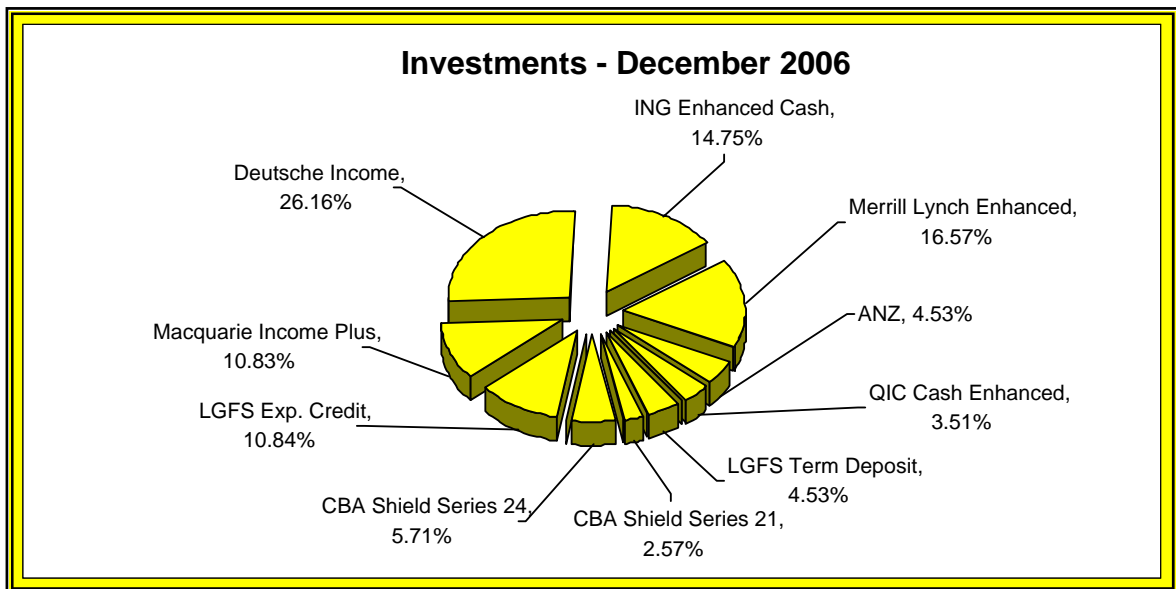
Rates collected during December 2006 amounted to \$1.30 million. Other major revenue was the November 2006 GST refund of \$345,469 received from the Australian Taxation Office, \$226,918 being fine revenue received from the Office Of State Revenue and the second quarterly block grant of \$113,300 from the Roads And Traffic Authority for road and traffic facilities.

The third rate instalment is due 28 February 2007.

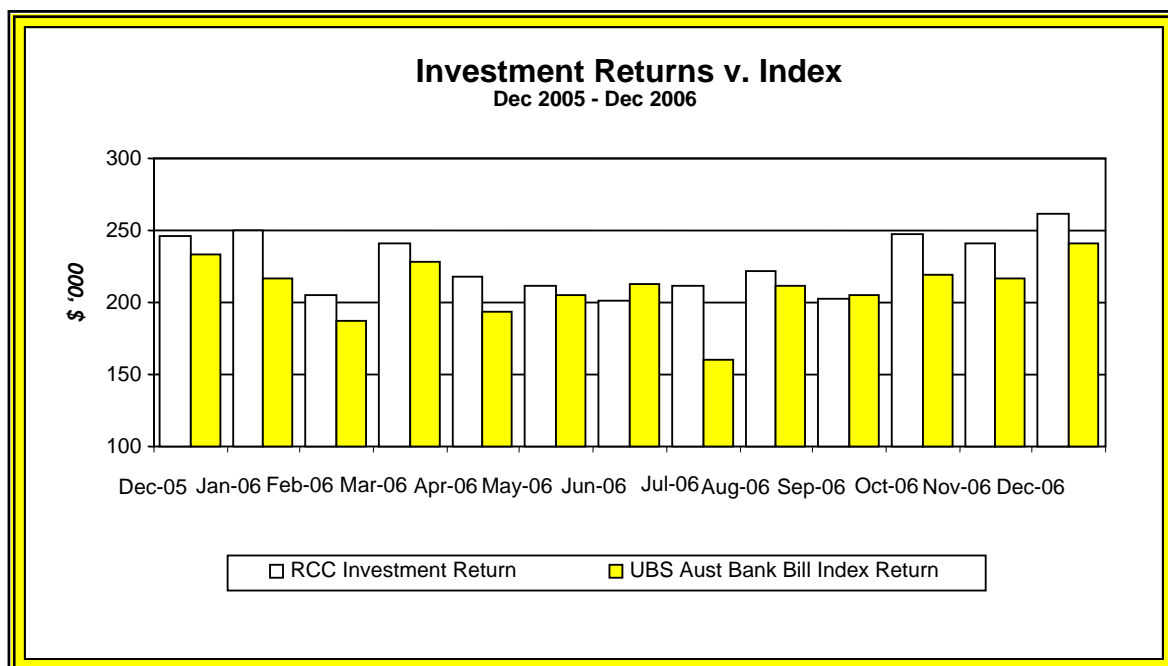


The above graph illustrates the movement in the investment portfolio since December 2004. The peaks are representative of the rates instalment periods.

The investment portfolio is diversified across a number of investment types and is spread across a number of financial institutions. The various investment types may include managed funds, term deposits, rolling rate investments, floating rate notes and on-call accounts. The following graph indicates the various investments held during December 2006.



The investment portfolio is regularly reviewed in order to maximise investment performance and minimise risk. Comparisons are made between existing investments with available products that are not part of Council's portfolio. Independent advice is sought on new investment opportunities.



Investment performance exceeded the industry benchmark UBS Australian Bank Bill Index in December 2006 with an average return after fees of 7.03%, compared with the benchmark index of 6.47%.

RELATIONSHIP TO CITY PLAN:

The relationship with the City Plan is as follows:

Outcome 1: Leadership in Sustainability.

Direction 1c: Long term financial viability is achieved.

Key Action: Investment Policy and Procedures.

FINANCIAL IMPACT STATEMENT:

Funds are invested with the aim of achieving budgeted income in 2006/2007 and outperforming the USB Australian Bank Bill Index over a 12 month period. The budget provision for income from this source is \$2.702 million. Income to 31 December 2006 amounted to \$1,491,428.

CONCLUSION:

All investments as at 31 December 2006 have been made in accordance with Policy No: 3.02.07 and the provisions of s625 of the Local Government Act and the Local Government (General) Regulation have been complied with.

RECOMMENDATION:

That the investment report for December 2006 be received and noted.

ATTACHMENT/S:

Investment Performance Report – December 2006.

.....
GEOFF BANTING
DIRECTOR, GOVERNANCE & FINANCIAL
SERVICES

.....
GREG BYRNE
MANAGER FINANCIAL OPERATIONS

Investment Performance Report - December 2006

Investment	Credit Rating	Amount Invested	Interest Earned		Investment Performance		
			Period	FYTD	Period	FYTD	Past 12 Months
			\$	\$	%	%	%
CBA Cash Deposit (CDA)	AA	-	8,558	109,882	6.20	5.99	5.76
LGFS Expanded Credit Facility	Af	4,779,758	29,102	152,759	7.46	6.32	6.31
Macquarie Income Plus Enhanced Income Fund	A	4,775,679	28,912	148,547	7.41	6.54	6.25
Deutsche Income Enhanced Income Fund	A	11,535,920	55,513	284,207	5.84	6.68	6.40
ING Enhanced Cash Fund	Af	6,504,446	37,516	201,072	7.05	6.63	6.35
Merrill Lynch Diversified Credit Fund	A	7,306,145	46,116	245,792	7.74	7.19	6.67
ANZ Bank - Three Pillars	AA-	2,000,000	12,508	73,149	7.34	7.20	7.02
					3 month BBSW + 1.20%		
QIC Cash Enhanced	AAf	1,548,952	26,998	48,952	6.54	6.57	6.37
CBA Term Deposits	*	-	-	-	There were no CBA Term Deposits held as at 31 December 2006		
IMB Term Deposit	*	-	-	-	There were no IMB Term Deposits held as at 31 December 2006		
LGFS Term Deposit	*	2,000,000	0	21,805	Purchased 30 November 2006. Maturing 30 January 2007 being 61 Days @ 6.47% pa.		
Commonwealth Bank Shield Series 21	AA	1,133,530	Purchased in April 2004. Capital is guaranteed and interest is paid at maturity. Investment estimated value as at 31 December 2006 is \$1,177,770.00 which equates to return since inception of 6.13%				
Commonwealth Bank Shield Series 24	A-Negative watch	2,518,475	16,698	95,489	7.69	7.66	7.40
					3 month BBSW + 1.50%		
Interest earned from matured investments	-	-	8,496	97,160	-	-	-
General Fund Bank Account	-	-	2,148	12,614	-	-	-
Total		44,102,905	272,565	1,491,428	7.03	6.75	6.50
Official (Reserve Bank of Australia) Cash Rate					6.25	6.04	5.81
UBS Australian Bank Bill Index					6.47	6.27	6.02

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Credit Rating: * Bank Bills and Term Deposits are not credit rated. The 'f' subscript to the credit rating signifies that it is a Standard & Poors fund rating and that assets are valued at their market value.

Report Author: Aldo Meoli, Financial Accountant - Financial Operations

Director, Governance & Financial Services' Report 3/2007



SUBJECT:	MONTHLY FINANCIAL REPORTS AS AT 30 NOVEMBER 2006
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DATE:	9 January, 2007	FILE NO:	F2006/00689
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REPORT BY: DIRECTOR, GOVERNANCE & FINANCIAL SERVICES

INTRODUCTION:

Section 202 of the Local Government (General) Regulation 2005 requires that the responsible accounting officer of a council must:

- (a) establish and maintain a system of budgetary control that will enable the council's actual income and expenditure to be monitored each month and to be compared with the estimate of the council's income and expenditure, and
- (b) if any instance arises where the actual income or expenditure of the council is materially different from its estimated income or expenditure, report the instance to the next meeting of the council.

ISSUES:

This report provides the financial results of Council as at 30 November 2006. Attachment 1 summarises Council's Financial Performance and its Source and Application of Funds. It also summarises the operating result for each of Council's principal activities. Attachment 2 details the financial position of Council as at 30 November 2006.

RELATIONSHIP TO CITY PLAN:

The relationship with the City Plan is as follows:

Outcome: 1: Leadership in Sustainability

Direction: 1c: Long term financial viability is achieved

FINANCIAL IMPACT STATEMENT:

There is no direct financial impact for this matter.

CONCLUSION:

Council's Director Governance & Financial Services as the responsible accounting officer, advises that the projected financial position is satisfactory.

RECOMMENDATION:

The monthly financial reports as at 30 November 2006 be noted.

ATTACHMENT/S:

UNDER SEPARATE COVER -

1. INCOME STATEMENT AND SOURCE & APPLICATION OF FUNDS
2. BALANCE SHEET

.....
GEOFF BANTING
DIRECTOR, GOVERNANCE & FINANCIAL
SERVICES

Director, Governance & Financial Services' Report 4/2007



SUBJECT:	MONTHLY FINANCIAL REPORTS AS AT 31 DECEMBER 2006
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DATE:	9 January, 2007	FILE NO:	F2006/00689
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REPORT BY: DIRECTOR, GOVERNANCE & FINANCIAL SERVICES

INTRODUCTION:

Section 202 of the Local Government (General) Regulation 2005 requires that the responsible accounting officer of a council must:

- (a) establish and maintain a system of budgetary control that will enable the council's actual income and expenditure to be monitored each month and to be compared with the estimate of the council's income and expenditure, and
- (b) if any instance arises where the actual income or expenditure of the council is materially different from its estimated income or expenditure, report the instance to the next meeting of the council.

ISSUES:

This report provides the financial results of Council as at 31 December 2006. Attachment 1 summarises Council's Financial Performance and its Source and Application of Funds. It also summarises the operating result for each of Council's principal activities. Attachment 2 details the financial position of Council as at 31 December 2006.

RELATIONSHIP TO CITY PLAN:

The relationship with the City Plan is as follows:

Outcome: 1: Leadership in Sustainability

Direction: 1c: Long term financial viability is achieved

FINANCIAL IMPACT STATEMENT:

There is no direct financial impact for this matter.

CONCLUSION:

Council's Director Governance & Financial Services as the responsible accounting officer, advises that the projected financial position is satisfactory.

RECOMMENDATION:

The monthly financial reports as at 31 December 2006 be noted.

ATTACHMENT/S:

UNDER SEPARATE COVER -

1. INCOME STATEMENT AND SOURCE & APPLICATION OF FUNDS
2. BALANCE SHEET

.....
GEOFF BANTING
DIRECTOR, GOVERNANCE & FINANCIAL
SERVICES

Director, Governance & Financial Services' Report 5/2007



SUBJECT:	2006/2007 CONTINGENCY FUND - STATUS AS AT 31 JANUARY 2007
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DATE:	11 December, 2006	FILE NO:	F2004/07369 xr F2005/00182
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REPORT BY: DIRECTOR, GOVERNANCE & FINANCIAL SERVICES

INTRODUCTION:

The purpose of this report is to detail the progressive amount of donations, allocations, waiving of fees and other similar contributions for the 2006/07 financial year.

ISSUES:

In the 2006/07 financial year there have been thirty-eight (38) allocations totalling \$111,368.32 as listed in the table below.

MEETING	DETAILS	NET COST TO COUNCIL
Ordinary Council – 27 June 2006	<u>Annual contribution</u> – Waiving of Greenwaste Disposal Fees or the Guriwal Aboriginal Community at La Perouse	\$6,500.00
Ordinary Council – 27 June 2006	Waiving of fees for Carols by the Sea – St Paul's Anglican Church Coogee	\$1,063.18
Ordinary Council – 27 June 2006	Waiving of fees for the installation of a banner - Our Lady of the Sacred Heart Primary School, Randwick	\$1,188.00
Ordinary Council – 27 June 2006	Structural maintenance works associated with the lease of 30-32 Waratah Street, Randwick – Randwick Open Care for Kids (ROCK)	\$5,000.00
Ordinary Council – 27 June 2006	<u>Annual contribution</u> - Waiving of fees for Special Rubbish Pick Up Service – Ronald McDonald House	\$650.00
Ordinary Council – 27 June 2006	Financial assistance for 2006 Rock Eisteddfod – Randwick Girls & Boys High Schools	\$5,000.00
Ordinary Council – 27 June 2006	Financial assistance for Sports Coast Flags – Randwick City Tourism	\$1,740.00
Ordinary Council – 25 July 2006	Financial assistance – installation & dismantling of Learning Links banner	\$709.83
Ordinary Council – 25 July 2006	<u>Annual contribution</u> (3 years from 2006/07) - SSROC East Timor Partnership	\$4,000.00
Ordinary Council – 25 July 2006	"Our City" banner – Wylies Baths Trust	\$265.00

MEETING	DETAILS	NET COST TO COUNCIL
Ordinary Council – 22 August 2006	Use of Des Renford Aquatic Centre - Des Renford Chair of Heart Research Swim Challenge and Charity Day	\$5,700.00
Ordinary Council – 22 August 2006	Waiving of fees for Fun Run/Oktoberfest/Market Day - Maroubra Chamber of Commerce	\$4,741.75
Ordinary Council – 22 August 2006	Donation of Plants - Coogee Public School.	\$500.00
Ordinary Council – 22 August 2006	Contribution - two (2) joint display banners for use at business related functions - Eastern Suburbs Business Enterprise Centre & Randwick City Combined Chambers of Commerce	\$1,200.00
Ordinary Council – 22 August 2006	Sponsorship - Annual Sydney Body Art Ride (SBAR) Fundraising Event.	\$3,000.00
Ordinary Council – 26 Sept 2006	Waiving of fees for Coogee Family Fun Day - Goldstein Reserve	\$9,119.25
Ordinary Council – 26 Sept 2006	Waiving of fees for St Marks Anglican Church, Malabar – Carols by Candlelight	\$6,833.30
Ordinary Council – 26 Sept 2006	Waiving of fees for use of Kokoda Park, Kensington for Carols by Candlelight	\$2,195.91
Ordinary Council – 26 Sept 2006	Waiving of fees for Surf Life Saving NSW – Carnival at Maroubra Beach	\$2,929.00
Ordinary Council – 26 Sept 2006	<u>Annual contribution</u> (7 years from 2006/07) Interest foregone on interest free loan - Coogee Surf Life Saving Club renovations	\$4,500.00
Ordinary Council – 26 Sept 2006	Waiving of fees for East Coast Ocean Challenge	\$783.30
Ordinary Council – 24 Oct 2006	Waiving of fees for use of Maroubra Beach for the Molloy Shield Surf Carnival	\$800.34
Ordinary Council – 24 Oct 2006	Waiving of fees for Express Glass Island Challenge (Coogee Surf Life Saving Club)	\$1,704.28
Ordinary Council – 24 Oct 2006	Waiving of fees for Rainbow Street Public School for installation of banner	\$1,132.00
Ordinary Council – 24 Oct 2006	Maroubra Surf Life Saving Club Centenary Dinner – purchase tickets for 2 tables of 10	\$3,000.00
Ordinary Council – 24 Oct 2006	Financial assistance for 2007 Australia Day Botany Bay Regatta	\$500.00
Ordinary Council – 24 Oct 2006	Contribution - Coogee Arts Festival	\$10,000.00
Ordinary Council – 24 Oct 2006	Waiving of fees for South Maroubra Village Green Carols by Candlelight	\$2,652.27
Ordinary Council – 28 Nov 2006	Waiving of fees for Epiphany Festival at Yarra Bay	\$3,917.20
Ordinary Council – 28 Nov 2006	Waiving of fees for Randwick Shield at Maroubra Beach	\$1,024.71
Ordinary Council – 28 Nov 2006	Waiving of fees for Coogee 100 years Open Surf Carnival	\$1,822.46
Ordinary Council – 28 Nov 2006	Contribution to Clovelly Precinct Committee for 'Love Clovelly Competition'	\$400.00
Ordinary Council – 28 Nov 2006	Donation to Aussie Helpers for Aussie Working Dog Program	\$100.00

MEETING	DETAILS	NET COST TO COUNCIL
Ordinary Council – 12 Dec 2006	Contribution to cost of annual Pere Receveur Historic Mass at La Perouse	\$2,642.88
Ordinary Council – 12 Dec 2006	Waiving of fees for 'Rip Curl Gromsearch' Surfing Competition at Maroubra Beach	\$884.40
Ordinary Council – 12 Dec 2006	Waiving of fees for Gracepoint Christian Church – 5 th Annual Clean Up Australia Day Community Celebration	\$1,546.50
Ordinary Council – 12 Dec 2006	Waiving of fees for hire of Community Bus – Castellorizian Ladies Auxiliary	\$346.50
Ordinary Council – 12 Dec 2006	Waiving of fees - Coogee Arts Festival	\$11,276.26
TOTAL:		\$111,368.32

The amounts shown in the table above reflect the net cost to Council in providing the donation, grant or assistance. The GST, where applicable, has not been shown because it will be claimed back from the Australian Taxation Office.

RELATIONSHIP TO CITY PLAN:

The relationship with the City Plan is as follows:

- Outcome 2:** A vibrant and diverse community
Our community will be proud to be part of our City and celebrate its range of cultures and people.
- Direction 2b:** Enrich our range of community services that meet our community's needs.
- Key Action:**
- Support the provision of services and facilities to meet the needs of our Target Groups.
 - Celebrate the range of cultures and people within Randwick City.

FINANCIAL IMPACT STATEMENT:

Council has allocated \$141,150.00 in the 2006/07 budget for contingencies. This amount includes \$21,150.00 (being the amount equivalent the total voted at the June 2006 Council Meeting) which was added to the original budget in conjunction with the September budget review.

RECOMMENDATION:

That the report be received and noted.

ATTACHMENT/S:

Nil

.....
GEOFF BANTING
DIRECTOR, GOVERNANCE & FINANCIAL
SERVICES

.....
JULIE HARTSHORN
SENIOR ADMINISTRATIVE
COORDINATOR

Director, Governance & Financial Services' Report 6/2007



SUBJECT:	CUSTOMER SERVICE CHARTER
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DATE:	1 February, 2007	FILE NO:	F2006/00107
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REPORT BY: DIRECTOR, GOVERNANCE & FINANCIAL SERVICES

INTRODUCTION:

This report outlines the proposed standards of service all customers of Council can expect when dealing with Council. These standards will form Council's Customer Service Charter.

ISSUES:

The attached Customer Service Charter contains a number of standards for providing efficient, responsive and friendly service to all customers and stakeholders.

The key areas of service provision contained in the Charter, and for which standards have been proposed, include:

- Telephone contact
- Face to face contact
- Responding to letters, emails and faxes
- Council's website, and
- Customer Service Requests (CRM).

The Customer Service Charter is an extension of Council's ICARE values, in particular Customer Focus. The Charter will provide standards for staff to achieve and set standards by which to measure Council's performance.

Training will be provided to all Council staff to ensure a full understanding of the standards expected to be provided. This will be undertaken in March/April 2007. The Charter will be launched to the public in May 2007 following the completion staff training. The launch will include posters in public and staff areas of Council's buildings, brochures, and the inclusion of an article in the Mayor's column.

RELATIONSHIP TO CITY PLAN:

The relationship with the City Plan is as follows:

Outcome 13: Excellence in Customer Service

Direction 13a: Council is recognised for providing quality, consistent and reliable customer service.

Direction 13b: Council's policies, standards and processes are efficient, effective and support the provision of quality customer service.

FINANCIAL IMPACT STATEMENT:

There is no direct financial impact for this matter.

CONCLUSION:

The Customer Service Charter will provide the standards customers can expect when dealing with Council. It will also establish standards for measuring Council's performance and provide staff with standards to aim for. Based on the proposed training schedule, it is anticipated that the Charter will be launched and operational by May 2007 to customers and stakeholders dealing with Council.

RECOMMENDATION:

That:

- (a) the Customer Service Charter be adopted;
- (b) training be undertaken with all staff; and
- (c) the Customer Service Charter be launched to customers and stakeholders upon completion of staff training in April/May 2007.

ATTACHMENT/S:

Customer Service Charter

.....
GEOFF BANTING
DIRECTOR, GOVERNANCE & FINANCIAL
SERVICES



Randwick City Council CUSTOMER SERVICE CHARTER

Our Commitment to YOU

Randwick City Council will ensure that our customers and stakeholders receive efficient, responsive and friendly service. We will provide quality services and set standards by which to measure our performance.

This Charter will be reviewed and adapted to meet the changing needs of our customers.



Our Customer Focus Value

We demonstrate customer focus when we:

- ✓ Are friendly and polite.
- ✓ Make our residents and the community our prime focus.
- ✓ Respond to all enquiries promptly.
- ✓ Work hard to make our relationship with the community, Councillors and our colleagues professional and productive.
- ✓ Consider how our actions impact on the community, our team and Council.

Service Standards You Can Expect

On the Telephone we will:

- ✓ Answer calls within five (5) rings.
- ✓ Have a smile in our voice.
- ✓ Greet you politely.
- ✓ Listen carefully, establish your concerns, note them and act on them accordingly.
- ✓ Respond to your messages within one working day.
- ✓ Keep you appropriately informed of the progress of an issue.
- ✓ Endeavour not to transfer your call more than once.
- ✓ Try to direct you to the correct service provider, where the service you are seeking is not provided by the Council.

Face to Face we will:

- ✓ Provide you with a prompt, courteous, friendly and professional service at all times.
- ✓ Treat you with respect.
- ✓ Value you as a customer.
- ✓ Listen carefully and identify your needs.
- ✓ Provide you with answers to enquiries or make arrangements for the enquiries to be addressed.
- ✓ Accept responsibility for the timely processing of your business.

When we respond to your letters, emails and faxes we will:

- ✓ Write clearly in plain English.
- ✓ Fully explain decisions or Council's position on issues raised.
- ✓ Provide you with a contact name and telephone number.
- ✓ Reply to you within 15 working days.

On our Website we will:

- ✓ Use plain English.
- ✓ Provide up-to-date and accurate information.
- ✓ Endeavour to make information easy to find.

Customer Service Requests

Requests for some specific services such as potholes, tree damage, illegal dumping, will be recorded in our computerised customer request system (CRM) and actioned within established standard times.

Helping us to help you

You can help us to meet these commitments by:

- ✓ Having a note pad and pen by the phone when you call Council.
- ✓ Providing us with accurate and complete details at the time of initial contact.
- ✓ Respecting the privacy and rights of other customers.
- ✓ Treating our employees with courtesy and respect.

- ✓ Phoning to make an appointment if you have a complex enquiry or need to see a specific officer.
- ✓ Phoning the officer nominated on correspondence sent to you and quoting the reference number on the letter.
- ✓ Letting us know how you found our service.



Customer Satisfaction Counts

As we strive to deliver even better service, we encourage you to give feedback. Whether you have a request for service, a complaint or a compliment, we would like to hear from you. Please phone us on 1300 722 542 or visit our website www.randwick.nsw.gov.au

Confidential Items (Closed Session)

Notices of Rescission Motions
