

THE MINUTES OF THE AUDIT, RISK & IMPROVEMENT COMMITTEE MEETING HELD VIA VIDEO LINK, ON WEDNESDAY 10 FEBRUARY 2021**COMMENCING AT**

9.20am

PRESENT:

Glenyce Francis (Chairperson), Steven Walker (External Member), Melissa Tooke (External Member), Cate Cross (Councillor), James Hayes (Mayor), Phil Swaffield (National Audits Group), Brad Bohun (Crowe Horwath)

IN ATTENDANCE:

Matthew Hyde (Chief Executive Officer), Shelley Jones (Executive Chief of Staff), Susanne Andres (Chief Financial Officer), Brook Penfold (Coordinator Governance and Risk).

OBSERVER:

Paul Holton (Executive Director Community and Corporate), Carolyn Rosetta-Walsh (External Member)

1. APOLOGIES

Michael Kharzoo & Surbhi Katyal (Audit Office), Stephen Prowse (National Audits Group), John Larter (Councillor),

1.1 DECLARATIONS OF INTEREST

No conflicts of interest were declared.

2. MINUTES OF PREVIOUS MEETINGS**ARI.01 RESOLVED:**

That the Minutes of the Audit, Risk & Improvement Committee Meeting held on 2 November 2020 were received.

Cr Cate Cross/Steven Walker

3 BUSINESS ARISING

Nil

4. AGENDA ITEMS

Committee moved into Chief Executive Officers Confidential Report 9.22am

Minutes of the Meeting of the Audit Risk & Improvement Committee held in the Via Video Link on Wednesday 10 February 2021

Mr Phil Swaffield left the meeting, the time being 9:22 am.
Ms Susanne Andres left the meeting, the time being 9:22 am.
Ms Brook Penfold left the meeting, the time being 9:22 am.
Ms Shelley Jones left the meeting, the time being 9:22 am.

CHIEF EXECUTIVE OFFICER CONFIDENTIAL REPORT

ARI.02 RESOLVED:

THAT THE COMMITTEE:

1. Received and noted the Chief Executive Officers Confidential Report

Melissa Tooke/Steven Walker

ADEQUACY OF INTERNAL AUDIT RESOURCES – CONFIDENTIAL REPORT

ARI.03 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on Adequacy of Internal Audit Resources
2. Examined and discussed the adequacy of internal audit resources
3. Examined and discussed the adequacy of National Audits Group, the current internal audit provider
4. Endorsed the extension of the contract for a period of one year with National Audits Group
5. Proposed to conduct two internal audits for 2021-2022 as per the Strategic Internal Audit Plan
6. Proposed to set the budget for 2021/2022 at \$40,000

Steven Walker/Melissa Tooke

Committee moved out of Chief Executive Officers Confidential Report 9.41am

Ms Susanne Andres returned to the meeting, at 9:41 am.
Ms Shelley Jones returned to the meeting, at 9:41 am.
Ms Brook Penfold returned to the meeting, at 9:41 am.
Mr Phil Swaffield returned to the meeting, at 9:41 am.
Mr Brad Bohun joined the meeting, at 9.41am.

4.1 2019/2020 AUDIT - NSW AUDIT OFFICE ENGAGEMENT CLOSING REPORT**ARI.04 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on the External Audit 30 June 2020 – Engagement Closing Report and Final Management Letter;
2. Examined and discussed the Report and Attachments.
3. Noted that the Audit Matrix be updated to reflect the external audit recommendations as per the Final Management Letter.

Melissa Tooke/Cr Cate Cross

4.2 NSW AUDITOR-GENERAL'S REPORT ON PROCUREMENT MANAGEMENT IN LOCAL GOVERNMENT**ARI.05 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on NSW Auditor-General's report on procurement management in Local Government
2. Examined and discussed the findings.

Steven Walker/Melissa Tooke

4.3 NSW LOCAL GOVERNMENT CODE OF ACCOUNTING PRACTICE AND FINANCIAL REPORTING 2020/21**ARI.06 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on the NSW Local Government Code of Accounting Practice and Financial Reporting 2020/21;
2. Examined and discussed the Code;
3. Considered the report and determined that a submission with feedback not be prepared to the Office of Local Government.

Cr Cate Cross/Steven Walker

4.4 ACTION REPORT - AUDIT RISK AND IMPROVEMENT COMMITTEE - FEBRUARY 2021**ARI.07 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Action Report to the Audit, Risk, and Improvement Committee – February 2021.
2. Reviewed and discussed the status in relation to the progressing of actions.
3. Noted that the Council has proposed revised completion date for items ARI.90 Capital Expenditure Review, ARI.90 Public-Private Partnership, ARI.90 Tendering Thresholds and ARI.90 Purchase orders raised without resolutions of Council and determined that original completion dates are not to be removed from the audit matrix.
4. Closed item ARI.66, Audit, Risk and Improvement Committee Annual Report 2019/2020 as complete.
5. Closed item ARI.70 being Audit, Risk and Improvement Committee forward meeting plan 2021 as being complete.

Melissa Tooke/Steven Walker

Mr Brad Bohun left the meeting, the time being 10.13 pm.

4.5 CHANGE MANAGEMENT POLICY - NOT PROGRESSING**ARI.08 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Change Management Policy – Not Progressing.

Melissa Tooke/Cr Cate Cross

4.6 SECTION 94 CONTRIBUTIONS - NOT PROGRESSING**ARI.09 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Section 94 Contributions – Not Progressing.

Melissa Tooke/Steven Walker

4.7 FINAL INTERNAL AUDIT REPORT - PROPERTY MANAGEMENT**ARI.10 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Final Internal Audit Report – Property Management
2. Examined and discussed the recommendations and the management responses provided.
3. Added the findings to the Audit Matrix
4. Consolidated findings #1, #3 and #4 to be entered into the Audit Matrix as a single entry.

Steven Walker/Cr Cate Cross

4.8 FUTURE DIRECTION OF COUNCIL COMMITTEES**ARI.11 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Future Direction of Council Committees
2. Examined and discussed the future direction of Council Committees
3. Receive an update report regarding the direction of Council Committees post June 2021.

Melissa Tooke/Cr Cate Cross

4.9 AUDIT MATRIX**ARI.12 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Audit Matrix Actions.
2. Recommend to the Audit, Risk and Improvement Committee the closure of the following actions:
 - a. 940
 - b. 943
 - c. 962

Melissa Tooke/Steven Walker

4.10 ENDORSEMENT OF INTERNAL AUDIT PLAN FOR 2021-2022**ARI.13 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Endorsement of Internal Audit Plan for 2021-2022
2. Examined and discussed the Strategic Internal Audit Plan 2020-2024
3. Endorse the first internal audit for 2021-2022 to focus on Records Management
4. Endorse the second internal audit for 2021-2022 to focus on HR Recruitment and Termination

Cr Cate Cross/Melissa Tooke

4.11 BOUNDARIES COMMISSION UPDATE AND DELOITTE'S REPORT ON THE FINANCIAL IMPLICATIONS**ARI.14 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Boundaries Commission update and Deloitte report on the financial implications.
2. Considered and discussed the Boundaries Commission information.

Cr Cate Cross/Steven Walker

4.12 HALF YEARLY OPERATIONAL PLAN REPORT**ARI.15 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Half Yearly Operational Plan

Cr Cate Cross/Melissa Tooke

4.13 SAFETY, RISK AND QUALITY COMMITTEE QUARTERLY UPDATE**ARI.16 RESOLVED:**

THAT THE COMMITTEE:

1. Receive the report on Safety, Risk and Quality Committee Quarterly Update

Minutes of the Meeting of the Audit Risk & Improvement Committee held in the Via Video Link on Wednesday 10 February 2021

2. Note the report on Safety, Risk and Quality Committee Quarterly Update
3. Be provided with further explanation regarding the "Review Contractor Management for WHS Compliance" as stated in page 1 of the report.

Cr Cate Cross/Melissa Tooke

4.14 DRAFT SNOWY VALLEYS CHILDREN'S SERVICE STRATEGIC PLAN 2020-2025

ARI.17 RESOLVED:
THAT THE COMMITTEE:

1. Received the report on the Draft Snowy Valleys Children's Service Strategic Plan.
2. Noted the draft Snowy Valleys Children's Services Strategic Plan as attached.

Steven Walker/Cr Cate Cross

5 GENERAL BUSINESS

Mayor James Hayes thanked Glenyce Francis for her time and contribution to the Audit, Risk and Improvement Committee as well as previous committees of the Snowy Valleys Council.

6 NEXT MEETING

The next meeting of the Audit, Risk and Improvement Committee will be Wednesday 5th May 9am via zoom.

There being no further business to discuss, the meeting closed at 11.17am.

**THE MINUTES OF THE DISABILITY INCLUSION ACCESS REFERENCE GROUP
MEETING HELD VIA VIDEO LINK, ON THURSDAY 26 NOVEMBER 2020****COMMENCING AT** 11.00am**PRESENT:** Martin Brown (Chair), Catherine Anderson (Kurrajong Therapy Plus), Melissa Bradshaw (Snowy Valleys School), Hugh Packard (VALMAR CEO), Sophie Gairn (SVC Tourism Officer), Fiona Scott (SVC Policy & Quality Support), Tracy Wiggins (Manager Community Services).**COUNCIL REPRESENTATIVES:** Councillor Cate Cross
Councillor Julia Ham
Amanda Lewis (TCWC Representative)**IN ATTENDANCE:** Nil**BY TELEPHONE:** Nil**OBSERVER:** Nil**1. APOLOGIES**

Matthew Suter (SVC Risk Management Officer)

2. MINUTES OF PREVIOUS MEETINGS**DIARG.04/20 RESOLVED:**

That the Minutes of the Disability Inclusion Access Reference Group Meeting held on 22 October 2020 be received.

Mover: Martin Brown
Seconder: Melissa Bradshaw**3 BUSINESS ARISING**

Nil

4. AGENDA ITEMS**4.1 DISABILITY INCLUSION ACCESS REFERENCE GROUP MEETING - 26
NOVEMBER 2020****DIARG.05/20 RESOLVED:**

That the Committee Adopt the agenda for the meeting 26 November 2020.

5 **GENERAL BUSINESS**

- 5.1 The Snowy Valleys Council Disability Inclusion Action Plan (DIAP) has come to the end of its life cycle; a new one needs to be produced.

It was discussed that consultation with families is needed as they don't feel they get a voice. Can there be an avenue for this? Catherine Anderson – Kurrajong suggested a presentation to groups so parents could be consulted / via zoom regarding the new DIAP plan.

Montreal Theatre is a disability venue.

FOGO to be included in the new DIAP.

- 5.2 Tumbarumba Community Welfare Committee Report

This committee meets every two months, and will no longer be a sub-committee of the DIARG.

The next meeting is scheduled for December 2020.

Council decision has been made to dissolve the committee. There is a future plan to implement "Coffee and Cake" dates so participants can still have a voice, however in an informal setting.

Cr. Cross and Cr. Ham explained SVC position of 355 Committees and why SVC has undergone this process in line with the Local Government recommendations.

- 5.3 Dates for DIARG Meeting's in 2021:
10am the fourth Thursday of the month.
25th February 2021
25th March 2021
22nd April 2021
27th May 2021
24th June 2021
22nd July 2021
26th August 2021
23rd September 2021
28th October 2021
25th November 2021
23 December 2021

6. **OTHER BUSINESS:**

- 6.1 Melissa Bradshaw: Snowy Valley's School is not just a school for those with a disability. Suggestion made for Snowy Valley's School to start publishing their achievements across the region especially in the Tumbarumba newspaper. Discussed future opportunities for Snowy Valleys School students to undergo work experience with Snowy Valleys Council again in 2021.
- 6.2 Catherine Anderson: enquired about "Save the Children Fund" Tracy Wiggins to follow up.
- 6.3 Amanda Lewis: Nil.

- 6.4 Cr. Cross: Discussed breaking down the barriers for children with a disability into the mainstream education system.
- 6.5 Hugh Packard: The Valmar building renovations in the old RSL building auditorium are almost completed. Plans are to hold an open day in the future to showcase its accessibility features.
- 6.6 Sophie Gairn: MLAK keys have been distributed to towns with MLAK facilities.
- 6.7 Tracy Wiggins: Accessible Australia Application has potential and should be further looked at for SVC and an action plan for next years DIAP.

7 NEXT MEETING

Informal end of year get together, Wednesday 10.00am 16th December at VALMAR Offices, Russell St Tumut.

There being no further business to discuss, the meeting closed at 12:15pm.

BATLOW DEVELOPMENT LEAGUE
GENERAL MEETING 3rd February, 2021
MEETING COMMENCED: 7.06 pm



PRESENT: A Dickinson, R Billing, T Billing, N Shaw, C Agate, D Wiltshire, T McDonald, H Tietze, R Kocielik, A Machala (SVC), C Smit (SVC), M Tomlinson, K McLaren (by phone).

APOLOGIES: B Hyams, P Holton (SVC), B David.

MINUTES:

It was **RESOLVED** that the Minutes of the **Batlow Development League (BDL)** meeting held on 2nd December, 2020 be accepted as read.

Moved: N Shaw/Seconded : T Billing/Passed Unanimously

TREASURER'S REPORT:

It was **RESOLVED** that the Treasurer's Report of the **BDL** accounts to 3rd February, 2021 be accepted

Moved: C Agate/Seconded: T McDonald/Passed Unanimously

CORRESPONDENCE:

- Council Papers.
- Request for letters of support from various organisations in regard to BLERF. Given - Rail Trail, Do it for Batlow, Rotary, Batlow Fruit Co, Sculptures by the Sea, Anglicare.
- Invitation to Official opening of Library.
- Invitation to Winter Bites information session 11.2.21.
- Press release re The Can.

Correspondence accepted as read.

Moved: N Shaw/Seconded: C Agate/Passed Unanimously

BUSINESS ARISING

The Can: building has begun. Structure is being fabricated in Wagga Wagga.

The Cannery Site: Environmental Audit has been finalised and now looking at the future of the site. Discussion paper to be released this week.

REPORTS

C Smit (SVC)

- Council Staff have had a good break.
- Some new staff members have been appointed.

GENEAL BUSINESS:

- Incorporation of BDL to go ahead. K McLaren looking into insurance. It will be one body with festival sub committees. A list of assets will be required so a request to transfer from Council can be done.
- Literary Institute list of assets to be sorted out with Council.
- Literary Institute MOU needs to be finalised. This has been an ongoing issue since 2012.
- Literary Institute working bee to put up shelving etc will be held on 21st February 2021.
- Housing available if Batlow is a serious issue. Reports of tenants being evicted to make way for itinerate workers a concern.

Recommendation:

Due to a severe housing shortage in Batlow can Council please expedite the construction of accommodation for itinerate workers and look at possible subdivisions to enable land to be purchased.

Moved: N Shaw/Seconded: H Tietze/Passed Unanimously

- There are dangerous trees in Park Avenue, Memorial Park and Yellowin Road. At least on large tree a year falls across the road and electricity lines. This has been an ongoing problem for several years.

Recommendation:

Council assesses the trees in Memorial Park, Park Avenue and Yellowin Road as they are dangerous and leaning over the road.

Moved: N Shaw/Seconded: T McDonald/Passed Unanimously

- Grants: it seems many grants have been approved but no work has yet been undertaken. When will these projects begin?
- Literary Institute Toilets: when will refurbishment begin?
- Toilets adjacent to Tennis courts have been closed.

Recommendation: Council urgently look at public toilets adjacent to tennis courts as it is necessary for both tourists and the tennis club.

Moved: R Kocielik/Seconded: N Shaw/Passed Unanimously

- Ciderfest: anxious to hold it this year. Awaiting to see how Tumbafest is run before making a decision as to whether it will go ahead. Applications for road closures etc have been lodged with Council.
- Resilience NSW design team are working on having further consultation with various groups in Batlow.
- A town meeting to inform residents/organisations/businesses on progress will be undertaken later on.
- The School crossing sign has been knocked over. The curb on the Pedestrian island in front of Central School needs to be painted white as do the speed humps in Memorial Avenue.

Recommendation:

Council looks at repainting the pedestrian refuge in front of the Central School and also the speed humps in Memorial Avenue.

Moved: R Kocielik/Seconded: T Billing/Passed Unanimously

Meeting closed at 8.55 pm

Next Meeting: 3RD March, 2021, at the RSL Club commencing 7.00 pm

Glenroy Heritage Reserve Committee Meeting

Sun 8th Feb 2021 pm

1. Opening by Chairperson
2. PRESENT; Anne Thoroughgood, Julia Ham, Neil Christie, Stephen Weeks, Brenda Wiggett, Kathy Lyons, Sophie Gairn, Colleen Mc Auliffe and Annelies Leaver.
3. APOLOGIES; None
4. READING OF MINUTES previously held 01/11/2020 by Annelies Leaver. Moved Annelies Leaver, Second Kathy Lyons
5. CORRESPONDENCE IN/OUT read by Annelies Leaver. A letter went out to Andy Findlay, Project Manager, Snowy Valley Council regarding a link from the Rail Trail to the Pioneer Women's Hut and Craft Shop. (see attached).
6. TREASURE'S REPORT READ BY Stephen Weeks. \$7371.00 currently in the account. Moved Stephen Weeks, Second Kathy Lyons
7. PWH REPORT read by Kathy Lyons. See attached. Moved Annelies Leaver, Second Colleen McAuliffe
8. BUS REPORT read by Anne Thoroughgood. See attached. Moved Anne Thoroughgood, Second Julia Ham
9. GENERAL BUSSINESS Sophie Gairn said that mesh screen, and kitchen tap to be installed over the next few weeks. Water filter has some issues with the water tanks. Update to come, should be sorted by early march. In the meantime, kitchen is to use bottled water when kitchen is open for catering. Incorporation meeting with Brook Penfold, 10am, Mon 9th Feb 2021 at Glenroy Heritage Reserve.
10. BUTTON HUT by Anne Thoroughgood. After various visits to different museums, LED lighting is the best option in the Button Hut. A couple of quotes were obtained. One for solar, \$4000-\$5000, from a wagga firm. The second from Dennis Burgan, \$5000, going on the grid under ground from the Pioneers Women's Hut to the Button Hut. More quotes to be sort for stand alone system. When Button Hut has decided which system opt for it will go before council.
11. QR CODE Glenroy Heritage Reserve now has a QR code registry in place during the time the museum is open. SVC could supply phone to register for those with no means to do so. Reception could be an issue. Craft land line is currently not working. Technician said lines need replacing. Option for arial to enable phone and internet use.
12. Next meeting Sun 2nd May 2021
13. Meeting closed 2.20pm

Report for Meeting*Pioneer Women's Hut.***6.2.21**

- Jackie Fox Button Collection in process of moving into Button Hut. Lighting, signage and display protection screens still to be completed.
- Amy Shore's quilt has been returned from Eastern Riverina Arts Exhibition in Wagga. Prints from previous exhibitions in Wagga loaned to Kate Allman (Wagga Museum) for tour 2021.
- Accessioning continuing as items of significance continue to be donated.
- Pioneer Women's Hut looking into becoming an Incorporated Association with S.V.C assistance.
- Sophie Erzay – a visiting lace maker applied to begin the process of digitalising the lace collection. In her opinion it is a significant and irreplaceable collection.



neil christie <neil.christie50@gmail.com>

Rail Trail to Glenroy Heritage Reserve

Elien Weeks <elienwombat@gmail.com>

Sun, 6 Dec, 4:41 pm

To: <afindlay@svc.nsw.gov.au>

Cc: neil christie <neil.christie50@gmail.com>

To Andy Findlay
Project Manager

We are writing this email in support of endeavours to provide a safe link from the Rail Trail to the Pioneer Women's Hut complex at Glenroy Heritage Reserve.

As you are probably aware, the Pioneer Women's Hut is one of the best and most unusual small museums in Australia. Also located on the reserve is Glenroy Cottage Craft shop, a unique little shop that has been operating for almost 40 years.

Already very popular with visitors to our area, we are delighted with the extra visitation and enthusiasm generated by the Rail Trail to date.

We are however concerned by risks taken by some riders trying to include a visit to our site along their Rail Trail ride.

An example of this is when three groups of riders found their way to the site by hazardous means. One group came out Glenroy Hills Road to ride along the main road, which is definitely unsafe. The other two groups came out the double gates at Glenroy and had to cross the bridge, which in our opinion is also dangerous.

We strongly support the efforts to establish a safe linkage from the popular Rail Trail to allow bike riders the opportunity to also visit our amazing museum and craft shop. You can find information about Pioneer Women's Hut here: [www.visitsnowyvalleys.com.au/listing/pioneer-](http://www.visitsnowyvalleys.com.au/listing/pioneer-womens-hut-museum)

[womens-hut-museum](http://www.visitsnowyvalleys.com.au/listing/pioneer-womens-hut-museum)

Of course we are happy to provide any additional information if required.

Kind regards,

Neil Christie, President Glenroy Heritage Reserve
Elien Weeks, President Glenroy Cottage Crafts Inc

TPRA 16 February 2021

Meeting minutes

Attendees: Regina Roach, Dee grove, Lindsay Raymond, Ken Cook, James Smith, Lorraine Oliver, Allan Leggett, Leanne Dunn, Matthew Hyde(SVC), Cate Cross(SVC)

Apologies Nil.

1. **Meeting opened** 6.35pm

Chair – Welcomed attendees.

2. **Minutes of previous meeting** accepted; 1st Lorraine 2nd Regina. Carried

Business arising/Action Items:

2019.1 – Walking tracks – no update available

2019 -2 – Disaster plan for Talbingo – managed by SVC Updates under Agenda Item 7 – Closed.

2019.3 Talbingo Dam Swimming area update: Consultation is finished and feedback is being reviewed. Most feedback focused on increased size recreational area and parking which is not viable within current funding. SVC noted that there are possibilities to expand if more funding is available down the track. SVC intend to mark out car park area to improve parking.

Aim for Design & contract for the works to completed by end February 2021. SVC have successfully gained approval for the commencement of works to be deferred to after Easter. Pontoons have been ordered and are currently being constructed.

2020-1 s.355 Committee TOR's – No longer applicable – closed.

2020 -2 Community Garden Assets – Gifted to school in December 2020 – completed.

2020 – 3 Bush Fire Recovery - Regina advised a case worker now supporting affected family – closed.

2020- 5 Website: No update available.

2020- 6 TPRA records management – Discussed – SVC to consider old pump house – would require community clean up.

2020 – 7 SVC Update – Waste management

- New Waste application to Download (Apple & Android formats) App. Provides;
 - SVC waste calendars – which bins to go out for your address
 - Advice on what can be put in each bin
 - Trialing the new waste voucher system – download a voucher to take rubbish to the tip on any tip day you want , not just seasonal days. (Both systems are in place at the moment).
 - Reporting of Missed service, damaged/stolen bin - take photo send – email back
 - Report when bins are full.
 - A Paper version of new tip voucher is available by contacting SVC

New FROGO system scheduled to commence roll out in March -April 2021 with New bins to be issued by end Financial Year (June 2021). Red bin will increase to 140L (120) . Composting bin – kitchen /corn starch bags and new FROGO bins.

Discussion: SVC noted TPRA seek to keep current waste arrangement of 4 vouchers a year.

Attendees advised that there were not enough bins available for camping, public areas and businesses over the Christmas period. Cardboard/paper skip not longer available at the Waste Transfer Station. – SVC noted

Action: TPRA to write to NPWS with SVC support for more bins at camping areas.

2020-8 Request for Snowy to reopen spillway – response received in Dec2020 – closed.

2020-9 SVC advocating for reopening of roads. A number of roads have opened and it is anticipated further announcements are coming. SVC has written a letter supporting re opening of Talbingo - Batlow Road. Note Dr. Joe Girr is also advocating for reopening of roads and campgrounds around Blowering before Easter.

Noted visitors have missed Snowy diorama display: TPRA Exec to seek further info.

3. **Chair report:** Looking at constitution – agenda item 9

4. **Treasurer report:** Tabled

January: Cheque account: \$14,273.99 Bank has stopped interest on cheque account.

Cash reserve account: \$10,700.36

Australia Day expenses paid. Thank you to the Talbingo supermarket for donating drinks.

Accounts: 1) PO box account renewal has been received. 2) Talkabout Printing \$226.22: Jul 2019/Nov 2019

Report accepted & approval account payments 1st Lorraine 2nd Ken

Currently only producing 6 copies a fortnight for residents without email. Previous discussion on content noted. Concerns expressed that TPRA are endorsing content by paying. Editors have reviewed content. No further updates on collection of Advertising costs/sponsorship.

Motion: TPRA to arrange and fund a frame for Australia day certificate together with the citation for community display. 1st Regina 2nd Lindsay.

Treasurer and Attendees expressed thanks to Leanne Dunn for writing and submitting citation.

5. **Secretaries report:**

Incoming: Dr. Joe McGirr Christmas card. Advice on Australia Day nomination, advice on Talbingo Mountain Bike Trails consultation. SVC correspondence lack of bins.

Outgoing: TPRA meeting notice, Talbingo Mountain Bike trail Consultation

Public meeting. SVC correspondence lack of bins

Secretaries report accepted: 1st Lorraine 2nd James

6. **Snowy Hydro** – No updates available. Advice to be sought on reopening lookout.

7. **SVC update :**

- Rates review calculator on website (2nd round of consultation) last chance for feedback.
- Planning update available on website – artisan/food/drink
- Comments Talbingo MTB comments closed – feedback is with consultant.
- Extensive response from NPWS
- Tree inspections have been done – some trees have been listed in program of works with trees on Miles Franklin drive this week.
- Peacock – divided community response – will require a contract to catch/relocate.
- 2021 Budget processes will include a review of Fees charges, this will be scheduled for Public exhibition in May. Fees for Talbingo Memorial wall are included in this list = (proposed new fee & charge \$545 memorial wall). SVC noted some are memorial plaques only not interment of ashes – and will consider if fee should be different. SVC will not support Talbingo establishing a cemetery.

Raised that SVC website lists a community Wifi project (\$10K) for Talbingo –

Action: SVC will provide an update at next meeting

Telecommunications Issues are still ongoing:

Ombudsman has advised community member that : Telstra – has no requirement to provide us with mobile/data service but should provide every house in town with a landline. It is recommended that residents raise complaints about landlines with Telstra then the Ombudsman. Writing to Kristy McBain/Joe McGirr – also suggested.

SVC suggested: Snowy Hydro upgrade may benefit Talbingo – no advice available.

8. **Bush fire recovery** –

- SVC - community sessions - Health & wellbeing workshops targeting - 18-35 years, by Accidental Counsellor - (Red Cross)

9. **TPRA Transition:** New name needed options suggested:

Talbingo Development League & Talbingo Community Association (TCA)

Talbingo Community Association (TCA) -preferred Lindsay 1st Dec 2nd – passed.

ACTION: Name Registration to be prepared before next meeting.

- Next step is drafting constitution:
 - Review Old Objectives
 - Consult Brooke (SVC) for sample – constitution.
 - Public Officer – not able to nominate until committee established.

9. **General Business**

ANZAC Day – Lindsay – checking with ADF on attendance.

Motion: TPRA to go ahead with ANZAC Day service & breakfast in Talbingo

1st Lorraine 2nd Lindsay – carried.

Jack Bridle plaque – photo is damaged - 2019-20 discussions with grandson Brendan to replace photo & protect.

- Lorraine to get updated quote.

Closed: 8.25 PM

Next meeting: March 16th Tues

15 December 2020 - TPRA Meeting**Minutes**

6.35pm This meeting was opened as an Annual General Meeting

Attendees: Regina Roach, Lorraine Oliver, James Smith, Paul Holton, Allan Leggett, bob Erskine, Lindsay Raymond, Leanne Dunn, Cate Cross(SVC), Paul Holton(SVC)

Apologies: Joy & Ross Otto

Chair: Acceptance of previous Minutes : 1st Lorraine – 2nd Lindsay

Treasurers report (attached): 1st Lorraine presented 2nd Allan Leggett

Opening: \$21,302.93 Income: \$10,882.84 Expenditure \$6,326.95 Balance \$25,858.82

Chair Report: Regina (Report Sept 2019 – Dec 2020)

Whilst 2020 has been a long and exceptional year with Bush fires, COVID and S.355 discussions and noting the AGM was deferred. Although TPRA have had fewer meetings things have still been happening(key points):

Events: Australia Day celebration & 2019 tattoo events

Achievements: Sealed pathway, Improvements to rollovers Bridle/Lampe streets, Playground near shops, Book Trolley, Ending Joint Community gardens & donation of garden equipment to school. Police Community Engagement session, Dr Joe McGirr engagement/public meeting.

Matters/discussions TPRA were involved in:

Ongoing discussions on Communications, Website updates, Cemetery, library toilet access, church gate, swimming access to Jounama.

Recovery actions – grant applications for fitness equipment and replaced signage. Advocating to have local roads, camp grounds and tourist sites reopened.

Advocacy/lobbying: Submissions to snowy 2.0, Talbingo Dam Boat Ramp Swimming Project - reaching final plans/consultation stage. Support to Bike pump track, Obtaining flag pole for Dawns kitchen. NPWS – reopening.

SVC matters – a large amount of time was invested in liaising on council matters;

Volunteer induction, reviewing/writing TOR's, s.355 committee discussions, closing spillway/lookout, receiving \$1.35m from Snowy & NSW govt to improve swimming area at boat ramp. (waiting final plans). No NPWS snowy COVID-19 plan closures

Chair acknowledged commitment and continued hard work of the committee noting changes from long term secretary Gary Bilton, to John Weckett, resigned as secretary after fires. Leanne Dunn taking on secretary - working on grant applications. Lorraine Oliver after countless years as treasurer seeking to stand down. James Smith – always finding time to assist with advice and contacting people and whilst Kylie commenced in what turned out to be an exceptional year.

Secretary Report: Detailed report of Chair has covered Secretary Report – noted Recovery grant applications have been submitted to replace old/damaged signage and for Fitness equipment along the established town walking path. We await advice on the outcomes of these applications. Correspondence from SVC supporting grant applications.

SVC Update: Paul Holton

- Confirmed SVC to support to assist TPRA transitioning to an independent Incorporated association.
- In response to concerns raised regarding SVC webinars on transition only being available for a short period of time before Christmas, he confirmed SVC will work to reopen Webinar in February for TPRA community.
- Not viable for TPRA to stay a S.355 to just access insurance at no cost
- SVC will develop and MOU that will gift existing TPRA funds plus funding support for ongoing costs to new Association when established.
- SVC remains committed to have SVC Officer & Counsellor to attend meetings of Independent Assoc.
- SVC to assist with provision of a template - Model rules of incorporation
- PH did acknowledged the support from TPRA members to review and provide feedback on the S.355 Committee Terms of Reference and apologised for the time committed to that now not being relevant to TPRA.
- Time for transition remains to be finalised by 30 June 2021 (end of Financial Year)

Comments noted

- That historical Independent Committees independent struggle with insurance costs, being the reason Committees became S.355 committees.
- Until recently TPRA has been operating under its own constitution with membership fees etc. As an independent committee control over membership can be regained
- SVC remains committed to supporting Australia Day event in Talbingo for 2021.
- If grant applications are successful: Any assets become SVC assets or gifted back to community.
- Grant applications were submitted as S.355 2 as we did not have independent association number.

Allan Leggett – sought for discussion not to progress AGM elections today but consider development of a steering committee to make changes to incorporated body. It was suggested that current committee – stay in place until AGM of new committee – to develop constitution and complete registration process to Form incorporated committee. Prepare report to council to dissolve TPRA. – Discussed.

Motion : Due to low numbers & further clarity around transition -Meeting now and General meeting not AGM 1st Allan Leggett 2nd Leanne Dunn - Moved/carried

Motion: Propose current committee continue through transition process with new committee to be elected on establishment of Independent Association 1st Allan Leggett -2nd Lorraine Oliver

James Smith, Lorraine Oliver & Leanne Dunn present agreed to continue.

Regina Roach notified meeting that she was standing down tonight

Vice Chair sought nominations for a replacement: Lindsay nominate Allan Leggett 2nd Regina Roach moved/carried.

Allan Leggett assumed Chair of meeting – Thanked Regina for her efforts and commitment to Chair role.

Motion: Regina to be removed from bank account /Allan Leggett 1st Leanne Dunn 2nd Bob Erskine

General meeting

Minutes – accepted 1st James Smith 2nd Lorraine Oliver

Business arising

SVC – Update/Report

- Delay swimming project – SH have agreed to extension with works to commence after the easter holidays
- SVC have submitted an application to the Dept. Premier & Cabinet (DPC)
- Major has written a letter to TPRA supporting opening Yellowing road
- Remove angle parking signs – shop carpark
- Reduce overhanging trees – Lampe street arborist to inspect early in 2021
 - Requested to add Grove Street/and general review elsewhere
 - Request to add Willow trees in creek
 - Rabbits – tasked – no update as yet
 - Peacocks problem – tasked to ranger (noted they are breeding again)
- Fees Talbingo ashes wall
 - Church Committee/SVC conversation going forward
- TPRA Voting assistance for S.355 – no longer required
- Cemetery sign in wrong place - signage being reviewed
- TPRA boat ramp project - ongoing
- Welcome sign – colour /font (Tumut black/white)

Motion: SVC letter to repaint rustic signs -SVC to seek grant – mental health of community

1st Regina Roach 2nd Lorraine Oliver

- Acknowledge that we are happy be consistent - with consultation with community

SVC – advocating for both Batlow & Talbingo to opening western shore of Blowering dam.

- Forestry are pushing back – (claiming dangerous trees)

If we are making no headway with forestry – Joe McGirr understands it is a high priority for Batlow & Talbingo

Motion to: SVC to write to relevant minister seeking intervention to reopen the Talbingo Jounama - Batlow road yellowin road 1st Regina Roach 2nd James Smith

(Dr Joe McGirr (RR) – CEO to Write to council expressing our dissatisfaction with forestry Individuals – can write to Forestry)

Regina Roach noted some NPWS roads re opening up before Christmas.

****Your Voice - SVC tool on website to calculate rates calculation***

Action items: Most covered in SVC update. Gifting of Rotary Hoe to School completed.

Treasurers report: Cheque account: \$13,949.99 Cash reserve \$10,699.57

Invoice Received for Talbingo Talkabout about printing ink costs 2019-2020.

Committee sought clarification on invoices and on Sponsorship funds. Treasurer/Talkabout editors to follow up for next meeting. Previous TPRA decision of \$300 limit per year and lack of sponsorship money to TPRA accounts was also noted.

Secretary:

Correspondence

Grant Related correspondence – in/out for quotes & SVC support

Talbingo Public School – thanking TPRA for donation

Snowy Hydro – confirming spillway remaining closed.

'Safety is Snowy Hydro's No 1 priority, and for this reason Snowy Hydro does not permit to any spillway across the Scheme for safety reasons. For this reason, Snowy Hydro closed the spillway, and that position has not changed and will not change. Accordingly Snowy Hydro is unable to grant TPRA's request to reopen the Spillway until the Talbingo swimming area project is completed.'

General Business:

Committee needs to boost its numbers/communications

- Facebook
- Opportunity to rename with incorporated association
- Meeting times to be re-considered

Australia Day – 2021: Advice required to from SVC on COVID restrictions/compliance requirements. May need extra working group meeting.

Motion: TPRA underwrite any expenses over and above \$350 for Australia day event.

1st Regina Roach 2nd Lindsay Raymond moved- carried.

Meetings to continue 2nd Tuesday – 6.30pm

Next meeting 9 February 6.30 pm

Meeting closed: 8.53pm



Annual General Meeting Minutes 10th November 2020

Opened: 10.00am

Welcome: Chairperson, Sue Post

Present: Margaret Wilson, Anita Killelea, John Dickeson, Jaen Dickeson, Richard Pylak, Lorraine Oliver, Margaret Davies, Jill Dodd, Kaye Sturt, Suzanne Post, Catherine Cusack (SVC).

Apologies: Sue Cross, Rod Blundell, Tracy Wiggins (SVC)

PREVIOUS MINUTES – 2019 AGM

The minutes of the Annual General Meeting in 2019 were accepted as tabled.

Moved: Kaye Sturt.

Seconded: Anita Killelea

BUSINESS ARISING

There was a question about Tumut District Community Transport and Tumbarumba Multi Service Outlet becoming one service, however, there had been no progress due to the demerger inquiry.

PRESENTATION OF ANNUAL REPORTS

Chairperson: Report read out by Sue Post. Copy of report handed out to all members present.

In response to Sue's report it was requested that TDCT advertise for more drivers. There was some discussion about strategies and suggestions included Community Service Announcements on the radio, contacting Bev Sutton who does the Town News and attempting to get on page 2 of the Tumut and Adelong Times. Catherine will check with Tracy Wiggins if she is able to go on the radio.

Coordinator: Report read out by Catherine Cusack who acknowledged Fiona Scott's contribution as previous co-ordinator. Copy of report handed out to all members present.

In response to Catherine's report Catherine was asked to check why TDCT is using taxis and investigate TDCT's role in relation to NDIS.

Aboriginal Transport Coordinator: Report read out by Catherine Cusack. Copy of report handed out to all members present. Those present thanked Shirley for her report and for her hard work and excellent contribution to TDCT over the past twelve months.

Anita Killelea also advised that the cars had been beautifully cleaned over the past month and Catherine said she would pass this information on to Laurie.

Fundraising: Report read out by Kaye Sturt. Copy of report handed out to all members present.

A question was asked about street stalls next year. Kaye advised that each organisation is allowed two street stalls per year, however if there are any vacancies they can be requested.

Financial: Catherine tabled the financial report for the year July 2019 to June 2020. The contents were discussed and those present appreciated the information. Catherine to follow up if we get additional funding for COVID expenses.

CHAIR VACATED AND ELECTION OF OFFICE BEARERS

(Conducted by independent – Catherine Cusack)

Resignation: Jill Dodd. Those present thanked Jill for her contribution and wished her well.

2020 Committee Members to remain on the Committee for 2021:

Suzanne Post, Kaye Sturt, Richard Pylak, Sue Cross, Jaen Dickeson, John Dickeson, Anita Killelea, Lorraine Oliver and Margaret Davies were all elected to the TDCT Advisory Committee for 2021

Chairperson:

Nomination for Sue Post.

Sue Post declined the nomination.

Nomination for Margaret Davies.

Margaret Davies accepted the nomination.

Nominated by: Sue Post

Seconded: Kaye Sturt

Given there were no other nominations, Margaret Davies was elected unopposed.

A vote of thanks was made to Sue Post for her excellent job as chairperson over the past twelve months, especially under the very difficult circumstances of the fires and COVID 19.

Vice Chairperson:

Vice Chairperson #1: Sue Post

Nominated by: Anita Killelea

Seconded: Lorraine Oliver

Sue accepted the nomination.

Voted in unanimously by all present.

Vice Chairperson #2: Lorraine Oliver

Nominated by: Sue Post

Seconded: Margaret Davies

Lorraine accepted the nomination.

Voted in unanimously by all present.

Secretary:

Position to be held by as SVC staff member

Delegation to Catherine Cusack – SVC TDCT Coordinator

Fundraising Coordinator:

Nomination for: Kaye Sturt

Nominated by: Sue Post

Seconded: Lorraine Oliver

Kaye Sturt accepted the nomination.

Voted in unanimously by all present.

The new Chairperson, Margaret Davies, took the chair and continued the meeting.

GENERAL BUSINESS

AGM Date for 2021

It was agreed the AGM for 2021 would be held on 9 November 2021.

TDCT 2020-2021 closure for Christmas/New Year

It was advised that Council will be shut from Friday 18 December 2020 and reopening on Monday 4 January 2021. Catherine advised that one staff member will be in the office on Monday 21, Tuesday 22, Wednesday 23 and Thursday 31 December in order to ensure that if clients did have transport needs over that time, they could be responded to.

Date of next ordinary meeting

It was agreed that the next ordinary meeting of the TDCT advisory committee be held on Tuesday 8 December commencing at 10am.

Meeting Closed: There being no further business Margaret Davies thanked all present for their active participation and declared the meeting closed at 11.15am.



**MINUTES OF THE TUMUT DISTRICT COMMUNITY TRANSPORT ADVISORY
COMMITTEE MEETING
HELD ON 13 OCTOBER 2020 AT THE TDCT MEETING ROOM**

Meeting Opened: 10am

Welcome: Chairperson – Sue Post

Present: Sue Post, Kaye Sturt, Margaret Davies, Anita Killelea, John Dickeson, Jaen Dickeson, Richard Pylak, Sue Cross, Lorraine Oliver, Tracy Wiggins, Catherine Cusack

Apologies: Jill Dodd

PREVIOUS MINUTES: The Minutes of the Meeting of 5 August 2020 were accepted as read with the addition under 'Council Committee Framework Presentation' "Paul Holton said they did need to have a Committee".

BUSINESS ARISING FROM THE MINUTES:

1. Adelong Service - Kaye Sturt and John Dickeson asked about the bus service from Adelong. Tracy advised that it would be investigated. Margaret Davies recommended that it be organised before advising the community so that they did not have any false expectations of what was possible. One person from Adelong had described TDCT as "Council's" community transport. There is an Adelong representative on this committee, however, their attendance has been limited.
2. Council Committee Framework – Sue Post advised that if the committee was a 355 committee no contributions from TDCT would be required whereas if it is an advisory committee council would require full cost recovery. It was agreed that Paul Holton be invited to the AGM.

CORRESPONDENCE IN/OUT: Nil

BUDGET REPORT: Tracy Wiggins tabled the current budget. It was agreed that Susanne Andres would be invited to the next general meeting to discuss TDCT finances.

The budget report was accepted: moved Kaye Sturt, seconded Margaret Davies.

FUNDRAISING REPORT: Due to COVID 19 no fundraising activities have taken place in 2020

There was some discussion about the purpose of fundraising as most items which were previously provided through fundraising are now covered by grant monies. It was agreed that there would be discussion of the specific purpose for fundraising.

SOCIAL TRIPS 2021: Social Trips were all cancelled for 2020 due to COVID-19. Five trips are planned for 2021 – March to Jingellic Pub; May to Narooma; July to Mittagong; September to Pokolbin for 3 days or a day trip to Jugiong; November to

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spring gardens with lunch at Braymont Garden. Need 30 people to break even. People can pay a deposit then pay off the trip in instalments.

FUTURE OF COMMITTEE: This matter was discussed. It was agreed that it was not necessary to be a 355 committee.

VOLUNTEER ONLINE UPDATES AND REFRESHER: A volunteers' refresher has been scheduled for November 4, 5 and 6 (Wednesday, Thursday and Friday) as it will be necessary to limit attendance to groups of 10. An email will be sent out for people to send back preferences and lists will be compiled for each of the three days. Lunch will be provided as an opportunity to thank people for their efforts and as a pre-Christmas activity.

OTHER BUSINESS:

1. AGM – It was agreed that the AGM will be held at 10 am on Tuesday, 10 November in the Meeting Room at Tumut District Community Transport.
2. Report from Laurie – it was agreed that because Laurie reports to Catherine, any matters of significance to the committee would be included in Catherine's report.
3. Vehicles – the replacement car has been held up due to COVID-19 and should be here in November.
It was suggested that torches be put in each vehicle – Catherine will follow up.
One of the vehicles has a problem with some electrical aspects. It has been checked by Depot staff who advised they could not find a problem. It will only be used for local trips in the short term in case the problem arises again.
4. Fares for 2021 – it was agreed that fares be considered at the February, 2021 meeting.

There being no further business, the meeting closed at 11.20. The next meeting will be the AGM on Tuesday 10 November at 10am with the next general meeting to be held on Tuesday 9 February 2021 at 10am.

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**MINUTES OF THE TUMUT DISTRICT COMMUNITY TRANSPORT ADVISORY
COMMITTEE MEETING
HELD ON 8 DECEMBER 2020 AT THE TDCT MEETING ROOM**

Meeting Opened: 10:05 am

Welcome: Chairperson – Margret Davies. Margaret welcomed all present and extended a special welcome to Cate Cross as the representative of Snowy Valleys Council.

Present: Sue Cross, Jaen Dickeson, John Dickeson, Margaret Davies, Kaye Sturt, Suzanne Post, Anita Killelea, Councillor Cate Cross, Catherine Cusack

Apologies: Richard Pylak, Lorraine Oliver, Tracy Wiggins

MINUTES OF THE PREVIOUS MEETING: Accepted as read. Moved Kaye Sturt, seconded Anita Killelea.

BUSINESS ARISING FROM PREVIOUS MINUTES:

2021 Brokerage Trips -Insurance Question – Margaret Davies questioned whether a person is covered by insurance when they are on free time or when they are moving from the bus to another property, for example, the Jingellic Pub.

After some discussion, it was agreed that Catherine would follow this matter up with Goodes Coaches and further investigate with SVC if required.

CORRESPONDENCE:

Nil

REPORTS:

Co-ordinator: Catherine distributed copies of her report and then read it to the group. Catherine was requested to deliver flyers regarding our Christmas arrangements to Pie in the Sky, the doctors surgeries, the Printing Office, the Hospital, Russell Street Physio, Tumut Pathology, Tumut Radiology and New to You with opening dates.

Fundraising: Nil report

Financial: Nil report

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GENERAL BUSINESS:

Future of the Committee: After some discussion it was agreed that Cate Cross would seek clarification of the Committee's options

It was also agreed that setting a date for the dissolution of the committee would be postponed until clarification of a number of issues was obtained by Cate. If Cate requires any further information she will contact Catherine.

It was also agreed that Paul Holton from SVC be invited to the February meeting.

Future Community Liaison: Catherine raised the issue of the service needing to hear from the community about their needs, potential volunteers and their assessment of the service. This information was often provided by committee members. It was agreed that this would be discussed after clarification on the Committee's options is obtained.

Acknowledgement of the Contribution of Jill Dodd's to TDCT Committee: Jill Dodds had recently resigned from the committee after approximately 11 years on the committee. It was agreed that Jill Dodds would be invited to Monday's morning tea. Certificates of appreciation to be sent to Jill, Lorraine and Des.

CLOSE OF MEETING: There being no further business the meeting was closed at 11.20am

NEXT MEETING: The next meeting of the TDCT Advisory Committee will be held on Tuesday 9 February 2021 in the Tumut Room at the SVC building commencing at 10am.

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**MINUTES OF THE TUMUT DISTRICT COMMUNITY TRANSPORT ADVISORY
COMMITTEE MEETING
HELD ON 9 FEBRUARY 2021 IN THE GUNDAGAI ROOM 76 CAPPER STREET, TUMUT**

Meeting Opened: 10.05am

Welcome: Chairperson – Margaret Davies welcomed all present and extended a special welcome to Cate Cross as the representative of Snowy Valleys Council.

Present: Anita Killelea, Kaye Sturt, Sue Cross, Sue Post, Lorraine Oliver, John Dickeson, Jaen Dickeson, Councillor Cate Cross, Richard Pylak, Tracy Wiggins, Catherine Cusack

Apologies: Nil

MINUTES OF THE PREVIOUS MEETING: Accepted as read. Moved Kaye Sturt, seconded Sue Cross

CORRESPONDENCE:

Future Direction of Council Committees sent out by Catherine for Margaret Davies. This item will be discussed in general business.

REPORTS:

Co-ordinator: Catherine distributed copies of her report and read it to the group. Sue Post provided feedback re. vehicles which she had observed. 1. The door was not shut properly so the car was not locked. 2. People have not been putting the handbrake on. Catherine advised she would remind the drivers of these points in her next newsletter. There was some discussion regarding the payment of sustenance to drivers. Catherine advised that drivers could decide not to claim and a number had done so.

Fundraising: Nil report. Kaye Sturt advised she would be resigning at the head of the Fundraising Committee as she felt it was no longer necessary. The balance of the fundraising monies could be used to assist people to go on trips who could not afford to pay. Kaye advised she will bring in the fundraising deposit books in the next few days.

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A vote of thanks was expressed to Kaye for all her hard work with fundraising over many years.

Financial Report: Tracy circulated the financial report which demonstrated that the service is running under budget at this stage. Tracy noted that there are a number of charges which are annual charges which have not yet been taken out, these include, depreciation and insurances.

GENERAL BUSINESS:

1. Future Direction of TDCT Advisory Committee – Options available.

After some discussion, it was agreed that Susanne Andres, Paul Holton, Matthew Hyde, Brooke Penfold and Cate Cross be invited to a special meeting to be held on either Monday 1 March or Monday 15 March, in order to clarify what the committee's options are. What can the committee be if it remains and if the committee is dissolved what do they do then?

Catherine will contact the relevant people and advise committee members which date, what time and the venue.

Cate and Tracy will go back over the process including the Committee Health Check.

2. Future Community Liaison

Catherine advised that the service is focusing on continuous improvement of everything it does and the ways the service is provided. For example, there were some people not cleaning the windscreen when they filled the car up so a bucket and squeegee has been left in the shed at the depot so it can be done when the car is returned. A driver was late picking up a client which caused great stress to the client and his wife so Catherine visited the couple to ensure them it would not happen again. Catherine is ensuring she hears feedback from anyone in the community and takes action accordingly.

3. Recommendation re. Fare Structures

This will be held over until the future of the committee is known.

4. Other General Business:

- a. Aged Care Review – Tracy advised that a consultant had been engaged to review the various services SVC auspices for older people in the Shire. This will go to the executive next week and will be reviewed and then will go to Council for ratification.

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- b. Volunteers Week – Tracy advised that volunteers, week will take place from 17 to 21 May. Tracy suggested a morning tea each day of the week to demonstrate our appreciation of the efforts of the volunteers.

CLOSE OF MEETING: There being no further business the meeting closed at 11am.

NEXT MEETING: Catherine will advise the committee as soon as the next meeting has been organized with the various Council staff.

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