



# ATTACHMENTS

## Ordinary Council Meeting – 28 April 2021

- 7.1(1) Minutes Ordinary Council Meeting 24 March 2021
- 7.2(1) Minutes Local Emergency Management Committee 23 March 2021
- 7.3(1) Minutes Audit and Risk Management Committee 15 April 2021
- 8.1(1) Local Recovery Plan 2021
- 8.1(2) Local Recovery Plan 2021 Feedback Analysis
- 8.2(1) CAR Update Report
- 8.3(1) LG (Audit) Regulation 17 – Status Update
- 8.4(1) OAG Performance Audit Findings – Status Update Report
- 8.5(1) Financial Management Review – AMD
- 8.5(2) Financial Management Review Status Report
- 9.1.1(1) DPLH Crown Land List 1244 High Priority
- 9.1.2(1) WAPC Correspondence
- 9.1.3(1) Location Plan
- 9.1.3(2) Site Plan
- 9.1.3(3) Elevations and Floor Plan
- 9.1.3(4) Copy of Submissions
- 9.1.3(5) Deposited Plan 411036
- 9.1.4(1) Draft Council Policy – Community Townscape Activities
- 9.1.4(2) Draft Operational Procedure – Townscape Funds and Activities

- 9.2.1(1) Schedule of Accounts Paid
- 9.2.2(1) Monthly Financial Report March 2021
- 9.2.3(1) COVID-19 Recovery Plan Community Leases
- 9.2.4(1) Tuia Lodge Quarter Three Report
- 9.3.1(1) Code of Conduct for Council Members Committee Members and Candidates 2021
- 9.3.1(2) Model Standards CEO Recruitment Performance and Termination
- 9.3.2(1) CRM Business Case



**MINUTES OF ORDINARY COUNCIL MEETING  
24 MARCH 2021**

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Held on

**Wednesday 24 March 2021**

Commencing at 5.00pm

Shire of Donnybrook Balingup Council Chambers, Donnybrook

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A handwritten signature in black ink, appearing to read "BGR" followed by a stylized flourish.

**Ben Rose  
Chief Executive Officer**

**26 March 2021**

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**SHIRE OF DONNYBROOK BALINGUP**  
**MINUTES OF ORDINARY COUNCIL MEETING**

Held at the Council Chambers  
Wednesday 24 March 2021 at 5.00pm

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## **1 DECLARATION OF OPENING / ANNOUNCEMENT OF VISITORS**

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### **Shire President – Acknowledgment of Country**

The Shire President acknowledged the traditional custodians of the land, the Wardandi People of the Noongar Nation, paying respects to Elders, past and present and emerging.

The Shire President declared the meeting open at 5.00pm and welcomed the public gallery.

### **Shire President - Public Notification of Recording of Meetings**

The Shire President advised that the meeting is being digitally recorded to assist with minute taking in accordance with Council Policy 1.25. The Shire President further stated the following:

*If you do not give permission for your participation to be recorded, please indicate this at the meeting. Members are reminded that no other visual or audio recording of this meeting by any other means is allowed without the permission of the Chairperson.*

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## **2 ATTENDANCE**

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### **MEMBERS PRESENT**

<b>COUNCILLORS</b>	<b>STAFF</b>
Cr Brian Piesse (President)	Ben Rose – Chief Executive Officer
Cr Jackie Massey (Deputy President)	Steve Potter – Executive Manager Operations
Cr Shane Atherton	Paul Breman – Executive Manager Corporate and Community
Cr Anita Lindemann	Jaimee Earl – Minute Taker
Cr Anne Mitchell	
Cr Chaz Newman	
Cr Chris Smith	
Cr Leanne Wringe	
*One Councillor Position Vacant	

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### **PUBLIC GALLERY**

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Three members of the public were in attendance.

## **2.1 APOLOGIES**

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Nil. Noted Cr Smith would be a few minutes late to the meeting.

## **2.2 APPROVED LEAVE OF ABSENCE**

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Nil.

## **2.3 APPLICATION FOR A LEAVE OF ABSENCE**

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Cr Smith has applied for a leave of absence from the April Ordinary Council Meeting.

### **RECOMMENDATION**

**That Cr Smith be approved leave of absence from the Ordinary Council Meeting to be held Wednesday 28 April 2021.**

### **COUNCIL RESOLUTION 28/21**

**Moved Cr Newman            Seconded Cr Massey**

**That Cr Smith be approved leave of absence from the Ordinary Council Meeting to be held Wednesday 28 April 2021.**

**CARRIED 7/0**

### **3 ANNOUNCEMENTS FROM PRESIDING MEMBER**

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#### Presidents Diary (Feb-March 2021)

25/02 BGEA LGA Sub Committee Meeting - Harvey  
25/02 BGEA Board Meeting – Harvey  
02/03 WBAC Board Meeting – Manjimup  
03/03 Meeting with David Kerr (CEO) Dolphin Centre – Donnybrook\*  
03/03 Donnybrook Regional Tourism Assoc Launch – Donnybrook\*  
05/03 Meeting with Peter Kenyon (Bank of Ideas) – Pickering Brook \*  
07/03 Argyle/Irishtown VBFBG General Meeting - Argyle  
08/03 Member for Forrest/Hon Nola Marino MP – Donnybrook\*  
09/03 Department of Foreign Affairs & Trade (DFAT) - Bunbury  
14/03 Argyle/Irishtown VBFB AGM and General Meeting – Argyle  
16/03 VCMP Redevelopment Project Stakeholders Group – Donnybrook\*  
17/03 Peter Kenyon (Bank of Ideas) Meeting VCMP – Donnybrook\*  
16/03 Bendigo Bank Renovation Launch – Donnybrook\*  
23/03 LEMC Meeting - Donnybrook

### **4 DECLARATION OF INTEREST**

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Division 6: Sub-Division 1 of the *Local Government Act 1995*. Care should be taken by all Councillors to ensure that a financial/impartiality interest is declared and that they refrain from voting on any matter, which is considered to come within the ambit of the Act.

Ben Rose, Chief Executive Officer declared an interest in confidential items 12.1.5 and 12.1.6.

Cr Piesse declared an impartiality interest in confidential item 12.1.6 as he is indirectly involved in the matter. Cr Piesse will remain in the Chamber for the discussion and vote on the matter.

### **5 PUBLIC QUESTION TIME**

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#### ***5.1 RESPONSES TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE***

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Nil.

#### ***5.2 PUBLIC QUESTION TIME***

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Nil.

## **6 PRESENTATIONS**

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### **6.1 PETITIONS**

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A petition in relation to safety concerns on Farley Road was presented by Cr Mitchell.

#### **COUNCIL RESOLUTION 29/21**

**Moved Cr Mitchell                      Seconded Cr Lindemann**

**That Council, pursuant to Clause 6.10 of the Shire of Donnybrook Balingup Meeting Procedures Local Law 2017, receive the petition to “Consider the early sealing of the remaining 3km of gravel and dirt road – Farley Road” and refer it to the relevant officer for a report to be submitted at the next practicable Ordinary Council Meeting.**

**CARRIED 7/0**

Cr Smith joined the meeting at 5.03pm.

### **6.2 PRESENTATIONS**

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Mr Phil Brandrett, Department of Fire and Emergency Services Superintendent Lower South West Region presented to Council on the topic of Bushfire Risk Mitigation Coordinator.

### **6.3 DEPUTATIONS**

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Nil.

## **ADOPTION BY EXCEPTION**

### **COUNCIL RESOLUTION 30/21**

**Moved Cr Lindemann**

**Seconded Cr Massey**

**That the following items be adopted ‘en bloc’:**

- 7.1 Ordinary Meeting of Council – 24 February 2021**
- 9.1.2 Argyle Irishtown Bush Fire Brigade – Proposed New Brigade Station**
- 9.2.2 Monthly Financial Report – February 2021**
- 9.2.3 Community Engagement Framework**
- 9.2.4 Budget Review – 2020/21 Annual Budget**
- 12.1.3 Confidential – Bridge Street Affordable Housing Project – Release of Confidential Information**
- 12.1.4 Confidential – Donnybrook Apple Fun Park Tender – Release of Confidential Information**

**CARRIED 8/0**

## **7 CONFIRMATION OF MINUTES**

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### **7.1 ORDINARY MEETING OF COUNCIL – 24 FEBRUARY 2021**

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Minutes of the Ordinary Meeting of Council held 24 February 2021 are attached (*attachment 7.1(1)*).

#### **EXECUTIVE RECOMMENDATION**

**That the Minutes from the Ordinary Meeting of Council held 24 February 2021 be confirmed as a true and accurate record.**

#### **COUNCIL RESOLUTION 31/21**

**Moved Cr Lindemann**

**Seconded Cr Massey**

**That the Minutes from the Ordinary Meeting of Council held 24 February 2021 be confirmed as a true and accurate record.**

**CARRIED 8/0 by En Bloc Resolution**

## **8 REPORTS OF COMMITTEES**

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Nil.

## 9 REPORTS OF OFFICERS

### 9.1 EXECUTIVE MANAGER OPERATIONS

#### 9.1.1 SOUTH WEST NATIVE TITLE SETTLEMENT – REQUEST FOR CROWN LAND ALLOCATION

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Department of Planning, Lands & Heritage
<b>File Reference</b>	DEP 61C
<b>Author</b>	Kira Strange, Principal Planner
<b>Responsible Officer</b>	Steve Potter, Executive Manager Operations
	9.1.1(1): DPLH Crown Land List 1244 High Priority 9.1.1(2): DPLH Crown Land Parcels for Consideration Assessment Phase
<b>Voting Requirements</b>	Simple majority

Recommendation
<p><b>That Council:</b></p> <ol style="list-style-type: none"> <li><b>1. Acknowledges and supports the formal commencement of the South West Native Title Settlement including the transfer of land deemed appropriate by the Department of Planning, Lands and Heritage, and as agreed by the Noongar People.</b></li> <li><b>2. Advises the Department of Planning, Lands and Heritage that the Shire has no comment to make on private land tenure matters between the Crown and the Noongar People as part of the South West Native Title Settlement, however recommends that the Department of Planning, Lands and Heritage ensure any arrangements and/or agreements are consistent with the parameters of the local Statutory and Strategic frameworks.</b></li> <li><b>3. Provides responses as per Attachment 9.1.1(1) in response to the queries presented by the Department of Planning, Lands and Heritage.</b></li> <li><b>4. Authorises the Chief Executive Officer to respond to any future similar proposals received by the Department of Planning, Lands and Heritage consistent with this resolution, including the land parcels identified within Attachment 9.1.1(2).</b></li> <li><b>5. Advise the Department of Planning, Lands and Heritage that the Shire may review the Local Planning Strategy and/or Local Planning Scheme in the near future which may or may not impact the Strategic and/or Statutory frameworks of the subject land parcels.</b></li> </ol>

## STRATEGIC ALIGNMENT

The following outcomes from the Strategic Community Plan relate to this proposal:

Outcome: Effective leadership and civic responsibility

Strategy: A strategically focused, open and accountable local government

Action: Provide accountable and strategic leadership.

## EXECUTIVE SUMMARY

Council has received correspondence from the Department of Planning, Lands and Heritage (DPLH) seeking information and comment on the potential allocation of four parcels of Crown land located within the Shire of Donnybrook-Balingup to the Noongar People as part of the South West Native Title Settlement (SWNTS). The proposed parcels may form part of the Noongar Land Estate (NLE), held by the Noongar Boodja Trust (NBT), as part of the South West Native Title Settlement.

In addition, the DPLH has provided a list of possible parcels of Crown land for future consideration within the Shire however these are currently in the “Assessment Phase”.

It is recommended that Council advises the DPLH that it has no comment with regard to the proposed private transfer of land, however instructs appropriate Officers to provide information regarding the Strategic and Statutory framework applicable to the lots.

## BACKGROUND

The SWNTS is the largest and most comprehensive agreement to settle Aboriginal interests over land in Australia. The SWNTS area, involving six Noongar Native Title Agreement Groups, is illustrated below.



**Figure 1 - Map of the South West Native Title Settlement Area and the six Noongar Native Title Agreement Groups that form the six Indigenous Land Use Agreements (ILUAs).**

The State of Western Australia has committed to allocating up to 300,000 hectares of land allocated as reserve or leasehold and 20,000 hectares of land allocated as freehold for cultural or economic development use within the SWNTS area.

The land will form part of the Noongar Land Estate (NLE) which will be held by the Noongar Boodja Trust (NBT). The Trustee must manage the land in accordance with the Trust Deed of each of the six Indigenous Land Use Agreements (ILUAs) which were registered at the Native Title Tribunal on 17 October 2018. The legal processes surrounding this registration of the ILUAs have now concluded. As a result, conclusive registration of the ILUAs occurred on 27 January 2021 and the SWNTS formally commenced on 25 February 2021.

As part of the SWNTS process, the DPLH are responsible for undertaking the identification and assessment process for land parcels within the boundaries of the SWNTS area. Part of the assessment process includes referral of land parcels to the relevant agencies, including Local Government, for comment.

Council at the Ordinary Meeting held 22 July 2020, considered a similar request and resolved:  
*That Council:*

- 1. Advises the Department of Planning, Lands and Heritage that the Shire of Donnybrook, Balingup has no objections to the State of Western Australia allocating Crown land identified as Lot 516; Reserve 2052; PIN 1039142; DP 215417; CLT LR3128/829, to the Noongar People in accordance with the South West Native Title Settlement.*
- 2. Requests the Department of Planning, Lands and Heritage place a Section 70A Notification on the certificate of title under the Transfer of Land Act 1893 containing the following wording:*  
  
*“The land is in close proximity to land zoned ‘General Industry’ under the Shire of Donnybrook Balingup Local Planning Scheme No. 7 which may result in offsite impacts including noise, dust, vibrations and other emissions to users of the land.”*
- 3. Requests the DPLH include an additional term of allocation maintaining public access to the land after transfer to the Noongar People.*
- 4. Provides responses as per Attachment 9.1.3(1) in response to the queries presented by the Department of Planning, Lands and Heritage.*
- 5. Request the State Government that, prior to resolving a decision on this matter, consultation with neighbouring and nearby landowners on the proposal is undertaken.*

The DPLH have now identified four additional parcels of land as ‘high priority’ for transfer early in the Settlement proceedings:

1. Lot 517 Sandhills Road, Brookhampton (Figure 2);
2. Lot 518 Sandhills Road, Brookhampton (Figure 2);
3. Lot 519 Sandhills Road, Beelerup (Figure 2); and
4. Lot 500 Steere Street, Donnybrook (Figure 3).

In addition, the DPLH has provided a list of other potential lots within the Shire that are currently within the ‘Assessment Phase’ and therefore have not been considered as part of this report. This list is provided in Attachment 9.1.1(2).



**Figure 2 - Lot 517 and 518 Sandhills Road, Brookhampton, and Lot 519 Sandhills Road, Beelerup.**



**Figure 3 - Lot 500 Steere Street, Donnybrook.**

The DPLH have presented a series of questions relating to each parcel of land. The proposed tenure arrangement for all four lots is “Reserve with Power to Lease”. The associated Management Order would be for “Noongar social, cultural or economic benefit”.

A full review of the subject parcels and responses to questions has been completed within Attachment 9.1.1(2) however a summary of each land parcel is as follows:

### **1. Lot 517 Sandhills Road, Brookhampton (Figure 2)**

The subject property is 1.1104 hectares, zoned 'General Industry' under the Shire of Donnybrook-Balingup Local Planning Scheme No. 7 (LPS7) and is wholly located within a designated bushfire prone area. The property is also identified as Reserve 2052. In addition, the lot is located within;

- Special Control Area 7 – Road Protection Area (SCA7) due to the proximity to Donnybrook – Boyup Brook Road being a Main Roads Western Australia (MRWA) controlled road;
- Special Control Area 6 – Plantation Exclusion Area (SCA6); and
- Development Investigation Area 10 (DIA10) for possible future 'General Industry' development.

The lot is densely vegetated and the ground slopes downward from approximately 85 AHD in north-east corner to 70 AHD in the south-west corner.

### **2. Lot 518 Sandhills Road, Brookhampton (Figure 2)**

The subject lot is 20.1839 hectares, zoned 'General Industry' under LPS7 and is wholly located within a designated bushfire prone area. The property is also identified as Reserve 2052. In addition, the lot is located within SCA6 and DIA10.

The lot is densely vegetated and the ground undulates from approximately 120 AHD on the east side to 80 AHD on the west side.

### **3. Lot 519 Sandhills Road, Beelerup (Figure 2)**

The subject lot is 5,762m<sup>2</sup>, zoned 'General Industry' under LPS7 and is wholly located within a designated bushfire prone area. In addition, the lot is located within SCA6 and SCA7.

The lot is densely vegetated and the ground slopes downward from approximately 85 AHD on the east side to 80 AHD on the west side.

### **4. Lot 500 Steere Street, Donnybrook (Figure 3)**

The subject lot is 42.7764 hectares, zoned 'Residential R20' under LPS7 and is wholly located within a designated bushfire prone area. In addition, the lot is located within SCA6 as well as;

- Special Control Area 2 – Public Drinking Water Source Protection Area (SCA2); and
- Special Control Area 8 – Structure Plan Area (SCA8), identified as Structure Plan Area 5 (SPA5) for possible Residential development at the R20 coding.

The lot is densely vegetated and undulates from approximately 90 AHD on the north side to the centre of the lot at a peak of approximately 141 AHD.

## **FINANCIAL IMPLICATIONS**

Nil.

## **POLICY COMPLIANCE**

Nil.

## **STATUTORY COMPLIANCE**

Nil.

## **CONSULTATION**

Part of the DPLH assessment process includes referral of land parcels to the relevant agencies, including Local Government, for comment. Further consultation by the local government is not required.

## **OFFICER COMMENT/CONCLUSION**

The DPLH have requested advice on the four properties which can be categorised in two parts:

1. Factual based site context regarding land use and development potential (local Statutory and Strategic frameworks, land interests, possible site constraints, future development, changes in zoning, bushfire status, etc.); and
2. Whether the Shire supports the proposed transfer of land (land tenure) as part of the South West Native Title Settlement.

Council is responsible for the local Statutory and Strategic frameworks which control and guide the way in which land parcels are used and developed within the Shire (i.e. point 1 above). Land ownership, management and/or leasing arrangements (i.e. land tenure as per point 2) holds minimal bearing on the way in which the land is permitted or not permitted to be used or developed under the local Statutory and Strategic framework. All land use and development within the Shire is subject to the same Statutory and Strategic framework, regardless of the party (private or public) who is responsible for and/or in ownership of the land (i.e. land tenure).

Officers therefore consider that proposed transfer of land is considered a private land tenure matter between the owner (the Crown) and the beneficiary (Noongar People). In saying this, it is recommended that the DPLH consider whether proposed land tenure arrangements and/or agreements will be consistent with the local Statutory and Strategic framework as provided to avoid any future potential land use and/or development conflict. For example, Lot 500 Steere Street, Donnybrook, is identified as a Reserve however the Local Planning Scheme currently identifies it for Residential development.

The following summary is provided:

**Lot 517 and 518 Sandhills Road, Brookhampton, and 519 Sandhills Road, Beelerup (Figure 2)**

The three subject lots are all located in an area that has been identified for General Industrial land. However, the area presents significant physical constraints and challenges (i.e. topography, vegetation, soil classification, water and/or sewer provision, etc.) that may make development of this land either financially unviable or physically challenging.

It should be noted that there is a relatively short supply of industrial zoned land within the Shire and therefore general development of industrial land is supported subject to the requirements of LPS7. However, at this stage the Shire is unable to provide comment on whether this would actually be possible as the following concerns regarding these three parcels of land are required to be addressed:

- Clearing of native and non-native vegetation;
- Significant changes to the natural ground level (i.e. site works);
- Physical provision of on-site sewer management and water supply;
- Bushfire management;
- Appropriate interface with surrounding land uses; and
- Stormwater management.

The Shire’s expectation that suitable on-site assessments and reports would be prepared to address the above pursuant to DIA10 within LPS7. Lot 517 and Lot 518 are within DIA 10, however Lot 519 is not. However, all three lots may present similar challenges.

<b>Area No.</b>	<b>Description of Land Area</b>	<b>Land Use Expectation</b>	<b>Matters to be Addressed in Structure Plan (In Addition to Clause 6.10)</b>
DIA10	Lot 499 515, 520 and 525 Sandhills Road, Lot 398 Cherrydale Way, Lot 74, 297 and 447 Boyup Brook Road, Beelerup	General Industry	<p>Following gaining necessary approvals, support sand extraction prior to possible industrial development.</p> <p>Investigate the site’s environmental assets, land suitability and land capability for General Industry including —</p> <ul style="list-style-type: none"> <li>• whether all or portion of the site should be included in a conservation reserve, or whether there is the potential for general industry subdivision and development;</li> <li>• interface with potential development to the south;</li> <li>• effluent disposal and servicing;</li> <li>• indigenous heritage;</li> <li>• vehicular access to existing industrial area and major arterial roads;</li> <li>• vegetation plan;</li> <li>• drainage management; and</li> <li>• buffer to land managed by the Department of Parks and Wildlife.</li> </ul> <p>The protection of native vegetation that has been identified as worthy of protection by the Department of Parks and Wildlife and the local government. Undertake a spring flora and vegetation survey. Appropriate fire management measures.</p>

**Lot 500 Steere Street, Donnybrook (Figure 3)**

This lot has significant physical constraints and challenges that may render Residential development at the R20 scale either financially unviable or physically challenging. However, the proposed land tenure may be inconsistent with the zoning.

It should be noted that the Shire is expecting to commence a review of the Local Planning Strategy and Scheme which may result in zoning changes to land within the Shire.

The zoning of this parcel of land is an example of land likely to be reviewed due to the anticipated constraints including:

- Clearing of native and non-native vegetation;
- Significant changes to the natural ground level (i.e. site works);
- Physical provision of on-site sewer management and water supply;
- Bushfire management; and
- Stormwater management.

Whilst the Shire would generally support the development of Residential land, it would need to be consistent with the provisions of SPA5 within LPS7.

<b>Area No. (SPA)</b>	<b>Description of Land Area</b>	<b>Land Use Expectation</b>	<b>Matters to be Addressed in Structure Plan (In Addition to Clause 6.10)</b>	<b>Associated Provisions</b>
SPA5	Lot 300, 301 Elliott Street, Donnybrook and adjoining land bounded by Marmion Street to the north, State Forest to the south and west and Goldfields Road to the east.	Residential R20	Vegetation assessment to be prepared.  Visual impact assessment and landscape analysis where appropriate.  Development contributions.  Appropriate access from the existing road network.  The interface between the proposed development and existing townsite including pedestrian access.	All lots must be connected to the reticulated water system, while all lots below 2000m2 and grouped dwelling lots are required to be connected to the reticulated sewerage system.

Whilst the DPLH has requested information on the four subject properties as a matter of high priority, the Shire has been provided with a list of additional Crown land parcels identified for possible consideration however are within the preliminary “Assessment Phase” of the SWNTS (Attachment 9.1.1(2)). It is likely the Shire will be called upon in the future to provide further comment regarding every parcel subject to the SWNTS.

Rather than needing to bring a report to Council each time a proposal from the DPLH is received, it is recommended that officers be permitted to respond to any future proposals in accordance with Council’s resolution.

## **EXECUTIVE RECOMMENDATION**

**Moved Cr Lindemann                      Seconded Cr Wringe**

**That Council:**

- 1. Acknowledges and supports the formal commencement of the South West Native Title Settlement including the transfer of land deemed appropriate by the Department of Planning, Lands and Heritage, and as agreed by the Noongar People.**
- 2. Advises the Department of Planning, Lands and Heritage that the Shire has no comment to make on private land tenure matters between the Crown and the Noongar People as part of the South West Native Title Settlement, however recommends that the Department of Planning, Lands and Heritage ensure any arrangements and/or agreements are consistent with the parameters of the local Statutory and Strategic frameworks.**
- 3. Provides responses as per Attachment 9.1.1(1) in response to the queries presented by the Department of Planning, Lands and Heritage.**
- 4. Authorises the Chief Executive Officer to respond to any future similar proposals received by the Department of Planning, Lands and Heritage consistent with this resolution, including the land parcels identified within Attachment 9.1.1(2), including quarterly updates to elected members in regards to incoming and outgoing responses.**
- 5. Advise the Department of Planning, Lands and Heritage that the Shire may review the Local Planning Strategy and/or Local Planning Scheme in the near future which may or may not impact the Strategic and/or Statutory frameworks of the subject land parcels.**

## **AMENDMENT**

**Moved Cr Mitchell                      Seconded Cr Smith**

**That Council:**

- 1. Acknowledges and supports the formal commencement of the South West Native Title Settlement including the transfer of land deemed appropriate by the Department of Planning, Lands and Heritage, and as agreed by the Noongar People.**
- 2. Advises the Department of Planning, Lands and Heritage that the Shire has no comment to make on private land tenure matters between the Crown and the Noongar People as part of the South West Native Title Settlement, however recommends that the Department of Planning, Lands and Heritage ensure any arrangements and/or agreements are consistent with the parameters of the local Statutory and Strategic frameworks.**

3. Provides responses as per Attachment 9.1.1(1) in response to the queries presented by the Department of Planning, Lands and Heritage.

~~4. Authorises the Chief Executive Officer to respond to any future similar proposals received by the Department of Planning, Lands and Heritage consistent with this resolution, including the land parcels identified within Attachment 9.1.1(2).~~

5. Advise the Department of Planning, Lands and Heritage that the Shire may review the Local Planning Strategy and/or Local Planning Scheme in the near future which may or may not impact the Strategic and/or Statutory frameworks of the subject land parcels.

LOST 3/5

#### AMENDMENT

Moved Cr Smith                      Seconded Cr Newman

4. Authorises the Chief Executive Officer to respond to any future similar proposals received by the Department of Planning, Lands and Heritage consistent with this resolution, including the land parcels identified within Attachment 9.1.1(2), including quarterly updates to elected members in regards to incoming and outgoing responses.

CARRIED 6/2

#### AMENDMENT

Moved Cr Atherton                      Seconded Cr Mitchell

That Council:

1. Acknowledges and supports the formal commencement of the South West Native Title Settlement including the transfer of land deemed appropriate by the Department of Planning, Lands and Heritage, and as agreed by the Noongar People.
2. Advises the Department of Planning, Lands and Heritage that the Shire has no comment to make on private land tenure matters between the Crown and the Noongar People as part of the South West Native Title Settlement, however recommends that the Department of Planning, Lands and Heritage ensure any arrangements and/or agreements are consistent with the parameters of the local Statutory and Strategic frameworks.
3. Provides responses as per Attachment 9.1.1(1) in response to the queries presented by the Department of Planning, Lands and Heritage.

~~4. Authorises the Chief Executive Officer to respond to any future similar proposals received by the Department of Planning, Lands and Heritage consistent with this~~

~~resolution, including the land parcels identified within Attachment 9.1.1(2), including quarterly updates to elected members in regards to incoming and outgoing responses.~~

5. Advise the Department of Planning, Lands and Heritage that the Shire may review the Local Planning Strategy and/or Local Planning Scheme in the near future which may or may not impact the Strategic and/or Statutory frameworks of the subject land parcels.
  
6. ~~Notwithstanding points 1 to 5 above, the Shire does not support the transfer of land for Lot 500 Steere Street, Donnybrook.~~

(This Amendment was not put to the vote before the Procedural Motion was moved to defer the item).

**COUNCIL RESOLUTION 32/21**

Moved Cr Mitchell

Seconded Cr Newman

That the item be deferred until the April 2021 Ordinary Council Meeting.

CARRIED 8/0

### 9.1.2 ARGYLE IRISHTOWN BUSH FIRE BRIGADE – PROPOSED NEW BRIGADE STATION

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Argyle Irishtown Bush Fire Brigade
<b>File Reference</b>	FRC 10A
<b>Author</b>	Steve Potter, Executive Manager Operations
<b>Responsible Officer</b>	Steve Potter, Executive Manager Operations
<b>Attachments</b>	Nil
<b>Voting Requirements</b>	Simple majority

Recommendation
<p><b>That Council:</b></p> <ol style="list-style-type: none"> <li><b>1. Endorses the proposed location of Reserve 45450 (Harjadup Reserve) for a future fire station for the Argyle Irishtown Bush Fire Brigade;</b></li> <li><b>2. Requests the Chief Executive Officer to liaise further with the AIBFB to identify a suitable location on Reserve 45450 (Harjadup Reserve) and to clarify the exact area of land required for the new facility;</b></li> <li><b>3. Subject to such details being determined in Point 2, instructs the Chief Executive Officer to make a formal request to the Department of Planning, Lands and Heritage to excise a portion of Reserve 45450 (Harjadup Reserve) to create a new reserve with a Management Order granted to the Shire for the intended purpose;</b></li> <li><b>4. Authorises the Chief Executive Officer to utilise up to \$5,000 to undertake surveying and other activities associated with Point 3 to be sourced from G/L 121720 (Land Use Planning);</b></li> <li><b>5. Subject to approval being granted by the DPLH under Point 3, requests the Chief Executive Officer make financial provision in 2022/23 for civil works associated with the construction of the new facility that are not funded under the DFES Local Government/Capital Grants Scheme;</b></li> <li><b>6. Subject to approval being granted by the DPLH under Point 3, requests the Chief Executive Officer to make a formal application for the new facility via the DFES Local Government/Capital Grants Scheme in March 2022.</b></li> </ol>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

- Outcome 4:           Effective leadership and civic responsibility
- Strategy 4.2:       A respected, professional and trusted organisation
- Action 4.2.1:      Effective and efficient operations and service provision

## EXECUTIVE SUMMARY

Discussions regarding the potential construction of a new facility to accommodate the Argyle Irishtown Bush Fire Brigade (AIBFB) have been ongoing for some time between the Brigade, DFES and the Shire.

On 7 March 2021, the AIBFB Committee held an Extraordinary Meeting to consider the matter and resolved to request that the Shire endorse Reserve 45450 (Harjadup Reserve) in Argyle as the preferred location for the new facility and initiate the process of securing appropriate land and making applications for funding.

It is recommended that Council supports the AIBFB requests as per the Officer's recommendation.

## BACKGROUND

The AIBFB are currently located at a facility on Knight's Road, Argyle which is reaching the end of its useful life and is no longer fit for purpose, given the growth of Brigade membership over the years. This resulted in the AIBFB seeking to identify an alternative site for a new facility through the establishment of a sub-committee formed for this purpose.

Over the past couple of years, in liaison with the Shire, the sub-committee has explored the viability of a number of sites, however most have faced significant constraints including land tenure, access and native vegetation to name a few.

As part of this process, Reserve 45450 (Harjadup Reserve) was identified as a potential site which was deemed to be appropriate by both Shire and DFES staff for the following reasons:

- Crown land under a management order to the Shire;
- Excellent access;
- Central location to the Brigade area;
- Flat topography;
- Access to existing services (power) etc.

Notwithstanding the advice of Shire staff to the Brigade to this effect, there were some differences of opinion within the Brigade about the use of Harjadup Reserve which prevented the matter from progressing further.

Upon receiving further advice from the Shire in February 2021, reiterating the Shire's preference for Harjadup Reserve, the AIBFB held an Extraordinary Meeting on 7 March 2021 to consider the matter where the following was resolved by the AIBFB Committee:

*"That the AIBFB:*

- 1. Requests the Shire of Donnybrook Balingup endorse the location of Harjadup Reserve for a future fire station for the AIBFB;*
- 2. Requests the Shire liaise further with the AIBFB to identify a suitable location on Harjadup Reserve and to clarify the exact area of land required for the new facility;*

3. *Subject to such details being determined in Point 2, requests the Shire of Donnybrook Balingup make a formal request to the Department of Planning, Lands and Heritage to excise a portion of Harjadup Reserve to create a new reserve with a Management Order granted to the Shire for the intended purpose;*
4. *Subject to approval being granted by the DPLH under Point 3, requests the Shire of Donnybrook Balingup make financial provision in 2022/23 for any civil works associated with the construction of the new facility that are not funded by DFES;*
5. *Subject to approval being granted by the DPLH under Point 3, requests the Shire of Donnybrook Balingup make a formal application for the new facility via the DFES Local Government/Capital Grants Scheme in March 2022.”*

### **FINANCIAL IMPLICATIONS**

The capital works associated with the construction of the building is eligible for funding through DFES Capital Works program. It is estimated the funds that will be sought from DFES will be in the region of \$300-400,000.

Any civil works associated with the development (sandpad, access, connection to utilities etc) is funded by the local government. It is estimated that the Shire will be required to contribute \$80-100,000, however this will depend on the final location within the reserve, location of existing services and the ultimate design. It is anticipated that subject to Council supporting the proposal, further works will be undertaken to clarify the Shire's contribution which will then be captured through the Long Term Financial Plan and the 2021/22 Budget.

In terms of making application to the DPLH to excise a portion of land, it is likely that this will require a detailed survey of the proposed area and potentially an application fee. It is estimated this work may cost in the vicinity of \$3000-5000.

### **POLICY COMPLIANCE**

Nil.

### **STATUTORY COMPLIANCE**

Nil.

### **CONSULTATION**

The Shire has consulted extensively with the Brigade on this matter and will continue to do so to identify an appropriate location for the new facility.

The Shire is aware that there are nearby landowners who may have some concerns regarding the development of a facility on Reserve 45450 (Harjadup Reserve) and therefore further consultation will be undertaken to provide opportunity for input at the design stage.

## **OFFICER COMMENT/CONCLUSION**

As indicated in this report, the location of Reserve 45450 (Harjadup Reserve) has been identified after an exhaustive review of available landholdings in the Argyle / Irishtown locality. It is recommended that Council supports the AIBFB requests and endorses the officer recommendation.

### **COUNCIL RESOLUTION 33/21**

**Moved Cr Lindemann**

**Seconded Cr Massey**

**That Council:**

- 1. Endorses the proposed location of Reserve 45450 (Harjadup Reserve) for a future fire station for the Argyle Irishtown Bush Fire Brigade;**
- 2. Requests the Chief Executive Officer to liaise further with the AIBFB to identify a suitable location on Reserve 45450 (Harjadup Reserve) and to clarify the exact area of land required for the new facility;**
- 3. Subject to such details being determined in Point 2, instructs the Chief Executive Officer to make a formal request to the Department of Planning, Lands and Heritage to excise a portion of Reserve 45450 (Harjadup Reserve) to create a new reserve with a Management Order granted to the Shire for the intended purpose;**
- 4. Authorises the Chief Executive Officer to utilise up to \$5,000 to undertake surveying and other activities associated with Point 3 to be sourced from G/L 121720 (Land Use Planning);**
- 5. Subject to approval being granted by the DPLH under Point 3, requests the Chief Executive Officer make financial provision in 2022/23 for civil works associated with the construction of the new facility that are not funded under the DFES Local Government/Capital Grants Scheme;**
- 6. Subject to approval being granted by the DPLH under Point 3, requests the Chief Executive Officer to make a formal application for the new facility via the DFES Local Government/Capital Grants Scheme in March 2022.**

**CARRIED 8/0 by En Bloc Resolution**

## **9.2 EXECUTIVE MANAGER CORPORATE AND COMMUNITY**

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### **9.2.1 ACCOUNTS FOR PAYMENT**

The Schedule of Accounts Paid (*attachment 9.2.1(1)*) under Delegation No 3.1 is presented to Council for information.

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### **9.2.2 MONTHLY FINANCIAL REPORT – FEBRUARY 2021**

The Monthly Financial Report for February 2021 is attached (*9.2.2(1)*)

#### **EXECUTIVE RECOMMENDATION**

**That the monthly financial report for the period ended 28 February 2021 be received.**

#### **COUNCIL RESOLUTION 34/21**

**Moved Cr Lindemann**

**Seconded Cr Massey**

**That the monthly financial report for the period ended 28 February 2021 be received.**

**CARRIED 8/0 by En Bloc Resolution**

### 9.2.3 COMMUNITY ENGAGEMENT FRAMEWORK

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	
<b>Author</b>	James Jarvis, Manager, Community Development
<b>Responsible Manager</b>	Paul Breman, Executive Manager, Corporate and Community
<b>Attachments</b>	9.2.3(1): COMD-CP-3: Community Engagement Framework Policy
<b>Voting Requirements</b>	Simple Majority

Recommendation
<p><b>That Council:</b></p> <ol style="list-style-type: none"> <li><b>1. Adopt the Community Engagement Framework policy as attached that:</b> <ol style="list-style-type: none"> <li>a. plans active community participation in the Shire’s decision-making processes;</li> <li>b. outlines Elected Member’s role in approving Community Engagement plans where there is high geographical impact in the project or issue that is subject to a community engagement process, and/or where there is high potential community interest in the project or issue; and</li> <li>c. enables Community Engagement Framework procedures to be introduced to guide staff in developing engagement approaches.</li> </ol> </li> <li><b>2. Rescind the following policies made redundant by the adoption of the Community Engagement Framework policy:</b> <ol style="list-style-type: none"> <li>a. 2.14 Community Consultation; and</li> <li>b. 2.43 Community Consultation/Engagement.</li> </ol> </li> </ol>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome:	4.1	A strategically focused, open, and accountable local government.
Strategy	4.1.2	Continue to enhance communication and transparency.
Action	4.1.2.1	Ongoing meaningful communication and engagement with residents, ratepayers, and stakeholders.

## **EXECUTIVE SUMMARY**

The Chief Executive Officer (CEO) has a Key Performance Indicator that specifies the introduction of a Community Engagement Framework policy to be created and approved by March 2021. The introduction of the new policy will lead to the rescinding of two outdated Community Consultation policies.

The new policy states the Shire will undertake meaningful communication and engagement with community members and stakeholders in a carefully planned and designed approach.

The International Association of Public Participation's (IAP2) Spectrum of Engagement will guide the Shire on when to engage with the community and how the community can participate in decisions on matters that affect them and their community.

## **BACKGROUND**

One of the CEO's Key Performance Indicators specified the creation and development of a Community Engagement Framework policy by March 2021. The development of the new policy will replace the following policies:

- 2.14 Community Consultation; and
- 2.43 Community Consultation/Engagement.

In preparing the policy, the Community Development team conducted a comparative analysis of the Community Engagement of five local governments, including:

- City of Busselton;
- City of Augusta Margaret River;
- Shire of Nannup;
- Shire of Denmark; and
- Town of Victoria Park.

The comparative analysis illustrated local governments have similar approaches to Community Engagement, including:

- All reference the IAP2 Spectrum of Engagement has a guide in designing community engagement approaches;
- All have a brief focused policy statement that is supported by operational procedures with a variety of tools and strategies to understand how, when, and why a Shire should engage, or not, with the community and internal and external stakeholders;
- Most outline a step-by-step process for carefully designing a community engagement approach that:
  - Scoped communication and engagement need;
  - Planned a community engagement process;
  - Outlined how to deliver a community engagement process; and
  - Reported and reviewed the community engagement process outcomes.
- All identified the difference between statutory and non-statutory community engagement and provided operational guidance on what IAP2 Public Participation Goal was recommended for projects and issues; and
- Most outlined an increasing level of complexity of community engagement planning depending on the level of geographical impact of the project or issue and/or the level of potential community interest in the project or issue.

The comparative analysis did not provide guidance on the involvement of Elected Members in the approval process of Community Engagement planning. It is recommended that Elected Members approve Community Engagement Plans where there is:

- High level geographical impact in the project or issue; and/or
- High level, potential community interest in the project or issue.

## **FINANCIAL IMPLICATIONS**

Community engagement will incur costs depending on the level and method of engagement. The costs of engagement are a critical part of the Community Engagement Planning process and will be identified in each individual plan.

## **POLICY COMPLIANCE**

Not applicable.

## **STATUTORY COMPLIANCE**

- *Local Government Act 1995 (and its various regulations)*
- *Land Administration Act 1997*
- *Dog Act 1976*
- *Bush Fires Act 1954*

## **CONSULTATION**

A comparative analysis across five Local Government Authorities was undertaken.

## **OFFICER COMMENT/CONCLUSION**

It is critical that the role of the community, ratepayers and stakeholders is clarified in planning and decision-making for Shire projects and key community issues. This includes deciding in the scoping process how much influence the community has over planning or decision-making processes, ensuring the most effective community engagement approach is used and ensuring that the Shire is clear in its communication around the purpose of engagement and the associated time constraints. All community engagement processes should be effectively scoped, planned, delivered, and evaluated with appropriate feedback loops to community designed in the planning process.

## **COUNCIL RESOLUTION 35/21**

**Moved Cr Lindemann**

**Seconded Cr Massey**

**That Council:**

- 1. Adopt the Community Engagement Framework policy as attached that:**
  - a. plans active community participation in the Shire's decision-making processes;**
  - b. outlines Elected Member's role in approving Community Engagement plans where there is high geographical impact in the project or issue that**

- is subject to a community engagement process, and/or where there is high potential community interest in the project or issue; and**
  - c. enables Community Engagement Framework procedures to be introduced to guide staff in developing engagement approaches.**
- 2. Rescind the following policies made redundant by the adoption of the Community Engagement Framework policy:**
- a. 2.14 Community Consultation; and**
  - b. 2.43 Community Consultation/Engagement.**

**CARRIED 8/0 by En Bloc Resolution**

## 9.2.4 BUDGET REVIEW - 2020/21 ANNUAL BUDGET

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	FNC 04/1
<b>Author</b>	Paul Breman, Executive Manager Corporate and Community
<b>Responsible Manager</b>	Paul Breman, Executive Manager, Corporate and Community
<b>Attachments</b>	9.2.4(1): 2020/21 Budget Review
<b>Voting Requirements</b>	Absolute Majority

Recommendation
<p><b>That Council:</b></p> <ol style="list-style-type: none"> <li><b>1. Adopt the 2020-21 Budget Review in accordance with Regulation 33A(3) of the Local Government (Financial management) Regulations; and</b></li> <li><b>2. Amend the 2020-21 Budget in accordance with Attachment 9.2.4.</b></li> <li><b>3. Forward a copy of the 2020-21 Budget Review and the minutes of this item to the Department of Local Government Sport and Cultural Industries in accordance with Local Government (Financial management) Regulation 33A(4).</b></li> </ol> <p><b>ABSOLUTE MAJORITY VOTE REQUIRED</b></p>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome:	4.2	A respected, professional and trusted organisation
Strategy:	4.2.1	Effective and efficient operations and service provision
Action:	4.2.1.2	Seek a high level of legislative compliance and effective internal controls.

### EXECUTIVE SUMMARY

The 2020/21 budget is essentially tracking as expected with only a minimal number of budget amendments required to cater for:

- Changes in capital budget allocations and project timing in relation to fully grant funded items.
- Changes in the level and utilisation of Reserve funded projects.
- Creation of a budget line item were none existed in the original budget
- Significant changes in resource allocations in the Capital program

The legislation surrounding budget reviews was put in place to ensure local governments conduct a formal review of the likely budget outcome during the third quarter of the financial year. As expected, there will be variations in revenue and expenditure, both up and down, in the actual result as compared to the full year budget. Not all variations require a budget amendment to meet legislative requirements and where variations occur, they will be managed over the remaining term of the Budget.

Based on the recommended budget amendments, it is predicted the end of year rate setting result at 30<sup>th</sup> June 2021, will be a slight surplus of \$15,098, as represented in the report. If events occur subsequent to the presentation of the Budget Review indicate a surplus will not be the result at 30<sup>th</sup> June 2021, this will be disclosed to the Council as part of the monthly financial reporting process.

The Budget review format is slightly different this year than previous years with a covering statement of budget review (by program) in a format similar to the rate setting statement in annual financial report format and details of the capital program. In addition to these reports is a schedule of recommended budget amendments and a statement disclosing the impact of changes in reserve funding and year end balances.

This format has been produced in an effort to make the budget review process easier for elected members to review and overview the anticipated result. The recommended budget amendments have been kept to a minimum to reduce the re-work required when producing subsequent monthly financial reports.

## **BACKGROUND**

Staff completed a comprehensive review of the 2020-21 Annual Budget during February/March 2021 with review date being all transactions up to 28 February 2021 (YTD Actuals) . The review consisted of the following:

- Comparison of the actual year to date (YTD) amounts to the budget for each line item of operating and capital revenue and expenditure.
- Identifying the anticipated outcome for each budget line item to the end of the financial year and compare this with the Annual Budget to determine if the line item remains within budget.
- Identification of any material events or changes that may impact on Council finances.
- Identified any offsetting increases in revenue or reduction in expenditure.

## **CONSULTATION**

Internal consultation with input from Management and Staff.

## **POLICY COMPLIANCE**

Not applicable.

## **STATUTORY COMPLIANCE**

Regulation 33A of the Local Government (Financial Management) Regulations 1996 states:

- (1) *Between 1 January and 31 March in each financial year a local government is to carry out a review of its annual budget for that year.*
- (2A) *The review of an annual budget for the financial year must –*
  - (a) *consider the local government's financial performance in the period beginning on 1 July and ending no earlier than 31 December in that financial year; and*
  - (b) *consider the local government's financial position as at the date of the review; and*
  - (c) *review the outcomes for the end of that financial year that are forecast in the budget.*
- (2) *Within 30 days after a review of the annual budget of a local government is carried out it is to be submitted to the council.*
- (3) *A council is to consider a review submitted to it and is to determine\* whether or not to adopt the review, any parts of the review or any recommendations made in the review.*  
*\* Absolute majority required*
- (4) *Within 30 days after a council has made a determination, a copy of the review and determination is to be provided to the Department.*

## **OFFICER COMMENT/CONCLUSION**

Council authorisation is sought to adopt the 2020-21 budget review with budget the attached budget amendments (attachment 9.2.4(1)) which result in the budget surplus at 30<sup>th</sup> June 2021 of \$15,098.

### **COUNCIL RESOLUTION 36/21**

**Moved Cr Lindemann**

**Seconded Cr Massey**

**That Council:**

- 1. Adopt the 2020-21 Budget Review in accordance with Regulation 33A(3) of the Local Government (Financial management) Regulations; and**
- 2. Amend the 2020-21 Budget in accordance with Attachment 9.2.4.**
- 3. Forward a copy of the 2020-21 Budget Review and the minutes of this item to the Department of Local Government Sport and Cultural Industries in accordance with Local Government (Financial management) Regulation 33A(4).**

**ABSOLUTE MAJORITY VOTE ATTAINED  
CARRIED 8/0 by En Bloc Resolution**

### 9.3 CHIEF EXECUTIVE OFFICER

#### 9.3.1 DONNYBROOK COMMUNITY, SPORTING, RECREATION AND EVENTS PRECINCT (VC MITCHELL PARK) – EARLY WORKS PACKAGE - HOCKEY

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	PWT 18T
<b>Author</b>	Benjamin (Ben) Rose, Chief Executive Officer
<b>Responsible Manager</b>	Benjamin (Ben) Rose, Chief Executive Officer
<b>Attachments</b>	9.3.1: Site Map
<b>Voting Requirements</b>	Absolute Majority

#### Executive Recommendation

**That Council instruct the Chief Executive Officer to develop a hockey training facility at VC Mitchell Park, Donnybrook, at a cost of no more than \$250,000, conditional upon:**

- 1. Shire funding for the works to be allocated from the Shire of Donnybrook Balingup Public Open Space (Donnybrook) Reserve Account;**
- 2. The Department for Planning, Lands and Heritage and/or the Minister for Planning approving the use of these funds for this purpose; and**
- 3. The Department of Local Government, Sport and Cultural Industries advising the Chief Executive Officer of its acceptance of these Shire works and Shire funding as a formal co-contribution towards its overall \$3,000,000 project funding allocation.**

#### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome	3.2	Well supported community groups and facilities
Strategy	3.2.1	Provide and maintain appropriate community facilities
Action	3.2.1.3	Seek funding to maintain and develop community facilities

#### EXECUTIVE SUMMARY

The Council is requested to consider a development of a hockey training facility at VC Mitchell Park as an early works packaged within the Donnybrook Community, Sporting, Recreation and Events Precinct project.

## BACKGROUND

With development planned for a Pump Track at Egan Park (at the site of the junior netball courts and hockey training ground), relocation of hockey training and junior's netball facilities is required. Council's decision (192/20) from its December 2020 Ordinary Meeting was that hockey and junior's netball were to be relocated to the VC Mitchell Park precinct. Arrangements are in place for junior's netball to utilise the indoor courts/stadium at the Donnybrook Recreation Centre, however, arrangements for siting of a relocated/new hockey training facility are not yet finalised.

## DETAIL

The estimated cost of developing a hockey training facility at VC Mitchell Park is \$240,000, made up of anticipated costs as follows:

<b>Sport and Recreation Surfaces</b>	<b>Unit rate</b>	<b>Size</b>	<b>Cost \$ (estimated)</b>
\$20/m2 scrap existing and dispose of – assumed Shire tip fees waived	20	800	16,000
\$40/m2 rip base and regrade, import base (clean fill supplied by Shire) trim and compact	40	800	32,000
\$30/m2 25mm asphalt	30	800	24,000
\$85/m2 multi sport surface	85	800	68,000
\$30/m2 hockey 10mm underlay	30	800	24,000
\$5k management costs and excludes meals and accommodation – 6 week duration			5,000
<b>Sub Total</b>			<b>169,000</b>
<b>Lighting</b>			
4 poles (approximately 6m to 8 m in height)			10,000
4 LED spot lights, one to each pole			5,000
30 Lux or more based on attached document for minimum lighting for training only			
Pitch size to be 36m x 18m			
Assume Mains power connection between 100-150m away from this new pitch location			20,000
<b>Sub Total</b>			<b>35,000</b>
<b>Surrounds</b>			
Fencing (black powder coated plus 2 PA gates (\$400 each)	85	130	11,850
Kerbing	15	130	1,950
<b>Sub Total</b>			<b>13,800</b>
<b>Contingency (10%)</b>			<b>21,780</b>
<b>Total EX (GST)</b>			<b>\$239,580</b>

## **FINANCIAL IMPLICATIONS**

A sum of \$38,000 is available to the Shire via an approved insurance claim (from LGIS) for the hockey facility from 2020. LGIS have approved the claim sum for use either on the existing hockey site, or at an alternative site within the Donnybrook townsite within a “reasonable” timeframe (note, this must be used for a hockey facility and specifically for a new synthetic turf).

The Shire’s Public Open Space Reserve Account (Donnybrook) presently holds \$208,771. The funds in this Reserve Account have been collected by the Shire through statutory land development fees (i.e. cash-in-lieu contributions to Public Open Space via subdivisions) over an extended period. In accordance with State policy, these collected funds can only be spent by the Shire:

- for the purchase of land for parks, recreation grounds or open spaces generally, in the locality in which the subdivision is situated; or
- for repaying loans raised by the local government for the purchase of such land; or
- with the approval of the Minister for Planning, for the improvement or development of a park, recreation grounds or open spaces generally, in the said locality and managed by the local government.

With the LGIS insurance funds available (\$38,000), plus the Public Open Space Donnybrook Reserve account funds (\$208,771), there is \$246,771 available for this activity, being \$7,191 more than is estimated for the hockey training facility works. An additional deliverable under this early works package is likely to include a shelter structure, nominally costed at \$5,000.

The Shire’s co-contribution to the Donnybrook Community, Sporting, Recreation and Events Precinct project, as per the Long Term Financial Plan 2020-2040 is:

- \$2,500,000 via loan (requiring WA Treasury Corp approval); and
- \$500,000 via Reserves.

In a teleconference with the Department of Local Government, Sport and Cultural Industries (Sport and Recreation Division) Manager of Community Infrastructure on 19 March 2021, the Shire was advised that any Shire funding towards an early works package on the project (i.e. a hockey training facility) would be removed from it’s overall funding co-contribution obligation. That is, if the hockey training facility is delivered as an early works package at a cost of \$240,000 to the Shire, then the Shire’s remaining funding co-contribution would be \$2,760,000. The Department of Local Government, Sport and Cultural Industries (Sport and Recreation Division) is writing to the Shire Chief Executive Officer to confirm this matter.

Expenditure of \$240,000 on a hockey training facility represents 2.66% of the anticipated \$9,000,000 overall project.

## **POLICY COMPLIANCE**

There is no specific applicable policy that relates to this matter.

## **STATUTORY COMPLIANCE**

To access the Public Open Space Reserve Account funds (despite the funds being secured in a cash-backed Reserve Account held exclusively by the Shire) a specific process as set out by the Department of Planning, Lands and Heritage is required in accordance with its 'Position Statement: Expenditure of Cash-in-lieu of Public Open Space (October 2020)'. Specifically, formal application to the Minister for Planning requesting 'release' of the funds is required.

## **CONSULTATION**

The Chief Executive Officer met with representatives of Donnybrook Women's and Donnybrook Men's Hockey on 9 March 2021 to discuss this opportunity.

## **OFFICER COMMENT/CONCLUSION**

The Federal Government's Local Roads and Community Infrastructure (Round 2) grant funding creates the opportunity for development of a Pump Track at Egan Park. Whilst the Federal funding is gratefully received and the Pump Track concept has support, it does create a knock-on effect for hockey, junior's netball and the Donnybrook Community, Sporting, Recreation and Events Precinct project. With careful consideration and planning, this knock-on effect can have a positive outcome for hockey, junior's netball and the Donnybrook Community, Sporting, Recreation and Events Precinct project.

## **COUNCIL RESOLUTION 37/21**

**Moved Cr Atherton**

**Seconded Cr Smith**

**That Council instruct the Chief Executive Officer to develop a hockey training facility at VC Mitchell Park, Donnybrook, at a cost of no more than \$250,000, conditional upon:**

- 1. Shire funding for the works to be allocated from the Shire of Donnybrook Balingup Public Open Space (Donnybrook) Reserve Account;**
- 2. The Department for Planning, Lands and Heritage and/or the Minister for Planning approving the use of these funds for this purpose; and**
- 3. The Department of Local Government, Sport and Cultural Industries advising the Chief Executive Officer of its acceptance of these Shire works and Shire funding as a formal co-contribution towards its overall \$3,000,000 project funding allocation.**

**CARRIED 8/0**

## **10 ELECTED MEMBER MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN**

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### **10.1 COUNCILLOR**

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Nil.

## **11 NEW BUSINESS OF AN URGENT NATURE INTRODUCED BY DECISION OF THE MEETING**

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## **12 MEETINGS CLOSED TO THE PUBLIC**

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### **12.1 MATTERS FOR WHICH THE MEETING MAY BE CLOSED**

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The following confidential reports and recommendations have been distributed separately and are not for circulation:

#### **12.1.1 CONFIDENTIAL – BALINGUP WASTE TRANSFER STATION – MANAGEMENT OF FACILITY AND SUPPLY / TRANSPORTATION OF BULK WASTE CONTAINERS**

This report is confidential in accordance with Section 5.23(c) of the *Local Government Act 1995*, which permits the meeting to be closed to the public.

(c) a contract entered into, or which may be entered into, by the local government and which relates to a matter to be discussed at the meeting

#### **12.1.2 CONFIDENTIAL – DONNYBROOK TRANSIT PARK**

This report is confidential in accordance with Section 5.23(c) of the *Local Government Act 1995*, which permits the meeting to be closed to the public.

(c) a contract entered into, or which may be entered into, by the local government and which relates to a matter to be discussed at the meeting

#### **12.1.3 CONFIDENTIAL – BRIDGE STREET AFFORDABLE HOUSING PROJECT – RELEASE OF CONFIDENTIAL INFORMATION**

This report is confidential in accordance with Section 5.23(c) of the *Local Government Act 1995*, which permits the meeting to be closed to the public.

(c) a contract entered into, or which may be entered into, by the local government and which relates to a matter to be discussed at the meeting

**12.1.4 CONFIDENTIAL – DONNYBROOK APPLE FUN PARK TENDER – RELEASE OF CONFIDENTIAL INFORMATION**

This report is confidential in accordance with Section 5.23(c) of the *Local Government Act 1995*, which permits the meeting to be closed to the public.

(c) a contract entered into, or which may be entered into, by the local government and which relates to a matter to be discussed at the meeting

**12.1.5 CONFIDENTIAL – CHIEF EXECUTIVE OFFICER KEY RESULT AREA REVIEW**

This report is confidential in accordance with Section 5.23(a) of the *Local Government Act 1995*, which permits the meeting to be closed to the public.

(a) a matter affecting an employee or employees

**12.1.6 CONFIDENTIAL - COMPLAINT**

This report is confidential in accordance with Section 5.23(2)(a) of the *Local Government Act 1995*, which permits the meeting to be closed to the public.

(a) a matter affecting an employee or employees

**RECOMMENDATION**

**That the meeting be closed in accordance with section 5.23(2) of the *Local Government Act 1995* to discuss the following confidential items:**

- 12.1.1 CONFIDENTIAL – BALINGUP WASTE TRANSFER STATION – MANAGEMENT OF FACILITY AND SUPPLY / TRANSPORTATION OF BULK WASTE CONTAINERS**
- 12.1.2 CONFIDENTIAL – DONNYBROOK TRANSIT PARK**
- 12.1.3 CONFIDENTIAL – BRIDGE STREET AFFORDABLE HOUSING PROJECT – RELEASE OF CONFIDENTIAL INFORMATION**
- 12.1.4 CONFIDENTIAL – DONNYBROOK APPLE FUN PARK TENDER – RELEASE OF CONFIDENTIAL INFORMATION**
- 12.1.5 CONFIDENTIAL – CHIEF EXECUTIVE OFFICER KEY RESULT AREA REVIEW**

**COUNCIL RESOLUTION 38/21**

**Moved Cr Mitchell                      Seconded Cr Massey**

**That the meeting be closed in accordance with section 5.23(2) of the *Local Government Act 1995* to discuss the following confidential items:**

- 12.1.1            CONFIDENTIAL – BALINGUP WASTE TRANSFER STATION –  
MANAGEMENT OF FACILITY AND SUPPLY / TRANSPORTATION OF BULK  
WASTE CONTAINERS**
- 12.1.2            CONFIDENTIAL – DONNYBROOK TRANSIT PARK**
- 12.1.3            CONFIDENTIAL – BRIDGE STREET AFFORDABLE HOUSING PROJECT –  
RELEASE OF CONFIDENTIAL INFORMATION**
- 12.1.4            CONFIDENTIAL – DONNYBROOK APPLE FUN PARK TENDER – RELEASE  
OF CONFIDENTIAL INFORMATION**
- 12.1.5            CONFIDENTIAL – CHIEF EXECUTIVE OFFICER KEY RESULT AREA  
REVIEW**

**CARRIED 8/0**

**The meeting was closed to the public at 6.24pm.**

**Cr Mitchell left the Chamber at 6.24pm and returned at 6.26pm.**

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**12.2    PUBLIC READING OF RESOLUTIONS THAT MAY BE MADE PUBLIC**

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**COUNCIL RESOLUTION 39/21**

*That Council endorses the recommendations outlined in the Confidential Report.*

**COUNCIL RESOLUTION 40/21**

*That Council endorses the recommendations outlined in the Confidential Report.*

**COUNCIL RESOLUTION 41/21**

*That Council instruct the Chief Executive Officer to publicly advertise the terms of the exempt land transaction for Lot 142 Bridge Street, Donnybrook, to include:*

- 1. The names of the parties concerned;*
- 2. The consideration to be received by the local government for the disposition;*
- 3. The market value of the disposition, as per the most recent licensed market valuation;  
and*
- 4. Any other details which may assist in accurately conveying the terms of the exempt land transaction.*

**COUNCIL RESOLUTION 42/21**

*That Council authorise the Chief Executive Officer to publicly release the following details in relation to ‘RFT05/1920 Design and Construct – Apple Fun Park Revitalisation’:*

- 1. The name of the contractor approved to deliver the project;*
- 2. The value of the contract;*
- 3. The project concept design.*

**COUNCIL RESOLUTION 43/21**

*That Council endorses the recommendations outlined in the Confidential Report.*

**COUNCIL RESOLUTION 44/21**

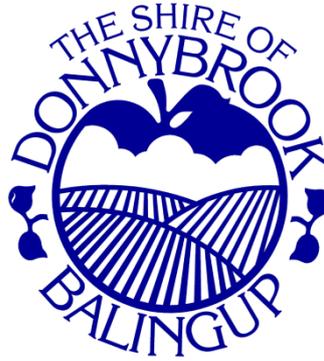
*That Council endorses the recommendations outlined in the Confidential Report.*

**13 CLOSURE**

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The Shire President to advise that the next Ordinary Council Meeting will be held on 28 April 2021 commencing at 5.00pm in the Shire of Donnybrook Balingup Council Chamber.

The Shire President declared the meeting closed at 8.25pm.



# Local Emergency Management Committee Meeting Minutes

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Held on

Tuesday, 23 March 2021

**at 9.00am**

at Donnybrook SES  
80 Bentley St,  
Donnybrook WA 6239

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**Ben Rose**  
**Chief Executive Officer**

6 April 2021

## **Disclaimer**

The advice and information contained herein is given by and to the Council without liability or responsibility for its accuracy. Before placing any reliance on this advice or information, a written inquiry should be made to the Council giving entire reasons for seeking the advice or information and how it is proposed to be used.

Please note this agenda may contain recommendations which have not yet been adopted by Council.

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# LOCAL EMERGENCY MANAGEMENT COMMITTEE MINUTES

23 March 2021

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# SHIRE OF DONNYBROOK BALINGUP

## LOCAL EMERGENCY MANAGEMENT COMMITTEE

### MINUTES

Held at Donnybrook SES - 80 Bentley St, Donnybrook WA  
on Tuesday, 23 March 2021 at 9.00am.

#### 1 DECLARATION OF OPENING / ANNOUNCEMENT OF VISITORS

The Chairperson acknowledged the traditional custodians of the land, the Wardandi People of the Noongar Nation, paying respects to Elders past, present and emerging.

The Chairperson declared the meeting open at 9.03am.

#### 2 ATTENDANCE

##### 2.1 COMMITTEE MEMBERS

Organisation	Committee Member
Shire of Donnybrook Balingup	Brian Piesse (Chairperson)
WA Police	Chris Connor (Deputy Chairperson - Proxy)
Shire of Donnybrook Balingup	Jessie Cooper (CESM)
Shire of Donnybrook Balingup	Steve Potter (EMO)
Shire of Donnybrook Balingup	Johan Van Zyl (PEHO)
Shire of Donnybrook Balingup	James Jarvis (Local Recovery Coordinator, MCD)
Volunteer Fire and Rescue Service	Ben Anderson
State Emergency Service	Julie Carrick
St John Ambulance	Garry Davis (Proxy)
Department of Biodiversity, Conservation and Attractions	Deb Peachey
Donnybrook Hospital	Sally Shaw
Bushfire Service	Mick Zwart
Water Corporation	Peter Buckley
DEMC	Vikram Cheema
Department of Communities	Roma Boucher
Dept Fire and Emergency Services	Steve Ward
Balingup Progress Association	Wendy Trow

## 2.3 APOLOGIES

Organisation	Committee Member
Shire of Donnybrook Balingup	Ben Rose (CEO)
Shire of Donnybrook Balingup	Paul Breman (EMCC)
Shire of Donnybrook Balingup	Paul Robins (Senior Ranger)
Bushfire Service	Max Walker (CBFCO)
WA Country Health Service	Lucy Murphy
Red Cross	Karen Edmeades
Western Power	David McMillan
Department of Communities	Hellen Hall
Dept Fire and Emergency Services	Charlotte Powis
Dept Fire and Emergency Services	Leon Gardiner
Tuia Lodge	Bob Lowther
Dept Primary Industries & Regional Development	Tim Stevens
Dept Fire and Emergency Services	Charlotte Powis

## 3 DECLARATIONS FROM THE PRESIDING MEMBER

Chairperson delivered the Committee's purpose as follows:

*The purpose of the Local Emergency Management Committee (LEMC) is to play a vital role in assisting our local communities to be more prepared for major emergencies by:*

- 1) *Developing, enhancing and testing preparedness planning from a multi-agency perspective having local knowledge of hazards, demographic and geographic issues; they provide advice to Hazard Management Agencies to develop effective localised hazard plans;*
- 2) *Providing a multi-agency forum to analyse and treat local risk; and*
- 3) *Providing a forum for multi-agency stakeholders to share issues and learnings to ensure continuous improvement.*

## 4 DECLARATION OF INTEREST

Nil

## 5 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

Minutes from the previous meeting of the Local Emergency Management Committee held on 24 November 2020 are attached at *Attachment 5.1*.

**That the Minutes of the Local Emergency Management Committee Meeting held on 24 November 2020 be confirmed as a true and accurate record.**

**Moved:** S Ward

**Seconded:** J Jarvis

**CARRIED 17/0**

## **6 COMMITTEE MEMBER REPORTS**

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Committee members to provide an update on their organisation, in regards to issues, threats, amendments to plans, events and learnings to assist in the overall preparedness of the Committee in relation to Local Emergency Management Arrangements. Submitted reports are included as an attachment and denoted below with a (w). Verbal reports are denoted with a (v).

1. Donnybrook Police (v)
2. Donnybrook Volunteer Fire & Rescue Service/ Bush Fire Risk Planning Coordinator  
(w) *The Report provided by Donnybrook Volunteer Fire & Rescue Service and Bushfire Risk Planning Coordinator is attached (attachment 6.2)*
3. Donnybrook St John Ambulance (v)
4. Donnybrook State Emergency Service (v)
5. Department of Biodiversity, Conservation & Attractions (v)
6. Donnybrook District Hospital (v)
7. Department of Communities (w)  
*The Report provided by the Department of Communities is attached (attachment 6.7)*
8. Shire of Donnybrook Balingup
  - a. Shire President (v)
  - b. Chief Bush Fire Control Officer(v – provided by the CESM)
  - c. Community Emergency Services Manager (v)
9. Water Corporation (v)
10. District Emergency Management Committee (v)
11. Department of Fire and Emergency Services (v)
12. Balingup Progress Association (v)

## 7 SHIRE REPORTS

### 7.1 SHIRE OF DONNYBROOK BALINGUP LOCAL RECOVERY PLAN

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	CSV23
<b>Author</b>	James Jarvis, Manager Community Development
<b>Responsible Manager</b>	Steve Potter, Executive Manager Operations
<b>Attachments</b>	7.1(1): Draft Local Recovery Plan 2021 – with LEMC Feedback 7.1(2): Local Recovery Plan 2021 – Comparison of Changes – LEMC Feedback
<b>Voting Requirements</b>	Simple Majority

<b>Recommendation</b>
<p><b>That the Local Emergency Management Committee:</b></p> <ol style="list-style-type: none"> <li><b>1. Endorses the draft <i>Shire of Donnybrook Balingup Local Recovery Plan 2021</i> as provided in Attachment 7.1(1);</b></li> <li><b>2. Tables the draft <i>Shire of Donnybrook Balingup Local Recovery Plan 2021</i> with the District Emergency Management Committee (DEMC) for review;</b></li> <li><b>3. Subject to no significant amendments being recommended by the DEMC, requests the LRP to be presented to the Shire of Donnybrook Balingup Council for final adoption; and</b></li> <li><b>4. Subject to Council adopting the LRP, instructs the Local Recovery Coordinator to provide a copy of the approved LRP to the State Emergency Management Committee (SEMC) for noting.</b></li> </ol>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome:	3.3	A safe and healthy community environment for all ages.
Strategy	3.3.3	Support a safe, healthy, and active community.
Action	3.3.3.3	Support local State Emergency Services and facilitate Local Emergency Management Committee

### EXECUTIVE SUMMARY

The draft Local Recovery Plan (LRP) is a comprehensive document that has involved the review and update of relevant new Local Emergency Management Arrangements, including

most recently, detailed inclusion of how to respond effectively to the declaration of a State Emergency due to a pandemic.

The Draft LRP has now been circulated, feedback collated, and incorporated into an updated document. The LEMC is requested to endorse the draft LRP to enable it to be forwarded to the District Emergency Management Committee (DEMC) for review.

## **BACKGROUND**

In July 2019, the Shire of Donnybrook Balingup received funding from AWARE (All West Australian's Reducing Emergencies). Grant funding of \$7,500 was received to undertake an update of the Local Emergency Management Arrangements 2017 Local Recovery Plan (LRP) and a Project Officer was engaged to undertake this work on behalf of the Shire.

The delivery of the updated LRP was delayed by COVID-19, however the process is nearing completion.

The draft LRP was presented to the LEMC meeting held on 24 November 2020 and was subsequently referred to LEMC members for more detailed review and feedback.

Four LEMC members provided feedback that has been incorporated into a summary table (Attachment 7.1(2)) and incorporated into an updated Draft LRP (Attachment 7.1(1)).

## **FINANCIAL IMPLICATIONS**

The AWARE grant is being acquitted within financial parameters.

## **POLICY COMPLIANCE**

Not applicable.

## **STATUTORY COMPLIANCE**

### *Emergency Management Act 2005*

Part 3, Div. 3, s.41(4) requires that the local emergency management arrangements include the creation and adoption of a Local Recovery Plan.

### *State Emergency Management Guidelines (Guidelines)*

The Guidelines outline the process for adopting a Local Recovery Plan which includes the following steps:

1. The Local Recovery Plan is to be endorsed by the LEMC and tabled with the District Emergency Management Committee (DEMC).
2. The DEMC may make recommendations to the LEMC to enhance the effectiveness of the Local Recovery Plan.

3. The DEMC is to ensure that the Plan complies with the EM Act and State EM Policy and State EM Plan.
4. Exchange of information between local government areas might also be offered through the DEMC. This exchange may provide for best practice local recovery planning in the emergency management district.
5. The final version of the Local Recovery Plan should be tabled with the local government Council for approval. A copy of the approved Plan should be forwarded to the SEMC for noting.

## **CONSULTATION**

The Project Officer has undertaken consultation with various parties during the preparation of the draft LRP as identified in the project management plan. The LEMC review cycle just completed has added to the breadth of consultation.

## **OFFICER COMMENT/CONCLUSION**

The final Draft LRP 2021 is attached. In accordance with the Project Management Plan, the final Draft LRP is now ready for LEMC endorsement, progression to DEMC and, subject to DEMC endorsement, submitted to Council for approval and adoption.

## **LOCAL EMERGENCY MANAGEMENT COMMITTEE RESOLUTION:**

### **Alternate Motion:**

### **That the Local Emergency Management Committee:**

1. **Endorses the draft Shire of Donnybrook Balingup Local Recovery Plan 2021 as provided in Attachment 7.1(1);**
2. **Requests the LRP to be presented to the Shire of Donnybrook Balingup Council for final adoption; and**
3. **Tables the draft Shire of Donnybrook Balingup Local Recovery Plan 2021 with the District Emergency Management Committee (DEMC) for review.**

**Moved:** M Zwart

**Second:** S Potter

**CARRIED 17/0**

## 7.2 EMERGENCY MANAGEMENT CAPABILITY SUMMARY

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	CSV 23
<b>Author</b>	Jessie Cooper, Community Emergency Services Manager
<b>Responsible Manager</b>	Steve Potter, Executive Manager Operations
<b>Attachments</b>	7.2(1): 2019 Emergency Management Capability Summary
<b>Voting Requirements</b>	Simple Majority

### Recommendation

**That the Local Emergency Management Committee:**

- 1. Receives the State Emergency Management Committee's 2019 Emergency Management Capability Summary prepared for the Shire of Donnybrook Balingup.**
- 2. Request Shire staff to review the Summary in detail and bring a further report back to the LEMC with any recommendations for improvements.**

### STRATEGIC ALIGNMENT

Outcome:	3.3	A safe and healthy community environment for all ages.
Strategy	3.3.3	Support a safe, healthy, and active community.
Action	3.3.3.3	Support local State Emergency Services and facilitate Local Emergency Management Committee

### EXECUTIVE SUMMARY

The State Emergency Management Committee (SEMC) approached the Shire of Donnybrook Balingup in both 2018 and 2019 to complete online Emergency Management Capability Surveys, as part of the State Capability Project. The intent of these surveys was to provide a summary of the Shire's emergency management capability, identifying areas of high performance and areas for improvement.

It is recommended that the LEMC receives the 2019 Summary.

### BACKGROUND

In March 2021, the Shire received letter correspondence and a copy of the 'Emergency Management Capability Summary' (Summary) prepared for the Shire by the State Capability Team under the auspices of DFES. A copy of the Summary is provided at Attachment 7.2(1).

To assess the emergency management capability of LGs, survey questions were grouped under six capability areas, which in general, align with the core capabilities of the State Capability Framework.

The capability areas are:

- Community Involvement
- Planning and Mitigation
- Resources
- Emergency Response
- Impact Management and Recovery
- Analysis and Continuous Improvement

### 2019 Results

The results sections provide:

- a high level overview of where the Shire reports high and low capability in 2019,
- where the Shire reports its capability has changed from 2018 to 2019, and
- how the Shire compares with other similar LGs.

Each results section contains a graph showing the score for each capability topic, a summary highlighting relevant capability topics, and the Shire's responses to each question that make up those capability topics.

### Capability

#### Highest Capability

Three areas were identified as having the highest level of capability being 100% and these were as follows:

- Finance and Administration
- Evacuation/Welfare Centres
- Impact Assessment

#### Lowest Capability

If 50% is accepted as a 'pass' mark, the Summary identified 10 areas that were less than this standard as follows:

- Risk Assessment (43%)
- Recovery Resources (40%)
- Recovery Skills (40%)
- Horizon Scanning (40%)
- Natural Buffers (40%)
- Public Information Tools (38%)
- Equipment & Infrastructure (33%)
- Sustained Recovery (30%)

- Evacuations (14%)
- Business Continuity Plans (0%)

### **Improvements between 2018 to 2019**

When comparing the results from the 2018 and 2019 surveys, it is noted that there is an overall improvement in the results with 19 areas receiving a higher score than the 2018 survey. There were two areas that received a lower score, however both of these areas have since been addressed since the survey (Business Continuity Plans and Recovery Plans). Some of the areas with the greatest improvements are as follows:

<b>Criteria</b>	<b>Score Increase</b>
Evacuation/Welfare Centres	100%
Impact Assessment	100%
Situational Assessment	90%
Public Information Quality	77%
Infrastructure Protection	60%
Lessons Management	53%
Essential Services Protection	50%
Sector Information Sharing	43%

### **FINANCIAL IMPLICATIONS**

Nil

### **POLICY COMPLIANCE**

Nil

### **STATUTORY COMPLIANCE**

Nil

### **CONSULTATION**

Nil

### **OFFICER COMMENT/CONCLUSION**

The subject survey contains information that can be used to inform decision-making in the emergency management area.

It is noted that the Summary was received just prior to the preparation of this report and therefore Shire staff have not had the opportunity to consider each of the topics identified in great detail.

It is therefore recommended that the LEMC formally receives the Summary and requests that Shire staff consider the content in greater detail and bring a further report back to the LEMC with any recommendations for further improvement.

**Moved:** B Anderson

**Second:** S Potter

**CARRIED 17/0**

**7.3 EMERGENCY TELECOMMUNICATIONS**

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	CSV 23
<b>Author</b>	Steve Potter, Executive Manager Operations
<b>Responsible Manager</b>	Steve Potter, Executive Manager Operations
<b>Attachments</b>	Nil
<b>Voting Requirements</b>	Simple Majority

Recommendation
<p><b>That the Local Emergency Management Committee:</b></p> <ol style="list-style-type: none"> <li><b>1. Requests that the Shire make formal application to NBN Co. under the Strengthening Telecommunications Against Natural Disasters (STAND) package;</b></li> <li><b>2. Requests Shire staff to undertake a test of the Shire’s emergency generator at the Balingup and Donnybrook Recreation Centres;</b></li> <li><b>3. Requests the Shire investigate the possibility of purchasing three satellite phones to be accommodated at suitable locations in Balingup, Donnybrook and Kirup for emergency purposes;</b></li> <li><b>4. Requests the Shire investigate its role in enforcing a clearance area around the base of telecommunications facilities.</b></li> </ol>

**STRATEGIC ALIGNMENT**

Outcome:	3.3	A safe and healthy community environment for all ages.
Strategy	3.3.3	Support a safe, healthy, and active community.
Action	3.3.3.3	Support local State Emergency Services and facilitate Local Emergency Management Committee

## **EXECUTIVE SUMMARY**

On 25 February 2021, a meeting was convened at the Community Centre in Balingup to discuss telecommunications during an emergency. The meeting was attended by representatives of the Balingup progress Association, the Shire, Western Power, DFES, NBN Co. and Telstra.

It is recommended the LEMC note the outcomes from the meeting and request the Shire to undertake tasks as per the recommended resolution.

## **BACKGROUND**

The catalyst for calling the meeting was an event on 24 May 2020 where the power went off in Balingup for a period of 18 hours which resulted in residents losing telecommunications both copper cable network (6 hour battery backup) and wireless NBN phones, including pay phone. The NBN, voice and data goes off as soon as household power goes off and the cellular phone network, voice and data back-up power supply last four hours.

The meeting explored a range of issues that resulted in the loss of telecommunications and potential solutions.

In summary, the main suggested actions to come out of the meeting from the Shire's perspective were as follows:

- Shire to liaise with NBN with a view to making application to establish a 'Sky Muster' service at the Balingup Recreation Centre. This provides a temporary emergency network service, which is designed to provide internet access and the ability to make phone calls for a minimum of 40 community members concurrently using the service during emergency events. The service operates all the time in "standby" mode giving basic throttled access, and when an emergency event occurs, the service is expanded to "fully activated" for the duration of the telecommunications outage/emergency.
- Shire to test emergency generator, currently stored at the Donnybrook Depot at the Balingup Recreation Centre (which has previously been wired for this purpose).
- Shire to investigate the potential provision of a satellite phone to the Balingup community for use in an emergency, to be stored at a suitable location.
- Shire to investigate means of reducing hazard load at the base of critical telecommunications infrastructure.

## **FINANCIAL IMPLICATIONS**

- The Shire understands Sky Muster fixed satellite services and associated infrastructure are originally installed free of charge and recurrent costs will be met by the Commonwealth for the first three years. Details of costs beyond this date are yet to be provided, however NBN has indicated that \$150/month may be used as a guide.

- Satellite phones are understood to cost approximately \$1300 each, with ongoing monthly service fees.

## **POLICY COMPLIANCE**

Nil

## **STATUTORY COMPLIANCE**

Nil

## **CONSULTATION**

Nil

## **OFFICER COMMENT/CONCLUSION**

With regard to the four action items involving the Shire as listed above the following comments are made:

- On 15 March 2021, the Shire received an email from DFES requesting applications for 'Sky Muster' devices from local governments. The email advised that the funding would provide 370 devices across Western Australia, with the decision as to where they should be located being made on the basis of greatest risk and community vulnerability. Shire staff are currently preparing applications for devices to be installed at both Balingup and Donnybrook Recreation Centres.
- The Shire is currently liaising with the BPA to arrange a test of the generator which is expected to occur in the near future (if it has not already). It is also recommended a similar test be conducted at the Donnybrook Recreation Centre.
- If it is determined that satellite phones represent a suitable solution in the event of a power outage, it is recommended the Shire consider purchasing three phones; one for each of the main townsites of Balingup, Kirup and Donnybrook. This will ensure adequate communications are maintained if any of the three towns are isolated in the event of a bushfire and normal communication channels are unavailable.
- With regard to the final point, telecommunications infrastructure, when it is on private land, is often located away from property boundaries where standard firebreak requirements may apply. The Shire may therefore need to consider imposing additional restrictions on its Annual Firebreak Notice to be able to enforce landowners to ensure there is fuel reduction in the form of firebreaks / slashing etc. in the vicinity of such infrastructure.

**LOCAL EMERGENCY MANAGEMENT COMMITTEE RESOLUTION:**

**Alternate Motion:**

**That the Local Emergency Management Committee:**

- 1. Requests that the Shire make formal application to NBN Co. under the Strengthening Telecommunications Against Natural Disasters (STAND) package;**
- 2. Requests Shire staff to undertake a test of the Shire’s emergency generator at the Balingup and Donnybrook Recreation Centres;**
- 3. Requests the Shire to purchase three satellite phones to be accommodated at suitable locations in Balingup, Donnybrook and Kirup for emergency purposes;**
- 4. Request the Shire investigate its role in enforcing a clearance area around the base of telecommunications facilities.**

**Moved:** B Anderson

**Second:** W Trow

**CARRIED 17/0**

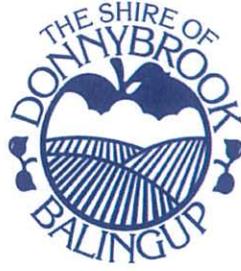
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**9 CLOSURE OF MEETING**

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The Chairperson to advise that the date of the next Local Emergency Management Committee meeting will be advised.

The Chairperson declared the meeting closed at 11:14.

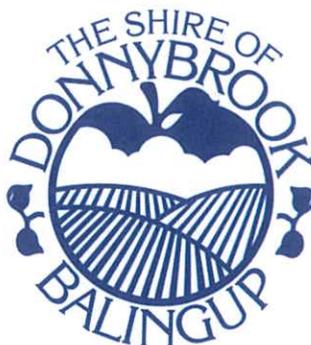


# **ATTACHMENTS**

## **Local Emergency Management Committee Meeting**

**23 March 2021**

- 5.1 Minutes LEMC Meeting November 2020
- 6.2 Donnybrook Volunteer Fire & Rescue Service/Bush Fire Risk Planning Coordinator Report
- 6.7 Department of Communities Report
- 7.1(1) Draft Local Recovery Plan
- 7.1(2) Draft Local Recovery Plan – Feedback



# Local Emergency Management Committee Meeting Minutes

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Held on

Tuesday, 24 November 2020

**at 9.00am**

Via Microsoft Teams

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**Ben Rose**  
Chief Executive Officer

1 December 2020



# LOCAL EMERGENCY MANAGEMENT COMMITTEE MINUTES

24 November 2020

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# SHIRE OF DONNYBROOK BALINGUP

## LOCAL EMERGENCY MANAGEMENT COMMITTEE

### MINUTES

Held via Microsoft Teams  
on Tuesday, 24 November 2020 at 9.00am.

#### 1 DECLARATION OF OPENING / ANNOUNCEMENT OF VISITORS

The Deputy Chairperson acknowledged the traditional custodians of the land, the Wardandi People of the Noongar Nation, paying respects to Elders past, present and emerging.

The Deputy Chairperson declared the meeting open at 9:01am.

#### 2 ATTENDANCE

##### 2.1 Committee Members

Organisation	Committee Member
Shire of Donnybrook Balingup	Brian Piesse (Chairperson) (Arrived 9:10am)
WA Police	Matt Fogarty (Deputy Chairperson)
Shire of Donnybrook Balingup	Jessie Cooper (CESM)
Shire of Donnybrook Balingup	Steve Potter (EMO)
Shire of Donnybrook Balingup	James Jarvis (Local Recovery Coordinator, MCD)
State Emergency Service	Julie Carrick
DEMC	Vikram Cheema
Department of Communities	Roma Boucher
Water Corporation	Mel Robertson
Dept Primary Industries & Regional Development	Shane Bryant
Dept Fire and Emergency Services	Steve Ward

##### 2.2 PUBLIC GALLERY

##### 2.3 APOLOGIES

Shire of Donnybrook Balingup	Ben Rose (CEO)
Shire of Donnybrook Balingup	Johan Van Zyl (PEHO)
Shire of Donnybrook Balingup	Paul Robins (Senior Ranger)
Bushfire Service	Max Walker (CBFCO)
Fire and Rescue Service	Ben Anderson
St John Ambulance	Ian Telfer

Department of Biodiversity, Conservation and Attractions	Deb Peachey
WA Country Health Service	Lucy Murphy
Donnybrook Hospital	Sally Shaw
Bushfire Service	Mick Zwart
Red Cross	Karen Edmeades
Western Power	David McMillan
Dept Fire and Emergency Services	Charlotte Powis
Dept Fire and Emergency Services	Leon Gardiner
Tuia Lodge	Bob Lowther
Donnybrook District High School	James Milne
Department of Communities	Hellen Hall
Balingup Progress Association	John Ranieri

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### **3 DECLARATIONS FROM THE PRESIDING MEMBER**

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Deputy Chairperson delivered the Committee's purpose:

*The purpose of the Local Emergency Management Committee (LEMC) is to play a vital role in assisting our local communities to be more prepared for major emergencies by:*

- 1) Developing, enhancing and testing preparedness planning from a multi-agency perspective having local knowledge of hazards, demographic and geographic issues; they provide advice to Hazard Management Agencies to develop effective localised hazard plans;*
- 2) Providing a multi-agency forum to analyse and treat local risk; and*
- 3) Providing a forum for multi-agency stakeholders to share issues and learnings to ensure continuous improvement.*

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### **4 DECLARATION OF INTEREST**

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Nil

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### **5 PUBLIC QUESTION TIME**

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Nil

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### **6 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**

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**That the Minutes of the Local Emergency Management Committee Meeting held on 3 December 2019 be confirmed as a true and accurate record.**

**Moved:** M Fogarty

**Seconded:** S Ward

**CARRIED 11/0**

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**7 PRESENTATIONS**

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**8 REPORTS**

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**8.1 INDIVIDUAL COMMITTEE MEMBER REPORTS ON BEHALF OF REPRESENTING ORGANISATIONS**

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Committee members to provide an update on their organisation, in regards to issues, threats, amendments to plans, events and learnings to assist in the overall preparedness of the Committee in relation to Local Emergency Management Arrangements. Submitted reports are included as an attachment and denoted below with a (w). Verbal reports are denoted with a (v).

1. Donnybrook Police (v)
2. Donnybrook State Emergency Service (v)
3. Department of Communities (w)
4. Chief Bush Fire Control Officer (v – provided by the CESM)
5. Shire of Donnybrook Balingup (v)
6. Water Corporation (v)
7. District Emergency Management Committee (w)
8. Department of Fire and Emergency Services (v)

## 9 OTHER BUSINESS

### 9.1 SHIRE OF DONNYBROOK BALINGUP LOCAL RECOVERY PLAN

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	CSV23
<b>Author</b>	James Jarvis, Manager Community Development
<b>Responsible Manager</b>	Steve Potter, Executive Manager, Operations
<b>Attachments</b>	<ol style="list-style-type: none"> <li>1. Draft Local Recovery Plan 2020</li> <li>2. Local Recovery Plan – Amended Project Management Plan</li> <li>3. AWARE Progress Report – July to September 2020</li> </ol>
<b>Voting Requirements</b>	Simple Majority

Recommendation
<p><b>That the Local Emergency Management Committee:</b></p> <ol style="list-style-type: none"> <li>1. Endorses the draft <i>Shire of Donnybrook Balingup Local Recovery Plan 2020</i>;</li> <li>2. Tables the draft <i>Shire of Donnybrook Balingup Local Recovery Plan 2020</i> with the District Emergency Management Committee (DEMC) for review;</li> <li>3. Requests the Local Recovery Coordinator to liaise with relevant stakeholders (as contained in Appendix 1 of the LRP) to confirm understanding of their role under the LRP and their commitment to partner with the SoDB in a recovery process.</li> <li>4. Subject to no significant amendments being recommended by the DEMC, requests the LRP to be presented to the Shire of Donnybrook Balingup Council for final adoption.</li> <li>5. Subject to Council adopting the LRP, instructs the Local Recovery Coordinator to provide a copy of the approved LRP to the State Emergency Management Committee SEMC for noting.</li> </ol>

## STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome:	3.3	A safe and healthy community environment for all ages.
Strategy	3.3.3	Support a safe, healthy, and active community.

Action            3.3.3.3            Support local State Emergency Services and facilitate Local Emergency Management Committee

## **EXECUTIVE SUMMARY**

The draft Local Recovery Plan (LRP) is a comprehensive document that has involved the review and update of relevant new Local Emergency Management Arrangements, including most recently, detailed inclusion of how to respond effectively to the declaration of a State Emergency due to a pandemic.

The LEMC is requested to endorse the draft LRP to enable it to be forwarded to the District Emergency Management Committee (DEMC) for review.

## **BACKGROUND**

In July 2019, the Shire of Donnybrook Balingup received funding from AWARE (All West Australian's Reducing Emergencies). Grant funding of \$7,500 was received to undertake an update of the Local Emergency Management Arrangements 2017 Local Recovery Plan (LRP) and a Project Officer was engaged to undertake this work on behalf of the Shire.

The delivery of the LRP was slightly delayed by the COVID-19 situation, however is now back in accordance with the Project Plan.

The draft LRP has been referred to the District Emergency Management Advisor – South West for review, who has provided comments and the document is now presented to the LEMC for endorsement.

## **FINANCIAL IMPLICATIONS**

The AWARE grant is being acquitted within financial parameters.

## **POLICY COMPLIANCE**

Not applicable.

## **STATUTORY COMPLIANCE**

### Emergency Management Act 2005

Part 3, Div. 3, s.41(4) requires that the local emergency management arrangements include the creation and adoption of a Local Recovery Plan.

### State Emergency Management Guidelines (Guidelines)

The Guidelines outline the process for adopting a Local Recovery Plan which includes the following steps:

1. The Local Recovery Plan is to be endorsed by the LEMC and tabled with the District Emergency Management Committee (DEMC).

2. The DEMC may make recommendations to the LEMC to enhance the effectiveness of the Local Recovery Plan.
3. The DEMC is to ensure that the Plan complies with the EM Act and State EM Policy and State EM Plan.
4. Exchange of information between local government areas might also be offered through the DEMC. This exchange may provide for best practice local recovery planning in the emergency management district.
5. The final version of the Local Recovery Plan should be tabled with the local government Council for approval. A copy of the approved Plan should be forwarded to the SEMC for noting.

### **CONSULTATION**

The Project Officer has undertaken consultation with various parties during the preparation of the draft LRP as identified in the project management plan.

### **OFFICER COMMENT/CONCLUSION**

The final LRP 2020 is attached, including the most recent AWARE Progress Report for the July to September 2020 period and the Amended Project Management Plan (PMP) that was adjusted after the delay caused by COVID-19.

In accordance with the Amended PMP, the final draft LRP is now ready for LEMC endorsement.

### **LOCAL EMERGENCY MANAGEMENT COMMITTEE RESOLUTION:**

#### **Alternate Motion:**

**That the Local Emergency Management Committee:**

1. **Receives the draft Shire of Donnybrook Balingup Local Recovery Plan 2020;**
2. **Authorises the distribution of the draft Shire of Donnybrook Balingup Local Recovery Plan 2020 for the purpose of consultation with relevant agencies;**
3. **Requests a further report be brought back to LEMC for formal endorsement of the draft Shire of Donnybrook Balingup Local Recovery Plan 2020, inclusive of any comments received and/or amendments to the draft document.**

**Moved:** M Fogarty

**Second:** B Piesse

**CARRIED 11/0**

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### **10 CLOSURE OF MEETING**

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The date of the next Local Emergency Management Committee meeting will be advised.

The Chairperson declared the meeting closed at 10:15.



## LEMC Donnybrook Report

Meeting Date: 23<sup>rd</sup> March 2020 Meeting Location: SES ICC Donnybrook

### Donnybrook Fire & Rescue

Since Last Meeting: (24<sup>th</sup> November 2020)

- 17 Jobs
  - 7 x DBA – Smoke Machine at Primary School
  - 3 x Road Crash with Extraction – 1 Double fatality, 1 – Single fatality
  - 1 x Stand down on route
  - 3 x Bin Fire – Conveyor Belt Fire – Car Fire
  - 1 x Rubbish Tip Fire Donnybrook – Mulch into general waste
  - 1 x Fire Damaging contents – Claw machine at Vibe service station
  - 1 x Fuel leak from vehicle
- Upgrade to Station
  - New tunic room
  - Exhaust Extraction installed in engine bay

On the Horizon:

- Autumn Mitigation Burns.

### Bushfire Risk Planning Coordinator

Since Last Meeting:

1. Shire of Donnybrook – Balingup MAF Awarded
  - MAF 2019-2020 Shire of Donnybrook – Balingup received \$190,750.
    - 27 treatments
      - 13 x Mechanical Works – 19.0 Ha
      - 18 x Burns – 141 Ha

On the Horizon:

- Enter new treatments for MAF 2021-2022 Round 1
- Application for MAF 2021-2022 Round 1 by May 2021
- 5-year Review of Bushfire Risk Management Plan.
- Review all assets mapped in Bushfire Risk Management System

Report prepared by: Ben Anderson



## SOUTH WEST DISTRICT EMERGENCY SERVICES OFFICER'S

### QUARTERLY REPORT

3<sup>rd</sup> Quarter – 01<sup>st</sup> January to 31<sup>st</sup> March 2021

**Meeting:** Shire of Donnybrook Balingup

**Date:** Tuesday 23<sup>rd</sup> March 2021

- 
- The Department has been activated for 2 bushfire events this quarter as follows:
    - Beaufortia Bushfire from 20<sup>th</sup> January 2021
      - Watch & Act was issued at 13:23 hrs;
      - We were contacted mid-afternoon by Louise Stokes from Shire of Nannup re a fire in the locality of Darradup, approximately 35 kilometres from Nannup. DBCA/Parks & Wildlife Service had contacted Louise re the fire and asked for an evacuation centre to be set up. Louise thought there would be about 6 residents who would present to register but would have alternative places to go. Louise indicated she would open the centre and contact us if the incident elevated. An ISG via Teams was held at 17:00 hrs with agencies; with the final ISG on Friday 22<sup>nd</sup> Feb but able to be reinstated if the event escalated. In all 12 people registered and some people camped on the Foreshore overnight by arrangement with the Acting Ranger.
      - All clear was issued on 24<sup>th</sup> January when the event was now contained and controlled. Cause of the fire was lightning.
    - Yallingup Bushfires for 6<sup>th</sup> February 2021;
      - Emergency warning was issued at 19.02 hrs;
      - We were contacted by Vik Cheema at 18:58 hrs re a fast-moving, rural/urban interface bushfire threatening Yallingup townsite and Injidup. Later alerts were issued for Quedjinup, Yallingup and Naturaliste. It was anticipated roads would be closed and many people may be displaced. We arranged for the Geographe Leisure Centre (GLC) to be opened by the City's Facilities team and our staff arrived at the centre from 9.30pm, including with a trailer with bedding (6 staff). No affected persons came to the GLC and we were advised to close at 22:55 hrs.
      - Steady rain was received over the region from a low which travelled down the State; several severe weather warnings and DFES alerts were also received in relation to this event.
      - All clear was issued for Injidup on Sunday 7<sup>th</sup> February and later in the day for Quedjinup, Yallingup and Naturalise. Cause of the fire is suspicious/deliberately lit.
      - City of Busselton held a Community debrief on Saturday 13<sup>th</sup> February 2021 which was live streamed on facebook and available - <https://www.facebook.com/CityBusselton/videos/182044383709429>. This was both informative and insightful as to how emergency events unroll, timeline, processes involved and decisions made.
  - PPE kits update –
    - State Government is arranging for a small PPE kit to be available at Local Governments in readiness for an emergency activation. The items are being provided by 2 suppliers.
    - As per my emails, I understand the 1<sup>st</sup> part of the PPE order has arrived at our Bunbury office; I'm still waiting on the 2<sup>nd</sup> order to arrive and will then arrange packing and delivery of 25 kits for the SW. Further update tba ...



# Local Recovery Plan 2021



## Shire of Donnybrook Balingup Local Emergency Management Arrangements Part E



## Shire of Donnybrook Balingup Local Recovery Plan

This plan has been produced and issued under the authority of section 41(4) of the *Emergency Management Act 2005* and forms part of the Shire of Donnybrook Balingup Local Emergency Management Arrangements. It has been endorsed by Donnybrook Balingup's Local Emergency Management Committee (LEMC) and has been tabled with the District Emergency Management Committee (DEMC).

\_\_\_\_\_  
Local Recovery Coordinator

\_\_\_\_\_  
Date

Donnybrook Balingup Local Emergency Management Committee

\_\_\_\_\_  
Chairperson

\_\_\_\_\_  
Date

Donnybrook Balingup Local Emergency Management Committee

\_\_\_\_\_  
Endorsed by Council

\_\_\_\_\_  
Date

Shire of Donnybrook Balingup

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## DISTRIBUTION LIST

Organisation	Location / Officer	
Shire of Donnybrook Balingup	Chief Executive Officer	1
Shire of Donnybrook Balingup	Executive Manager Operations	1
Shire of Donnybrook Balingup	Executive Manager Services	1
Shire of Donnybrook Balingup	Executive Manager Corporate and Community	1
Shire of Donnybrook Balingup	HR Coordinator	1
Shire of Donnybrook Balingup	Occupational Safety and Health Officer	1
Shire of Donnybrook Balingup	Communications Officer	1
Shire of Donnybrook Balingup	Administrations Officer Executive Services	1
Shire of Donnybrook Balingup	Manager Community Development	1
Shire of Donnybrook Balingup	Community Development Administration Officer	1
Shire of Donnybrook Balingup	Manager Donnybrook Recreation Centre	1
Shire of Donnybrook Balingup	Manager Development Services	1
Shire of Donnybrook Balingup	Principal Building Surveyor	1
Shire of Donnybrook Balingup	Principal Environmental Health Officer	1
Shire of Donnybrook Balingup	Manager Works and Services	1
Shire of Donnybrook Balingup	Senior Ranger	1
Shire of Donnybrook Balingup	Community Emergency Services Manager	1
District Emergency Management Committee (DEMC)	DEMC South West District Office	1
WA Police	Donnybrook OIC	1
Department of Fire and Emergency Services	DFES Lower West District Office	1
Department of Communities	Busselton	1
Department of Health WA	Perth	1
WA Country Health Services	South West Regional Director	1
South West Population Health Unit	Bunbury	1
Donnybrook Hospital	Nurse Unit Manager	1
St. John Ambulance	Donnybrook	1
Donnybrook Medical Services	Donnybrook	1
South West Health Campus	Bunbury Hospital	1
Donnybrook SES	Donnybrook	1
Local Government Insurance Services	West Perth	1
Balingup and District Tourism Association	Balingup	1
South West Development Commission	Bunbury	1
Services Australia	Bunbury	1
Donnybrook Chamber of Commerce and Industries	Donnybrook	1
South West Catchment Council	Bunbury	1
Aqwest – Bunbury Water Corporation	Bunbury	1

Main Roads WA	South West Regional Office Bunbury	1
Western Power	Bunbury	1
Telstra	Bunbury	1
NBN Co.	State Office	
Bunbury Port Authority	Bunbury	1
Department of Transport	Perth	1
Australian Red Cross	Donnybrook	1
Salvation Army	Bunbury	1
Silver Chain	Bunbury	1
Department of Education – South West Education Region	Bunbury	1
Balingup Community Advisory Committee	Balingup	1
Donnybrook – Balingup Aged Care Board	Donnybrook	1
Tuia Lodge	Donnybrook	1
Country Women’s Association	Donnybrook	1
Donnybrook Lions	Donnybrook	1
Combined Churches of Donnybrook	Donnybrook	1
<b>Councils in the South West Local Government Emergency Management Alliance</b>		
Shire of Augusta-Margaret River	LEMC	1
Shire of Boyup Brook	LEMC	1
Shire of Bridgetown- Greenbushes	LEMC	1
City of Bunbury	LEMC	1
City of Busselton	LEMC	1
Shire of Capel	LEMC	1
Shire of Collie	LEMC	1
Shire of Dardanup	LEMC	1
Shire of Donnybrook Balingup	LEMC	1
Shire of Harvey	LEMC	1
Shire of Manjimup	LEMC	1
Shire of Nannup	LEMC	1

The distribution list is included to enable amendments to be distributed at later dates.

**Contact details can be found at Appendix One.**

## RECORD OF AMENDMENTS

Suggestions and comments from the community and stakeholders can help improve these arrangements and subsequent amendments.

Feedback can include:

- What you do and / or do not like about the arrangements;
- Unclear or incorrect expression;
- Out of date information or practices;
- Inadequacies; and
- Errors, omissions, or suggested improvements.

To forward feedback, copy the relevant section, mark the proposed changes and forward to:

Chairperson  
Local Emergency Management Committee  
Shire of Donnybrook Balingup  
PO Box 94  
DONNYBROOK WA 6239

The Chairperson will refer any correspondence to the LEMC for consideration and/or approval.

Amendments promulgated are to be certified in the following table, when updated.

Amendment		Details of Amendment	Amended by
No.	Date		
1	July 2020	Full Revision of Local Recovery Plan	B Wright
		Approved by LEMC	
		Noted by Council	

NOTE - The person receiving the amendments should be responsible for replacing the pages as appropriate and complete the amendment record.

## GENERAL ACRONYMS USED IN THE LOCAL RECOVERY PLAN

<b>CA</b>	Controlling Agency
<b>DEMC</b>	District Emergency Management Committee
<b>DFES</b>	Department of Fire Emergency Services
<b>DRFA-WA</b>	Disaster Relief Funding Arrangements – Western Australia
<b>EPA</b>	Essential Public Assets
<b>HMA</b>	Hazard Management Agency
<b>IC</b>	Incident Controller
<b>ISG</b>	Incident Support Group
<b>LEMA</b>	Shire of Donnybrook Balingup Local Emergency Management Arrangements
<b>LEMC</b>	Local Emergency Management Committee
<b>LMDRF</b>	Lord Mayors Disaster Relief Fund
<b>LRC</b>	Local Recovery Coordinator
<b>LRCC</b>	Local Recovery Coordination Centre
<b>LRCG</b>	Local Recovery Coordination Group
<b>LRP</b>	Shire Donnybrook Balingup Local Recovery Plan
<b>NGO</b>	Non-Government Organisation
<b>OASG</b>	Operations Area Support Group
<b>OIC</b>	Officer in Charge
<b>OSS</b>	One Stop Shop
<b>RIC</b>	Recovery Information Centre
<b>SRCG</b>	State Recovery Coordination Group
<b>SWEMA</b>	South West Emergency Management Alliance

## GLOSSARY OF TERMS

The State Emergency Management Glossary provides definitions for a range of terms encountered in Emergency Management, drawing together definitions from many sources. The following terms relate to recovery. For additional definitions refer to the current State Emergency Management Glossary.

**ACCIDENT** – a sudden event in which harms is caused to people, property or the built or natural environment. Also referred to as an **INCIDENT** or **EMERGENCY**.

**AUSTRALASIAN INTERSERVICE INCIDENT MANAGEMENT SYSTEM (AIIMS)** - is a nationally adopted structure, to formalise a coordinated approach to emergency incident management.

**AIIMS STRUCTURE** – The combination of facilities, equipment, personnel, procedures, and communications operating within a common organisational structure with responsibility for the management of allocated resources to effectively accomplish stated objectives relating to an incident (AIIMS).

**COMBAT** - take steps to eliminate or reduce the effects of a hazard on the community.

**COMBAT AGENCY** – A combat agency prescribed under subsection (1) of the Emergency Management Act 2005 is to be a public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.

**COMPREHENSIVE APPROACH** – The development of emergency and disaster arrangements to embrace the aspects of prevention, preparedness, response, and recovery (PPRR). PPRR are aspects of emergency management, not sequential phases.

**COMMAND** – The direction of members and resources of an organisation in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement with an organisation. Command relates to organisations and operates vertically within an organisation. See also **COMMAND** and **COORDINATION**.

**CONTROL** – The overall direction of emergency management activities in an emergency. Authority for control is established in legislation or in an emergency plan and carries with it the responsibility for tasking and coordinating other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations. See also **COMMAND** and **COORDINATION**.

**CONTROLLING AGENCY** – An agency nominated to control the response activities to a specified type of emergency.

**COORDINATION** – The bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination relates primarily to resources, and operates, vertically, within an organisation, as a function of the authority to command, and horizontally, across organisations, as a function of the authority to control. See also **CONTROL** and **COMMAND**.

**DISTRICT** – means the municipality of the Shire of Donnybrook Balingup.

**EMERGENCY** – the occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response.

**EMERGENCY COORDINATION CENTRE (ECC)** – a facility established to coordinate and organise emergency provision of services.

**EMERGENCY MANAGEMENT** – The management of the adverse effects of an emergency including:

**Prevention** – the mitigation or prevention of the probability of the occurrence of and the potential adverse effects of an emergency.

**Preparedness** – preparation for response to an emergency

**Response** – the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage and help to speed recovery and

**Recovery** – the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

**EMERGENCY MANAGEMENT AGENCY** – A hazard management agency (HMA), a combat agency or a support organisation

**EMERGENCY OPERATIONS CENTRE (EOC)** – a facility, either static or mobile, from which that total operation or aspects of the operation are managed. A facility established to control and coordinate the response and support to an incident or emergency. Also referred to as the **INCIDENT CONTROL CENTRE**.

**EMERGENCY PUBLIC INFORMATION (EPI)** – information provided to the community during emergency situations with instructions on how to get assistance or to protect personal health, safety and property.

**EMERGENCY RISK MANAGEMENT** – A systematic process that produces a range of measures which contribute to the well-being of communities and the environment.

SES –State Emergency Service

VFRS –Volunteer Fire & Rescue Service

VMR –Volunteer Marine Rescue

VES – Volunteer Emergency Service

DFES – Department of Fire Emergency Services

BFB – Bush Fire Brigade – established by a local government under the Bush Fires Act 1954.

**EXERCISE** – simulation of emergency management events, through discussion or actual deployment of personnel, in order: to train personnel; to review / test the planning process or other procedures; to identify needs and / or weaknesses; to demonstrate capabilities; and to practice people in working together.

**HAZARD** - an event, situation or condition that is capable of causing or resulting in loss of life, prejudice to the safety, or harm to the health of persons or animals; or destruction of, or damage to property or any part of the environment and is defined in the Emergency Management Act 2005 or prescribed in the Emergency Management Regulations 2006.

(a) a cyclone, earthquake, flood, storm, tsunami or other natural event

(b) a fire

(c) a road, rail or air crash

(d) a plague or an epidemic

(e) a terrorist act as defined in The Criminal Code section 100.1 set out in the Schedule to the Criminal Code Act 1995 of the Commonwealth

(f) any other event, situation or condition that is capable of causing or resulting in

(i) loss of life, prejudice to the safety or harm to the health of persons or animals or

(ii) destruction of or damage to property or any part of the environment and is prescribed by the regulations

**HAZARD MANAGEMENT AGENCY (HMA)** – A public authority or other person, prescribed by regulations because of that agency's functions under any written law or because of its specialized knowledge, expertise, and resources, to be responsible for the emergency management or an aspect of emergency management of a hazard for a part or the whole of the State.

**INCIDENT** – An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.

A sudden event which, but for mitigating circumstances, could have resulted in an accident.

An emergency event or series of events which requires a response from one or more of the statutory response agencies.

**INCIDENT AREA (IA)** – The area defined by the Incident Controller for which they have responsibility for the overall management and control of an incident.

**INCIDENT CONTROLLER** – The person appointed by the Hazard Management Agency for the overall management of an incident within a designated incident area.

**INCIDENT MANAGEMENT TEAM (IMT)** – A group of incident management personnel comprising the incident controller, and the personnel he or she appoints to be responsible for the functions of operations, planning, and logistics. The team headed by the incident manager which is responsible for the overall control of the incident.

**INCIDENT SUPPORT GROUP (ISG)** – A group of agency/organisation liaison officers convened and chaired by the Incident Controller to provide agency specific expert advice and support in relation to operational response to the incident.

**LG** – Local Government, meaning the Shire of Donnybrook Balingup.

**LIFELINES** – The public facilities and systems that provide basic life support services such as water, energy, sanitation, communications and transportation. Systems or networks that provide services on which the well-being of the community depends

**LOCAL EMERGENCY COORDINATOR (LEC)** - That person designated by the Commissioner of Police to be the Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective Local Emergency Management Committee are performed and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during Incidents and Operations.

**LOCAL EMERGENCY MANAGEMENT COMMITTEE (LEMC)** – Based on either local government boundaries or emergency management sub-districts. Chaired by the Shire President (or a delegated person) with the Local Emergency Coordinator, whose jurisdiction covers the local government area concerned, as the Deputy Chair, Executive support should be provided by the local government.

**NON – GOVERNMENT ORGANISATION (NGO)** – non-profit making organisation operating at the local, national, or international levels. Distinct from a governmental organisation, having no statutory ties with a national government.

**OPERATIONS** – The direction, supervision and implementation of tactics in accordance with the Incident Action Plan.

**OPERATIONAL AREA (OA)** – The area defined by the Operational Area Manager for which they have overall responsibility for the strategic management of an emergency. This area may include one or more Incident Areas.

**OPERATIONAL AREA SUPPORT GROUP (OASG)** - a group of agency / organisation liaison officers convened and Operational Area Manager to provide agency specific expert advice and support in relation to strategic management of the emergency.

**PREVENTION** – Regulatory and physical measures to ensure that emergencies are prevented, or their effects mitigated. Measures to eliminate or reduce the incidence or severity of emergencies.

**PREPAREDNESS** – Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed.

Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.

**RESPONSE** – Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support. Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.

**RECOVERY** – The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.

**RECOVERY INFORMATION MANAGEMENT** - recovery information management develops timely, effective communication channels to gather, process and disseminate information relevant to the recovery of the affect community.

**RISK** – A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities, and the environment.

The chance of something happening that will have an impact upon objectives. It is measured in terms of consequences and likelihood.

A measure of harm, taking into account the consequences of an event and its likelihood for example, it may be expressed as the likelihood of death to an exposed individual over a given period.

Expected losses (of lives, persons injured, property damaged, and economic activity disrupted) due to a particular hazard for a given area and reference period. Based on mathematical calculations, risk is the product of hazard and vulnerability.

**RISK MANAGEMENT** – The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

**SUPPORT ORGANISATION** – A public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources is responsible for providing support functions in relation to that agency.

**TELECOMMUNICATIONS** – The transmission of information by electrical or electromagnetic means including, but not restricted to, fixed telephones, mobile phones, satellite phones, e-mail, and radio.

**TREATMENT OPTIONS** – A range of options identified through the emergency risk management process, to select appropriate strategies' which minimise the potential harm to the community.

**WELFARE CENTRE** – Location where temporary accommodation is available for emergency affected persons containing the usual amenities necessary for living and other welfare services as appropriate.

## **ACKNOWLEDGMENTS**

This project was funded by the *All West Australians Reducing Emergencies* (AWARE) Funding.

## **PART ONE: INTRODUCTION**

Recovery management is the coordinated process of supporting “emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing” (*Emergency Management Act 2005*).

Disaster recovery is the coordinated process of returning an affected community to a normal level of functioning after a disaster. Recovery is part of emergency management, which also includes the components of Prevention, Preparedness and Response. Planning for recovery is integral to emergency preparation.

This Local Recovery Plan is to be read in conjunction with:

- Emergency Management Act 2005 (EM Act)
- Emergency Management Regulations 2006 (EM Regulations)
- State Emergency Management Plan 2018 (State EM Plan)
- State Emergency Management Procedures 2018 (State EM Procedures)
- Local Recovery Guidelines 2019
- Shire of Donnybrook Balingup Local Emergency Management Arrangements 2017

### **1.1 Authority**

This Local Recovery Plan has been prepared in accordance with the *Emergency Management Act 2005 [s.41 (4)]* as a sub plan to the Shire of Donnybrook Balingup Local Emergency Management Arrangements.

The plan has been endorsed by the Shire of Donnybrook Balingup Local Emergency Management Committee (LEMC). The plan has been consulted with Council members and stakeholders and has been tabled for information and comment at the South West District Emergency Management Committee (DEMC).

### **1.2 Document Availability**

Copies of this plan are available for inspection free of charge during office hours:

- Shire’s Administration Building  
Corner Collins Street and Bentley Street  
Donnybrook WA 6239
- Shire’s Website in PDF format  
[www.donnybrook-balingup.wa.gov.au](http://www.donnybrook-balingup.wa.gov.au)

This plan also forms part of the Shire of Donnybrook Balingup Local Emergency Management Arrangements (LEMA) and as such, shall be always distributed along with the LEMA.

### **1.3 Aim**

The aim of this plan is to formalise arrangements for the effective management of recovery from emergencies and disasters.

The Shire will aspire to deliver the services and resources as guided in this Local Recovery Plan as recovery needs arise and Shire resources permit noting that recovery efforts will depend on many variables such as the size and type of a natural disaster and the effect on the community.

### **1.4 Purpose**

The purpose of the Local Recovery Plan is to describe the arrangements for effectively managing recovery operations at a local level and to facilitate the affected community undertaking its own recovery.

### **1.5 Objectives**

The objectives of the Plan are to:

- Describe the roles, responsibilities, available resources, and procedures for the management of recovery from emergencies for Donnybrook, Balingup and the surrounding District;
- Establish a basis for the coordination of recovery activities at the local level;
- Promote effective liaison between all Hazard Management Agencies (HMA), emergency services and supporting agencies, which may become involved in recovery management; and
- Provide a framework for recovery operations.

## **1.6 Scope**

The scope of the Plan is limited to and includes;

- The geographical boundaries of the Shire of Donnybrook Balingup;
- Local Emergency Management Arrangements;
- Existing legislation, plans and Local Laws;
- Statutory or agreed responsibilities;
- Relevant Shire of Donnybrook Balingup supporting documents and plans; and
- Involvement of the affected community in recovery management.

## PART TWO: RELATED DOCUMENTS AND ARRANGEMENTS

The Shire of Donnybrook Balingup Local Recovery Plan is a sub-plan of the Donnybrook Balingup Local Emergency Management Arrangements (LEMA) and as such should not be read in isolation to these plans and arrangements.

The plan is part of the Shire of Donnybrook Balingup Emergency Management process and interface with other emergency management plans and recovery plans at District and State levels.

To enable a coordinated and integrated approach to the delivery of emergency management within the Shire of Donnybrook Balingup, these arrangements are aligned with the State Emergency Management Policies and State Emergency Management Plans.

Reference should also be made to the Department for Child Protection and Family Support "Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup".

### Existing Plans and Arrangements

Plan	Owner	Date
Local Emergency Management Arrangements	Shire of Donnybrook Balingup	2017
Risk Register	Shire of Donnybrook Balingup	2020
COVID (Coronavirus) Community Recovery Action Plan (Draft)	Shire of Donnybrook Balingup	2020
Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup	Department of Communities	

### 2.1 Agreements and Understandings

A Memorandum of Understanding exists between the neighbouring Local Governments through the South West Emergency Management Alliance (SWEMA).

The purpose of the Memorandum is to:

1. Facilitate the provision of mutual aid between member Local Governments of the South West Zone during emergencies and post incident recovery.
2. Demonstrate the capacity and willingness of participating Local Governments to work co-operatively and share resources within the region.

Parties to the agreement are:

- Shire of Augusta-Margaret River
- Shire of Boyup Brook
- Shire of Bridgetown-Greenbushes
- City of Bunbury
- City of Busselton
- Shire of Capel

- Shire of Collie
- Shire of Donnybrook Balingup
- Shire of Dardanup
- Shire of Harvey
- Shire of Manjimup
- Shire of Nannup

## **2.2 Special Considerations**

The following should be considered in relation to local recovery;

- After hours, weekends and public holiday staff impacts;
- Culturally and linguistically diverse populations;
- Vulnerable individuals/groups –this includes those who may not be vulnerable under ordinary circumstances but have become vulnerable due to the emergency e.g., now homeless as their residence has been damaged or lost;
- Severe weather conditions;
- Remote and limited access;
- Reduced resources and increased safety risks during the bush fire season from November to April; and
- High volumes of traffic and movement of people.

## **PART THREE: RESOURCES**

The Local Recovery Coordinator (LRC) is responsible for the determination of resources required for recovery activities, based on the Comprehensive Impact Assessment. This determination is made in consultation with the Local Recovery Coordinating Group (LRCG) and support organisations, during the initial stages of the recovery process.

If the Local Recovery Coordination Group (LRCG) is convened, the LRC will continue to assess requirements for the restoration of services and facilities including determination of the resources required for the recovery process, including the wellbeing and communication / information needs of the community.

The LRCG will source and coordinate external and internal resources, including the provision of the staff. It is also noteworthy that the communities' needs will change throughout the recovery cycle, and as such, the distribution of resources to address community impacts will need to be flexible as information continues to be received.

The Shire's LEMC Contact List can be found in **Appendix Two** of this plan, and **Appendix Four** of the Shire's Local Emergency Management Arrangements (LEMA).

### **3.1 Local Government Staff**

Once the LRCG has been activated, all staffing matters will be coordinated by the LRC including the rostering of staff, attendance monitoring (timesheets), OH&S etc.

Staff may be involved in the operation of the Local Recovery Coordination Centre (LRCC), Recovery Information Centre (RIC), assessments of building and environmental conditions, and clean-up activities.

The Shire of Donnybrook Balingup Staff Emergency Contact List is included at **Appendix One** of this plan.

### **3.2 Local Volunteer Coordination**

Where possible, all offers of, or requests for, volunteer assistance with recovery activities should be coordinated through the LRCG.

Spontaneous volunteers are a valuable, flexible resource that could be used to support existing volunteers and personnel to take up more active responsibilities in aiding with recovery operations.

Local volunteers usually have more familiarity with the local community, local area, and understanding of available resources. Care must be taken however, to ensure that volunteer efforts are organised to ensure that the needs of those affected are the primary consideration and that activities of volunteers do not negatively impact on the community or other recovery efforts.

To support this coordination, the LRCG should make every effort to ensure that volunteers are registered and tasked appropriately. To assist with the registration process, a

spontaneous volunteer registration form is included at **Appendix Three**. This form is only required for volunteers not currently registered with an agency, for example volunteer firefighters and SES volunteers, who will continue to be managed by their respective agencies.

Where the local community is affected (i.e. – pandemic isolation), the LRCG shall seek support from the State Recovery Coordinating Group for volunteer assistance. During these times, there is no obligation for local groups (e.g. – church groups etc) to offer volunteer assistance.

### 3.3 Local Recovery Coordination Centre

It may be necessary to establish a Local Recovery Coordination Centre (LRCC) if extensive recovery activities are likely to be carried out. The purpose of the Centre is to coordinate the recovery process undertaken by various agencies in terms of resources, information, and tasks.

The LRCC will be located at the Shire of Donnybrook Balingup office; if this location is unavailable or deemed unsuitable, the LRC will designate an alternative location as soon as possible and publicise the location and contact numbers after it has been relocated.

Each LRCG member agency will provide a liaison officer to ensure the continuity of information. All agencies are responsible for ensuring representatives from their agency are in place for the length of the recovery operations.

Local Recovery Coordination Centre	Address	Available Resources
Shire of Donnybrook Balingup Council Chambers	49 Collins Street, Donnybrook	Internet, offices, communication, secure
Donnybrook SES Building	80 Bentley Street, Donnybrook	Internet, offices, communication, secure
Balingup Bush Fire Station	Forrest Street Balingup	Internet, offices, communication, secure

**Table 1: Suggested Local Recovery Coordination Centre in the district**



### 3.4 Recovery Information Centre (One-Stop-Shop)

A Recovery Information Centre (RIC) / One-Stop-Shop will be established when required by the LRCG. The purpose of the Centre is to provide information and advice to the community on the progress of recovery, special arrangements, and services.

A RIC is also designed to centralise the delivery of Local, State and Commonwealth government and non-government services to people affected by a disaster.

The RIC may or may not be co-located with the LRCC, depending on the size and complexity of the disaster. It may be appropriate to establish the RIC at the local welfare centre to provide easy access for the affected community. The location and contact details of the Centre should be disseminated to the community when it has been established.

All LRCG agencies are required to ensure an agency representative is in place at the One-Stop-Shop throughout recovery as dictated by the needs of the community and LRCG. This will ensure effective communication and coordination of resources, information, and tasks. The Local Government will provide a help desk to assist the community members on where to direct their enquiries.

One Stop Shop	Address	Available Resources
Donnybrook Recreation Centre	Steere Street, Donnybrook	Internet, offices, phone lines, kitchen, toilets, disabled parking, and access
Balingup Recreation Centre	South Western Highway, Balingup	Internet, phone lines, kitchen, toilets, disabled parking, and access

**Table 2: Identifies possible locations for One-Stop-Shops**



### **3.5: Financial Arrangements**

Financial management is a key aspect in providing support to a recovery plan and there should be a strategy to ensure successful implementation of recovery programs ensuring adequate and timely expenditure of funds.

The Shire of Donnybrook Balingup will utilise the following regarding financial arrangements for recovery where required:

- Ensure assets are adequately insured;
- Establishing a cash reserve for Community Recovery, where it is considered appropriate for the level of risk to the community;
- Use of s6.8(1) and s6.11(2) of the Local Government Act 1995 with respect to expenditure of funds not included in the annual budget;
- Local Government (Financial Management) Regulations 1996 – regulation 18(a) provides exemption for council to make budget related decisions in emergencies without giving local public notice of changes to financial reserves; and
- Use of s6.20(2) of Local Government Act 1995 enabling borrowing of funds, subject to one month's local public notice of the proposal and exercising of the power to borrow by absolute majority decision of Council.

The following arrangements and agencies are available to fund recovery activities if a natural disaster is determined:

- Disaster Recovery Funding Arrangements – Western Australia (DRFA-WA),
- Lord Mayor's Distress Relief Fund (LMDRF),
- Services Australia, and
- Department of Communities.

### **3.6 Donation Management**

The following procedure forms part of the State Emergency Management Procedures Manual and outlines the policy for initiating and managing appeals. Applications for assistance to the Lord Mayors Disaster Relief Fund (LMDRF) need to include all details of any other funding assistance provided to allow the Board of the Fund to consider the fair allocation of funds to claimants.

#### **Individual Assistance**

Any requests for relief aid over and above assistance available through defined State / Commonwealth government schemes should be referred to the LMDRF.

#### **Public Fundraising Appeals**

Any request to initiate a public fundraising appeal for victims of an emergency should be directed to the LMDRF. If the LMDRF Board agrees to the request, the Board will liaise directly with the affected local government/s to establish the required guidelines. For further information regarding the LMDRF visit: <http://www.appealswa.org.au>

### **Volunteers and Donations**

Where possible, all offers of, or requests for, volunteer assistance with recovery activities and spontaneous donations should be coordinated through the LRCG to avoid duplication of effort.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

Appeals for donations of physical items such as food and furniture should be discouraged unless specifically requested through the LRCG.

### **3.7 Non-Government Organisations (NGOs)**

In some circumstances, Non-Government Organisations (NGOs) provide assistance by way of emergency relief funds, shelter, accommodation, or household supplies.

Where possible, the LRCG should deal with all offers of, or requests for, assistance from NGOs to avoid duplication of effort and confusion.

At the State Government level, coordination is undertaken by the State Recovery Coordinator (SRCG), if established.

The distribution of the donated goods shall be undertaken by the organisations concerned.  
*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

### **3.8 Funding for Emergencies**

In order to undertake an assessment of a disaster event and ensure it satisfies the required Disaster Relief Funding Arrangements – Western Australia (DRFA-WA) criteria, the Department of Fire and Emergency Services (DFES) is to be informed of any potential eligible costs as soon as practical after the impact of a disaster event.

Only damage sustained as a direct result of the disaster event is to be included in the report. Damage that occurred prior to, or over a period of time, is not to be included in the damage report and will not be eligible for reimbursement under DRFA – WA.

Once the estimated eligible costs of damage satisfy the required criteria of:

- a) one of 10 declared disasters and terrorist act; and
- b) a \$240,000 threshold.

A recommendation is submitted to the Fire Emergency Services Commissioner to activate DRFA-WA. Once endorsed, a public notification of DRFA-WA activation is issued by DFES.

Assistance is available to State government agencies and local governments for:

- the restoration and replacement of Essential Public Assets (EPA); and
- counter disaster operations for the protection of the general public.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

### **3.9 Essential Public Assets**

An Essential Public Assets (EPA) is a transport or public infrastructure asset of an eligible undertaking that the State considers is a necessary part of the State's infrastructure and integral to the normal functioning of a community.

If the EPA is related to another infrastructure category, DFES must be contacted prior to the work being undertaken to verify eligibility and obtain Commonwealth approval.

Assistance is available for the restoration / replacement of EPA owned by an eligible undertaking, such as an eligible State government agency or local government, to its pre-disaster function.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

### **3.10 Counter Disaster Operations**

DRFA-WA may cover up to 100 percent of counter disaster operations provided these costs are additional costs incurred as a direct result of the event.

For affected individuals, examples include, but are not limited to, expenses such as; search and rescue operations, establishment of temporary access routes to allow individuals to return home and sandbagging to prevent damage to residential properties.

Counter disaster operations are also available as assistance to protect the general public. These include sandbagging to prevent damage to public buildings (hospitals and schools) and fire suppression activities.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

## PART FOUR: ROLES AND RESPONSIBILITIES

### 4.1 Recovery Structure

The structure of the Local Recovery Coordinating Group (LRCG) should be dynamic, as the composition and roles within the group will change depending upon the disaster recovery. During the response phase of the incident, the following structure is typically adopted, until the incident transitions from Response to Recovery.

#### 4.1.1 Response Phase Structure

This structure sees the coordination and communication between the Hazard Management Agency (HMA) / Controlling Agency (CA), and the local government authority, including the Local Recovery Coordinator (LRC) being included in the HMA / CA Incident Support Group briefings and meetings.

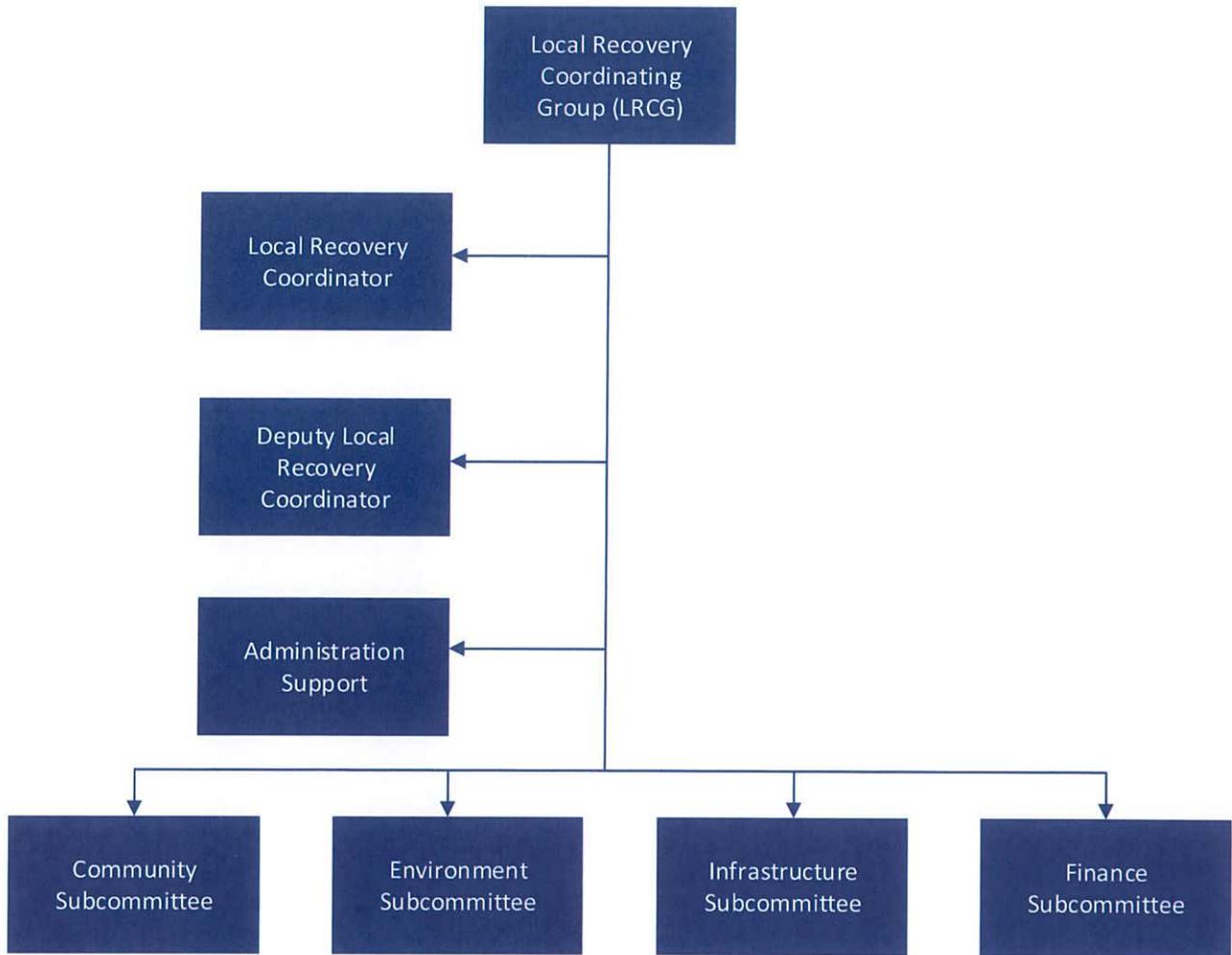


**Figure 1: Response Phase Recovery Management Structure**

**Note:** Transition from response to recovery shall be formalised by completing the **Response to Recovery Transition Handover** form as found in **Appendix Four**.

#### 4.1.2 Recovery Phase Structure

During the Recovery phase, this structure will change depending upon the disaster, which will largely dictate required recovery actions i.e., a significant infrastructure sub-committee and associated functions may not be required for a bushfire that only affects pastoral landowners or nature reserve land.



**Figure 2: Recovery Phase Management Structure**

The above diagram illustrates a basic Recovery Committee structure, which can be utilised dependent upon complexity and impact of the disaster. Guidance for individual subcommittee functions is also available within this plan.

## 4.2 Local Recovery Coordinator

The Local Recovery Coordinator (LRC) has been appointed by the Shire of Donnybrook Balingup in accordance with the *Emergency Management Act 2005*, S 41. (4).

Should the appointed LRC not be available, then the role may be filled by another senior Shire staff member at the direction of the CEO.

The LRC is responsible for:

- coordinating the recovery in conjunction with the LRCG and adhering to the plans, strategies and policies determined by the LRCG.
- preparation, maintenance, testing and implementation of recovery management arrangements in accordance with *Emergency Management Act 2005*, in consultation with local government.
- liaise with the Controlling Agency and participate in the incident management arrangements.

The suggested responsibilities of LRC are provided at **Appendix Five**.

The LRC Task Checklist is provided at **Appendix Six**.

## 4.3 Local Recovery Coordination Group

A Local Recovery Coordination Group (LRCG) is the strategic decision-making body for recovery.

LRCGs provide visible and strong leadership and have a key role in restoring confidence to the community through assessing the consequences of the emergency and coordinating activities to rebuild, restore and rehabilitate the social, built, economic and natural environments of the affected community. The Shire of Donnybrook Balingup has the responsibility to form a LRCG.

A LRCG might comprise of:

- the Local Recovery Coordinator (LRC);
- key local government staff and elected members;
- local representatives of participating agencies (government, non-government, and private sector) who have the ability to provide specific services, for example;
  - local government,
  - Western Australia Police Force (WA Police Force),
  - Department of Communities,
  - Essential Services (Water Corporation, Western Power/Horizon Power, Alinta Gas, Telstra), and Main Roads WA, and Department of Health (WA Health); and
- Members of the community, community groups or leaders from local community groups/associations/committees.

The typical composition of the group is outlined in the following table:

Executive	Core Members	Co-opted Members
Chairperson (Shire President or CEO)	Local Government Officers	WACHS - SW, Donnybrook Hospital (Nurse Unit or delegate)
Local Recovery Coordinator/s	Controlling Agency (CA)	St. John Ambulance
Secretary (normally provided by Local Government)	Department of Communities	Donnybrook SES
Local Emergency Coordinator (OIC WA Police)	Department of Fire and Emergency Services	Main Roads WA
	South West Population Health Unit	Essential Services
	Community Representative/s	Small Business Development Corporation
	If established, Chairpersons of sub-committees	Department of Education
		Department of Water and Environmental Regulations
		Department of Primary Industries and Regional Development
		Australian Red Cross
		Salvation Army
		Donnybrook Visitors Centre Coordinator
		Balingup and Districts Tourism Association Coordinator
		Balingup Community Advisory Committee
		St. John Ambulance
		Community Groups
		Donnybrook Chamber of Commerce and Industries
		Donnybrook Balingup Aged Care Board

		Insurance Council Rep
		Others as required

**Table 2: Suggested members of the Local Recovery Coordination Group**

Suggested responsibilities of the LRCG Chairperson are attached in **Appendix Seven**.

The LRCG Action Checklist is provided at **Appendix Eight**.

Details of potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency are attached in **Appendix Nine**.

#### **4.4 Local Recovery Coordination Group Subcommittees**

Dependent upon the extent of the recovery process required, the following subcommittees may be established to assist the LRCG in the management of the recovery process. Further to the below subcommittees, it may be necessary to establish a Recovery Communications Unit. Further information is included in **Part Six: Communications**.

##### **4.4.1 Community (Human / Social Environment) Subcommittee**

**Objectives:**

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event.
- To facilitate understanding on the needs of the impacted community in relation to community wellbeing.
- To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing.
- To assess and recommend medium and long-term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing.
- To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs.

##### **4.4.2 Environment (Natural Environment) Subcommittee**

**Objectives:**

- To provide advice and guidance to assist in the restoration of the natural environment post the event.
- To facilitate understanding of the needs of the impacted community in relation to environmental restoration.
- To assess and recommend priority areas, projects, and community education to assist with the recovery process in the immediate and short-term regarding the restoration of the environment including weed management and impacts on wildlife.
- To assess and recommend medium and long-term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term.

#### **4.4.3 Infrastructure (Built Environment) Subcommittee**

##### **Objectives:**

- Assist in assessing requirements for the restoration of services and facilities in conjunction with the responsible agencies where appropriate.
- To provide advice and assist in the coordination of the restoration of infrastructure assets and essential services damaged or destroyed during the emergency.
- To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate and short, medium, and long-term.

#### **4.4.4 Finance (Economic Environment) Subcommittee**

##### **Objectives:**

- To assess and recommend priority recovery activities to assist with the direct and indirect impacts on the economic position of the area.
- Consider the need for an economic impact assessment.
- Consider participation of business and/or industry representatives in economic recovery decision making.
- Work with the insurance sector to coordinate insurance companies' response.
- Consider projects to ensure tourism viability is maintained.
- Support and promotion of the economic viability of affected community through short and long-term projects.
- Coordination of supply and distribution of emergency fodder, water, fencing, agistment and other materials/services.

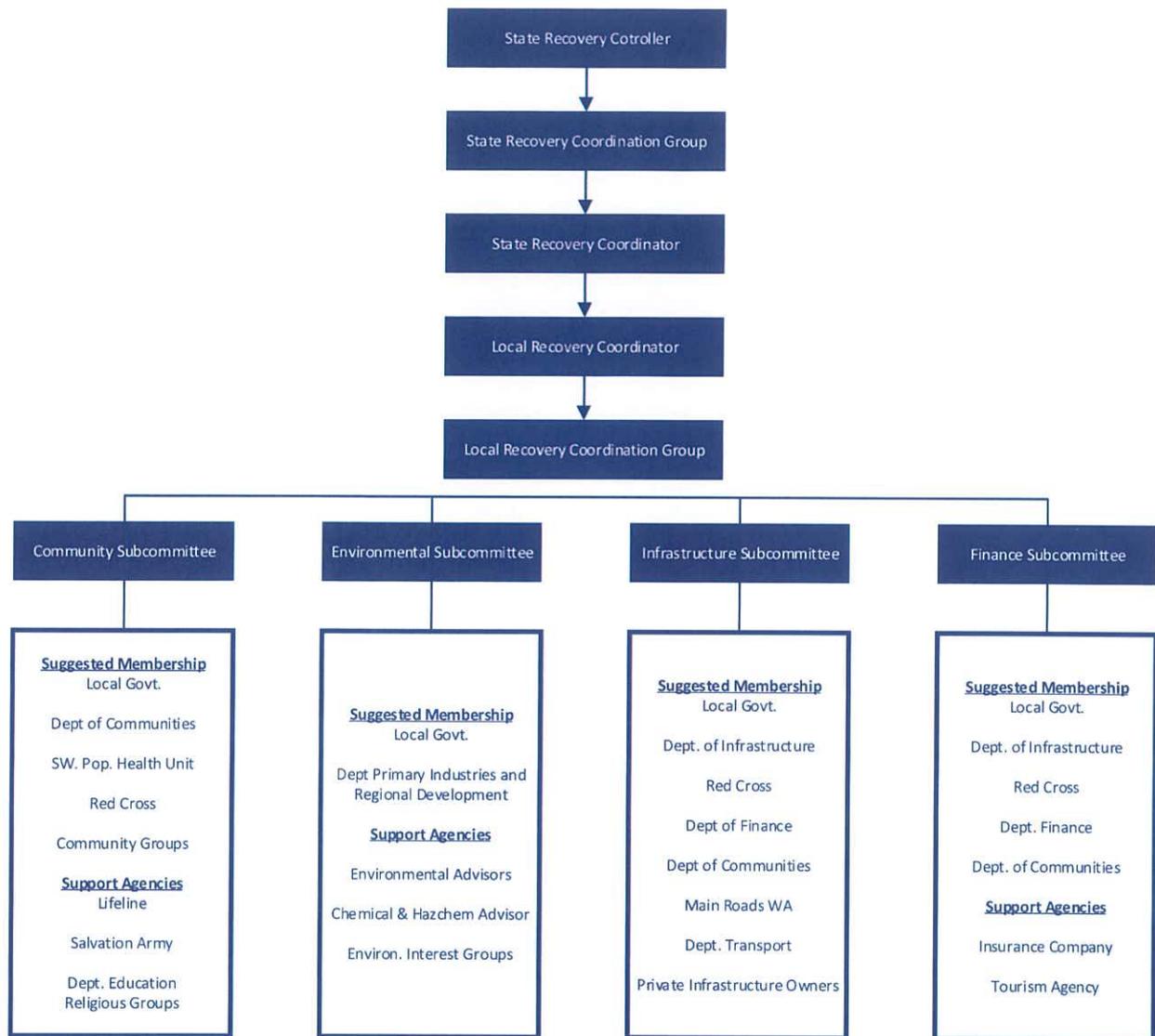
- To provide advice on care and management of livestock, including feed, water, fencing, agistment and transport.

#### **Lord Mayor's Distress Relief Fund Role**

To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship because of the event.

#### **Function:**

- Work with LMDRF in the development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which:
  - ensure the principles of equity, fairness, simplicity, and transparency apply;
  - ensure the procedures developed are straightforward and not onerous to individuals seeking assistance;
  - recognise the extent of loss suffered by individuals;
  - complement other forms of relief and assistance provided by government and the private sector;
  - recognise immediate, short, medium, and longer term needs of affected individuals; and
  - ensure the privacy of individuals is always protected.
- Facilitate the disbursement of financial donations from the corporate sector to affected individuals, where practical.



**Figure 3: Expanded Recovery Management Structure Showing Potential Subcommittee Members and State-wide reporting relationship.**

## **PART FIVE: COMMENCEMENT OF RECOVERY**

Recovery starts while response activities are still in progress, and key decisions taken during the response phase are likely to directly influence and shape recovery.

The responsibility for coordinating recovery arrangements rests with the affected local government. State level assistance may be required where the delivery of recovery services, or the coordination required to deliver recovery services, exceeds the capacity of the local government.

To ensure that appropriate recovery activities are initiated as soon as possible after impact of the event, the Controlling Agency (CA) / Hazard Management Agency (HMA) is to ensure the LRC is notified of the event. The LRC is to liaise with the CA, including attending the Incident Support Group (ISG) and Operations Area Support Group (OASG) meetings where appropriate.

The Incident Controller (IC) is to complete and sign the Comprehensive Impact Assessment to confirm the accuracy of the information and handover the responsibility to local government. The LRC will take over the responsibility for recovery and advise the LRCG to activate the recovery plan and related arrangements.

Transition from response to recovery shall be formalised by completing the Response to Recovery Transition Handover Form at **Appendix Four**.

### **5.1 Activation of This Plan**

The decision to activate the Local Recovery Plan (LRP) will be made by the Chair of LRCG or the LRC. Once the plan has been agreed to be activated, the LRC and LRCG become responsible for implementation of the plan.

### **5.2 Operational Recovery Planning**

The Operational Recovery Plan provides the strategic direction and details actions required to facilitate a successful recovery. When the LRCG is activated, the group should develop an operational recovery plan to guide its functions during the first meeting.

The operational recovery plan should include assessment and recovery requirements, organisational management, operational aspects, and administrative arrangements.

The first LRCG meeting should be within 12 hours of disaster impact as short term planning should start simultaneously alongside response operations.

The following sources and agencies are involved in undertaking impact assessment encompassing the functional areas of recovery (i.e., social, infrastructural, economic, and environmental disruption /or damage);

- Hazard Management Agencies;
- Welfare agencies – to identify persons in need of immediate assistance;

- Local government surveyors, engineers, environmental health officers, waste/sanitation, and finance staff; and
- Insurance assessors.

A framework for the development of the Operational Recovery Plan Guideline is included at **Appendix Ten**.

### 5.3 Welfare and Health Services

The Department of Communities is delegated to coordinate welfare support in the response and recovery phases of an emergency event. The Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup details the arrangements that apply in local circumstances, consistent with the arrangements detailed in the State Emergency Welfare Plan.

The LRCG will work closely with the local office for Department of Communities in accordance with following plans:

- State Health Emergency Response Plan;
- State Emergency Welfare Plan; and
- Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup.

### 5.4 Impact Assessment

Impact assessment involves gaining early and accurate information about the impact of the event on individuals, the community, and infrastructure. Impact assessment is critical to the management of an effective recovery program and must involve all relevant agencies, working together to exchange information.

Staff of Donnybrook Balingup staff and others working with the LRC, could include:

- Principal Environmental Health Officer
- Principal Building Surveyor
- Manager Works and Services
- Manager Finance and Administration
- Insurance inspectors

Data-gathering techniques include inspections and surveys. Data collection will begin during the immediate response phase of an emergency and have a short-term focus.

**To facilitate best management of data collection and to avoid those affected being asked the same questions by numerous survey teams, agencies must avoid acting independently and work within the LRCG framework. Information collected must be carefully managed so as retain client confidentiality.**

An Impact Assessment Questionnaire can be found at **Appendix Eleven**.

## 5.5 Inspections and Needs Assessments (Surveys)

Environmental Health Officers, Building Inspectors/Officers, and Insurance Assessors are required to make inspections.

The inspection process needs to be managed to ensure that priority tasks are completed first and coverage is completed with efficient use of resources.

Surveys can be used to assist short-term recovery through:

- Determining numbers, locations, circumstances, and ethnicity of displaced and/or injured people.
- Assessing the safe occupation of buildings and their continued use, especially emergency facilities.
- Assessing the need for temporary works, such as shoring and securing of property
- Protecting property from unnecessary demolition.

Inspections and needs assessments also contribute to longer-term recovery measures through:

- Defining personal and community needs.
- Determining aid and resource requirements for permanent recovery.
- Estimating the cost of damage.
- Acquiring engineering, scientific and insurance data to inform the disaster mitigation process.

The Recovery Needs Assessment and Support Survey Form can be found at **Appendix Twelve**.

## **PART SIX: COMMUNICATIONS**

Regardless of the hazard and who the Controlling Agency (CA) is, it should be expected that the community will turn to the local government for assistance, information and advice, particularly in the recovery phase of an event. The demand for information from the community will often be well beyond what is available, and many will not have a clear idea of what information is required.

It is the responsibility of LRCG to develop an effective communication plan for recovery, specific to the event. Throughout the recovery process, local government is to maintain an on-going dialogue with the affected community and share information with all other stakeholders and partners in the recovery process.

This section provides information on the establishment of a Recovery Communications Unit to support the LRCG. This unit is then responsible for the development and implementation of a recovery communication plan. Provided in the appendices are templates and checklists which may be used in the development of the communication plan, and for specific topics of the plan such as media briefings, community meetings and situation updates.

### **6.1 Effective Communication in Recovery**

The effective management of communication following an emergency or disaster can be used to promote and hasten community recovery. It provides an opportunity for the community to have its issues and concerns addressed in the recovery process.

Provision of public information must be deliberate, planned and sustained. Effective information management is the key to rebuilding community confidence. Only with the return of confidence will the community invest in its own recovery.

#### **Communication - the how?**

Communication methods include:

- community meetings;
- pamphlets/flyers/brochures;
- print newsletters;
- noticeboards;
- word of mouth;
- posters/billboards;
- face to face;
- email newsletters;
- websites;
- local newspapers;
- text messaging;
- social media;
- radio and television;
- video communication; and
- blogs.

### **Communication — the who?**

In considering information gathering, processing and dissemination channels, it is necessary to take account of who needs information and whose role it is to provide information. It is relatively easy to identify two broad groups that need information:

- (1) the affected community; and
- (2) those working towards community recovery.

The individuals, groups and organisations included in those groups are innumerable, however, special mention needs to be made of the information needs of:

- Culturally and linguistically diverse communities, people with disabilities and seniors, and isolated and vulnerable people;
- elected representatives; and
- the media.

### **Communication — the what?**

The broad categories of information that needs to be communicated (perhaps in different ways at different times) in the recovery process are covered by the following questions:

- What has happened in the community?
- What areas have been affected and how have they been affected?
- What do the community see as issues and priorities?
- What is recovery likely to involve?
- What plans are in place for the wellbeing of the community?
- What services and resources are available for recovery of the community?
- What information will assist the community to achieve recovery?

### **Communication — the where?**

Information can be provided at a range of settings, including:

- any place where people spontaneously or normally congregate;
- disaster sites (if it is safe to do so);
- reception or assembly points (hospitals etc.);
- recovery centres / one-stop-shops, which can be used for the short, medium, or long-term — these services provide the opportunity for face-to-face information provision, as well as a central repository for up-to-date newsletters and agency specific information such as fact sheets, posters, and leaflets; outreach programs;
- community information forums, or neighbourhood or community meetings — these can include congregations of sporting, spiritual, recreational, and school groups;
- community events (street/neighbourhood barbeques, memorials, anniversary events, social occasions); and
- through a central website with links to relevant government and non-government service information — websites can establish email networks and use pre-existing

community groups' databases. NOTE: using community groups' databases for email contact has privacy law issues.

In addition to information regarding services available to individuals, there is a need for broader information regarding community activities. The dissemination of such information is an important part of supporting the community.

## **6.2 Communication Roles and Responsibilities**

The scale of the recovery communication unit will depend on the demands of the event at hand. All the following functions may be carried out by the Recovery Communications Coordinator, or each may be delegated out to individual persons. For significant events, each function may be established as a unit, with a functional leader managing the unit and reporting to the Recovery Communications Coordinator.

### **6.2.1 Recovery Communications Coordinator**

The Recovery Communications Coordinator leads and manages the recovery communications work and team. The role should be part of, or have access to, the senior management or executive team; be included in the Local Recovery Coordination Group (LRCG) and relevant sub-committees; and report to the Local Recovery Coordinator (LRC). They also have the following responsibilities:

- Lead recovery communications team;
- Establish resourcing requirements for the recovery communications team including rosters and additional staffing support;
- Ensure resource requirements take into account fatigue management issues that may arise;
- Keep abreast of all communications related to the emergency (from its outset) from the HMA and other sources;
- Provide support to the LRC;
- Advise the LRC on any additional resource requirements for communications;
- Ensure timely briefing and debriefing for team members is completed;
- Develop a Recovery Communications Plan;
- Develop and coordinate time critical recovery messaging for the community; and
- Coordinate and prioritise recovery messaging for the local government; and
- Contact relevant authorities to identify vulnerable people in the community. Identify communication methods targeting vulnerable people.

### **6.2.2 Community Liaison**

The community liaison function undertakes direct liaison with key community groups. This includes obtaining and providing information and messages received to and from the affected community via the recovery centre, telephone line, outreach and any other methods.

This function can have a direct link to the Community Liaison Unit within the Hazard Management Agency (if utilised by the HMA) and the Community Development/

Engagement team or officer with the local government. The community Liaison unit has the following responsibilities:

- Gather, coordinate, and maintain community contact lists;
- Maintain liaison through various channels such as the recovery centre, telephone line and outreach;
- Coordinate key information analysis from the Community Liaison Unit (where available) and the local government community development/engagement team or officer;
- Coordinate public information messaging and gathering at community events such as public meetings;
- Contribute to key recovery messaging using intelligence gathered from community liaison activities and provide to the Local Recovery Coordination Group (LRCG);
- Assist the Recovery Communications Coordinator in identifying and communicating with vulnerable members of the community;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.3 Stakeholder Engagement**

The stakeholder engagement function coordinates with key agency, organisation and local government stakeholders and keeps them informed, engaged, and involved. The stakeholders may be assisting directly as a member agency of the Local Recovery Coordination Group (LRCG) or relevant sub-committee, or outside of this arrangement supporting recovery activities within the affected community. The stakeholder engagement unit has the following responsibilities:

- Coordinate and maintain key stakeholder contacts;
- Ensure information flow is coordinated from all agencies and organisations in and out of the local government;
- Ensure relevant organisations who are integral to the recovery effort are represented at appropriate times on the LRCG;
- Contribute to key recovery messaging using intelligence gathered from liaison with stakeholders;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.4 Media Liaison**

The media liaison function has direct contact with media stakeholders and supports key messaging in recovery. The media liaison function has the following responsibilities:

- Coordinate and maintain media contact list;
- Coordinate media opportunities for the local government with the media;
- Brief local government spokesperson before and after media interviews and conferences;
- Contribute to key recovery messaging using intelligence gained from liaison with the key media contacts;

- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.5 Social Media**

The social media function provides expertise in social media applications that may be utilised by the local government in communicating with the affected community during recovery. This function requires the use of social media to gather intelligence and to provide up to date information and engage with the community. The social media function has the following responsibilities:

- Coordinate and maintain social media platforms utilised by the local government to engage with the community;
- Monitor community led social media sites to gather intelligence to contribute to recovery decisions by the Local Recovery Coordination Group (LRCG);
- Contribute to key recovery messaging using intelligence gathered from social media platforms;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.6 Internal Communications**

The internal communications function coordinates information and messaging about what is happening in recovery to keep staff within the local government informed.

Internal reporting mechanisms are used as appropriate, to support staff dealing with the affected community in a face-to-face, customer service and on the ground environment daily. The internal communications function has the following responsibilities:

- Coordinate and maintain information to staff on relevant platforms utilised by the local government for internal communications;
- Contribute to key recovery messaging using intelligence gathered from staff members who have direct liaison with the community;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.7 Publications**

The publication's function is to develop, produce and maintain key documentation used in recovery to support communications within the affected community. The publication's function has the following responsibilities:

- Develop, produce, and maintain documents to support the local government's recovery activities;
- Ensure key recovery messages are included in the recovery documents produced;
- Provide input to and document the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.8 Ministerial Liaison**

The ministerial liaison function supports the role of the State Recovery Coordinator to ensure coordination and consistent messaging between the relevant ministers, local government, and the affected community. It supports dealings with the local government and contact with the Department of Local Government, Sport and Cultural Industries, Department of the Premier and Cabinet, Premier, Ministers, Ministerial Advisers, Members of Parliament, and local members. The Ministerial Liaison has the following responsibilities:

- Coordinate and maintain ministerial contact lists;
- Maintain liaison with relevant departments, Ministers and Ministerial Advisers;
- In conjunction with the State and Local Recovery Coordinators, coordinate ministerial visits to the affected community and community venues;
- Contribute to key recovery messaging by gathering intelligence from Ministers and local members who have direct contact with the community; and
- Provide input to the Recovery Communications Plan.

### **6.3 Community Information Briefings and Debriefings**

In the event of a major incident, community information briefings and debriefings (including community briefings and meetings) are often led jointly by emergency services, local governments and State government departments. The role of community briefings in the recovery context is to provide:

- clarification of the emergency event (Controlling Agency);
- advice on services available (recovery agencies);
- input into the development of management strategies (lead recovery agencies, often local government); and
- advice to affected individuals on how to manage their own recovery, including the provision of public health information (specialist advisers).

Community meetings can serve varying purposes at different stages of the recovery process and are an excellent means of communicating recovery information to and from an affected community. When well-planned and actively managed, they can be useful in providing information, gathering concerns, dispelling rumour, and correcting misconceptions.

Clarity about the purpose of the meeting is paramount. Community meetings that are not well planned and are hazy about their objectives have a high potential to go awry and degenerate into a forum of scape-goating, blame-laying and complaint.

The objectives of community meetings depend on the stage of recovery that the community has reached at the time the meeting is to be held. However, the objectives should always include raising or maintaining the profile of the recovery effort and assisting the community towards recovery. In planning public meetings, the following must be taken into account:

- the patronage under which the meeting is to be held (local authority, emergency management organisation, recovery agency);
- the objectives of the meeting, the agenda to be addressed, the process of conducting the meeting, the speakers (including local identities) and their subject matter;
- availability of personnel to address issues after the meeting;
- the process for expressions of concern or complaint by attendees;
- advertisement of the venue, date and time, purpose, patronage, speakers, and complaint process;
- strategies to deal with and follow up expressions of concern or complaint and further meetings/arrangements;
- management issues; and
- the needs of vulnerable groups.

**Public meetings should:**

- be held at a neutral venue;
- have a strong, independent but fair and non-defensive chair;
- have representatives from emergency-related disciplines to give factual information;
- address the psychosocial issues as well as physical aspects of recovery;
- have a pre-determined finishing time;
- allow for a review of the meeting and its effect on the recovery process; and
- follow up issues raised and prepare report-back for subsequent meetings.

Regardless of the success or otherwise of the meeting, every effort should be made to conclude the meeting on a note of optimism for the early and successful recovery of the community.

## **PART SEVEN: REHABILITATION, RESTORATION AND ASSISTANCE**

Recovery efforts after an emergency event may not ensure speedy return to normal. The pre-event status quo may not be possible to re-establish, and the recovery effort must focus on restoring the functions of affected communities. Formal recovery arrangements may be scaled down or terminated as the community regains the means to manage its own affairs, despite some issues remaining to be resolved.

Assistance begins with the basic necessities of life – food, clothing, shelter, health and hygiene needs. Rehabilitation is about empowering individuals, families, and communities to rebuild the social fabric of the local economy.

A return to the normal structures of governance at the local and regional level is a foundation for restoring confidence and provides the mechanism for participation in recovery decision-making.

Rehabilitation and restoration priorities should be based on a comprehensive knowledge of the community's expectations and available resources.

### **Priority Considerations for Rehabilitation**

- Health issues.
- Restoration of essential services.
- Allocation of limited resources.
- Aid management.
- Ongoing welfare requirements.
- Law and order, including security.
- Communications.
- Transport, including the status of all roads, rail, seaport, and airfield.
- Utilities.
- Business/commercial and rural sector requirements.
- Residential property damage.
- Social concerns, including psychological impacts and stress symptoms.
- Recovery of educational establishments and review of their use during response phase.

### **Issues Associated with Rehabilitation**

- Acceleration of pre-event economic trends – will the community continue to prosper or regress?
- Prioritisation (domestic vs commercial) – population density is likely to capture and determine prioritisation.
- Prolonged welfare assistance.
- Political will to acknowledge liability or to accord special funding.
- The need for clarity about insurance issues.
- Difference of expectations between federal, state, and local government
- Restoration to what level?
  - Is it affordable?
  - Is it a priority?
  - Is it legal?
  - Determining who pays.

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## **7.1 Managed Withdrawals**

The recovery phase must have an end. Organisational arrangements must be wound down and responsibility for completion of outstanding tasks and actions assigned and acknowledged. The recovery phase involves restoring the community to the point where normal social and economic activity may resume.

## **PART EIGHT: EXERCISING AND REVIEWING**

### **8.1 Reviewing**

Testing and exercising are essential to ensure that the arrangements are workable and effective. The Local Recovery Plan (LRP) is to be reviewed in accordance with the State Emergency Management Policy Statements 2.5.2 and 6.3.2 and State Emergency Preparedness Procedure 8 and amended and replaced whenever the local government considers it appropriate (*Emergency Management Act, 2005 section 42*).

According to State Emergency Management Policy, local emergency management arrangements (including a Local Recovery Plan) are to be reviewed and amended as follows:

- contact lists are reviewed and updated quarterly;
- a review is conducted after an event or incident in which the local recovery plan was implemented;
- a review is conducted after training that exercises the arrangements;
- an entire review is undertaken every five years, as risks might vary due to climate, environment, and population changes, and
- circumstances may require more frequent reviews.

### **8.2 Exercising**

Local governments, in consultation with Local Emergency Management Committees are to develop appropriate exercise plans and schedules to test local arrangements including Local Recovery Plan. At least one local level exercise should be conducted on an annual basis. Refer to *Emergency Management Act, 2005 section 39* and State Emergency Management Policy – State Emergency Management Exercises for further information on conduct of exercise.

Exercising the arrangements during the planning process will allow the LRC and LRCG to:

- test the functionality and effectiveness of the local arrangements;
- bring together members of emergency management agencies and give them knowledge of, and confidence in, each other;
- help educate the community about local arrangements and programs thus providing them with confidence in their local government and emergency management agencies;
- allow participating agencies an opportunity of testing their operational procedures and skills in simulated emergency conditions; and
- test the ability of separate agencies to work together on common tasks, and to assess effectiveness of co-ordination between them.

The management of an exercise is a systematic process involving planning, documenting, conducting, evaluating, and validating.

Training in exercise management prior to embarking on any type of exercise ensures a relevant and effective exercise program.

Consideration must be given to exercising the top 5 identified emergency risks, as outlined in the Shire of Donnybrook Balingup Risk Register 2019, these being bushfire, storm, flood, human epidemic, and electrical supply disruption.

### **8.3 Evaluation of Recovery**

It is the responsibility of the LRC to monitor the progress of recovery and provide periodic reports to the LRCG, DEMC, District Advisor, State Recovery Coordinator and State Recovery Coordinating Group, if established. The evaluation of recovery activities is essential to maximise lessons learned and identify where improvements can be made. An evaluation of the effectiveness of the recovery activities in relation to the recovery plan should be conducted within 12 months of the disaster.

The evaluation can involve:

- Community and stakeholder surveys;
- Interviews;
- Workshops; and
- Assessment of key project outcomes.

**APPENDIX ONE: SHIRE OF DONNYBROOK BALINGUP  
EMERGENCY CONTACT LIST**

**DETAILS NOT FOR PUBLIC DISSEMINATION**

Should you wish to obtain information, which may be contained in this Appendix, please contact the Shire of Donnybrook Balingup.

**APPENDIX TWO: LOCAL EMERGENCY MANAGEMENT  
COMMITTEE CONTACT LIST**

**DETAILS NOT FOR PUBLIC DISSEMINATION**

Should you wish to obtain information, which may be contained in this Appendix, please contact the Chairperson of the Local Emergency Management Committee, through the Shire of Donnybrook Balingup

## APPENDIX THREE: VOLUNTEER REGISTRATION FORM

### Contact Information

Name	
Address	
Phone	
E-mail Address	

### Availability

During which hours are you available for volunteer assignments?

\_\_\_\_\_ weekday mornings                      \_\_\_\_\_ weekend mornings  
\_\_\_\_\_ weekday afternoons                      \_\_\_\_\_ weekend afternoons  
\_\_\_\_\_ weekday evenings                      \_\_\_\_\_ weekends evenings

### Interests

Tell us in which areas you are interested in volunteering

\_\_\_\_\_ administration                      \_\_\_\_\_ deliveries  
\_\_\_\_\_ events                      \_\_\_\_\_ phone bank  
\_\_\_\_\_ field work                      \_\_\_\_\_ volunteer coordination

### Special Skills or Qualifications

Summarise special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities.

--

### Emergency Contact Information

Name	
Relationship	
Address	
Phone	
Mobile	

### Agreement and Signature

*By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.*

Name (printed)	
Signature	
Date	

## APPENDIX FOUR: RESPONSE TO RECOVERY TRANSITION HANDOVER

During the post impact phase of any emergency, recovery activities will commence and many of these activities will continue for an extended period. There is no clear division from one element to another. The decision to move from the response to the recovery and the procedures for handover between the two elements rests with the appropriate Hazard Management Agency. To assist in the transition and mitigate against any confusion that may be generated with respect to jurisdictional or other activities the Shire of Donnybrook Balingup requests that the following be considered prior to official handover.

The response phase can be considered to continue at least until the following conditions are met. On receipt of this notification the Shire of Donnybrook Balingup will consider the emergency response complete and responsibility for full recovery passed over, it is also understood that some minor response activities may continue under authority of the HMA.

<b>Incident Name:</b>		<b>Date:</b>	
<b>HMA:</b>			
<b>Incident Controller:</b>			

Condition	Yes / No	Comment
All rescues have been accomplished		
All known injuries have been attended to		
Displaced provided with shelter		
Essential public services restored		
Temporary repairs made to designated buildings		
Physical and electronic communications largely restored		
Final situation report provided		

Position	Name	Signature
HMA Incident Controller		
Local Recovery Coordinator		

## APPENDIX FIVE: RESPONSIBILITIES OF THE LOCAL RECOVERY COORDINATOR

### LOCAL RECOVERY COORDINATOR

The LRC manages the Local Recovery Coordination Group (LRCCG), related planning for the Shire of Donnybrook Balingup and oversees the recovery process (human / social, natural, built and economic)

### RESPONSIBILITIES

#### Pre-Recovery Phase

- Attend all training activities organised for the LRCCG.
- Remain familiar with responsibilities within LRCCG.
- Understand each agency's role in relation to recovery to ensure a coordinated recovery process involving all relevant agencies.
- Maintain the Local Recovery Plan.
- Maintain regular contact with relevant agencies involved in recovery planning and response.
- Ensure the Local Recovery Plan is tested with the other Emergency Management Arrangement Exercises.

#### Stand-By Phase

- Receive brief from HMA and document details of the disaster.
- Brief LRCCG members of situation and the 'alert/stand-by' status.
- Confirm the level of activation of the LRCCG in consultation with the Chair and HMA.
- Mobilise any additional resources are in place for activation of the LRCCG.
- Coordinate the assessment of the community recovery requirements.
- Keep updated on the status of the event/situation.
- Advise the LRCCG Chair when to activate LRCCG.

#### LRCCG Activation Phase

- Facilitate the first meeting of LRCCG.
- Allocate responsibilities and manage the activities of the LRCCG during activation phase.
- Ensure all LRCCG members are briefed and understand their individual and team responsibilities.
- Keep updated on the status of the event/situation (covering economic, environment, social and infrastructure implications).
- Ensure the LRCCG and chair is aware of other HMA's potentially other government support plans that may be activated during recovery.

#### Recovery Phase

- Involve members of the community in implementation of the recovery plan.
- Provide copy of the recovery plan to LRCCG Administrator for feedback and review.
- Ensure effective communication with all relevant stakeholders (i.e., Community members, businesses, media government agencies, not-for-profit agencies, mayors, elected representatives) with support of the communication officer.
- Ensure regular Situational Reports (SITREP) are provided to the HMA and other agencies.
- Ensure all committee actions, decisions and events are accurately recorded and documented, and record in the LRCCG Activity Log Sheet.
- Conduct regular LRCCG briefings and feedback sessions on the progress of the recovery program.
- Conduct regular LRCCG briefing and feedback sessions on the progress of the recovery program.
- Ensure management of volunteers is provided.
- Ensure management of donated goods.
- Coordinate visits by Ministers and VIPs.

- When appropriate, develop a medium/long-term recovery plan and oversee its implementation ( plan to cover the economic , environmental , health and infrastructure elements).

#### **Post Recovery Phase**

- Identify any group follow-on actions required and allocate responsibilities and deadlines.
- Facilitate LRCG Post-Crisis Review and record outcomes – oversee the update of procedures/plans, if required.
- Provide copy of Post Crisis Review to other relevant agencies.

**APPENDIX SIX: LOCAL RECOVERY COORDINATOR  
TASK CHECKLIST**

<b>Local Recovery Coordinator Task Checklist</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Liaise with controlling agency regarding location, size, type, and potential impact.			
Contact and alert key staff.			
Determine likely human effects.			
Establish whether event has been proclaimed an eligible natural disaster under the DRFA-WA.			
Contact other relevant response and recovery agencies.			
Activate and brief relevant agency staff.			
Activate appropriate inter-agency liaison mechanisms.			
Locate liaison officer and emergency operations centre (if appropriate).			
Determine immediate short-term needs (e.g., Accommodation, financial assistance, and personal support).			
Manage offers of assistance, including volunteers, material aid and donated money.			
Assess the impact of the event through information/data from local government, geographic data, and relevant response agencies.			
Report to organisational hierarchy on likely costs / impact of involvement in recovery activities.			
Organise briefing and debriefing processes for staff.			
Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance, and social, recreational, and domestic facilities.			
Establish a 'one-stop-shop' recovery information centre.			
Provide the affected community with access to all recovery services.			
Manage a public appeal/private donations process.			
Brief media on the recovery program.			
Assess reports gathered through the outreach program to assess community needs.			
Identify special needs groups or individuals.			
Meet with other recovery agencies to consider full assessment of the impact of the event.			
Determine the best means of involving the affected community and determine action required from specific agencies.			

Activate community recovery committees, ensuring active participation of members of the affected community.			
Develop a community information process, including consideration of public meetings and newsletters.			
Monitor staffing arrangements.			
Review resources and services on an ongoing basis.			

## APPENDIX SEVEN: RESPONSIBILITIES OF THE LOCAL RECOVERY COORDINATION GROUP CHAIRPERSON

<b>LOCAL RECOVERY COORDINATION GROUP CHAIRPERSON</b> The Chair leads the LRCG, performs the role of primary spokesperson for the committee and liaises with the Hazard Management Agency (HMA) and other state level agencies
<b>RESPONSIBILITIES</b>
<b>Pre-Recovery Phase</b>
<ul style="list-style-type: none"> <li>• Attend all training activities organised for the LRCG.</li> <li>• Remain familiar with responsibilities within the LRCG.</li> <li>• Understand each agency's role in relation to recovery to ensure a coordinated recovery process involving all relevant agencies.</li> <li>• Maintain regular contact with relevant agencies involved in recovery planning and response.</li> </ul>
<b>Stand-By Phase</b>
<ul style="list-style-type: none"> <li>• Receive brief from HMA and document details of the disaster.</li> <li>• Brief LRCC members of situation and the 'alert/stand-by' status.</li> <li>• Confirm the level of activation of the LRCC in consultation with HMA.</li> <li>• Provide briefing to the LRCC following HMA briefing.</li> <li>• Keep updated on the status of the event/situation.</li> </ul>
<b>LRCG Activation Phase</b>
<ul style="list-style-type: none"> <li>• Hold first meeting of the LRCG.</li> <li>• Allocate responsibilities and manage the activities of the LRCG during activation phase.</li> <li>• Keep updated on the status of the event /situation (covering economic, environment, social and infrastructure implications).</li> <li>• Ensure the LRCG is aware of HMA's arrangements and potentially other government support plans that may be activated during a recovery.</li> </ul>
<b>Recovery Phase</b>
<ul style="list-style-type: none"> <li>• Lead the development of the recovery plan and manage its implementation.</li> <li>• Approve and effective disaster recovery plan (for short-medium term) that is in line with the policy framework and minimise the effect of disaster.</li> <li>• Ensure effective communication with all relevant stakeholders (i.e., Community members, businesses, media government agencies, not-for-profit agencies, Councillors (elected representatives) with support of the communication officer.</li> <li>• Ensure regular Situational Reports (SITREP) are provided to the HMA and other agencies.</li> <li>• Conduct regular LRCC briefings and feedback sessions on the progress of the recovery program.</li> <li>• Coordinate visits by Ministers and VIPs.</li> <li>• When appropriate, develop a medium /long-term recovery plan and oversee its implementation (plan to cover the economic, environmental, health, and infrastructure elements)</li> <li>• Act as spokesperson for LRCG with the media and in public forums.</li> <li>• Manages the decision –making process and , where appropriate, have the final decision.</li> </ul>
<b>Post Recovery Phase</b>
<ul style="list-style-type: none"> <li>• Stand down the LRCG.</li> <li>• Identify any group follow-on actions required and allocate responsibilities and deadlines.</li> <li>• Facilitate LRCG Post-Crisis Review and record outcomes – oversee the update of procedure / plan, if required.</li> <li>• Attend any Post-Crisis Reviews organised by the HMA and brief LRCG members.</li> <li>• Provide copy of Post-Crisis Review to other relevant agencies.</li> </ul>

## APPENDIX EIGHT: LOCAL RECOVERY COORDINATION GROUP ACTION CHECKLIST

Local Recovery Coordination Group Action Checklist	Yes	No	Comments
<b>Management Structure – the LRCG shall:</b>			
Ensure the appointment of a LRC has occurred.			
Set up an office with administrative support.			
Facilitate representative sub-committees to coordinate and action recovery tasks and disseminate decisions as required.			
Ensure and facilitate the completion of the impact assessment.			
Assume public information responsibilities from response agency and provide information to the impacted area, to the general public and the media.			
Facilitate and advise on State/Federal emergency relief funding and private aid funding.			
Activate and coordinate the Recovery Coordination Centre, if required.			
Prepare oral and written financial and non-financial reports and briefs.			
<b>Promote Community Involvement – the LRCG shall:</b>			
Work with existing community organisations.			
Recruit representatives of the affected community into the recovery planning.			
Establish strategies for uniting the community behind agreed objectives.			
Provide a “one-stop-shop(s)” for advice, information, and assistance during the recovery period.			
Establish mechanisms for the sharing of information and reporting local initiatives (e.g., regular community meetings and local newsletters).			
<b>Impact Assessment – the LRCG shall:</b>			
Use intelligence/planning information from the response operation and set up a recovery liaison person in the EOC/ECC.			
Confirm the total area of impact for determination of survey focus.			
Set out the immediate information needs: infrastructure problems & status, damage impact and pattern, and welfare issues.			
Link with parallel data-gathering work.			
Identify and close information gaps (establish the “big picture”).			
Assess the financial and insurance requirements of affected parties.			
Gather evidence to support requests for government assistance.			

Ensure all relevant information is strictly confidential to avoid use for commercial gain.			
<b>Inspections and Needs Assessments (technical focus) – the LRCG shall:</b>			
Establish and define the purpose of inspection/assessment and expected outcomes.			
Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process).			
Collect and analyse data.			
Establish a process to determine the type of information needed, defining: <ul style="list-style-type: none"> <li>• How and who will gather the information (single comprehensive survey);</li> <li>• How information will be shared;</li> <li>• How information will be processed and analysed; and</li> <li>• How the data will be verified (accuracy, currency and relevance).</li> </ul>			
Select and brief staff.			
Maintain confidentiality and privacy of assessment data.			
<b>Data Management – the LRCG shall:</b>			
Define who is responsible for which part of the data management task and ensure proper process of relevant data transfer.			
Create templates for impact assessment and for tracking assistance provided.			
<b>State Government Involvement – the LRCG shall:</b>			
Establish strong relationships with key regional government agency representatives, and appoint them to appropriate LRCG Sub-committees, as appropriate.			
Gain familiarity with the recovery claim process, Relief Fund applications, and reduction plan proposals.			
Establish a system for recording all expenditure during recovery, in-line with the requirements of the recovery plan (includes logging expenditure, keeping receipts and providing timesheets for paid labour).			
Answer requests for information from government agencies.			
<b>Public Information – the LRCG shall:</b>			
Appoint a Spokesperson to deal with the media.			
Manage public information during the transition from response to recovery when hand-over completed from Controlling Agency.			
Identify priority information needs.			
Develop a comprehensive media/communications strategy.			
Coordinate public information through:			

<ul style="list-style-type: none"> <li>• Joint information centres;</li> <li>• Spokesperson/s;</li> <li>• Identifying and adopting key message priorities; and</li> <li>• Using a single publicised web site for all press releases.</li> </ul>			
<p>Implement processes for:</p> <ul style="list-style-type: none"> <li>• Media liaison and management (all forms e.g., print, and electronic);</li> <li>• Briefing politicians;</li> <li>• Alternative means of communication (e.g., public meetings, mailbox flyers, advertising);</li> <li>• Communicating with community groups;</li> <li>• Meeting specialist needs;</li> <li>• Formatting press releases;</li> <li>• Developing and maintaining a website; and</li> <li>• Ensuring feedback is sought, integrated, and acknowledged.</li> </ul>			
Monitor print and broadcast media, and counter misinformation.			
<b>Rehabilitation and Assistance – the LRCG shall:</b>			
Establish a mechanism for receiving expert technical advice from lifeline groups.			
Monitor and assist rehabilitation of critical infrastructure.			
Prioritise recovery assistance.			
Prioritise public health to restore health services and infrastructure.			
Assist and liaise with business to re-establish and reopen.			
Restore community and cultural infrastructure (including education facilities).			
Facilitate emergency financial assistance in liaison with Department of Communities.			
Adjust capital works and maintenance programs.			
<b>Implementation of Reduction Measures – the LRCG shall:</b>			
Take the opportunity, while doing the risk analysis, to: Identify essential services and facilities in high-risk areas; Consider the restoration options in the event of them becoming dysfunctional.			
Identify options based on research and consultation.			
Undertake urgent hazard reassessment based on new (event) information and adhere to the Local Emergency Management Arrangements).			
<b>Financial Management – the LRCG shall:</b>			
Review financial strategies.			
Communicate with financial agencies, including insurance providers.			
Keep financial processes transparent.			

<b>Reporting – the LRCG shall:</b>			
Provide a simple, flexible and succinct reporting system.			
Provide adequate administrative support.			
<b>Managed Withdrawal – the LRCG shall:</b>			
Continually review the recovery management process with a view to withdrawing as the community takes over.			
Identify long term recovery activities and agencies responsible for management.			
Establish arrangements for ongoing public information and communications including avenues for reporting and management of unresolved community recovery issues.			
Stage a public event of acknowledgement and community closure.			
Conduct a debrief of participants with community input to identify lessons learned and strategies for enhancing community recovery arrangements and processes for future events.			

## **APPENDIX NINE: ORGANISATIONAL RESPONSIBILITIES**

The following list details the assigned and/or potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency affecting your community.

### **Local Government**

- Ensure that a Local Recovery Plan for its district is prepared, maintained, and tested (s.41(4) EM Act);
- Appoint a Local Recovery Coordinator(s) [(s.41(4) EM Act);
- Chair the LRCG;
- Provide secretariat and administrative support to the LRCG, as required;
- Provide other representatives to the LRCG or its subcommittees, as appropriate to the emergency (e.g., Building Surveyor, Environmental Health Officer, Community Services); and
- Ensure the restoration/reconstruction of services/facilities normally provided by the local government.

### **Department of Communities**

- Provide a representative to the LRCG;
- Coordinate emergency welfare services as part of the recovery process, including emergency accommodation, catering, clothing and personal effects, personal support, registration and reunification, financial assistance (State EM Plan section 5.4); and
- Manage the provision of the Personal Hardship and Distress measures under DRFAWA, including counselling, emergency assistance and temporary accommodation (State EM Plan section 6.10 and DRFAWA).

### **Department of Primary Industries and Regional Development**

- Provide a representative to the LRCG;
- Provide technical support to primary producers and industry groups for recovery from animal or plant pest or disease emergencies; and
- Manage the provision of assistance measures to primary producers, particularly in relation to eligible financial services or reimbursements under DRFAWA (State EM Plan section 6.10 an DRFAWA).

### **Main Roads Western Australia**

- Provide a representative to the LRCG;
- Assess and report on damage to State/Federal road infrastructure that may impact on the community;
- Issue of advice of roads closure/alternate transport route;
- Provide advice and support to local governments involved in reopening and restoring damaged local roads; and
- Main Roads WA is responsible for processing all local government road infrastructure claims under WANDRRA. Under the DRFAWA, DFES Disaster Recovery Funding Officers will be processing all local government road infrastructure claims directly under the DRFAWA.

### **Essential Services (Including Power, Telecommunications, Water and Gas Western Power/Horizon Power, Telstra, Corporation, Alinta Gas)**

- Provide a representative to the LRCG (co-opted as required);

- Assess and report on damage to essential services and progress of restoration of services; and
- Facilitate restoration of priority services as requested by the LRCG. Commission/Business Enterprise Centre (if available).

### **Small Business Development Corporation**

- Provide a representative to the LRCG (co-opted as required); and
- Assist with the assessment of the impact of the emergency on small business.

### **Department of Education (Or Local School Representative)**

- Provide a representative to the LRCG (co-opted as required); and
- Advice on issues affecting normal operation of schools, e.g., restrictions on student access or damage to school premises.

### **Local Health Services Provider (Department of Health or South West Population Health Unit)**

- Provide a representative to the LRCG;
- Advise on health, environmental health and medical issues arising from the emergency; and
- Coordinate the local health components of the recovery process.

### **Department of Water and Environmental Regulation**

- Provide advice on environmental protection, clean up and waste management. Lord Mayor's Distress Relief Fund;
- Liaise with the LRCG to assess the requirement for public donations and if required initiate "Calls for Public Donations" in accordance with the State Policy on "Appeals and Donations during Emergencies";
- As required set up a local appeals committee in conjunction with the LRCG; and
- Provide advice to the LRCG on criteria for, and assessment of, requests for financial assistance.

## **APPENDIX TEN: OPERATIONAL RECOVERY PLAN GUIDELINE**

### **OPERATIONAL RECOVERY PLAN**

#### **Local Recovery Coordinating Group**

**Emergency:**

**Date of Emergency:**

#### **Section 1**

##### **Introduction**

- Background on the nature of the emergency or incident.
- Aim or purpose of the plan.
- Authority for plan.

#### **Section 2**

##### **Assessment of Recovery Requirements**

- Details of loss and damage to residential, commercial, and industrial buildings, transport, essential services (including State and Local Government infrastructure).
- Estimates of costs of damage.
- Temporary accommodation requirements (includes details of evacuation centres).
- Additional personnel requirements (general and specialist).
- Human services (personal and psychological support) requirements.
- Other health issues.

#### **Section 3**

##### **Organisational Aspects**

- Details the composition, structure and reporting lines of the groups/committees and subcommittees set up to manage the recovery process.
- Details the inter-agency relationships and responsibilities.
- Details the roles, key tasks and responsibilities of the various groups/committees and those appointed to various positions including the Local Recovery Coordinator.

#### **Section 4**

##### **Operational Aspects**

- Details resources available and required.
- Redevelopment Plans (includes mitigation proposals).
- Reconstruction restoration programme and priorities, (including estimated timeframes).

- Includes programs and strategies of government agencies to restore essential services and policies for mitigation against future emergencies.
- Includes the local government program for community services restoration.
- Financial arrangements (assistance programs (NDRRA), insurance, public appeals, and donations).
- Public information dissemination.

## **Section 5**

### **Administrative Arrangements**

- Administration of recovery funding and other general financial issues.
- Public appeals policy and administration (including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel).

## **Section 6**

### **Conclusion**

Summarises: goals, priorities, and timetable of plan.

Signed by:

Chairperson  
Local Recovery Coordinating Group

Local Recovery Coordinator

## APPENDIX ELEVEN: IMPACT ASSESSMENT

1. Has any **residential property** been damaged or destroyed?

**Yes** Go to question 1a

**No** Go to question 2

1a. Record any available information about damage to losses to residential properties.

Number of residential properties damaged \_\_\_\_\_

<b>Address:</b>	
<b>Notes:</b>	

<b>Address:</b>	
<b>Notes:</b>	

Include an attachment of any additional properties / damage.

2. Has any **commercial or industrial property** been damaged or destroyed?

**Yes** Go to question 2a

**No** Go to question 3

2a. Record any available information about damage, or losses to commercial, or industrial properties.

Number of commercial or industrial properties damaged \_\_\_\_\_

<b>Address:</b>	
<b>Notes:</b>	

<b>Address:</b>	
<b>Notes:</b>	

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Include an attachment of any additional properties / damage.

3. Have any **rural, pastoral, or primary property** been damaged or destroyed?

**Yes** Go to question 3a

**No** Go to question 4

3a. Record any available information about damage or losses to rural, pastoral, or primary properties.

Number of rural, pastoral, or primary properties damaged \_\_\_\_\_

<b>Address:</b>	
<b>Notes:</b>	

<b>Address:</b>	
<b>Notes:</b>	

Include an attachment of any additional damage.

4. Have any essential services been disrupted?

**Yes** Go to question 4a

**No** Go to question 5

4a. Record any available information about damage or losses to essential services.

Service Type	Location	Contact Person	Estimated Restoration Time
Phone			
Power			
Roads			
Water			
Other			

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5. Are there any roadblocks in place?

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6. Is there any other relevant information regarding the disruption of essential services or damage/losses in general?

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## APPENDIX TWELVE: RECOVERY NEEDS ASSESSMENT AND SUPPORT SURVEY FORM

This needs assessment is being conducted to gather information about your personal circumstances so we can assist you, provide you with information on services, or refer you to organisations who can best assist you with your recovery process.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to several interviewers. However please note that further contact may be necessary.

You are not obliged to provide any or all the information requested. You should be aware that the information you provide may be passed to other agencies involved in the recovery process.

Please note that completion of this survey does not guarantee your specific needs will be met immediately, however every effort will be made to obtain the assistance you need as quickly as possible.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquiries about the survey, please ring this telephone number - 9780 4200.

In terms of the Privacy Act should you wish to access, change, or amend any information you have given please ring the above telephone number. You can also contact this agency at: Shire of Donnybrook Balingup - Cnr Collins and Bentley Street, Donnybrook.

Interview Conducted at: \_\_\_\_\_  
(place)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Time)

By \_\_\_\_\_  
Interviewer (Print Name)

Tear this page off and give it to the person being interviewed, along with any information/ sheets/ brochures

## NOTES FOR INTERVIEWER

(Please read before commencing the survey)

Introduce yourself to the person being interviewed.

"Hello, I am *name*, I am here on behalf of the Shire of Donnybrook Balingup Local Recovery Committee about the recent *emergency event(s)*. I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist in your recovery."

1. Read through the cover page with the interviewee and complete it.
2. Provide them with the information sheets/brochure.
3. Start at section one and continue to work through all sections.
4. Texts in grey italic font are prompts for you to note or advise the interviewee on.
5. If the interviewee declines to give information, complete known details, and return the form with cover intact.

NOTE: some people may take this opportunity to offload any frustrations. Do not take this personally: it is best to listen and then move on to the next question when possible.

## Section One: Occupier and Property

### 1. PRINCIPAL OCCUPIER'S NAME(S):

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

1.2. Total number of people normally residing at this property \_\_\_\_\_

1.3 Other people normally residing:

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

*(Please provide children's ages)*

1.4 Have you registered with Department of Communities?

*(Please circle one)*

**Yes** Go to Question 1.4a

**No** Go to Questions 1.5

*You may be required to register to access recovery services. Please ask your interviewer to explain this process to you.*

1.5 Location of affected property: \_\_\_\_\_  
\_\_\_\_\_

Address of affected property: \_\_\_\_\_  
\_\_\_\_\_

Phone day/night of affected property: \_\_\_\_\_

1.5a What is your rates number/valuation number (if known) \_\_\_\_\_

1.5b Would you like to be considered for rates relief (if available) Yes/No

1.6 Do you own the property? Yes/No

If **No**, please provide contact details of the owner if you know these.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone day/night: \_\_\_\_\_

1.7 Where are you currently living *(please tick one)*

(✓)

<input checked="" type="checkbox"/>	Living at affected property - go to Section Two
<input type="checkbox"/>	Temporary accommodation until we can return to property

	Temporary accommodation looking for new permanent accommodation
	In new permanent accommodation

1.8 Current address and contacts (if not living at affected property)

Address: \_\_\_\_\_

Phone day/night: \_\_\_\_\_

## Section Two: Damage to Dwelling/Contents and Insurance

2.1 Was your house damaged? *(please tick one)*  
(✓)

	Yes	Go to question 2.2
	No	Go to question 2.3
	Don't know as have not yet seen house	Go to question 2.3
	Not damaged but not accessible	Go to question 2.3

2.2 Please tick the list below to indicate damage that occurred.

Nature of damage	(✓)	Describe damage if relevant
Water supply not working		
Sewerage not working		
Drainage blocked		
Electricity cut		
Gas cut		
Telephone cut		
Roading access cut or restricted		
Damage to outbuildings on property		
Other <i>(please describe)</i>		

2.2a Would you like this to be reported to the appropriate authority?  
Yes / No *(please circle one)*

2.2b When was your house damaged? Date: \_\_\_\_\_

2.2c Has your house been inspected by Council (Building Surveyor)?  
Yes / No / Don't know *(please circle one)*

2.2d Would you like someone to do a check of your house and property to ensure it is safe to move back into? Yes / No *(please circle one)*

2.2e If your house insured? *(please tick one)*  
(✓)

	Yes	Go to question 2.2f
	No	Go to question 2.3

	Don't own a house	Go to question 2.3
	I decline to answer this question	Go to question 2.3

2.2f Have you lodged an insurance claim? Yes / No *(please circle one)*

2.2g Would you like help to contact your insurance company or agent?  
Yes / No *(please circle one)*

2.2h Has an insurance assessor inspected your property?  
Yes / No *(please circle one)*

2.3 Have you experienced damage to contents in your house? *(please tick one)*  
(✓)

	Yes	Go to question 2.3a
	No	Go to question 3
	Don't know as have not yet seen contents	Go to question 3

2.3a Has insurance claim been lodged? Yes / No *(please circle one)*

2.3b Has an insurance assessor inspected the damage?  
Yes / No *(please circle one)*

### Section Three: Alternative Accommodation

3.1 Do you need assistance to find alternative accommodation? *(please tick one)*  
**Yes** Go to Question 3.1a  
**No** Go to Section 4

3.1a What kind of accommodation do you require? *(please tick one)*  
(✓)

	Temporary (less than a week)
	Short-term (1-4 weeks)
	Long-term (more than one month) Please estimate the number of months ( )
	Permanent

3.1b The alternative accommodation needed is to house:

Adults \_\_\_\_\_(number)

Children \_\_\_\_\_(number)

3.1c Do you have any special needs for your accommodation, i.e., access for wheelchairs, aged, *please provide details.*

\_\_\_\_\_

3.1d Do you have pets? Yes / No *(please circle one)*  
If yes, please detail what kind of pet and how many:

\_\_\_\_\_

## Section Four: Health and Welfare

### Household

4.1 Do you require any clean-up assistance for your house or property? *(please circle one)*

Yes                      Go to Question 4.1a  
No                        Go to Question 4.2  
Don't know            Go to Question 4.2

*(If you have answered yes, your details will be passed on to the council who are coordinating clean-up services where available).*

4.1a Please provide detail of the kind of assistance you would like:

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4.2 Are you looking after any evacuees at your home? *(please circle one)*

Yes                      Go to Question 4.2a  
No                        Go to Question 4.3

4.2a Would you like to receive information about financial support for hosting these evacuees? Yes / No *(please circle one)*

### Personal

4.3 If you have had contents in your home damaged, would you like to be contacted by agencies that are distributing donated goods? *(please circle one)*

Yes                      Go to Question 4.3a  
No                        Go to Question 4.4

4.3a What kind of goods do you need? *(please list)*

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4.4 Do you have a need for clothing, toiletries, bedding, nappies or formula? *(please circle one)*

Yes                      Go to Question 4.4a  
No                        Go to Question 4.5

4.4a What kind of these items do you need? *(please list)*

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4.5 Are there any medications which you or your family use that you are unable to get? *(please circle one)*

Yes                      Go to Question 4.5a  
No                         Go to Question 4.6

4.5a If you would like us to help you get medication, please list the name of the medication and the quantity/dose.

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4.5b Is a prescription required for these medications?  
Yes / No *(please circle one)*

4.5 If Yes please provide that name and address of your doctor and pharmacist

---

4.6 Would you like to find out about support or counseling services for you or a family member?

Yes / No *(please circle one)*

(This question is included to help you access services that may be provided by affiliate organisations)

4.7 Do you have any affiliation to any other groups in the community

Yes / No *(please circle one)*

If yes, please indicate which groups

---

### **Domestic animals / pets**

4.8 Have you got any domestic animals or pets which are in need of care? *(please circle one)*

Yes                      Go to Question 4.8a  
No                         Go to Question 4.9

4.8a What kind of animals are they? *(Please list all your animals)*

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4.8b Where are they located? *(Please provide address / physical location)*

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4.8c What kind of care do they need? *(Please detail)*

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## Farm Animals

4.9 Have you got any farm animals which are in need of care? *(please circle one)*

Yes                      Go to Question 4.9a  
No                        Go to Question 5

4.9a What kind of animals are they? *(Please list all your animals)*

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4.9b Where are they located? *(Please provide address / physical location)*

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4.9c How many, and what condition are they in?

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4.9d What kind of care do they need? *(Please detail the type of feed and the preferred method of transport out)*

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## Section Five: Financial

5.1 Do you require any assistance with income support?

Yes                      Go to Question 5.1a  
No                        Go to Question 5.2

5.1a Are you already a client of Centrelink? *(please circle one)*

Yes                      Please contact Centrelink directly  
No                        Please contact Centrelink through the help line and they can advise you on assistance available.

*Note: there may be grants available from other sources such as the Red Cross and mayoral relief funds. Applications will need to be filled in for these grants. Please advise those being interviewed about any relief funds that have been established and provide them with application forms if possible.*

## Documents

5.2 Have you lost, or do you not have access to, any of the following? *(Please tick all those that apply)*

Document lost or not able to be accessed	Lost (✓)	Cannot access (✓)	Who in your house has lost this document
Bank books			
Cheque books			
Credit cards			
EFTPOS cards (money cards)			
Community cards			
Passport			
Birth certificate			
Marriage certificate			
Citizenship certificate			
Insurance papers			
Other: Please detail:			

5.3 If you have lost your bank documents, do you have access to a branch of your bank?

Yes / No / Does not apply *(please circle one)*

### Administration information

Person conducting interview

Name (print) \_\_\_\_\_

Contact details: \_\_\_\_\_

Date: \_\_\_\_\_

Person being interviewed

I have been given the front page of this survey form and agree to the use of the information I have given for the purpose of recovery from this emergency.

Name (print) \_\_\_\_\_

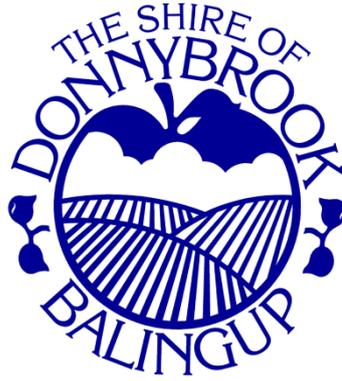
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ATTACHMENT 7.1(2)

Shire of Donnybrook Balingup  
Local Recovery Plan 2020 – Feedback Analysis

Name	Organisation	Current:	Recommendation/Action
Roma Boucher	Department of Communities	<ul style="list-style-type: none"> <li>No Page Numbers</li> <li>Hyphen in between Donnybrook - Balingup</li> <li>Page 6: Department of Communities - Bunbury</li> <li>Page 9: Acronym SWLGEMA</li> <li>Page 19: Last row of table Local Welfare Plan</li> <li>Page 19: Under 2.1 SWLGEMA</li> <li>Page 25: Section 3.5 3<sup>rd</sup> paragraph '...fund recovery activities if necessary'</li> <li>Page 31: 3<sup>rd</sup> Column: The Disabilities Services Commission</li> <li>Page 35: Department of Communities in Infrastructure and Finance Committee's</li> <li>Page 37: Section 5.3 – 1<sup>st</sup> paragraph. Department of Communities referencing</li> <li>Page 41-42: Query about the status of 6.2.2 Community Liaison – referred to DFES Vik Cheema</li> </ul>	<ul style="list-style-type: none"> <li>Page numbers inserted</li> <li>Hyphen removed</li> <li>Changed to Busselton</li> <li>Second row reference to Busselton on page 7 removed.</li> <li>LG removed leaving SWEMA</li> <li>Replace the word Welfare with 'Emergency Management</li> <li>SWLGEMA changed to SWEMA</li> <li>'...If is...' replaced with '...if a natural disaster is determined.'</li> <li>Disabilities Services Commission removed.</li> <li>Unable to perform this action as the source document is unavailable. Will note for future action.</li> <li>First sentence reworded.</li> <li>Vik Cheema has reviewed the document and did not raise any objections to this section. No change.</li> </ul>
Sally Shaw	Department of Health	<ul style="list-style-type: none"> <li>Page 53: Appendix 4 Title. Recovery spelt incorrectly.</li> </ul>	<ul style="list-style-type: none"> <li>Recovery now spelt correctly.</li> </ul>
Julie Carrick James Jarvis	Donnybrook SES Local Recovery Coordinator	<ul style="list-style-type: none"> <li>Page 22: SES address incorrect</li> <li>Grammar and punctuation issues</li> <li>Local Recovery Plan 2020</li> </ul>	<ul style="list-style-type: none"> <li>Address changed</li> <li>Formatting amended</li> <li>Changed to Local Recovery Plan 2021</li> </ul>



## AUDIT AND RISK MANAGEMENT COMMITTEE MEETING MINUTES

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Held on

**Thursday, 15 April 2021**

Commencing at 5.00pm

Shire of Donnybrook Balingup Council Chambers, Donnybrook

---

A handwritten signature in black ink, appearing to read 'Ben Rose'.

**Ben Rose**  
Chief Executive Officer

**16 April 2021**

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**SHIRE OF DONNYBROOK BALINGUP**  
**AUDIT AND RISK MANAGEMENT COMMITTEE MINUTES**

Held at the Council Chambers  
15 April 2021 at 5.00pm

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**1 DECLARATION OF OPENING**

---

**Chairperson – Acknowledgment of Country**

The Chairperson acknowledged the traditional custodians of the land, the Wardandi People, and the Noongar Nation, paying respects to Elders, past and present and emerging.

The Chairperson declared the meeting open at 5.00pm and welcomed the members of the committee.

**2 ATTENDANCE**

---

**MEMBERS PRESENT**

---

<b>COUNCILLORS</b>	<b>STAFF</b>
Cr Jackie Massey (Deputy Shire President) Cr Leanne Wringe Cr Chaz Newman	Ben Rose - CEO Paul Breman – EMCC Jaimee Earl – Minute Taker
<b>EXTERNAL MEMBERS</b>	<b>GUEST</b>
Mr Ian Telfer – Chairperson	Cr Brian Piesse – Shire President (Ex-Officio)

**GUESTS PRESENT**

---

No guests in attendance.

**2.1 APOLOGIES**

---

Carly Anderson was an apology to the meeting.

**2.2 APPROVED LEAVE OF ABSENCE**

---

Nil.

### **3 ANNOUNCEMENTS FROM CHAIRPERSON**

---

Nil.

### **4 DECLARATION OF INTEREST**

---

Division 6: Sub-Division 1 of the *Local Government Act 1995*. Care should be taken by all Committee Members to ensure that a financial/impartiality interest is declared and that they refrain from voting on any matter, which is considered to come within the ambit of the *Act*.

Nil.

### **5 PUBLIC QUESTION TIME**

---

#### ***5.1 RESPONSES TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE***

---

Questions were received from Mr John Bailey prior to the January 2021 Meeting and taken on notice. Questions and answers are provided at [Attachment 5.1\(1\)](#).

Questions were received from Mr Shane Sercombe prior to the January 2021 Meeting and taken on notice. Questions and answers are provided at [Attachment 5.1\(2\)](#).

#### ***5.2 PUBLIC QUESTION TIME***

---

Nil.

### **6 PRESENTATIONS**

---

#### ***6.1 DEPUTATIONS***

---

Nil.

## **7 CONFIRMATION OF MINUTES**

---

Minutes of the Audit and Risk Management Committee meeting held **28 January 2021** are attached (*Attachment 7.1*).

### **EXECUTIVE RECOMMENDATION**

**That the Minutes of the Audit and Risk Management Committee meeting held 28 January 2021 be confirmed as a true and correct record.**

### **COMMITTEE RESOLUTION**

**Moved Cr Massey                      Seconded Cr Wringe**

**That the Minutes of the Audit and Risk Management Committee meeting held 28 January 2021 be confirmed as a true and correct record.**

**CARRIED 4/0**

## 8 REPORTS OF OFFICERS

### 8.1 COMPLIANCE AUDIT RETURN – STATUS UPDATE REPORT

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	N/A
<b>Author</b>	Paul Breman, Executive Manager Corporate and Community
<b>Responsible Manager</b>	Paul Breman, Executive Manager Corporate and Community
<b>Attachments</b>	8.1(1): 2020 CAR Update Report
<b>Voting Requirements</b>	Simple Majority

Executive Recommendation
<p><b>That the Audit and Risk Management Committee:</b></p> <p><b>Receive the Compliance Audit Return (CAR) Report as attached at <u>Attachment 8.1(1)</u> as a status update of the actions taken to date to achieve compliance with regard to selected items identified as non-compliant within the 2020 Compliance Audit Return.</b></p>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome	4.2	A respected, professional and trusted organisation
Strategy	4.2.1	Effective and efficient operations and service provision
Action	4.2.1.2	Seek a high level of legislative compliance and effective internal controls.

### EXECUTIVE SUMMARY

At the February 2021 Ordinary Council Meeting the Council passed the following resolution:

*That Council:*

1. *Adopt the 2020 Compliance Audit Return as presented at attachment 8.4(1) for the Shire of Donnybrook Balingup for the period 1 January 2020 to 31 December 2020; and*
2. *Instruct the CEO prepare a report identifying the actions to be taken to achieve compliance with the items identified within the 2020 Compliance Audit Return to be presented to the next Audit and Risk Management Committee Meeting.*

The above resolution contains an instruction to the Chief Executive Officer to report on the actions to be achieved toward compliance for those items reported as non-compliant in the 2020 Compliance Audit Return. This item serves to action that instruction by presenting a status update report to the Committee.

## **BACKGROUND**

A Local Government Compliance Audit Return (CAR) is required to be undertaken in accordance with the *Local Government (Audit) Regulations 1996* Reg. 14(1).

The Audit was conducted by staff for the period 1<sup>st</sup> January to 31<sup>st</sup> December 2020, within the scope and in the format required by the Department of Local Government, Sport and Cultural Industries.

After conducting the checking process, the 2020 CAR contained a compliance item for as set out below:

<b>Topic</b>	<b>Item Number</b>	<b>Matter</b>
Optional Questions	5	Did the local government prepare and adopt by absolute majority a policy dealing with the attendance of council members and the CEO at events?
Optional Questions	6	Did the CEO publish an up-to-date version of the attendance at events policy on the local government's official website?
Optional Questions	1	Did the CEO review the appropriateness and effectiveness of the local government's financial management systems and procedures in accordance with Financial Management Reg 5(2)(c) within the three years prior to 31 December 2020? If yes, please provide the date of council's resolution to accept the report
Tenders for Providing Goods and Services	8	Did the information recorded in the local government's tender register comply with the requirements of F&G Reg 17 and did the CEO make the tenders register available for public inspection and publish it on the local government's official website?

These compliance items have been noted by Staff and are not expected to occur again in the future.

The Department of Local Government, Sport and Cultural Industries (DLGSCI) requires local governments to conduct an annual assessment of their compliance with key

components of the *Local Government Act 1995* (the Act) and associated Regulations. The 2020 CAR must be adopted and provided to the DLGSCI by 31 March 2021.

## **FINANCIAL IMPLICATIONS**

Nil.

## **POLICY COMPLIANCE**

Not Applicable.

## **STATUTORY COMPLIANCE**

Under *Regulation 14 of the Local Government (Audit) Regulations 1996* the 2020 CAR is to be reviewed by Council's Audit Committee and then the results reported to Council for adoption.

Following presentation to Council at the February ordinary meeting of the Council, a certified copy of the 2020 CAR, along with an extract of the minutes of the meeting at which the CAR was adopted by Council, was submitted to the DLGSCI on 17 March 2021, well within the 31 March 2021 deadline.

No feedback has been received to date from the DLGSCI on the contents of the 2020 CAR.

## **CONSULTATION**

Not Applicable.

## **OFFICER COMMENT/CONCLUSION**

The attached CAR - Status Update Report, will be presented to successive meetings of the Audit and Risk Management Committee until all items raised in the report are completed.

## **EXECUTIVE RECOMMENDATION**

**Moved Cr Wringe                      Seconded Cr Massey**

**That the Audit and Risk Management Committee:**

**Receive the Compliance Audit Return (CAR) Report as attached at Attachment 8.1(1) as a status update of the actions taken to date to achieve compliance with regard to selected items identified as non-compliant within the 2020 Compliance Audit Return.**

## AMENDMENT

Moved Cr Wringe                      Seconded Cr Massey

That the Audit and Risk Management Committee:

Receive the Compliance Audit Return (CAR) Report ~~as attached~~ at Attachment 8.1(1) as a status update of the actions taken to date to achieve compliance with regard to selected items identified as non-compliant within the 2020 Compliance Audit Return, subject to priority and timelines being included for Council consideration.

CARRIED 4/0

## COMMITTEE RESOLUTION

Moved Cr Wringe                      Seconded Cr Massey

That the Audit and Risk Management Committee:

Receive the Compliance Audit Return (CAR) Report at Attachment 8.1(1) as a status update of the actions taken to date to achieve compliance with regard to selected items identified as non-compliant within the 2020 Compliance Audit Return, subject to priority and timelines being included for Council consideration.

## 8.2 LOCAL GOVERNMENT (AUDIT) REGULATIONS 17 – STATUS UPDATE

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	N/A
<b>Author</b>	Paul Breman, Executive Manager Corporate and Community
<b>Responsible Manager</b>	Paul Breman, Executive Manager Corporate and Community
<b>Attachments</b>	8.2(1): LG (Audit) Regulation 17 - Status Update
<b>Voting Requirements</b>	Simple Majority

<b>Executive Recommendation</b>
<p><b>That the Audit and Risk Management Committee:</b></p> <p><b>Receive the LG (Audit) Regulation 17 Status Update Report as attached at <u>Attachment 8.2(1)</u> in relation to the progress of items identified on the current Audit Regulation 17 Report.</b></p>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome	4.2	A respected, professional and trusted organisation
Strategy	4.2.1	Effective and efficient operations and service provision
Action	4.2.1.3	Monitor and measure organisational performance

### EXECUTIVE SUMMARY

The attached LG (Audit) Regulation 17 Status Update Report is presented to the Audit and Risk Management committee for their information and to monitor progress toward actioning items identified in the most recent Audit Regulation 17 report.

### BACKGROUND

The last Review was undertaken by AMD Chartered Accountants in December 2018 and the results received by the Shire in February 2019 are attached (Attachment 8.4(1)).

A status report on the identified actions from the Review and their status of resolution is attached at Attachment 8.2(1).

### FINANCIAL IMPLICATIONS

Nil.

### POLICY COMPLIANCE

Not Applicable.

## **STATUTORY COMPLIANCE**

Reg. 7 of the Local Government (Audit) Regulations 1996 requires the CEO to review the appropriateness and effectiveness of a local government's systems and procedures not less than once in every 3 financial years in relation to:

- risk management; and
- internal control; and
- legislative compliance.

The CEO is to report to the Audit and Risk Management Committee the results of that review.

## **CONSULTATION**

Not Applicable.

## **OFFICER COMMENT/CONCLUSION**

The Audit and Risk Management Committee considered a report from the Executive Manager Corporate and Community Services in January 2021, presenting the finding of a review of risk management, internal controls and legislative compliance as required by the Local Government (Audit) Regulation (Reg 17).

The next Audit Regulation 17 Review is due to be conducted by December 2021.

The attached status update report, will be presented to successive meetings of the Audit and Risk Management Committee until all items raised in the report are completed.

## **EXECUTIVE RECOMMENDATION**

**Moved Cr Newman          Seconded Cr Wringe**

**That the Audit and Risk Management Committee:**

**Receive the LG (Audit) Regulation 17 Status Update Report as attached at **Attachment 8.2(1)** in relation to the progress of items identified on the current Audit Regulation 17 Report.**

## AMENDMENT

Moved Cr Newman          Seconded Cr Wringe

That the Audit and Risk Management Committee:

Receive the LG (Audit) Regulation 17 Status Update Report ~~*as attached*~~ at *Attachment 8.2(1)* in relation to the progress of items identified on the current Audit Regulation 17 Report, *subject to more specific information being provided to Council in relation to resource constraints under the Update column.*

CARRIED 4/0

## COMMITTEE RESOLUTION

Moved Cr Newman          Seconded Cr Wringe

That the Audit and Risk Management Committee:

Receive the LG (Audit) Regulation 17 Status Update Report at *Attachment 8.2(1)* in relation to the progress of items identified on the current Audit Regulation 17 Report, subject to more specific information being provided to Council in relation to resource constraints under the Update column.

CARRIED 4/0

### 8.3 OFFICE OF THE AUDITOR GENERAL FINDINGS – STATUS UPDATE REPORT

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	N/A
<b>Author</b>	Paul Breman, Executive Manager Corporate and Community
<b>Responsible Manager</b>	Paul Breman, Executive Manager Corporate and Community
<b>Attachments</b>	8.3(1): OAG Report Findings – Status Update Report
<b>Voting Requirements</b>	Simple Majority

Executive Recommendation
<p><b>That the Audit and Risk Management Committee:</b></p> <p><b>Receive the Status Update Report on the progress of aligning the findings of the individual Office of the Auditor General performance audit reports with Shire processes and systems as attached at <u>Attachment 8.3(1)</u>.</b></p>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome	4.2	A respected, professional and trusted organisation
Strategy	4.2.1	Effective and efficient operations and service provision
Action	4.2.1.3	Monitor and measure organisational performance

### EXECUTIVE SUMMARY

Staff intend to keep the Committee updated on status of these matters and work on strategies to progress the Office of the Auditor General (OAG) findings and recommendations in the context of their impact on risk and resources.

### BACKGROUND

At the 12 November 2020 Audit and Risk Management Committee meeting, the Committee received the recommendations and findings from the Industry-based OAG Performance Audits Reports and recommended to the Council that the Chief Executive Officer prepare a matrix with Shire responses to each of the findings.

The matrix of OAG Performance Audits Reports was presented to the January 2021, meeting of the Audit and Risk Management Committee and then to the February 2021 meeting of the Council, at which the Council adopted the following resolution:

*That Council:*

- 1. Receive the matrix of Shire responses to each of the findings in the Auditor General's General Performance Audit Reports as attached 8.2(1); and*
- 2. Acknowledge the work to be undertaken to align the findings of the individual Office of the Auditor General's reports with Shire processes and systems; and*
- 3. Consider the risk management implications associated with the findings and recommendations of the Office of the Auditor General Performance Audits and the Shire Executive's Comments in the attachment.*

## **FINANCIAL IMPLICATIONS**

Nil.

## **POLICY COMPLIANCE**

Not Applicable.

## **STATUTORY COMPLIANCE**

Not Applicable.

## **CONSULTATION**

Not Applicable.

## **OFFICER COMMENT/CONCLUSION**

The attached OAG General Findings - Status Update Report (*Attachment 8.3(1)*), will be presented to successive meetings of the Audit and Risk Management Committee to monitor the progress made toward aligning these industry-based findings and recommendations to the Shire's internal processes and systems.

## **EXECUTIVE RECOMMENDATION**

**Moved Cr Wringe                      Seconded Cr Massey**

**That the Audit and Risk Management Committee:**

**Receive the Status Update Report on the progress of aligning the findings of the individual Office of the Auditor General performance audit reports with Shire processes and systems as attached at Attachment 8.3(1).**

## AMENDMENT

Moved Cr Wringe                      Seconded Cr Massey

That the Audit and Risk Management Committee:

1. Receive the Status Update Report on the progress of aligning the findings of the individual Office of the Auditor General performance audit reports with Shire processes and systems as attached at Attachment 8.3(1).
2. Notes the priorities attached to each item in Attachment 8.3(1) and the associated resource requirements, and the Audit and Risk Management Committee will work towards prioritisation of these items for Council's future consideration.

CARRIED 4/0

## COMMITTEE RESOLUTION

Moved Cr Wringe                      Seconded Cr Massey

That the Audit and Risk Management Committee:

1. Receive the Status Update Report on the progress of aligning the findings of the individual Office of the Auditor General performance audit reports with Shire processes and systems as attached at Attachment 8.3(1).
2. Notes the priorities attached to each item in Attachment 8.3(1) and the associated resource requirements, and the Audit and Risk Management Committee will work towards prioritisation of these items for Council's future consideration.

CARRIED 4/0

## 8.4 FINANCIAL MANAGEMENT REVIEW

<b>Location</b>	Shire of Donnybrook Balingup
<b>Applicant</b>	Shire of Donnybrook Balingup
<b>File Reference</b>	N/A
<b>Author</b>	Paul Breman, Executive Manager Corporate and Community
<b>Responsible Manager</b>	Paul Breman, Executive Manager Corporate and Community
<b>Attachments</b>	8.4(1): Financial Management Review – AMD 8.4(2): Financial Management Review Status Report
<b>Voting Requirements</b>	Simple Majority

Executive Recommendation
<p><b>That the Audit and Risk Management Committee:</b></p> <p><b>Receive from the Chief Executive Officer the Financial Management Review report dated 12 February 2019, undertaken in accordance with Regulation 5(2)(c) of the Local Government (Financial Management) Regulations 1996, including the accompanying status update report (Attachment 8.4(1) and 8.4(2)).</b></p>

### STRATEGIC ALIGNMENT

The following outcomes from the Corporate Business Plan relate to this proposal:

Outcome	4.2	A respected, professional and trusted organisation
Strategy	4.2.1	Effective and efficient operations and service provision
Action	4.2.1.2	Seek a high level of legislative compliance and effective internal controls.

### EXECUTIVE SUMMARY

Regulations 5(2)(c) of the Local Government (Financial Management) Regulations 1996, requires the Chief Executive Officer to undertake a review of the appropriateness and effectiveness of the financial management systems and procedures of the local government regularly (and not less than once in every four financial years) and report to the local government the results of than Review.

### BACKGROUND

To comply with the requirements of the Regulations, AMD Accountants were engaged by the Chief Executive Officer to undertake an independent review and report on Council's financial management systems and procedures. The review was undertaken by AMD in late 2018 and received in January 2019.

For reasons unknown, this item was not presented to the Audit and Risk Committee or to the Council after receipt. The timing of this oversight does correspond with some staff changes at the time.

As part of preparing the 2020 Compliance Audit return, this oversight was recognised and planning commenced to present this report to the Audit and Risk Management Committee for review.

## **FINANCIAL IMPLICATIONS**

Nil.

## **POLICY COMPLIANCE**

Not Applicable.

## **STATUTORY COMPLIANCE**

Local Government (Financial Management) Regulations 1996 The financial management responsibilities of the Chief Executive Officer are established under Regulation 5 of the Local Government (Financial Management) Regulations 1996:

“(1) Efficient systems and procedures are to be established by the CEO of a local government:

- (a) for the proper collection of all money owing to the local government;
- (b) for the safe custody and security of all money collected or held by the local government;
- (c) for the proper maintenance and security of the financial records of the local government (whether maintained in written form or by electronic or other means or process);
- (d) to ensure proper accounting for municipal or trust:
  - (i) revenue received or receivable;
  - (ii) expenses paid or payable; and
  - (iii) assets and liabilities;
- (e) to ensure proper authorisation for the incurring of liabilities and the making of payments;
- (f) for the maintenance of payroll, stock control and costing records; and
- (g) to assist in the preparation of budgets, budget reviews, accounts and reports Required by the Act or these Regulations.”

In addition, the Chief Executive Officer is to:

- “(2) (a) ensure that the resources of the local government are effectively and efficiently managed;
- (b) assist the council to undertake reviews of fees and charges regularly (and not less than once in every financial year); and
  - (c) undertake reviews of the appropriateness and effectiveness of the financial management systems and procedures of the local government regularly (and no less than once in every 3 financial years) and report to the local government the results of those reviews.”

## **CONSULTATION**

Not Applicable.

## **OFFICER COMMENT/CONCLUSION**

Although the report was not presented to the Council in a timely manner, it can be seen from the accompanying status update report, that the recommendations and matters raised in the Audit Regulation 17 report have been substantially actioned over the subsequent period.

A status update report will be presented to the Audit and Risk Management Committee at each subsequent meeting to monitor progress until all actions have been completed.

The timing for the next financial management review is during the 2021-22 financial year. In addition, the timing for the next Audit reg 17 (Risk Management, Internal controls and Legislative Compliance) review is before December 2021.

It would seem efficient to have the reviews combined into one exercise and potentially procure the services of an independent and experienced provider to undertake this role and provide the reports to the Chief Executive Officer.

## **COMMITTEE RESOLUTION**

**Moved Cr Newman                      Seconded Cr Massey**

**That the Audit and Risk Management Committee:**

**Receive from the Chief Executive Officer the Financial Management Review report dated 12 February 2019, undertaken in accordance with Regulation 5(2)(c) of the Local Government (Financial Management) Regulations 1996, including the accompanying status update report (Attachment 8.4(1) and 8.4(2)).**

**CARRIED 4/0**

## **8 CLOSURE**

---

Paul Breman noted the next meeting is scheduled for 15 July 2021 and his last day with the Shire will be 30 June 2021.

The Chairperson acknowledged the Committee's appreciation for Paul's dedication and hard work with the Shire and particularly the Audit and Risk Management Committee.

The Chairperson declared the meeting closed at 6.11pm.



# Local Recovery Plan 2021



## Shire of Donnybrook Balingup Local Emergency Management Arrangements Part E



## Shire of Donnybrook Balingup Local Recovery Plan

This plan has been produced and issued under the authority of section 41(4) of the *Emergency Management Act 2005* and forms part of the Shire of Donnybrook Balingup Local Emergency Management Arrangements. It has been endorsed by Donnybrook Balingup's Local Emergency Management Committee (LEMC) and has been tabled with the District Emergency Management Committee (DEMC).

\_\_\_\_\_  
Local Recovery Coordinator

\_\_\_\_\_  
Date

Donnybrook Balingup Local Emergency Management Committee

\_\_\_\_\_  
Chairperson

\_\_\_\_\_  
Date

Donnybrook Balingup Local Emergency Management Committee

\_\_\_\_\_  
Endorsed by Council

\_\_\_\_\_  
Date

Shire of Donnybrook Balingup

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## DISTRIBUTION LIST

Organisation	Location / Officer	
Shire of Donnybrook Balingup	Chief Executive Officer	1
Shire of Donnybrook Balingup	Executive Manager Operations	1
Shire of Donnybrook Balingup	Executive Manager Services	1
Shire of Donnybrook Balingup	Executive Manager Corporate and Community	1
Shire of Donnybrook Balingup	HR Coordinator	1
Shire of Donnybrook Balingup	Occupational Safety and Health Officer	1
Shire of Donnybrook Balingup	Communications Officer	1
Shire of Donnybrook Balingup	Administrations Officer Executive Services	1
Shire of Donnybrook Balingup	Manager Community Development	1
Shire of Donnybrook Balingup	Community Development Administration Officer	1
Shire of Donnybrook Balingup	Manager Donnybrook Recreation Centre	1
Shire of Donnybrook Balingup	Manager Development Services	1
Shire of Donnybrook Balingup	Principal Building Surveyor	1
Shire of Donnybrook Balingup	Principal Environmental Health Officer	1
Shire of Donnybrook Balingup	Manager Works and Services	1
Shire of Donnybrook Balingup	Senior Ranger	1
Shire of Donnybrook Balingup	Community Emergency Services Manager	1
District Emergency Management Committee (DEMC)	DEMC South West District Office	1
WA Police	Donnybrook OIC	1
Department of Fire and Emergency Services	DFES Lower West District Office	1
Department of Communities	Busselton	1
Department of Health WA	Perth	1
WA Country Health Services	South West Regional Director	1
South West Population Health Unit	Bunbury	1
Donnybrook Hospital	Nurse Unit Manager	1
St. John Ambulance	Donnybrook	1
Donnybrook Medical Services	Donnybrook	1
South West Health Campus	Bunbury Hospital	1
Donnybrook SES	Donnybrook	1
Local Government Insurance Services	West Perth	1
Balingup and District Tourism Association	Balingup	1
South West Development Commission	Bunbury	1
Services Australia	Bunbury	1
Donnybrook Chamber of Commerce and Industries	Donnybrook	1
South West Catchment Council	Bunbury	1
Aqwest – Bunbury Water Corporation	Bunbury	1

Main Roads WA	South West Regional Office Bunbury	1
Western Power	Bunbury	1
Telstra	Bunbury	1
NBN Co.	State Office	
Bunbury Port Authority	Bunbury	1
Department of Transport	Perth	1
Australian Red Cross	Donnybrook	1
Salvation Army	Bunbury	1
Silver Chain	Bunbury	1
Department of Education – South West Education Region	Bunbury	1
Balingup Community Advisory Committee	Balingup	1
Donnybrook – Balingup Aged Care Board	Donnybrook	1
Tuia Lodge	Donnybrook	1
Country Women’s Association	Donnybrook	1
Donnybrook Lions	Donnybrook	1
Combined Churches of Donnybrook	Donnybrook	1
<b>Councils in the South West Local Government Emergency Management Alliance</b>		
Shire of Augusta-Margaret River	LEMC	1
Shire of Boyup Brook	LEMC	1
Shire of Bridgetown-Greenbushes	LEMC	1
City of Bunbury	LEMC	1
City of Busselton	LEMC	1
Shire of Capel	LEMC	1
Shire of Collie	LEMC	1
Shire of Dardanup	LEMC	1
Shire of Donnybrook Balingup	LEMC	1
Shire of Harvey	LEMC	1
Shire of Manjimup	LEMC	1
Shire of Nannup	LEMC	1

The distribution list is included to enable amendments to be distributed at later dates.

**Contact details can be found at Appendix One.**

## RECORD OF AMENDMENTS

Suggestions and comments from the community and stakeholders can help improve these arrangements and subsequent amendments.

Feedback can include:

- What you do and / or do not like about the arrangements;
- Unclear or incorrect expression;
- Out of date information or practices;
- Inadequacies; and
- Errors, omissions, or suggested improvements.

To forward feedback, copy the relevant section, mark the proposed changes and forward to:

Chairperson  
Local Emergency Management Committee  
Shire of Donnybrook Balingup  
PO Box 94  
DONNYBROOK WA 6239

The Chairperson will refer any correspondence to the LEMC for consideration and/or approval.

Amendments promulgated are to be certified in the following table, when updated.

Amendment		Details of Amendment	Amended by
No.	Date		
1	July 2020	Full Revision of Local Recovery Plan	B Wright
		Approved by LEMC	
		Noted by Council	

NOTE - The person receiving the amendments should be responsible for replacing the pages as appropriate and complete the amendment record.

## GENERAL ACRONYMS USED IN THE LOCAL RECOVERY PLAN

<b>CA</b>	Controlling Agency
<b>DEMC</b>	District Emergency Management Committee
<b>DFES</b>	Department of Fire Emergency Services
<b>DRFA-WA</b>	Disaster Relief Funding Arrangements – Western Australia
<b>EPA</b>	Essential Public Assets
<b>HMA</b>	Hazard Management Agency
<b>IC</b>	Incident Controller
<b>ISG</b>	Incident Support Group
<b>LEMA</b>	Shire of Donnybrook Balingup Local Emergency Management Arrangements
<b>LEMC</b>	Local Emergency Management Committee
<b>LMDRF</b>	Lord Mayors Disaster Relief Fund
<b>LRC</b>	Local Recovery Coordinator
<b>LRCC</b>	Local Recovery Coordination Centre
<b>LRCG</b>	Local Recovery Coordination Group
<b>LRP</b>	Shire Donnybrook Balingup Local Recovery Plan
<b>NGO</b>	Non-Government Organisation
<b>OASG</b>	Operations Area Support Group
<b>OIC</b>	Officer in Charge
<b>OSS</b>	One Stop Shop
<b>RIC</b>	Recovery Information Centre
<b>SRCG</b>	State Recovery Coordination Group
<b>SWEMA</b>	South West Emergency Management Alliance

## GLOSSARY OF TERMS

The State Emergency Management Glossary provides definitions for a range of terms encountered in Emergency Management, drawing together definitions from many sources. The following terms relate to recovery. For additional definitions refer to the current State Emergency Management Glossary.

**ACCIDENT** – a sudden event in which harms is caused to people, property or the built or natural environment. Also referred to as an **INCIDENT** or **EMERGENCY**.

**AUSTRALASIAN INTERSERVICE INCIDENT MANAGEMENT SYSTEM (AIIMS)** - is a nationally adopted structure, to formalise a coordinated approach to emergency incident management.

**AIIMS STRUCTURE** – The combination of facilities, equipment, personnel, procedures, and communications operating within a common organisational structure with responsibility for the management of allocated resources to effectively accomplish stated objectives relating to an incident (AIIMS).

**COMBAT** - take steps to eliminate or reduce the effects of a hazard on the community.

**COMBAT AGENCY** – A combat agency prescribed under subsection (1) of the Emergency Management Act 2005 is to be a public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.

**COMPREHENSIVE APPROACH** – The development of emergency and disaster arrangements to embrace the aspects of prevention, preparedness, response, and recovery (PPRR). PPRR are aspects of emergency management, not sequential phases.

**COMMAND** – The direction of members and resources of an organisation in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement with an organisation. Command relates to organisations and operates vertically within an organisation. See also **COMMAND** and **COORDINATION**.

**CONTROL** – The overall direction of emergency management activities in an emergency. Authority for control is established in legislation or in an emergency plan and carries with it the responsibility for tasking and coordinating other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations. See also **COMMAND** and **COORDINATION**.

**CONTROLLING AGENCY** – An agency nominated to control the response activities to a specified type of emergency.

**COORDINATION** – The bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination relates primarily to resources, and operates, vertically, within an organisation, as a function of the authority to command, and horizontally, across organisations, as a function of the authority to control. See also **CONTROL** and **COMMAND**.

**DISTRICT** – means the municipality of the Shire of Donnybrook Balingup.

**EMERGENCY** – the occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response.

**EMERGENCY COORDINATION CENTRE (ECC)** – a facility established to coordinate and organise emergency provision of services.

**EMERGENCY MANAGEMENT** – The management of the adverse effects of an emergency including:

**Prevention** – the mitigation or prevention of the probability of the occurrence of and the potential adverse effects of an emergency.

**Preparedness** – preparation for response to an emergency

**Response** – the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage and help to speed recovery and

**Recovery** – the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

**EMERGENCY MANAGEMENT AGENCY** – A hazard management agency (HMA), a combat agency or a support organisation

**EMERGENCY OPERATIONS CENTRE (EOC)** – a facility, either static or mobile, from which that total operation or aspects of the operation are managed. A facility established to control and coordinate the response and support to an incident or emergency. Also referred to as the **INCIDENT CONTROL CENTRE**.

**EMERGENCY PUBLIC INFORMATION (EPI)** – information provided to the community during emergency situations with instructions on how to get assistance or to protect personal health, safety and property.

**EMERGENCY RISK MANAGEMENT** – A systematic process that produces a range of measures which contribute to the well-being of communities and the environment.

SES –State Emergency Service

VFRS –Volunteer Fire & Rescue Service

VMR –Volunteer Marine Rescue

VES – Volunteer Emergency Service

DFES – Department of Fire Emergency Services

BFB – Bush Fire Brigade – established by a local government under the Bush Fires Act 1954.

**EXERCISE** – simulation of emergency management events, through discussion or actual deployment of personnel, in order: to train personnel; to review / test the planning process or other procedures; to identify needs and / or weaknesses; to demonstrate capabilities; and to practice people in working together.

**HAZARD** - an event, situation or condition that is capable of causing or resulting in loss of life, prejudice to the safety, or harm to the health of persons or animals; or destruction of, or damage to property or any part of the environment and is defined in the Emergency Management Act 2005 or prescribed in the Emergency Management Regulations 2006.

(a) a cyclone, earthquake, flood, storm, tsunami or other natural event

(b) a fire

(c) a road, rail or air crash

(d) a plague or an epidemic

(e) a terrorist act as defined in The Criminal Code section 100.1 set out in the Schedule to the Criminal Code Act 1995 of the Commonwealth

(f) any other event, situation or condition that is capable of causing or resulting in

(i) loss of life, prejudice to the safety or harm to the health of persons or animals or

(ii) destruction of or damage to property or any part of the environment and is prescribed by the regulations

**HAZARD MANAGEMENT AGENCY (HMA)** – A public authority or other person, prescribed by regulations because of that agency's functions under any written law or because of its specialized knowledge, expertise, and resources, to be responsible for the emergency management or an aspect of emergency management of a hazard for a part or the whole of the State.

**INCIDENT** – An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.

A sudden event which, but for mitigating circumstances, could have resulted in an accident.

An emergency event or series of events which requires a response from one or more of the statutory response agencies.

**INCIDENT AREA (IA)** – The area defined by the Incident Controller for which they have responsibility for the overall management and control of an incident.

**INCIDENT CONTROLLER** – The person appointed by the Hazard Management Agency for the overall management of an incident within a designated incident area.

**INCIDENT MANAGEMENT TEAM (IMT)** – A group of incident management personnel comprising the incident controller, and the personnel he or she appoints to be responsible for the functions of operations, planning, and logistics. The team headed by the incident manager which is responsible for the overall control of the incident.

**INCIDENT SUPPORT GROUP (ISG)** – A group of agency/organisation liaison officers convened and chaired by the Incident Controller to provide agency specific expert advice and support in relation to operational response to the incident.

**LG** – Local Government, meaning the Shire of Donnybrook Balingup.

**LIFELINES** – The public facilities and systems that provide basic life support services such as water, energy, sanitation, communications and transportation. Systems or networks that provide services on which the well-being of the community depends

**LOCAL EMERGENCY COORDINATOR (LEC)** - That person designated by the Commissioner of Police to be the Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective Local Emergency Management Committee are performed and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during Incidents and Operations.

**LOCAL EMERGENCY MANAGEMENT COMMITTEE (LEMC)** – Based on either local government boundaries or emergency management sub-districts. Chaired by the Shire President (or a delegated person) with the Local Emergency Coordinator, whose jurisdiction covers the local government area concerned, as the Deputy Chair, Executive support should be provided by the local government.

**NON – GOVERNMENT ORGANISATION (NGO)** – non-profit making organisation operating at the local, national, or international levels. Distinct from a governmental organisation, having no statutory ties with a national government.

**OPERATIONS** – The direction, supervision and implementation of tactics in accordance with the Incident Action Plan.

**OPERATIONAL AREA (OA)** – The area defined by the Operational Area Manager for which they have overall responsibility for the strategic management of an emergency. This area may include one or more Incident Areas.

**OPERATIONAL AREA SUPPORT GROUP (OASG)** - a group of agency / organisation liaison officers convened and Operational Area Manager to provide agency specific expert advice and support in relation to strategic management of the emergency.

**PREVENTION** – Regulatory and physical measures to ensure that emergencies are prevented, or their effects mitigated. Measures to eliminate or reduce the incidence or severity of emergencies.

**PREPAREDNESS** – Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed.

Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.

**RESPONSE** – Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support. Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.

**RECOVERY** – The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.

**RECOVERY INFORMATION MANAGEMENT** - recovery information management develops timely, effective communication channels to gather, process and disseminate information relevant to the recovery of the affect community.

**RISK** – A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities, and the environment.

The chance of something happening that will have an impact upon objectives. It is measured in terms of consequences and likelihood.

A measure of harm, taking into account the consequences of an event and its likelihood for example, it may be expressed as the likelihood of death to an exposed individual over a given period.

Expected losses (of lives, persons injured, property damaged, and economic activity disrupted) due to a particular hazard for a given area and reference period. Based on mathematical calculations, risk is the product of hazard and vulnerability.

**RISK MANAGEMENT** – The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

**SUPPORT ORGANISATION** – A public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources is responsible for providing support functions in relation to that agency.

**TELECOMMUNICATIONS** – The transmission of information by electrical or electromagnetic means including, but not restricted to, fixed telephones, mobile phones, satellite phones, e-mail, and radio.

**TREATMENT OPTIONS** – A range of options identified through the emergency risk management process, to select appropriate strategies' which minimise the potential harm to the community.

**WELFARE CENTRE** – Location where temporary accommodation is available for emergency affected persons containing the usual amenities necessary for living and other welfare services as appropriate.

## **ACKNOWLEDGMENTS**

This project was funded by the *All West Australians Reducing Emergencies (AWARE)* Funding.

## **PART ONE: INTRODUCTION**

Recovery management is the coordinated process of supporting “emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing” (*Emergency Management Act 2005*).

Disaster recovery is the coordinated process of returning an affected community to a normal level of functioning after a disaster. Recovery is part of emergency management, which also includes the components of Prevention, Preparedness and Response. Planning for recovery is integral to emergency preparation.

This Local Recovery Plan is to be read in conjunction with:

- Emergency Management Act 2005 (EM Act)
- Emergency Management Regulations 2006 (EM Regulations)
- State Emergency Management Plan 2018 (State EM Plan)
- State Emergency Management Procedures 2018 (State EM Procedures)
- Local Recovery Guidelines 2019
- Shire of Donnybrook Balingup Local Emergency Management Arrangements 2017

### **1.1 Authority**

This Local Recovery Plan has been prepared in accordance with the *Emergency Management Act 2005 [s.41 (4)]* as a sub plan to the Shire of Donnybrook Balingup Local Emergency Management Arrangements.

The plan has been endorsed by the Shire of Donnybrook Balingup Local Emergency Management Committee (LEMC). The plan has been consulted with Council members and stakeholders and has been tabled for information and comment at the South West District Emergency Management Committee (DEMC).

### **1.2 Document Availability**

Copies of this plan are available for inspection free of charge during office hours:

- Shire’s Administration Building  
Corner Collins Street and Bentley Street  
Donnybrook WA 6239
- Shire’s Website in PDF format  
[www.donnybrook-balingup.wa.gov.au](http://www.donnybrook-balingup.wa.gov.au)

This plan also forms part of the Shire of Donnybrook Balingup Local Emergency Management Arrangements (LEMA) and as such, shall be always distributed along with the LEMA.

### **1.3 Aim**

The aim of this plan is to formalise arrangements for the effective management of recovery from emergencies and disasters.

The Shire will aspire to deliver the services and resources as guided in this Local Recovery Plan as recovery needs arise and Shire resources permit noting that recovery efforts will depend on many variables such as the size and type of a natural disaster and the effect on the community.

### **1.4 Purpose**

The purpose of the Local Recovery Plan is to describe the arrangements for effectively managing recovery operations at a local level and to facilitate the affected community undertaking its own recovery.

### **1.5 Objectives**

The objectives of the Plan are to:

- Describe the roles, responsibilities, available resources, and procedures for the management of recovery from emergencies for Donnybrook, Balingup and the surrounding District;
- Establish a basis for the coordination of recovery activities at the local level;
- Promote effective liaison between all Hazard Management Agencies (HMA), emergency services and supporting agencies, which may become involved in recovery management; and
- Provide a framework for recovery operations.

## 1.6 Scope

The scope of the Plan is limited to and includes;

- The geographical boundaries of the Shire of Donnybrook Balingup;
- Local Emergency Management Arrangements;
- Existing legislation, plans and Local Laws;
- Statutory or agreed responsibilities;
- Relevant Shire of Donnybrook Balingup supporting documents and plans; and
- Involvement of the affected community in recovery management.

## PART TWO: RELATED DOCUMENTS AND ARRANGEMENTS

The Shire of Donnybrook Balingup Local Recovery Plan is a sub-plan of the Donnybrook Balingup Local Emergency Management Arrangements (LEMA) and as such should not be read in isolation to these plans and arrangements.

The plan is part of the Shire of Donnybrook Balingup Emergency Management process and interface with other emergency management plans and recovery plans at District and State levels.

To enable a coordinated and integrated approach to the delivery of emergency management within the Shire of Donnybrook Balingup, these arrangements are aligned with the State Emergency Management Policies and State Emergency Management Plans.

Reference should also be made to the Department for Child Protection and Family Support "Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup".

### Existing Plans and Arrangements

Plan	Owner	Date
Local Emergency Management Arrangements	Shire of Donnybrook Balingup	2017
Risk Register	Shire of Donnybrook Balingup	2020
COVID (Coronavirus) Community Recovery Action Plan (Draft)	Shire of Donnybrook Balingup	2020
Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup	Department of Communities	

### 2.1 Agreements and Understandings

A Memorandum of Understanding exists between the neighbouring Local Governments through the South West Emergency Management Alliance (SWEMA).

The purpose of the Memorandum is to:

1. Facilitate the provision of mutual aid between member Local Governments of the South West Zone during emergencies and post incident recovery.
2. Demonstrate the capacity and willingness of participating Local Governments to work co-operatively and share resources within the region.

Parties to the agreement are:

- Shire of Augusta-Margaret River
- Shire of Boyup Brook
- Shire of Bridgetown-Greenbushes
- City of Bunbury
- City of Busselton
- Shire of Capel

- Shire of Collie
- Shire of Donnybrook Balingup
- Shire of Dardanup
- Shire of Harvey
- Shire of Manjimup
- Shire of Nannup

## 2.2 Special Considerations

The following should be considered in relation to local recovery;

- After hours, weekends and public holiday staff impacts;
- Culturally and linguistically diverse populations;
- Vulnerable individuals/groups –this includes those who may not be vulnerable under ordinary circumstances but have become vulnerable due to the emergency e.g., now homeless as their residence has been damaged or lost;
- Severe weather conditions;
- Remote and limited access;
- Reduced resources and increased safety risks during the bush fire season from November to April; and
- High volumes of traffic and movement of people.

## PART THREE: RESOURCES

The Local Recovery Coordinator (LRC) is responsible for the determination of resources required for recovery activities, based on the Comprehensive Impact Assessment. This determination is made in consultation with the Local Recovery Coordinating Group (LRCG) and support organisations, during the initial stages of the recovery process.

If the Local Recovery Coordination Group (LRCG) is convened, the LRC will continue to assess requirements for the restoration of services and facilities including determination of the resources required for the recovery process, including the wellbeing and communication / information needs of the community.

The LRCG will source and coordinate external and internal resources, including the provision of the staff. It is also noteworthy that the communities' needs will change throughout the recovery cycle, and as such, the distribution of resources to address community impacts will need to be flexible as information continues to be received.

The Shire's LEMC Contact List can be found in **Appendix Two** of this plan, and **Appendix Four** of the Shire's Local Emergency Management Arrangements (LEMA).

### 3.1 Local Government Staff

Once the LRCG has been activated, all staffing matters will be coordinated by the LRC including the rostering of staff, attendance monitoring (timesheets), OH&S etc.

Staff may be involved in the operation of the Local Recovery Coordination Centre (LRCC), Recovery Information Centre (RIC), assessments of building and environmental conditions, and clean-up activities.

The Shire of Donnybrook Balingup Staff Emergency Contact List is included at **Appendix One** of this plan.

### 3.2 Local Volunteer Coordination

Where possible, all offers of, or requests for, volunteer assistance with recovery activities should be coordinated through the LRCG.

Spontaneous volunteers are a valuable, flexible resource that could be used to support existing volunteers and personnel to take up more active responsibilities in aiding with recovery operations.

Local volunteers usually have more familiarity with the local community, local area, and understanding of available resources. Care must be taken however, to ensure that volunteer efforts are organised to ensure that the needs of those affected are the primary consideration and that activities of volunteers do not negatively impact on the community or other recovery efforts.

To support this coordination, the LRCG should make every effort to ensure that volunteers are registered and tasked appropriately. To assist with the registration process, a

spontaneous volunteer registration form is included at **Appendix Three**. This form is only required for volunteers not currently registered with an agency, for example volunteer firefighters and SES volunteers, who will continue to be managed by their respective agencies.

Where the local community is affected (i.e. – pandemic isolation), the LRCG shall seek support from the State Recovery Coordinating Group for volunteer assistance. During these times, there is no obligation for local groups (e.g. – church groups etc) to offer volunteer assistance.

### 3.3 Local Recovery Coordination Centre

It may be necessary to establish a Local Recovery Coordination Centre (LRCC) if extensive recovery activities are likely to be carried out. The purpose of the Centre is to coordinate the recovery process undertaken by various agencies in terms of resources, information, and tasks.

The LRCC will be located at the Shire of Donnybrook Balingup office; if this location is unavailable or deemed unsuitable, the LRC will designate an alternative location as soon as possible and publicise the location and contact numbers after it has been relocated.

Each LRCG member agency will provide a liaison officer to ensure the continuity of information. All agencies are responsible for ensuring representatives from their agency are in place for the length of the recovery operations.

Local Recovery Coordination Centre	Address	Available Resources
Shire of Donnybrook Balingup Council Chambers	49 Collins Street, Donnybrook	Internet, offices, communication, secure
Donnybrook SES Building	80 Bentley Street, Donnybrook	Internet, offices, communication, secure
Balingup Bush Fire Station	Forrest Street Balingup	Internet, offices, communication, secure

**Table 1: Suggested Local Recovery Coordination Centre in the district**



### 3.4 Recovery Information Centre (One-Stop-Shop)

A Recovery Information Centre (RIC) / One-Stop-Shop will be established when required by the LRCG. The purpose of the Centre is to provide information and advice to the community on the progress of recovery, special arrangements, and services.

A RIC is also designed to centralise the delivery of Local, State and Commonwealth government and non-government services to people affected by a disaster.

The RIC may or may not be co-located with the LRCC, depending on the size and complexity of the disaster. It may be appropriate to establish the RIC at the local welfare centre to provide easy access for the affected community. The location and contact details of the Centre should be disseminated to the community when it has been established.

All LRCG agencies are required to ensure an agency representative is in place at the One-Stop-Shop throughout recovery as dictated by the needs of the community and LRCG. This will ensure effective communication and coordination of resources, information, and tasks. The Local Government will provide a help desk to assist the community members on where to direct their enquiries.

One Stop Shop	Address	Available Resources
Donnybrook Recreation Centre	Steere Street, Donnybrook	Internet, offices, phone lines, kitchen, toilets, disabled parking, and access
Balingup Recreation Centre	South Western Highway, Balingup	Internet, phone lines, kitchen, toilets, disabled parking, and access

**Table 2: Identifies possible locations for One-Stop-Shops**



### 3.5: Financial Arrangements

Financial management is a key aspect in providing support to a recovery plan and there should be a strategy to ensure successful implementation of recovery programs ensuring adequate and timely expenditure of funds.

The Shire of Donnybrook Balingup will utilise the following regarding financial arrangements for recovery where required:

- Ensure assets are adequately insured;
- Establishing a cash reserve for Community Recovery, where it is considered appropriate for the level of risk to the community;
- Use of s6.8(1) and s6.11(2) of the Local Government Act 1995 with respect to expenditure of funds not included in the annual budget;
- Local Government (Financial Management) Regulations 1996 – regulation 18(a) provides exemption for council to make budget related decisions in emergencies without giving local public notice of changes to financial reserves; and
- Use of s6.20(2) of Local Government Act 1995 enabling borrowing of funds, subject to one month's local public notice of the proposal and exercising of the power to borrow by absolute majority decision of Council.

The following arrangements and agencies are available to fund recovery activities if a natural disaster is determined:

- Disaster Recovery Funding Arrangements – Western Australia (DRFA-WA),
- Lord Mayor's Distress Relief Fund (LMDRF),
- Services Australia, and
- Department of Communities.

### 3.6 Donation Management

The following procedure forms part of the State Emergency Management Procedures Manual and outlines the policy for initiating and managing appeals. Applications for assistance to the Lord Mayors Disaster Relief Fund (LMDRF) need to include all details of any other funding assistance provided to allow the Board of the Fund to consider the fair allocation of funds to claimants.

#### **Individual Assistance**

Any requests for relief aid over and above assistance available through defined State / Commonwealth government schemes should be referred to the LMDRF.

#### **Public Fundraising Appeals**

Any request to initiate a public fundraising appeal for victims of an emergency should be directed to the LMDRF. If the LMDRF Board agrees to the request, the Board will liaise directly with the affected local government/s to establish the required guidelines. For further information regarding the LMDRF visit: <http://www.appealswa.org.au>

## **Volunteers and Donations**

Where possible, all offers of, or requests for, volunteer assistance with recovery activities and spontaneous donations should be coordinated through the LRCG to avoid duplication of effort.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

Appeals for donations of physical items such as food and furniture should be discouraged unless specifically requested through the LRCG.

## **3.7 Non-Government Organisations (NGOs)**

In some circumstances, Non-Government Organisations (NGOs) provide assistance by way of emergency relief funds, shelter, accommodation, or household supplies.

Where possible, the LRCG should deal with all offers of, or requests for, assistance from NGOs to avoid duplication of effort and confusion.

At the State Government level, coordination is undertaken by the State Recovery Coordinator (SRCG), if established.

The distribution of the donated goods shall be undertaken by the organisations concerned.  
*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

## **3.8 Funding for Emergencies**

In order to undertake an assessment of a disaster event and ensure it satisfies the required Disaster Relief Funding Arrangements – Western Australia (DRFA-WA) criteria, the Department of Fire and Emergency Services (DFES) is to be informed of any potential eligible costs as soon as practical after the impact of a disaster event.

Only damage sustained as a direct result of the disaster event is to be included in the report. Damage that occurred prior to, or over a period of time, is not to be included in the damage report and will not be eligible for reimbursement under DRFA – WA.

Once the estimated eligible costs of damage satisfy the required criteria of:

- a) one of 10 declared disasters and terrorist act; and
- b) a \$240,000 threshold.

A recommendation is submitted to the Fire Emergency Services Commissioner to activate DRFA-WA. Once endorsed, a public notification of DRFA-WA activation is issued by DFES.

Assistance is available to State government agencies and local governments for:

- the restoration and replacement of Essential Public Assets (EPA); and
- counter disaster operations for the protection of the general public.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

### **3.9 Essential Public Assets**

An Essential Public Assets (EPA) is a transport or public infrastructure asset of an eligible undertaking that the State considers is a necessary part of the State's infrastructure and integral to the normal functioning of a community.

If the EPA is related to another infrastructure category, DFES must be contacted prior to the work being undertaken to verify eligibility and obtain Commonwealth approval.

Assistance is available for the restoration / replacement of EPA owned by an eligible undertaking, such as an eligible State government agency or local government, to its pre-disaster function.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

### **3.10 Counter Disaster Operations**

DRFA-WA may cover up to 100 percent of counter disaster operations provided these costs are additional costs incurred as a direct result of the event.

For affected individuals, examples include, but are not limited to, expenses such as; search and rescue operations, establishment of temporary access routes to allow individuals to return home and sandbagging to prevent damage to residential properties.

Counter disaster operations are also available as assistance to protect the general public. These include sandbagging to prevent damage to public buildings (hospitals and schools) and fire suppression activities.

*Source: State Emergency Management Procedures Manual Part Five: Recovery Procedures*

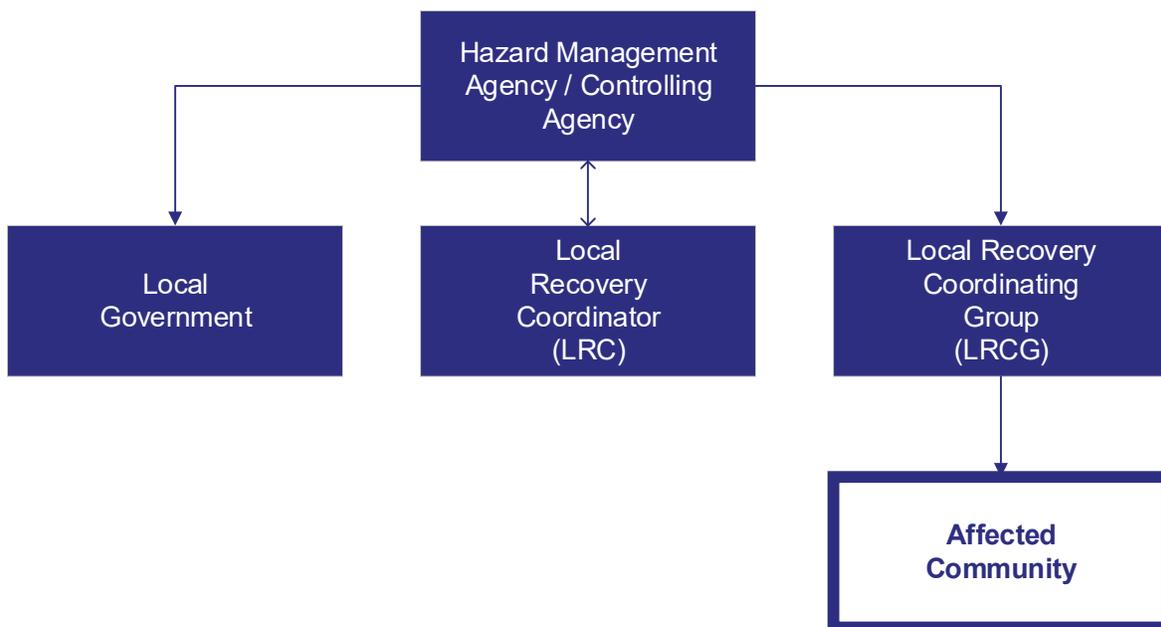
## PART FOUR: ROLES AND RESPONSIBILITIES

### 4.1 Recovery Structure

The structure of the Local Recovery Coordinating Group (LRCG) should be dynamic, as the composition and roles within the group will change depending upon the disaster recovery. During the response phase of the incident, the following structure is typically adopted, until the incident transitions from Response to Recovery.

#### 4.1.1 Response Phase Structure

This structure sees the coordination and communication between the Hazard Management Agency (HMA) / Controlling Agency (CA), and the local government authority, including the Local Recovery Coordinator (LRC) being included in the HMA / CA Incident Support Group briefings and meetings.

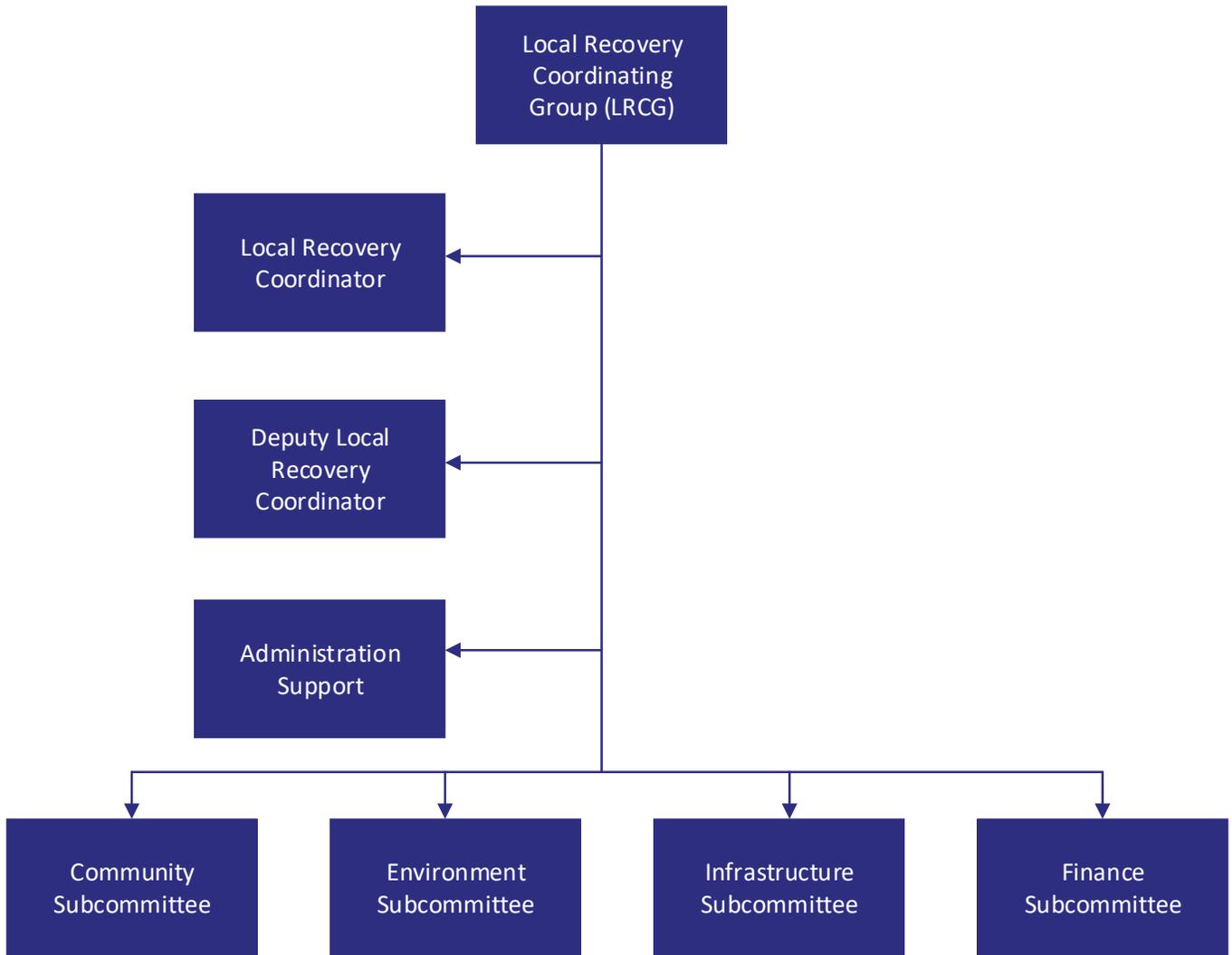


**Figure 1: Response Phase Recovery Management Structure**

**Note:** Transition from response to recovery shall be formalised by completing the **Response to Recovery Transition Handover** form as found in **Appendix Four**.

#### 4.1.2 Recovery Phase Structure

During the Recovery phase, this structure will change depending upon the disaster, which will largely dictate required recovery actions i.e., a significant infrastructure sub-committee and associated functions may not be required for a bushfire that only affects pastoral landowners or nature reserve land.



**Figure 2: Recovery Phase Management Structure**

The above diagram illustrates a basic Recovery Committee structure, which can be utilised dependent upon complexity and impact of the disaster. Guidance for individual subcommittee functions is also available within this plan.

## 4.2 Local Recovery Coordinator

The Local Recovery Coordinator (LRC) has been appointed by the Shire of Donnybrook Balingup in accordance with the *Emergency Management Act 2005*, S 41. (4).

Should the appointed LRC not be available, then the role may be filled by another senior Shire staff member at the direction of the CEO.

The LRC is responsible for:

- coordinating the recovery in conjunction with the LRCG and adhering to the plans, strategies and policies determined by the LRCG.
- preparation, maintenance, testing and implementation of recovery management arrangements in accordance with *Emergency Management Act 2005*, in consultation with local government.
- liaise with the Controlling Agency and participate in the incident management arrangements.

The suggested responsibilities of LRC are provided at **Appendix Five**.

The LRC Task Checklist is provided at **Appendix Six**.

## 4.3 Local Recovery Coordination Group

A Local Recovery Coordination Group (LRCG) is the strategic decision-making body for recovery.

LRCGs provide visible and strong leadership and have a key role in restoring confidence to the community through assessing the consequences of the emergency and coordinating activities to rebuild, restore and rehabilitate the social, built, economic and natural environments of the affected community. The Shire of Donnybrook Balingup has the responsibility to form a LRCG.

A LRCG might comprise of:

- the Local Recovery Coordinator (LRC);
- key local government staff and elected members;
- local representatives of participating agencies (government, non-government, and private sector) who have the ability to provide specific services, for example;
  - local government,
  - Western Australia Police Force (WA Police Force),
  - Department of Communities,
  - Essential Services (Water Corporation, Western Power/Horizon Power, Alinta Gas, Telstra), and Main Roads WA, and Department of Health (WA Health); and
- Members of the community, community groups or leaders from local community groups/associations/committees.

The typical composition of the group is outlined in the following table:

<b>Executive</b>	<b>Core Members</b>	<b>Co-opted Members</b>
Chairperson (Shire President or CEO)	Local Government Officers	WACHS - SW, Donnybrook Hospital (Nurse Unit or delegate)
Local Recovery Coordinator/s	Controlling Agency (CA)	St. John Ambulance
Secretary (normally provided by Local Government)	Department of Communities	Donnybrook SES
Local Emergency Coordinator (OIC WA Police)	Department of Fire and Emergency Services	Main Roads WA
	South West Population Health Unit	Essential Services
	Community Representative/s	Small Business Development Corporation
	If established, Chairpersons of sub-committees	Department of Education
		Department of Water and Environmental Regulations
		Department of Primary Industries and Regional Development
		Australian Red Cross
		Salvation Army
		Donnybrook Visitors Centre Coordinator
		Balingup and Districts Tourism Association Coordinator
		Balingup Community Advisory Committee
		St. John Ambulance
		Community Groups
		Donnybrook Chamber of Commerce and Industries
		Donnybrook Balingup Aged Care Board

		Insurance Council Rep
		Others as required

**Table 2: Suggested members of the Local Recovery Coordination Group**

Suggested responsibilities of the LRCG Chairperson are attached in **Appendix Seven**.

The LRCG Action Checklist is provided at **Appendix Eight**.

Details of potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency are attached in **Appendix Nine**.

#### 4.4 Local Recovery Coordination Group Subcommittees

Dependent upon the extent of the recovery process required, the following subcommittees may be established to assist the LRCG in the management of the recovery process. Further to the below subcommittees, it may be necessary to establish a Recovery Communications Unit. Further information is included in **Part Six: Communications**.

##### 4.4.1 Community (Human / Social Environment) Subcommittee

**Objectives:**

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event.
- To facilitate understanding on the needs of the impacted community in relation to community wellbeing.
- To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing.
- To assess and recommend medium and long-term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing.
- To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs.

##### 4.4.2 Environment (Natural Environment) Subcommittee

**Objectives:**

- To provide advice and guidance to assist in the restoration of the natural environment post the event.
- To facilitate understanding of the needs of the impacted community in relation to environmental restoration.
- To assess and recommend priority areas, projects, and community education to assist with the recovery process in the immediate and short-term regarding the restoration of the environment including weed management and impacts on wildlife.
- To assess and recommend medium and long-term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term.

#### **4.4.3 Infrastructure (Built Environment) Subcommittee**

##### **Objectives:**

- Assist in assessing requirements for the restoration of services and facilities in conjunction with the responsible agencies where appropriate.
- To provide advice and assist in the coordination of the restoration of infrastructure assets and essential services damaged or destroyed during the emergency.
- To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate and short, medium, and long-term.

#### **4.4.4 Finance (Economic Environment) Subcommittee**

##### **Objectives:**

- To assess and recommend priority recovery activities to assist with the direct and indirect impacts on the economic position of the area.
- Consider the need for an economic impact assessment.
- Consider participation of business and/or industry representatives in economic recovery decision making.
- Work with the insurance sector to coordinate insurance companies' response.
- Consider projects to ensure tourism viability is maintained.
- Support and promotion of the economic viability of affected community through short and long-term projects.
- Coordination of supply and distribution of emergency fodder, water, fencing, agistment and other materials/services.

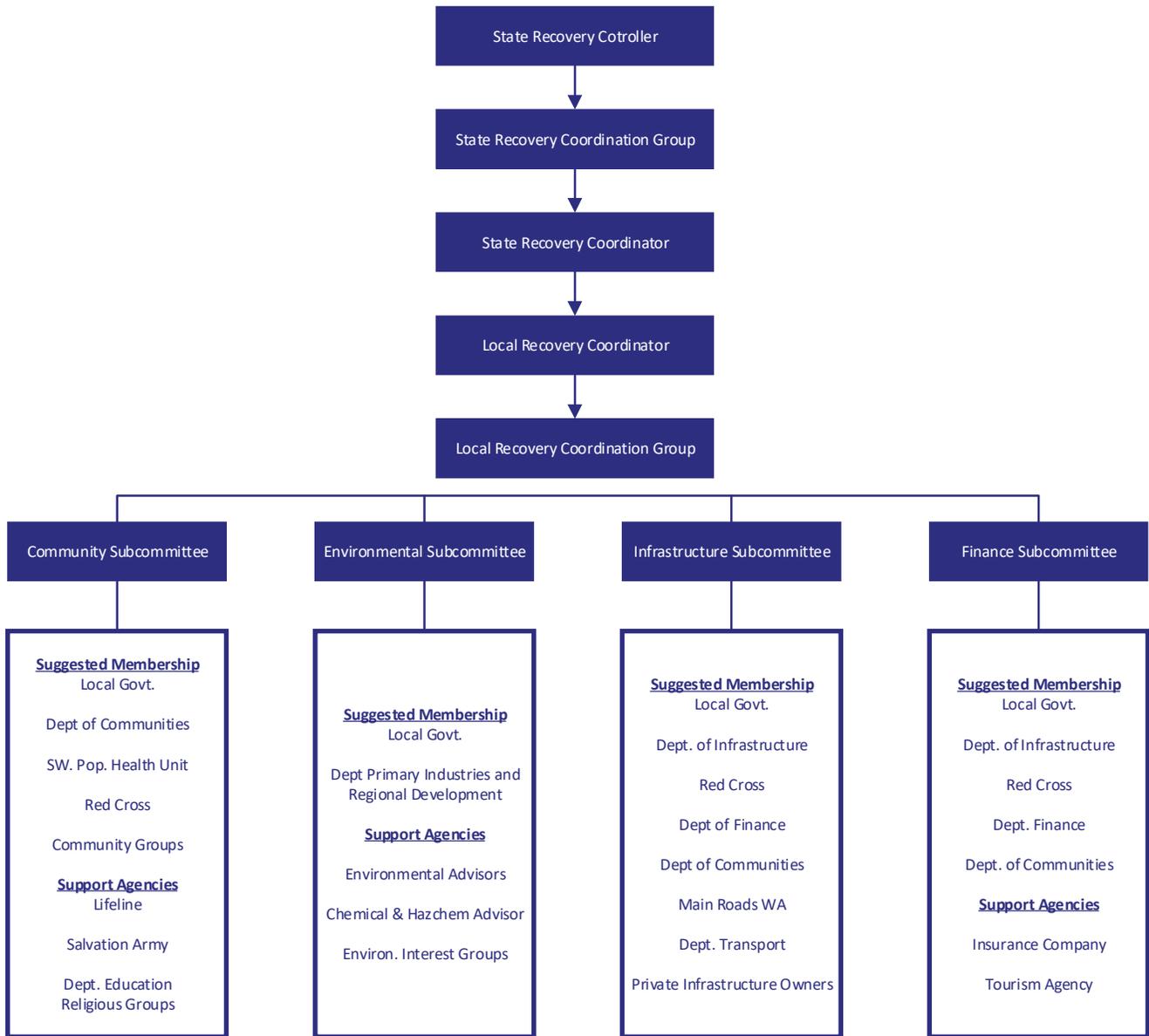
- To provide advice on care and management of livestock, including feed, water, fencing, agistment and transport.

### **Lord Mayor's Distress Relief Fund Role**

To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship because of the event.

### **Function:**

- Work with LMDRF in the development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which:
  - ensure the principles of equity, fairness, simplicity, and transparency apply;
  - ensure the procedures developed are straightforward and not onerous to individuals seeking assistance;
  - recognise the extent of loss suffered by individuals;
  - complement other forms of relief and assistance provided by government and the private sector;
  - recognise immediate, short, medium, and longer term needs of affected individuals; and
  - ensure the privacy of individuals is always protected.
- Facilitate the disbursement of financial donations from the corporate sector to affected individuals, where practical.



**Figure 3: Expanded Recovery Management Structure Showing Potential Subcommittee Members and State-wide reporting relationship.**

## **PART FIVE: COMMENCEMENT OF RECOVERY**

Recovery starts while response activities are still in progress, and key decisions taken during the response phase are likely to directly influence and shape recovery.

The responsibility for coordinating recovery arrangements rests with the affected local government. State level assistance may be required where the delivery of recovery services, or the coordination required to deliver recovery services, exceeds the capacity of the local government.

To ensure that appropriate recovery activities are initiated as soon as possible after impact of the event, the Controlling Agency (CA) / Hazard Management Agency (HMA) is to ensure the LRC is notified of the event. The LRC is to liaise with the CA, including attending the Incident Support Group (ISG) and Operations Area Support Group (OASG) meetings where appropriate.

The Incident Controller (IC) is to complete and sign the Comprehensive Impact Assessment to confirm the accuracy of the information and handover the responsibility to local government. The LRC will take over the responsibility for recovery and advise the LRCG to activate the recovery plan and related arrangements.

Transition from response to recovery shall be formalised by completing the Response to Recovery Transition Handover Form at **Appendix Four**.

### **5.1 Activation of This Plan**

The decision to activate the Local Recovery Plan (LRP) will be made by the Chair of LRCG or the LRC. Once the plan has been agreed to be activated, the LRC and LRCG become responsible for implementation of the plan.

### **5.2 Operational Recovery Planning**

The Operational Recovery Plan provides the strategic direction and details actions required to facilitate a successful recovery. When the LRCG is activated, the group should develop an operational recovery plan to guide its functions during the first meeting.

The operational recovery plan should include assessment and recovery requirements, organisational management, operational aspects, and administrative arrangements.

The first LRCG meeting should be within 12 hours of disaster impact as short term planning should start simultaneously alongside response operations.

The following sources and agencies are involved in undertaking impact assessment encompassing the functional areas of recovery (i.e., social, infrastructural, economic, and environmental disruption /or damage);

- Hazard Management Agencies;
- Welfare agencies – to identify persons in need of immediate assistance;

- Local government surveyors, engineers, environmental health officers, waste/sanitation, and finance staff; and
- Insurance assessors.

A framework for the development of the Operational Recovery Plan Guideline is included at **Appendix Ten**.

### 5.3 Welfare and Health Services

The Department of Communities is delegated to coordinate welfare support in the response and recovery phases of an emergency event. The Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup details the arrangements that apply in local circumstances, consistent with the arrangements detailed in the State Emergency Welfare Plan.

The LRCG will work closely with the local office for Department of Communities in accordance with following plans:

- State Health Emergency Response Plan;
- State Emergency Welfare Plan; and
- Local Emergency Management Plan for the Provision of Welfare Support – Shire of Donnybrook Balingup.

### 5.4 Impact Assessment

Impact assessment involves gaining early and accurate information about the impact of the event on individuals, the community, and infrastructure. Impact assessment is critical to the management of an effective recovery program and must involve all relevant agencies, working together to exchange information.

Staff of Donnybrook Balingup staff and others working with the LRC, could include:

- Principal Environmental Health Officer
- Principal Building Surveyor
- Manager Works and Services
- Manager Finance and Administration
- Insurance inspectors

Data-gathering techniques include inspections and surveys. Data collection will begin during the immediate response phase of an emergency and have a short-term focus.

**To facilitate best management of data collection and to avoid those affected being asked the same questions by numerous survey teams, agencies must avoid acting independently and work within the LRCG framework. Information collected must be carefully managed so as retain client confidentiality.**

An Impact Assessment Questionnaire can be found at **Appendix Eleven**.

## 5.5 Inspections and Needs Assessments (Surveys)

Environmental Health Officers, Building Inspectors/Officers, and Insurance Assessors are required to make inspections.

The inspection process needs to be managed to ensure that priority tasks are completed first and coverage is completed with efficient use of resources.

Surveys can be used to assist short-term recovery through:

- Determining numbers, locations, circumstances, and ethnicity of displaced and/or injured people.
- Assessing the safe occupation of buildings and their continued use, especially emergency facilities.
- Assessing the need for temporary works, such as shoring and securing of property
- Protecting property from unnecessary demolition.

Inspections and needs assessments also contribute to longer-term recovery measures through:

- Defining personal and community needs.
- Determining aid and resource requirements for permanent recovery.
- Estimating the cost of damage.
- Acquiring engineering, scientific and insurance data to inform the disaster mitigation process.

The Recovery Needs Assessment and Support Survey Form can be found at **Appendix Twelve**.

## **PART SIX: COMMUNICATIONS**

Regardless of the hazard and who the Controlling Agency (CA) is, it should be expected that the community will turn to the local government for assistance, information and advice, particularly in the recovery phase of an event. The demand for information from the community will often be well beyond what is available, and many will not have a clear idea of what information is required.

It is the responsibility of LRCG to develop an effective communication plan for recovery, specific to the event. Throughout the recovery process, local government is to maintain an on-going dialogue with the affected community and share information with all other stakeholders and partners in the recovery process.

This section provides information on the establishment of a Recovery Communications Unit to support the LRCG. This unit is then responsible for the development and implementation of a recovery communication plan. Provided in the appendices are templates and checklists which may be used in the development of the communication plan, and for specific topics of the plan such as media briefings, community meetings and situation updates.

### **6.1 Effective Communication in Recovery**

The effective management of communication following an emergency or disaster can be used to promote and hasten community recovery. It provides an opportunity for the community to have its issues and concerns addressed in the recovery process.

Provision of public information must be deliberate, planned and sustained. Effective information management is the key to rebuilding community confidence. Only with the return of confidence will the community invest in its own recovery.

#### **Communication - the how?**

Communication methods include:

- community meetings;
- pamphlets/flyers/brochures;
- print newsletters;
- noticeboards;
- word of mouth;
- posters/billboards;
- face to face;
- email newsletters;
- websites;
- local newspapers;
- text messaging;
- social media;
- radio and television;
- video communication; and
- blogs.

## **Communication — the who?**

In considering information gathering, processing and dissemination channels, it is necessary to take account of who needs information and whose role it is to provide information. It is relatively easy to identify two broad groups that need information:

- (1) the affected community; and
- (2) those working towards community recovery.

The individuals, groups and organisations included in those groups are innumerable, however, special mention needs to be made of the information needs of:

- Culturally and linguistically diverse communities, people with disabilities and seniors, and isolated and vulnerable people;
- elected representatives; and
- the media.

## **Communication — the what?**

The broad categories of information that needs to be communicated (perhaps in different ways at different times) in the recovery process are covered by the following questions:

- What has happened in the community?
- What areas have been affected and how have they been affected?
- What do the community see as issues and priorities?
- What is recovery likely to involve?
- What plans are in place for the wellbeing of the community?
- What services and resources are available for recovery of the community?
- What information will assist the community to achieve recovery?

## **Communication — the where?**

Information can be provided at a range of settings, including:

- any place where people spontaneously or normally congregate;
- disaster sites (if it is safe to do so);
- reception or assembly points (hospitals etc.);
- recovery centres / one-stop-shops, which can be used for the short, medium, or long-term — these services provide the opportunity for face-to-face information provision, as well as a central repository for up-to-date newsletters and agency specific information such as fact sheets, posters, and leaflets; outreach programs;
- community information forums, or neighbourhood or community meetings — these can include congregations of sporting, spiritual, recreational, and school groups;
- community events (street/neighbourhood barbeques, memorials, anniversary events, social occasions); and
- through a central website with links to relevant government and non-government service information — websites can establish email networks and use pre-existing

community groups' databases. NOTE: using community groups' databases for email contact has privacy law issues.

In addition to information regarding services available to individuals, there is a need for broader information regarding community activities. The dissemination of such information is an important part of supporting the community.

## **6.2 Communication Roles and Responsibilities**

The scale of the recovery communication unit will depend on the demands of the event at hand. All the following functions may be carried out by the Recovery Communications Coordinator, or each may be delegated out to individual persons. For significant events, each function may be established as a unit, with a functional leader managing the unit and reporting to the Recovery Communications Coordinator.

### **6.2.1 Recovery Communications Coordinator**

The Recovery Communications Coordinator leads and manages the recovery communications work and team. The role should be part of, or have access to, the senior management or executive team; be included in the Local Recovery Coordination Group (LRCG) and relevant sub-committees; and report to the Local Recovery Coordinator (LRC). They also have the following responsibilities:

- Lead recovery communications team;
- Establish resourcing requirements for the recovery communications team including rosters and additional staffing support;
- Ensure resource requirements take into account fatigue management issues that may arise;
- Keep abreast of all communications related to the emergency (from its outset) from the HMA and other sources;
- Provide support to the LRC;
- Advise the LRC on any additional resource requirements for communications;
- Ensure timely briefing and debriefing for team members is completed;
- Develop a Recovery Communications Plan;
- Develop and coordinate time critical recovery messaging for the community; and
- Coordinate and prioritise recovery messaging for the local government; and
- Contact relevant authorities to identify vulnerable people in the community. Identify communication methods targeting vulnerable people.

### **6.2.2 Community Liaison**

The community liaison function undertakes direct liaison with key community groups. This includes obtaining and providing information and messages received to and from the affected community via the recovery centre, telephone line, outreach and any other methods.

This function can have a direct link to the Community Liaison Unit within the Hazard Management Agency (if utilised by the HMA) and the Community Development/

Engagement team or officer with the local government. The community Liaison unit has the following responsibilities:

- Gather, coordinate, and maintain community contact lists;
- Maintain liaison through various channels such as the recovery centre, telephone line and outreach;
- Coordinate key information analysis from the Community Liaison Unit (where available) and the local government community development/engagement team or officer;
- Coordinate public information messaging and gathering at community events such as public meetings;
- Contribute to key recovery messaging using intelligence gathered from community liaison activities and provide to the Local Recovery Coordination Group (LRCG);
- Assist the Recovery Communications Coordinator in identifying and communicating with vulnerable members of the community;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.3 Stakeholder Engagement**

The stakeholder engagement function coordinates with key agency, organisation and local government stakeholders and keeps them informed, engaged, and involved. The stakeholders may be assisting directly as a member agency of the Local Recovery Coordination Group (LRCG) or relevant sub-committee, or outside of this arrangement supporting recovery activities within the affected community. The stakeholder engagement unit has the following responsibilities:

- Coordinate and maintain key stakeholder contacts;
- Ensure information flow is coordinated from all agencies and organisations in and out of the local government;
- Ensure relevant organisations who are integral to the recovery effort are represented at appropriate times on the LRCG;
- Contribute to key recovery messaging using intelligence gathered from liaison with stakeholders;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.4 Media Liaison**

The media liaison function has direct contact with media stakeholders and supports key messaging in recovery. The media liaison function has the following responsibilities:

- Coordinate and maintain media contact list;
- Coordinate media opportunities for the local government with the media;
- Brief local government spokesperson before and after media interviews and conferences;
- Contribute to key recovery messaging using intelligence gained from liaison with the key media contacts;

- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.5 Social Media**

The social media function provides expertise in social media applications that may be utilised by the local government in communicating with the affected community during recovery. This function requires the use of social media to gather intelligence and to provide up to date information and engage with the community. The social media function has the following responsibilities:

- Coordinate and maintain social media platforms utilised by the local government to engage with the community;
- Monitor community led social media sites to gather intelligence to contribute to recovery decisions by the Local Recovery Coordination Group (LRCG);
- Contribute to key recovery messaging using intelligence gathered from social media platforms;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.6 Internal Communications**

The internal communications function coordinates information and messaging about what is happening in recovery to keep staff within the local government informed.

Internal reporting mechanisms are used as appropriate, to support staff dealing with the affected community in a face-to-face, customer service and on the ground environment daily. The internal communications function has the following responsibilities:

- Coordinate and maintain information to staff on relevant platforms utilised by the local government for internal communications;
- Contribute to key recovery messaging using intelligence gathered from staff members who have direct liaison with the community;
- Provide input to the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

### **6.2.7 Publications**

The publication's function is to develop, produce and maintain key documentation used in recovery to support communications within the affected community. The publication's function has the following responsibilities:

- Develop, produce, and maintain documents to support the local government's recovery activities;
- Ensure key recovery messages are included in the recovery documents produced;
- Provide input to and document the Recovery Communications Plan; and
- Be part of briefing and debriefing with team members.

## 6.2.8 Ministerial Liaison

The ministerial liaison function supports the role of the State Recovery Coordinator to ensure coordination and consistent messaging between the relevant ministers, local government, and the affected community. It supports dealings with the local government and contact with the Department of Local Government, Sport and Cultural Industries, Department of the Premier and Cabinet, Premier, Ministers, Ministerial Advisers, Members of Parliament, and local members. The Ministerial Liaison has the following responsibilities:

- Coordinate and maintain ministerial contact lists;
- Maintain liaison with relevant departments, Ministers and Ministerial Advisers;
- In conjunction with the State and Local Recovery Coordinators, coordinate ministerial visits to the affected community and community venues;
- Contribute to key recovery messaging by gathering intelligence from Ministers and local members who have direct contact with the community; and
- Provide input to the Recovery Communications Plan.

## 6.3 Community Information Briefings and Debriefings

In the event of a major incident, community information briefings and debriefings (including community briefings and meetings) are often led jointly by emergency services, local governments and State government departments. The role of community briefings in the recovery context is to provide:

- clarification of the emergency event (Controlling Agency);
- advice on services available (recovery agencies);
- input into the development of management strategies (lead recovery agencies, often local government); and
- advice to affected individuals on how to manage their own recovery, including the provision of public health information (specialist advisers).

Community meetings can serve varying purposes at different stages of the recovery process and are an excellent means of communicating recovery information to and from an affected community. When well-planned and actively managed, they can be useful in providing information, gathering concerns, dispelling rumour, and correcting misconceptions.

Clarity about the purpose of the meeting is paramount. Community meetings that are not well planned and are hazy about their objectives have a high potential to go awry and degenerate into a forum of scape-goating, blame-laying and complaint.

The objectives of community meetings depend on the stage of recovery that the community has reached at the time the meeting is to be held. However, the objectives should always include raising or maintaining the profile of the recovery effort and assisting the community towards recovery. In planning public meetings, the following must be taken into account:

- the patronage under which the meeting is to be held (local authority, emergency management organisation, recovery agency);
- the objectives of the meeting, the agenda to be addressed, the process of conducting the meeting, the speakers (including local identities) and their subject matter;
- availability of personnel to address issues after the meeting;
- the process for expressions of concern or complaint by attendees;
- advertisement of the venue, date and time, purpose, patronage, speakers, and complaint process;
- strategies to deal with and follow up expressions of concern or complaint and further meetings/arrangements;
- management issues; and
- the needs of vulnerable groups.

**Public meetings should:**

- be held at a neutral venue;
- have a strong, independent but fair and non-defensive chair;
- have representatives from emergency-related disciplines to give factual information;
- address the psychosocial issues as well as physical aspects of recovery;
- have a pre-determined finishing time;
- allow for a review of the meeting and its effect on the recovery process; and
- follow up issues raised and prepare report-back for subsequent meetings.

Regardless of the success or otherwise of the meeting, every effort should be made to conclude the meeting on a note of optimism for the early and successful recovery of the community.

## **PART SEVEN: REHABILITATION, RESTORATION AND ASSISTANCE**

Recovery efforts after an emergency event may not ensure speedy return to normal. The pre-event status quo may not be possible to re-establish, and the recovery effort must focus on restoring the functions of affected communities. Formal recovery arrangements may be scaled down or terminated as the community regains the means to manage its own affairs, despite some issues remaining to be resolved.

Assistance begins with the basic necessities of life – food, clothing, shelter, health and hygiene needs. Rehabilitation is about empowering individuals, families, and communities to rebuild the social fabric of the local economy.

A return to the normal structures of governance at the local and regional level is a foundation for restoring confidence and provides the mechanism for participation in recovery decision-making.

Rehabilitation and restoration priorities should be based on a comprehensive knowledge of the community's expectations and available resources.

### **Priority Considerations for Rehabilitation**

- Health issues.
- Restoration of essential services.
- Allocation of limited resources.
- Aid management.
- Ongoing welfare requirements.
- Law and order, including security.
- Communications.
- Transport, including the status of all roads, rail, seaport, and airfield.
- Utilities.
- Business/commercial and rural sector requirements.
- Residential property damage.
- Social concerns, including psychological impacts and stress symptoms.
- Recovery of educational establishments and review of their use during response phase.

### **Issues Associated with Rehabilitation**

- Acceleration of pre-event economic trends – will the community continue to prosper or regress?
- Prioritisation (domestic vs commercial) – population density is likely to capture and determine prioritisation.
- Prolonged welfare assistance.
- Political will to acknowledge liability or to accord special funding.
- The need for clarity about insurance issues.
- Difference of expectations between federal, state, and local government
- Restoration to what level?
  - Is it affordable?
  - Is it a priority?
  - Is it legal?
  - Determining who pays.

## **7.1 Managed Withdrawals**

The recovery phase must have an end. Organisational arrangements must be wound down and responsibility for completion of outstanding tasks and actions assigned and acknowledged. The recovery phase involves restoring the community to the point where normal social and economic activity may resume.

## PART EIGHT: EXERCISING AND REVIEWING

### 8.1 Reviewing

Testing and exercising are essential to ensure that the arrangements are workable and effective. The Local Recovery Plan (LRP) is to be reviewed in accordance with the State Emergency Management Policy Statements 2.5.2 and 6.3.2 and State Emergency Preparedness Procedure 8 and amended and replaced whenever the local government considers it appropriate (*Emergency Management Act, 2005 section 42*).

According to State Emergency Management Policy, local emergency management arrangements (including a Local Recovery Plan) are to be reviewed and amended as follows:

- contact lists are reviewed and updated quarterly;
- a review is conducted after an event or incident in which the local recovery plan was implemented;
- a review is conducted after training that exercises the arrangements;
- an entire review is undertaken every five years, as risks might vary due to climate, environment, and population changes, and
- circumstances may require more frequent reviews.

### 8.2 Exercising

Local governments, in consultation with Local Emergency Management Committees are to develop appropriate exercise plans and schedules to test local arrangements including Local Recovery Plan. At least one local level exercise should be conducted on an annual basis. Refer to *Emergency Management Act, 2005 section 39* and State Emergency Management Policy – State Emergency Management Exercises for further information on conduct of exercise.

Exercising the arrangements during the planning process will allow the LRC and LRCG to:

- test the functionality and effectiveness of the local arrangements;
- bring together members of emergency management agencies and give them knowledge of, and confidence in, each other;
- help educate the community about local arrangements and programs thus providing them with confidence in their local government and emergency management agencies;
- allow participating agencies an opportunity of testing their operational procedures and skills in simulated emergency conditions; and
- test the ability of separate agencies to work together on common tasks, and to assess effectiveness of co-ordination between them.

The management of an exercise is a systematic process involving planning, documenting, conducting, evaluating, and validating.

Training in exercise management prior to embarking on any type of exercise ensures a relevant and effective exercise program.

Consideration must be given to exercising the top 5 identified emergency risks, as outlined in the Shire of Donnybrook Balingup Risk Register 2019, these being bushfire, storm, flood, human epidemic, and electrical supply disruption.

### **8.3 Evaluation of Recovery**

It is the responsibility of the LRC to monitor the progress of recovery and provide periodic reports to the LRCG, DEMC, District Advisor, State Recovery Coordinator and State Recovery Coordinating Group, if established. The evaluation of recovery activities is essential to maximise lessons learned and identify where improvements can be made. An evaluation of the effectiveness of the recovery activities in relation to the recovery plan should be conducted within 12 months of the disaster.

The evaluation can involve:

- Community and stakeholder surveys;
- Interviews;
- Workshops; and
- Assessment of key project outcomes.

**APPENDIX ONE: SHIRE OF DONNYBROOK BALINGUP  
EMERGENCY CONTACT LIST**

**DETAILS NOT FOR PUBLIC DISSEMINATION**

Should you wish to obtain information, which may be contained in this Appendix, please contact the Shire of Donnybrook Balingup.

## **APPENDIX TWO: LOCAL EMERGENCY MANAGEMENT COMMITTEE CONTACT LIST**

### **DETAILS NOT FOR PUBLIC DISSEMINATION**

Should you wish to obtain information, which may be contained in this Appendix, please contact the Chairperson of the Local Emergency Management Committee, through the Shire of Donnybrook Balingup

## APPENDIX THREE: VOLUNTEER REGISTRATION FORM

### Contact Information

Name	
Address	
Phone	
E-mail Address	

### Availability

During which hours are you available for volunteer assignments?

\_\_\_\_\_ weekday mornings                      \_\_\_\_\_ weekend mornings  
\_\_\_\_\_ weekday afternoons                      \_\_\_\_\_ weekend afternoons  
\_\_\_\_\_ weekday evenings                      \_\_\_\_\_ weekends evenings

### Interests

Tell us in which areas you are interested in volunteering

\_\_\_\_\_ administration                      \_\_\_\_\_ deliveries  
\_\_\_\_\_ events                      \_\_\_\_\_ phone bank  
\_\_\_\_\_ field work                      \_\_\_\_\_ volunteer coordination

### Special Skills or Qualifications

Summarise special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities.

## Emergency Contact Information

Name	
Relationship	
Address	
Phone	
Mobile	

## Agreement and Signature

*By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.*

Name (printed)	
Signature	
Date	

## APPENDIX FOUR: RESPONSE TO RECOVERY TRANSITION HANDOVER

During the post impact phase of any emergency, recovery activities will commence and many of these activities will continue for an extended period. There is no clear division from one element to another. The decision to move from the response to the recovery and the procedures for handover between the two elements rests with the appropriate Hazard Management Agency. To assist in the transition and mitigate against any confusion that may be generated with respect to jurisdictional or other activities the Shire of Donnybrook Balingup requests that the following be considered prior to official handover.

The response phase can be considered to continue at least until the following conditions are met. On receipt of this notification the Shire of Donnybrook Balingup will consider the emergency response complete and responsibility for full recovery passed over, it is also understood that some minor response activities may continue under authority of the HMA.

<b>Incident Name:</b>		<b>Date:</b>	
<b>HMA:</b>			
<b>Incident Controller:</b>			

Condition	Yes / No	Comment
All rescues have been accomplished		
All known injuries have been attended to		
Displaced provided with shelter		
Essential public services restored		
Temporary repairs made to designated buildings		
Physical and electronic communications largely restored		
Final situation report provided		

Position	Name	Signature
HMA Incident Controller		
Local Recovery Coordinator		

## APPENDIX FIVE: RESPONSIBILITIES OF THE LOCAL RECOVERY COORDINATOR

<b>LOCAL RECOVERY COORDINATOR</b> The LRC manages the Local Recovery Coordination Group (LRCG), related planning for the Shire of Donnybrook Balingup and oversees the recovery process (human / social, natural, built and economic)
<b>RESPONSIBILITIES</b>
<b>Pre-Recovery Phase</b>
<ul style="list-style-type: none"><li>• Attend all training activities organised for the LRCG.</li><li>• Remain familiar with responsibilities within LRCG.</li><li>• Understand each agency's role in relation to recovery to ensure a coordinated recovery process involving all relevant agencies.</li><li>• Maintain the Local Recovery Plan.</li><li>• Maintain regular contact with relevant agencies involved in recovery planning and response.</li><li>• Ensure the Local Recovery Plan is tested with the other Emergency Management Arrangement Exercises.</li></ul>
<b>Stand-By Phase</b>
<ul style="list-style-type: none"><li>• Receive brief from HMA and document details of the disaster.</li><li>• Brief LRCC members of situation and the 'alert/stand-by' status.</li><li>• Confirm the level of activation of the LRCC in consultation with the Chair and HMA.</li><li>• Mobilise any additional resources are in place for activation of the LRCC.</li><li>• Coordinate the assessment of the community recovery requirements.</li><li>• Keep updated on the status of the event/situation.</li><li>• Advise the LRCG Chair when to activate LRCG.</li></ul>
<b>LRCG Activation Phase</b>
<ul style="list-style-type: none"><li>• Facilitate the first meeting of LRCG.</li><li>• Allocate responsibilities and manage the activities of the LRCG during activation phase.</li><li>• Ensure all LRCG members are briefed and understand their individual and team responsibilities.</li><li>• Keep updated on the status of the event/situation (covering economic, environment, social and infrastructure implications).</li><li>• Ensure the LRCG and chair is aware of other HMA's potentially other government support plans that may be activated during recovery.</li></ul>
<b>Recovery Phase</b>
<ul style="list-style-type: none"><li>• Involve members of the community in implementation of the recovery plan.</li><li>• Provide copy of the recovery plan to LRCC Administrator for feedback and review.</li><li>• Ensure effective communication with all relevant stakeholders (i.e., Community members, businesses, media government agencies, not-for-profit agencies, mayors, elected representatives) with support of the communication officer.</li><li>• Ensure regular Situational Reports (SITREP) are provided to the HMA and other agencies.</li><li>• Ensure all committee actions, decisions and events are accurately recorded and documented, and record in the LRCG Activity Log Sheet.</li><li>• Conduct regular LRCG briefings and feedback sessions on the progress of the recovery program.</li><li>• Conduct regular LRCG briefing and feedback sessions on the progress of the recovery program.</li><li>• Ensure management of volunteers is provided.</li><li>• Ensure management of donated goods.</li><li>• Coordinate visits by Ministers and VIPs.</li></ul>

- When appropriate, develop a medium/long-term recovery plan and oversee its implementation ( plan to cover the economic , environmental , health and infrastructure elements).

#### **Post Recovery Phase**

- Identify any group follow-on actions required and allocate responsibilities and deadlines.
- Facilitate LRCG Post-Crisis Review and record outcomes – oversee the update of procedures/plans, if required.
- Provide copy of Post Crisis Review to other relevant agencies.

## APPENDIX SIX: LOCAL RECOVERY COORDINATOR TASK CHECKLIST

Local Recovery Coordinator Task Checklist	Yes	No	Comments
Liaise with controlling agency regarding location, size, type, and potential impact.			
Contact and alert key staff.			
Determine likely human effects.			
Establish whether event has been proclaimed an eligible natural disaster under the DRFA-WA.			
Contact other relevant response and recovery agencies.			
Activate and brief relevant agency staff.			
Activate appropriate inter-agency liaison mechanisms.			
Locate liaison officer and emergency operations centre (if appropriate).			
Determine immediate short-term needs (e.g., Accommodation, financial assistance, and personal support).			
Manage offers of assistance, including volunteers, material aid and donated money.			
Assess the impact of the event through information/data from local government, geographic data, and relevant response agencies.			
Report to organisational hierarchy on likely costs / impact of involvement in recovery activities.			
Organise briefing and debriefing processes for staff.			
Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance, and social, recreational, and domestic facilities.			
Establish a 'one-stop-shop' recovery information centre.			
Provide the affected community with access to all recovery services.			
Manage a public appeal/private donations process.			
Brief media on the recovery program.			
Assess reports gathered through the outreach program to assess community needs.			
Identify special needs groups or individuals.			
Meet with other recovery agencies to consider full assessment of the impact of the event.			
Determine the best means of involving the affected community and determine action required from specific agencies.			

Activate community recovery committees, ensuring active participation of members of the affected community.			
Develop a community information process, including consideration of public meetings and newsletters.			
Monitor staffing arrangements.			
Review resources and services on an ongoing basis.			

## APPENDIX SEVEN: RESPONSIBILITIES OF THE LOCAL RECOVERY COORDINATION GROUP CHAIRPERSON

<b>LOCAL RECOVERY COORDINATION GROUP CHAIRPERSON</b> The Chair leads the LRCG, performs the role of primary spokesperson for the committee and liaises with the Hazard Management Agency (HMA) and other state level agencies
<b>RESPONSIBILITIES</b>
<b>Pre-Recovery Phase</b>
<ul style="list-style-type: none"> <li>• Attend all training activities organised for the LRCG.</li> <li>• Remain familiar with responsibilities within the LRCG.</li> <li>• Understand each agency's role in relation to recovery to ensure a coordinated recovery process involving all relevant agencies.</li> <li>• Maintain regular contact with relevant agencies involved in recovery planning and response.</li> </ul>
<b>Stand-By Phase</b>
<ul style="list-style-type: none"> <li>• Receive brief from HMA and document details of the disaster.</li> <li>• Brief LRCC members of situation and the 'alert/stand-by' status.</li> <li>• Confirm the level of activation of the LRCC in consultation with HMA.</li> <li>• Provide briefing to the LRCC following HMA briefing.</li> <li>• Keep updated on the status of the event/situation.</li> </ul>
<b>LRCG Activation Phase</b>
<ul style="list-style-type: none"> <li>• Hold first meeting of the LRCG.</li> <li>• Allocate responsibilities and manage the activities of the LRCG during activation phase.</li> <li>• Keep updated on the status of the event /situation (covering economic, environment, social and infrastructure implications).</li> <li>• Ensure the LRCG is aware of HMA's arrangements and potentially other government support plans that may be activated during a recovery.</li> </ul>
<b>Recovery Phase</b>
<ul style="list-style-type: none"> <li>• Lead the development of the recovery plan and manage its implementation.</li> <li>• Approve and effective disaster recovery plan (for short-medium term) that is in line with the policy framework and minimise the effect of disaster.</li> <li>• Ensure effective communication with all relevant stakeholders (i.e., Community members, businesses, media government agencies, not-for-profit agencies, Councillors (elected representatives) with support of the communication officer.</li> <li>• Ensure regular Situational Reports (SITREP) are provided to the HMA and other agencies.</li> <li>• Conduct regular LRCC briefings and feedback sessions on the progress of the recovery program.</li> <li>• Coordinate visits by Ministers and VIPs.</li> <li>• When appropriate, develop a medium /long-term recovery plan and oversee its implementation (plan to cover the economic, environmental, health, and infrastructure elements)</li> <li>• Act as spokesperson for LRCG with the media and in public forums.</li> <li>• Manages the decision –making process and , where appropriate, have the final decision.</li> </ul>
<b>Post Recovery Phase</b>
<ul style="list-style-type: none"> <li>• Stand down the LRCG.</li> <li>• Identify any group follow-on actions required and allocate responsibilities and deadlines.</li> <li>• Facilitate LRCG Post-Crisis Review and record outcomes – oversee the update of procedure / plan, if required.</li> <li>• Attend any Post-Crisis Reviews organised by the HMA and brief LRCG members.</li> <li>• Provide copy of Post-Crisis Review to other relevant agencies.</li> </ul>

## APPENDIX EIGHT: LOCAL RECOVERY COORDINATION GROUP ACTION CHECKLIST

Local Recovery Coordination Group Action Checklist	Yes	No	Comments
<b>Management Structure – the LRCG shall:</b>			
Ensure the appointment of a LRC has occurred.			
Set up an office with administrative support.			
Facilitate representative sub-committees to coordinate and action recovery tasks and disseminate decisions as required.			
Ensure and facilitate the completion of the impact assessment.			
Assume public information responsibilities from response agency and provide information to the impacted area, to the general public and the media.			
Facilitate and advise on State/Federal emergency relief funding and private aid funding.			
Activate and coordinate the Recovery Coordination Centre, if required.			
Prepare oral and written financial and non-financial reports and briefs.			
<b>Promote Community Involvement – the LRCG shall:</b>			
Work with existing community organisations.			
Recruit representatives of the affected community into the recovery planning.			
Establish strategies for uniting the community behind agreed objectives.			
Provide a “one-stop-shop(s)” for advice, information, and assistance during the recovery period.			
Establish mechanisms for the sharing of information and reporting local initiatives (e.g., regular community meetings and local newsletters).			
<b>Impact Assessment – the LRCG shall:</b>			
Use intelligence/planning information from the response operation and set up a recovery liaison person in the EOC/ECC.			
Confirm the total area of impact for determination of survey focus.			
Set out the immediate information needs: infrastructure problems & status, damage impact and pattern, and welfare issues.			
Link with parallel data-gathering work.			
Identify and close information gaps (establish the “big picture”).			
Assess the financial and insurance requirements of affected parties.			
Gather evidence to support requests for government assistance.			

Ensure all relevant information is strictly confidential to avoid use for commercial gain.			
<b>Inspections and Needs Assessments (technical focus) – the LRCG shall:</b>			
Establish and define the purpose of inspection/assessment and expected outcomes.			
Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process).			
Collect and analyse data.			
Establish a process to determine the type of information needed, defining: <ul style="list-style-type: none"> <li>• How and who will gather the information (single comprehensive survey);</li> <li>• How information will be shared;</li> <li>• How information will be processed and analysed; and</li> <li>• How the data will be verified (accuracy, currency and relevance).</li> </ul>			
Select and brief staff.			
Maintain confidentiality and privacy of assessment data.			
<b>Data Management – the LRCG shall:</b>			
Define who is responsible for which part of the data management task and ensure proper process of relevant data transfer.			
Create templates for impact assessment and for tracking assistance provided.			
<b>State Government Involvement – the LRCG shall:</b>			
Establish strong relationships with key regional government agency representatives, and appoint them to appropriate LRCG Sub-committees, as appropriate.			
Gain familiarity with the recovery claim process, Relief Fund applications, and reduction plan proposals.			
Establish a system for recording all expenditure during recovery, in-line with the requirements of the recovery plan (includes logging expenditure, keeping receipts and providing timesheets for paid labour).			
Answer requests for information from government agencies.			
<b>Public Information – the LRCG shall:</b>			
Appoint a Spokesperson to deal with the media.			
Manage public information during the transition from response to recovery when hand-over completed from Controlling Agency.			
Identify priority information needs.			
Develop a comprehensive media/communications strategy.			
Coordinate public information through:			

<ul style="list-style-type: none"> <li>• Joint information centres;</li> <li>• Spokesperson/s;</li> <li>• Identifying and adopting key message priorities; and</li> <li>• Using a single publicised web site for all press releases.</li> </ul>			
<p>Implement processes for:</p> <ul style="list-style-type: none"> <li>• Media liaison and management (all forms e.g., print, and electronic);</li> <li>• Briefing politicians;</li> <li>• Alternative means of communication (e.g., public meetings, mailbox flyers, advertising);</li> <li>• Communicating with community groups;</li> <li>• Meeting specialist needs;</li> <li>• Formatting press releases;</li> <li>• Developing and maintaining a website; and</li> <li>• Ensuring feedback is sought, integrated, and acknowledged.</li> </ul>			
Monitor print and broadcast media, and counter misinformation.			
<b>Rehabilitation and Assistance – the LRCG shall:</b>			
Establish a mechanism for receiving expert technical advice from lifeline groups.			
Monitor and assist rehabilitation of critical infrastructure.			
Prioritise recovery assistance.			
Prioritise public health to restore health services and infrastructure.			
Assist and liaise with business to re-establish and reopen.			
Restore community and cultural infrastructure (including education facilities).			
Facilitate emergency financial assistance in liaison with Department of Communities.			
Adjust capital works and maintenance programs.			
<b>Implementation of Reduction Measures – the LRCG shall:</b>			
Take the opportunity, while doing the risk analysis, to: Identify essential services and facilities in high-risk areas; Consider the restoration options in the event of them becoming dysfunctional.			
Identify options based on research and consultation.			
Undertake urgent hazard reassessment based on new (event) information and adhere to the Local Emergency Management Arrangements).			
<b>Financial Management – the LRCG shall:</b>			
Review financial strategies.			
Communicate with financial agencies, including insurance providers.			
Keep financial processes transparent.			

<b>Reporting – the LRCG shall:</b>			
Provide a simple, flexible and succinct reporting system.			
Provide adequate administrative support.			
<b>Managed Withdrawal – the LRCG shall:</b>			
Continually review the recovery management process with a view to withdrawing as the community takes over.			
Identify long term recovery activities and agencies responsible for management.			
Establish arrangements for ongoing public information and communications including avenues for reporting and management of unresolved community recovery issues.			
Stage a public event of acknowledgement and community closure.			
Conduct a debrief of participants with community input to identify lessons learned and strategies for enhancing community recovery arrangements and processes for future events.			

## **APPENDIX NINE: ORGANISATIONAL RESPONSIBILITIES**

The following list details the assigned and/or potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency affecting your community.

### **Local Government**

- Ensure that a Local Recovery Plan for its district is prepared, maintained, and tested (s.41(4) EM Act);
- Appoint a Local Recovery Coordinator(s) [(s.41(4) EM Act);
- Chair the LRCG;
- Provide secretariat and administrative support to the LRCG, as required;
- Provide other representatives to the LRCG or its subcommittees, as appropriate to the emergency (e.g., Building Surveyor, Environmental Health Officer, Community Services); and
- Ensure the restoration/reconstruction of services/facilities normally provided by the local government.

### **Department of Communities**

- Provide a representative to the LRCG;
- Coordinate emergency welfare services as part of the recovery process, including emergency accommodation, catering, clothing and personal effects, personal support, registration and reunification, financial assistance (State EM Plan section 5.4); and
- Manage the provision of the Personal Hardship and Distress measures under DRFAWA, including counselling, emergency assistance and temporary accommodation (State EM Plan section 6.10 and DRFAWA).

### **Department of Primary Industries and Regional Development**

- Provide a representative to the LRCG;
- Provide technical support to primary producers and industry groups for recovery from animal or plant pest or disease emergencies; and
- Manage the provision of assistance measures to primary producers, particularly in relation to eligible financial services or reimbursements under DRFAWA (State EM Plan section 6.10 and DRFAWA).

### **Main Roads Western Australia**

- Provide a representative to the LRCG;
- Assess and report on damage to State/Federal road infrastructure that may impact on the community;
- Issue of advice of roads closure/alternate transport route;
- Provide advice and support to local governments involved in reopening and restoring damaged local roads; and
- Main Roads WA is responsible for processing all local government road infrastructure claims under WANDRRA. Under the DRFAWA, DFES Disaster Recovery Funding Officers will be processing all local government road infrastructure claims directly under the DRFAWA.

### **Essential Services (Including Power, Telecommunications, Water and Gas Western Power/Horizon Power, Telstra, Corporation, Alinta Gas)**

- Provide a representative to the LRCG (co-opted as required);

- Assess and report on damage to essential services and progress of restoration of services; and
- Facilitate restoration of priority services as requested by the LRCG. Commission/Business Enterprise Centre (if available).

### **Small Business Development Corporation**

- Provide a representative to the LRCG (co-opted as required); and
- Assist with the assessment of the impact of the emergency on small business.

### **Department of Education (Or Local School Representative)**

- Provide a representative to the LRCG (co-opted as required); and
- Advice on issues affecting normal operation of schools, e.g., restrictions on student access or damage to school premises.

### **Local Health Services Provider (Department of Health or South West Population Health Unit)**

- Provide a representative to the LRCG;
- Advise on health, environmental health and medical issues arising from the emergency; and
- Coordinate the local health components of the recovery process.

### **Department of Water and Environmental Regulation**

- Provide advice on environmental protection, clean up and waste management. Lord Mayor's Distress Relief Fund;
- Liaise with the LRCG to assess the requirement for public donations and if required initiate "Calls for Public Donations" in accordance with the State Policy on "Appeals and Donations during Emergencies";
- As required set up a local appeals committee in conjunction with the LRCG; and
- Provide advice to the LRCG on criteria for, and assessment of, requests for financial assistance.

## **APPENDIX TEN: OPERATIONAL RECOVERY PLAN GUIDELINE**

### **OPERATIONAL RECOVERY PLAN**

#### **Local Recovery Coordinating Group**

**Emergency:**

**Date of Emergency:**

#### **Section 1**

##### **Introduction**

- Background on the nature of the emergency or incident.
- Aim or purpose of the plan.
- Authority for plan.

#### **Section 2**

##### **Assessment of Recovery Requirements**

- Details of loss and damage to residential, commercial, and industrial buildings, transport, essential services (including State and Local Government infrastructure).
- Estimates of costs of damage.
- Temporary accommodation requirements (includes details of evacuation centres).
- Additional personnel requirements (general and specialist).
- Human services (personal and psychological support) requirements.
- Other health issues.

#### **Section 3**

##### **Organisational Aspects**

- Details the composition, structure and reporting lines of the groups/committees and subcommittees set up to manage the recovery process.
- Details the inter-agency relationships and responsibilities.
- Details the roles, key tasks and responsibilities of the various groups/committees and those appointed to various positions including the Local Recovery Coordinator.

#### **Section 4**

##### **Operational Aspects**

- Details resources available and required.
- Redevelopment Plans (includes mitigation proposals).
- Reconstruction restoration programme and priorities, (including estimated timeframes).

- Includes programs and strategies of government agencies to restore essential services and policies for mitigation against future emergencies.
- Includes the local government program for community services restoration.
- Financial arrangements (assistance programs (NDRRA), insurance, public appeals, and donations.
- Public information dissemination.

## Section 5

### **Administrative Arrangements**

- Administration of recovery funding and other general financial issues.
- Public appeals policy and administration (including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel).

## Section 6

### **Conclusion**

Summarises: goals, priorities, and timetable of plan.

Signed by:

Chairperson  
Local Recovery Coordinating Group

Local Recovery Coordinator

## APPENDIX ELEVEN: IMPACT ASSESSMENT

1. Has any **residential property** been damaged or destroyed?

**Yes** Go to question 1a

**No** Go to question 2

1a. Record any available information about damage to losses to residential properties.

Number of residential properties damaged \_\_\_\_\_

<b>Address:</b>	
<b>Notes:</b>	

<b>Address:</b>	
<b>Notes:</b>	

Include an attachment of any additional properties / damage.

2. Has any **commercial or industrial property** been damaged or destroyed?

**Yes** Go to question 2a

**No** Go to question 3

2a. Record any available information about damage, or losses to commercial, or industrial properties.

Number of commercial or industrial properties damaged \_\_\_\_\_

<b>Address:</b>	
<b>Notes:</b>	

<b>Address:</b>	
<b>Notes:</b>	

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Include an attachment of any additional properties / damage.

3. Have any **rural, pastoral, or primary property** been damaged or destroyed?

**Yes** Go to question 3a

**No** Go to question 4

3a. Record any available information about damage or losses to rural, pastoral, or primary properties.

Number of rural, pastoral, or primary properties damaged \_\_\_\_\_

<b>Address:</b>	
<b>Notes:</b>	

<b>Address:</b>	
<b>Notes:</b>	

Include an attachment of any additional damage.

4. Have any essential services been disrupted?

**Yes** Go to question 4a

**No** Go to question 5

4a. Record any available information about damage or losses to essential services.

Service Type	Location	Contact Person	Estimated Restoration Time
Phone			
Power			
Roads			
Water			
Other			

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5. Are there any roadblocks in place?

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6. Is there any other relevant information regarding the disruption of essential services or damage/losses in general?

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## APPENDIX TWELVE: RECOVERY NEEDS ASSESSMENT AND SUPPORT SURVEY FORM

This needs assessment is being conducted to gather information about your personal circumstances so we can assist you, provide you with information on services, or refer you to organisations who can best assist you with your recovery process.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to several interviewers. However please note that further contact may be necessary.

You are not obliged to provide any or all the information requested. You should be aware that the information you provide may be passed to other agencies involved in the recovery process.

Please note that completion of this survey does not guarantee your specific needs will be met immediately, however every effort will be made to obtain the assistance you need as quickly as possible.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquiries about the survey, please ring this telephone number - 9780 4200.

In terms of the Privacy Act should you wish to access, change, or amend any information you have given please ring the above telephone number. You can also contact this agency at: Shire of Donnybrook Balingup - Cnr Collins and Bentley Street, Donnybrook.

Interview Conducted at: \_\_\_\_\_  
(place)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Time)

By \_\_\_\_\_  
Interviewer (Print Name)

Tear this page off and give it to the person being interviewed, along with any information/ sheets/ brochures.

## NOTES FOR INTERVIEWER

(Please read before commencing the survey)

Introduce yourself to the person being interviewed.

"Hello, I am *name*, I am here on behalf of the Shire of Donnybrook Balingup Local Recovery Committee about the recent *emergency event(s)*. I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist in your recovery."

1. Read through the cover page with the interviewee and complete it.
2. Provide them with the information sheets/brochure.
3. Start at section one and continue to work through all sections.
4. Texts in grey italic font are prompts for you to note or advise the interviewee on.
5. If the interviewee declines to give information, complete known details, and return the form with cover intact.

NOTE: some people may take this opportunity to offload any frustrations. Do not take this personally; it is best to listen and then move on to the next question when possible.

## Section One: Occupier and Property

### 1. PRINCIPAL OCCUPIER'S NAME(S):

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

1.2. Total number of people normally residing at this property \_\_\_\_\_

1.3 Other people normally residing:

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

*(Please provide children's ages)*

1.4 Have you registered with Department of Communities?

*(Please circle one)*

**Yes** Go to Question 1.4a

**No** Go to Questions 1.5

*You may be required to register to access recovery services. Please ask your interviewer to explain this process to you.*

1.5 Location of affected property: \_\_\_\_\_

\_\_\_\_\_

Address of affected property: \_\_\_\_\_

\_\_\_\_\_

Phone day/night of affected property: \_\_\_\_\_

1.5a What is your rates number/valuation number (if known) \_\_\_\_\_

1.5b Would you like to be considered for rates relief (if available) Yes/No

1.6 Do you own the property? Yes/No

If **No**, please provide contact details of the owner of you know these.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone day/night: \_\_\_\_\_

1.7 Where are you currently living *(please tick one)*

(✓)

<input checked="" type="checkbox"/>	Living at affected property - go to Section Two
<input type="checkbox"/>	Temporary accommodation until we can return to property

	Temporary accommodation looking for new permanent accommodation
	In new permanent accommodation

1.8 Current address and contacts (if not living at affected property)

Address: \_\_\_\_\_

Phone day/night: \_\_\_\_\_

## Section Two: Damage to Dwelling/Contents and Insurance

2.1 Was your house damaged? *(please tick one)*

(✓)

	Yes	Go to question 2.2
	No	Go to question 2.3
	Don't know as have not yet seen house	Go to question 2.3
	Not damaged but not accessible	Go to question 2.3

2.2 Please tick the list below to indicate damage that occurred.

Nature of damage	(✓)	Describe damage if relevant
Water supply not working		
Sewerage not working		
Drainage blocked		
Electricity cut		
Gas cut		
Telephone cut		
Roading access cut or restricted		
Damage to outbuildings on property		
Other <i>(please describe)</i>		

2.2a Would you like this to be reported to the appropriate authority?

Yes / No *(please circle one)*

2.2b When was your house damaged? Date: \_\_\_\_\_

2.2c Has your house been inspected by Council (Building Surveyor)?

Yes / No / Don't know *(please circle one)*

2.2d Would you like someone to do a check of your house and property to ensure it is safe to move back into? Yes / No *(please circle one)*

2.2e If your house insured? *(please tick one)*

(✓)

	Yes	Go to question 2.2f
	No	Go to question 2.3

	Don't own a house	Go to question 2.3
	I decline to answer this question	Go to question 2.3

2.2f Have you lodged an insurance claim? Yes / No *(please circle one)*

2.2g Would you like help to contact your insurance company or agent?  
Yes / No *(please circle one)*

2.2h Has an insurance assessor inspected your property?  
Yes / No *(please circle one)*

2.3 Have you experienced damage to contents in your house? *(please tick one)*  
(✓)

	Yes	Go to question 2.3a
	No	Go to question 3
	Don't know as have not yet seen contents	Go to question 3

2.3a Has insurance claim been lodged? Yes / No *(please circle one)*

2.3b Has an insurance assessor inspected the damage?  
Yes / No *(please circle one)*

### Section Three: Alternative Accommodation

3.1 Do you need assistance to find alternative accommodation? *(please tick one)*  
**Yes** Go to Question 3.1a  
**No** Go to Section 4

3.1a What kind of accommodation do you require? *(please tick one)*  
(✓)

	Temporary (less than a week)
	Short-term (1-4 weeks)
	Long-term (more than one month) Please estimate the number of months ( )
	Permanent

3.1b The alternative accommodation needed is to house:

Adults \_\_\_\_\_(number)

Children \_\_\_\_\_(number)

3.1c Do you have any special needs for your accommodation, i.e., access for wheelchairs, aged, *please provide details.*

\_\_\_\_\_

3.1d Do you have pets? Yes / No *(please circle one)*  
If yes, please detail what kind of pet and how many:

\_\_\_\_\_

## Section Four: Health and Welfare

### Household

4.1 Do you require any clean-up assistance for your house or property? *(please circle one)*

Yes	Go to Question 4.1a
No	Go to Question 4.2
Don't know	Go to Question 4.2

*(If you have answered yes, your details will be passed on to the council who are coordinating clean-up services where available).*

4.1a Please provide detail of the kind of assistance you would like:

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4.2 Are you looking after any evacuees at your home? *(please circle one)*

Yes	Go to Question 4.2a
No	Go to Question 4.3

4.2a Would you like to receive information about financial support for hosting these evacuees? Yes / No *(please circle one)*

### Personal

4.3 If you have had contents in your home damaged, would you like to be contacted by agencies that are distributing donated goods? *(please circle one)*

Yes	Go to Question 4.3a
No	Go to Question 4.4

4.3a What kind of goods do you need? *(please list)*

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4.4 Do you have a need for clothing, toiletries, bedding, nappies or formula? *(please circle one)*

Yes	Go to Question 4.4a
No	Go to Question 4.5

4.4a What kind of these items do you need? *(please list)*

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4.5 Are there any medications which you or your family use that you are unable to get? *(please circle one)*

Yes                      Go to Question 4.5a  
No                         Go to Question 4.6

4.5a If you would like us to help you get medication, please list the name of the medication and the quantity/dose.

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4.5b Is a prescription required for these medications?  
Yes / No *(please circle one)*

4.5 If Yes please provide that name and address of your doctor and pharmacist

---

4.6 Would you like to find out about support or counseling services for you or a family member?

Yes / No *(please circle one)*

(This question is included to help you access services that may be provided by affiliate organisations)

4.7 Do you have any affiliation to any other groups in the community

Yes / No *(please circle one)*

If yes, please indicate which groups

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## **Domestic animals / pets**

4.8 Have you got any domestic animals or pets which are in need of care? *(please circle one)*

Yes                      Go to Question 4.8a  
No                         Go to Question 4.9

4.8a What kind of animals are they? *(Please list all your animals)*

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4.8b Where are they located? *(Please provide address / physical location)*

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4.8c What kind of care do they need? *(Please detail)*

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## Farm Animals

4.9 Have you got any farm animals which are in need of care? *(please circle one)*

Yes                      Go to Question 4.9a  
No                        Go to Question 5

4.9a What kind of animals are they? *(Please list all your animals)*

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4.9b Where are they located? *(Please provide address / physical location)*

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4.9c How many, and what condition are they in?

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4.9d What kind of care do they need? *(Please detail the type of feed and the preferred method of transport out)*

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## Section Five: Financial

5.1 Do you require any assistance with income support?

Yes                      Go to Question 5.1a  
No                        Go to Question 5.2

5.1a Are you already a client of Centrelink? *(please circle one)*

Yes                      Please contact Centrelink directly  
No                        Please contact Centrelink through the help line and they can advise you on assistance available.

*Note: there may be grants available from other sources such as the Red Cross and mayoral relief funds. Applications will need to be filled in for these grants. Please advise those being interviewed about any relief funds that have been established and provide them with application forms if possible.*

## Documents

5.2 Have you lost, or do you not have access to, any of the following? *(Please tick all those that apply)*

Document lost or not able to be accessed	Lost (✓)	Cannot access (✓)	Who in your house has lost this document
Bank books			
Cheque books			
Credit cards			
EFTPOS cards (money cards)			
Community cards			
Passport			
Birth certificate			
Marriage certificate			
Citizenship certificate			
Insurance papers			
Other: Please detail:			

5.3 If you have lost your bank documents, do you have access to a branch of your bank?

Yes / No / Does not apply *(please circle one)*

### Administration information

Person conducting interview

Name (print) \_\_\_\_\_

Contact details: \_\_\_\_\_

Date: \_\_\_\_\_

Person being interviewed

I have been given the front page of this survey form and agree to the use of the information I have given for the purpose of recovery from this emergency.

Name (print) \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Shire of Donnybrook Balingup  
Local Recovery Plan 2020 – Feedback Analysis

Name	Organisation	Current	Recommendation/Action
<b>Roma Boucher</b>	Department of Communities	<ul style="list-style-type: none"> <li>No Page Numbers</li> </ul>	<ul style="list-style-type: none"> <li>Page numbers inserted</li> </ul>
		<ul style="list-style-type: none"> <li>Hyphen in between Donnybrook - Balingup</li> </ul>	<ul style="list-style-type: none"> <li>Hyphen removed</li> </ul>
		<ul style="list-style-type: none"> <li>Page 6: Department of Communities - Bunbury</li> </ul>	<ul style="list-style-type: none"> <li>Changed to Busselton</li> <li>Second row reference to Busselton on page 7 removed.</li> </ul>
		<ul style="list-style-type: none"> <li>Page 9: Acronym SWLGEMA</li> </ul>	<ul style="list-style-type: none"> <li>LG removed leaving SWEMA</li> </ul>
		<ul style="list-style-type: none"> <li>Page 19: Last row of table Local Welfare Plan</li> </ul>	<ul style="list-style-type: none"> <li>Replace the word Welfare with 'Emergency Management</li> </ul>
		<ul style="list-style-type: none"> <li>Page 19: Under 2.1 SWLGEMA</li> </ul>	<ul style="list-style-type: none"> <li>SWLGEMA changed to SWEMA</li> </ul>
		<ul style="list-style-type: none"> <li>Page 25: Section 3.5 3<sup>rd</sup> paragraph '...fund recovery activities if necessary'</li> </ul>	<ul style="list-style-type: none"> <li>'...If is...' replaced with '...if a natural disaster is determined.'</li> </ul>
		<ul style="list-style-type: none"> <li>Page 31: 3<sup>rd</sup> Column: The Disabilities Services Commission</li> </ul>	<ul style="list-style-type: none"> <li>Disabilities Services Commission removed.</li> </ul>
		<ul style="list-style-type: none"> <li>Page 35: Department of Communities in Infrastructure and Finance Committee's</li> </ul>	<ul style="list-style-type: none"> <li>Unable to perform this action as the source document is unavailable. Will note for future action.</li> </ul>
		<ul style="list-style-type: none"> <li>Page 37: Section 5.3 – 1<sup>st</sup> paragraph. Department of Communities referencing</li> </ul>	<ul style="list-style-type: none"> <li>First sentence reworded.</li> </ul>
		<ul style="list-style-type: none"> <li>Page 41-42: Query about the status of 6.2.2 Community Liaison – referred to DFES Vik Cheema</li> </ul>	<ul style="list-style-type: none"> <li>Vik Cheema has reviewed the document and did not raise any objections to this section. No change.</li> </ul>
<b>Sally Shaw</b>	Department of Health	<ul style="list-style-type: none"> <li>Page 53: Appendix 4 Title. Recovery spelt incorrectly.</li> </ul>	<ul style="list-style-type: none"> <li>Recovery now spelt correctly.</li> </ul>
<b>Julie Carrick</b>	Donnybrook SES	<ul style="list-style-type: none"> <li>Page 22: SES address incorrect</li> </ul>	<ul style="list-style-type: none"> <li>Address changed</li> </ul>
<b>James Jarvis</b>	Local Recovery Coordinator	<ul style="list-style-type: none"> <li>Grammar and punctuation issues</li> </ul>	<ul style="list-style-type: none"> <li>Formatting amended</li> </ul>
		<ul style="list-style-type: none"> <li>Local Recovery Plan 2020</li> </ul>	<ul style="list-style-type: none"> <li>Changed to Local Recovery Plan 2021</li> </ul>

Item		Response	Risk/Priority	Update	Status
<b>Optional Questions</b>					
1	Did the CEO review the appropriateness and effectiveness of the local government's financial management systems and procedures in accordance with Financial Management Reg 5(2)(c) within the three years prior to 31 December 2020?	Yes (Not submitted to the Council)	Significant	Report presentation to the April meeting of the ARM Committee. See separate item in this agenda/minutes	COMPLETED
5	Did the local government prepare and adopt by absolute majority a policy dealing with the attendance of council members and the CEO at events?	No	Moderate	Policy development is underway using internal resources and expected to be included in the major policy review to go to the OCM of Council in June 2021.	ONGOING
6	Did the CEO publish an up-to-date version of the attendance at events policy on the local government's official website?	No		Compliance dependent on completion of task above.	
<b>Tenders for Providing Goods and Services</b>					
8	Did the information recorded in the local government's tender register comply with the requirements of F&G Reg 17 and did the CEO make the tenders register available for public inspection and publish it on the local government's official website?	Yes, (But not published on Website)	Minor	Requires conversion of printed material to electronic form for publication on the Shire website. Internal resources will be applied to this to be published on the Shire Website by the end of June 2021.	ONGOING

**AUDIT REG. 17 REVIEW 2018  
(Status Update - April 2021)**

<b>Ref</b>	<b>Issue</b>	<b>Risk Rating</b>	<b>Update</b>	<b>Status</b>
<b>Risk management</b>				
<b>2.2.1</b>	<b>Risk Management Framework</b>			
	Risk Management framework review and update required.	Moderate	Being developed, will be presented to ARMC July 2021	<b>ONGOING</b>
<b>2.2.2</b>	<b>Lease Management</b>			
	No formal procedure in place to monitor lessee compliance with terms of Council leased properties	Moderate	Commercial Lease developed and endorsed by Council December 2020.	<b>COMPLETED</b>
	Lease register is not up to date, and our sample testing identified leases which were not current at the date of our review.		The lease register is up to date as to its contents, however there are a number of leases (community group leases) that have expired and are being progressively renewed in negotiation with the other parties. At present, this is expected to be completed using internal resources in January/February 2022.	<b>ONGOING</b>
<b>2.2.3</b>	<b>Risk Management Policies and Procedures</b>			
	No documented policies and procedures in place to manage a number of risks applicable to the Shire i.e. Litigation/claims and environmental risk policies	Moderate	Being developed to be presented to ARMC July 2021	<b>ONGOING</b>
<b>2.2.4</b>	<b>Outdated Emergency and Evacuation Plans and Policies</b>			
	Numerous Local Emergency Management plans and policies require review and updating.	Minor	All policies are the subject of a review at present which is scheduled to be presented to the Council in June 2021.	<b>ONGOING</b>
<b>2.2.5</b>	<b>Outdated Policies/Plan</b>			
	We noted numerous outdated Council policies, procedures and plans which have not been reviewed by the scheduled review date.	Minor	Policy Review to the OCM of Council in June 2021	<b>ONGOING</b>
<b>2.2.6</b>	<b>Consolidated Asset Management Plan</b>			
	Council's Consolidated Asset Management Plan dated 2017-2027 has not been adopted approved by Council.	Minor	All asset management plans have now been adopted by the Council and are updated annually.	<b>COMPLETED</b>
<b>2.2.7</b>	<b>Community Survey</b>			

**AUDIT REG. 17 REVIEW 2018  
(Status Update - April 2021)**

Ref	Issue	Risk Rating	Update	Status
	The Community Survey Results, actions and follow up procedures from Council's 2017 survey were not provided to us following our requests.	Minor	Completed with action plan developed	COMPLETED
<b>Internal Controls</b>				
3.2.1	<b>Procurement and Contract Management</b>			
	Currently no formal contract management framework in place resulting in an inconsistent approach implemented by those responsible for contract management.	Significant	The development of a framework would need to take into account the Performance Audits by the OAG released in May 2020 with regard to contract extensions and variations. Action on progressing this item is currently restricted due to current governance resources being allocated to implementing to new legislation and operations resources being occupied on projects. External resources will be required to undertake this review in the future. Oh hold pending allocation of additional resources.	ONGOING
3.2.2	<b>General Journals</b>			
	General journals are not currently being independently reviewed and supporting documentation is not being retained with journal records.	Significant	All general Journals are reviewed by the EMCC and supporting information attached.	COMPLETED
<b>Information Technology (IT)</b>				
3.2.3	We identified various enhancements and improvement recommendations in relation to the Shire's IT.	Moderate	The review highlighted the lack of policies and strategies concerning IT systems and security. To implement these recommendations would require a comprehensive review of IT with dedicated project funding and also additional FTE employees to implement and maintain the recommended activities. This project is on hold pending the allocation of the additional financial resources.	ONGOING
3.2.4	<b>Post Tender Review</b>			
	Formal post tender reviews do not appear to be completed.	Moderate	To be considered as part of the a procurement policy review to be completed in June 2021.	ONGOING
3.2.5	<b>Grant Funding Plan</b>			

**AUDIT REG. 17 REVIEW 2018  
(Status Update - April 2021)**

<b>Ref</b>	<b>Issue</b>	<b>Risk Rating</b>	<b>Update</b>	<b>Status</b>
	No grant funding summary plan in place, to record key dates and milestones in respect to individual grants.	Moderate	A grants register with milestones has been developed and implemented as part of compliance with the new accounting standards AASB15 and AASB105	COMPLETED
3.2.6	Signature Specimen			
	The Shire does not have a signature specimen in place.	Minor	No specimen signature register is in place. This will be developed by internal resources in the future. The likely timing of this action is October 2021.	ONGOING
<b>Legislative Compliance</b>				
4.2.2	Audit Committee Meetings are not held quarterly as recommended by Local Government operational guideline best practice.	Moderate	Meetings are now scheduled quarterly as a minimum.	COMPLETED
4.2.3	Internal Audit Function Currently no formal internal audit function in place.	Moderate	To be reviewed by EMCC as part of 2021-22 Budget. Item to the ARM Committee for a draft allocation in the 2021-122 Budget.	COMPLETED

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
12/06/2018	<b>1.</b> Timely Payment to Suppliers	<b>Findings:</b> 1. Only 3 local governments had policies and procedures that addressed timely payment of suppliers. 2. For 13% of payments there was no valid reason why payments were later than supplier requirements or management policy/procedures.	<b>Local governments should:</b> 1. have polices or procedures that clearly require payment of invoices within specified periods after receiving the invoice or after the receipt of goods and services (whichever is later) 2. ensure they improve administrative processes so that all payments are made in accordance with their policies and procedures. 3. improve recordkeeping to ensure that for all payments there are records of the date that the invoice and goods or services were received. Ideally, this information should be recorded in the financial information management system and used as a key date for determining when payments should be made.	The Shire does not have a policy in relation to payment to suppliers. It does have practices that allow it to identify the date of the invoice and the due date.  <b>Outcome:</b> A management policy be drafted and presented to the Audit and Risk Management Committee for their information.  <b>Priority:</b> Low  <b>Resources:</b> Internal	ONGOING
7/05/2018	<b>2.</b> Controls Over Corporate Credit Cards	<b>Findings:</b> 1. Overall policies and administrative systems for managing corporate credit cards were appropriate. 2. Suitable controls were generally in place for managing credit card use, however most local governments had opportunities for improvement. 3. While local governments were reviewing credit card usage, there was inconsistent reporting to Council.	<b>Local governments should:</b> a. ensure policies specify requirements for all key credit card processes b. keep adequate records of all card transactions, including information that describes the nature/purpose of the expenditure and evidence of review and approval c. cancel redundant cards in a timely manner to avoid loss and/or misuse of cards d. regularly monitor outstanding transactions to identify and follow up on long outstanding un-acquitted transactions e. ensure senior management periodically reviews credit card use, to confirm compliance with policies and to identify any abnormal trends. The results of these reviews should be documented and retained.	The Shire has a Corporate Credit Card policy that relates to the CEO. This policy needs to be reviewed and expanded to include OAG recommendations and all CC holders.  <b>Outcome:</b> The existing policy is revised to include the Executive Managers Corporate and Community and Operations.  <b>Priority:</b> Medium  <b>Resources:</b> Internal	ONGOING

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
5/10/2018	<b>3.</b> Local Government Procurement	<p><b>Findings:</b> While all LGs audited had procurement policies and procedures, they are not always effectively and consistently used</p> <ol style="list-style-type: none"> <li>1. LGs do not always purchase in line with their own policy</li> <li>2. All LGs had procurement policies but there is opportunity to improve</li> <li>3. LGs provided staff with procurement training</li> <li>4. LGs need better procurement oversight and controls</li> <li>5. Controls over raising and approving purchase orders could be improved</li> <li>6. LGs should strengthen processes for checking goods and services when receiving them</li> <li>7. LGs had weaknesses in their segregation of duties</li> <li>8. Procurement decisions and conflict of interest considerations need to be better documented</li> <li>9. Exemptions from seeking quotes are regularly used, but are poorly documented and not always justified</li> <li>10. Recording of tender processes and conflict of interests could be improved</li> </ol>	<p><b>Local governments should:</b></p> <ol style="list-style-type: none"> <li>a. All LGs, including those not sampled in this audit, should review their policies, processes and controls against the focus areas of our audit in Appendix 1.</li> <li>b. Each LG we audited should provide an action plan to address this recommendation, table it with their Council, and make it available on their website, as per the Local Government Act 1995.</li> </ol>	<p>The Shire has a Purchasing-Tendering-and-Buy-Local-Policy. However, the implementation of the policy and adherence requires greater focus.</p> <p><b>Outcome:</b></p> <ol style="list-style-type: none"> <li>1. Policy to be reviewed.</li> <li>2. Purchasing policy to be included in the Shire Induction.</li> <li>3. Internal auditing of purchase orders and invoice dates and sign off to be conducted.</li> <li>4. Utilisation of the Requisition creation in Synergy.</li> <li>5. Account owners to be set up for oversight and accountability of budget expenditure.</li> </ol> <p><b>Priority:</b> Medium</p> <p><b>Resources:</b> Internal for the Policy review. Internal Audit services may require external resources to be procured or additional staff resources.</p>	ONGOING
16/03/2019	<b>4.</b> Management of Supplier Master Files	<p><b>Findings:</b></p> <ol style="list-style-type: none"> <li>1. Most entities need to improve their policies and procedures.</li> <li>2. Entities need better controls over creation and amendment of supplier records.</li> <li>3. Most entities need to improve the management of their supplier master files.</li> <li>4. Most entities need to formally monitor compliance with their policies on a periodic basis.</li> <li>5. Conflicts of interest were not declared or effectively managed at 3 entities.</li> </ol>	<p><b>Entities (including local governments) should:</b></p> <ol style="list-style-type: none"> <li>a. have policies and procedures that include comprehensive guidance for employees to effectively manage supplier master files.</li> <li>b. ensure that all additions or amendments to supplier master files are subject to a formal independent review to confirm validity and correctness.</li> <li>c. regularly review employees' access to create or amend supplier master files to prevent any unauthorised access, and ensure adequate segregation of duties between those amending the master files and those approving payments.</li> <li>d. ensure all key information is input at the time of creating a new supplier record</li> </ol>	<p>Basic internal controls are in place surrounding changes to the Supplier master files. These controls have been reviewed as part of the annual audit and include reviews and documentation of changes to the supplier master file.</p> <p>Segregation of duties occur to the degree permitted by staff numbers however declarations of interest are not documented or proactively investigated.</p> <p>No formal or periodic review or audit of the supplier Masterfile data is undertaken by management or staff due to resource levels.</p> <p>Access controls are applied by the Synergy ERP system.</p>	ONGOING

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
			<p>e. apply consistent naming conventions for supplier records, to avoid suppliers being registered under multiple names.</p> <p>f. ensure that documentary evidence is retained for all additions and amendments to supplier master files and there is a record of the reason for amending the supplier record.</p> <p>g. include a requirement for a formal and periodic internal review to identify incomplete, incorrect, duplicate, or redundant supplier records.</p> <p>h. ensure any actual, potential, or perceived conflicts of interest are declared and effectively managed, and that relevant employees are not involved in the procurement from, or management of supplier records in respect of their related suppliers.</p>	<p><b>Outcome:</b> Internal Policy and procedure review.</p> <p><b>Priority:</b> Medium</p> <p><b>Resources:</b> Internal for the Policy and Procedure review. The application of Internal Audit practices and data consistency review would require external resources to be procured or additional staff resources.</p>	
17/04/2019	<b>5. Records Management in Local Government</b>	<p><b>Findings:</b> Recordkeeping plans are approved but lack supporting policies and procedures.</p> <p>1. Recordkeeping plans are current and approved.</p> <p>2. Recordkeeping plans are not supported by adequate LG policies and procedures. or</p> <ul style="list-style-type: none"> <li>· Records are often held too long.</li> <li>· Important records are not properly managed.</li> <li>· Some records were missing or difficult to find.</li> <li>· Records were often stored outside records management systems.</li> <li>· Protection of records is mixed.</li> <li>· Physical records were generally well managed.</li> <li>· Digital records recovery could be better.</li> </ul> <p>3. Implementation of recordkeeping plans is poor.</p> <p>4. More regular and thorough records training is needed.</p> <p>5. LGs do limited monitoring of staff records management practice.</p>	<p>All local governments, including those not sampled in this audit, should review their recordkeeping policies and procedures to ensure they adequately support their RKP.</p> <p>a. regular and thorough records training</p> <p>b. regular reviews of staff recordkeeping practices</p> <p>c. timely disposal of records</p> <p>d. adequate protection over digital records.</p>	<p><b>Outcome:</b> The Shire electronic records programme requires updating. To enable the Shire to adequately meet the OAG recommendations requires:</p> <ol style="list-style-type: none"> <li>1. New policy and procedures to support the Recordkeeping plan.</li> <li>2. Upgrade of the SynergySoft Records programme. The new module allows for greater integration with Microsoft products and ease of recording documentation.</li> <li>3. Training to be conducted for all staff.</li> </ol> <p><b>Priority:</b> High</p> <p><b>Resources:</b> This is an organisation wide issue which would require dedicated project resources to be advanced. Records management is a fundamental internal control that has resources and additional overhead implications across the organisation. Internal audit resources required and software upgrades and entity wide staff training as well as dedicated project resources.</p>	<b>ONGOING</b>

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
15/06/2019	<b>6.</b> <b>Fraud Prevention in Local Government</b>	<p><b>Findings:</b></p> <p>1. Entities have not implemented a coordinated approach to manage their fraud risks.</p> <p>1.1 Entities have not assessed their business for fraud risks.</p> <p>1.2 Entities have not planned how to manage fraud risks.</p> <p>2. Entities could make themselves more fraud resistant if they strengthen their controls.</p> <p>2.1 Entities need to raise staff awareness of fraud risks.</p> <p>2.2 Not all conflicts of interest are captured.</p> <p>2.3 More screening of employees and suppliers would help entities reduce risks.</p> <p>3. Better reporting avenues would help entities detect and respond to fraud.</p> <p>3.1 Entities need to better communicate how staff, suppliers and the public can report suspicious behaviour.</p> <p>3.1.1 Entities should include anonymous reporting options to encourage reporting.</p> <p>3.2 Entities need to better use information they receive about suspected fraud.</p>	<p><b>Local governments should:</b></p> <p>1. assess fraud risks across their business.</p> <p>2. develop a Fraud and Corruption Control Plan and review it at least once every 2 years.</p> <p>3. develop and implement a periodic fraud awareness training program for all staff.</p> <p>4. ensure that all conflicts of interest are recorded, assessed and appropriate management plans are in place.</p> <p>5. have policies and procedures in place to verify the identity and integrity of employees and suppliers.</p> <p>6. document clear internal processes and systems to report any potential fraud, that include anonymous reporting.</p> <p>7. collect and analyse information received about potential fraud to identify any trends or emerging issues.</p>	<p><b>Outcome:</b></p> <p>1. Fraud and Corruption Control Plan to be created.</p> <p>2. Fraud awareness training to be provided to staff.</p> <p>3. Internal Audit activities to be conducted to ensure policies and procedures are in place and implemented and processes are adhered to.</p> <p><b>Priority: Low</b></p> <p><b>Resources:</b> The development and implementation of a fraud and corruption plan with the supporting policies, procedures and ongoing training would require a dedicated resource in relation to the internal audit and training aspect of the plan and any new procedures. The additional training for all staff would also have an immediate impact on productivity across the organisation.</p>	<b>ONGOING</b>

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
28/06/2019	<b>7.</b> Local Government Building Approvals	<p><b>Findings:</b></p> <p>1. LG Entities adequately assess permit application but can improve their processes.</p> <p>1.1 LG entities only issued permits when legislative requirements were met.</p> <p>1.2 Weak controls may lead to inappropriate permit approvals. 1.2.1 Conflicts of interest are not recorded and managed transparently.</p> <p>1.2.2 Inadequate approval controls increase the rise of unauthorised issue of permits.</p> <p>2. Process and systems differ across LG entities which leads to inefficiencies.</p> <p>2.1 Applications are lodged differently.</p> <p>2.1 LG entities assess certified applications with varying rigour, creating uncertainty for applicants.</p> <p>2.1 Two LG entities incorrectly recorded application processing times</p> <p>3. Most permits were issued on time.</p> <p>3.1 LG entities issued permits in required timeframes.</p> <p>3.2 Incomplete and incorrect applications often result in longer approval times.</p> <p>3.3 Reporting of permit information could be improved.</p> <p>4. LG entities do not effectively monitor and enforce compliance with permits.</p> <p>4.1 LG entities carried out limited monitoring and inspections of building work.</p> <p>4.2 LG entities could improve complaints processes to achieve timelier compliance</p>	<p>1. Albany, Gosnells, Joondalup and Mandurah should:</p> <p>a. require written declarations of interest from assessment staff and ensure appropriate mitigation action is taken for any conflicts.</p> <p>b. improve the transparency of their building control activities by providing information about permits, monitoring and enforcement activities, and building related complaints to B&amp;E, community and industry stakeholders.</p> <p>c. develop and implement a risk-based approach to monitor and inspect building works</p> <p>d. improve guidance to staff on how to prioritise and manage building related complaints and enforcement activities to resolve community concerns and non-compliance issues in a timely way.</p> <p>2. Joondalup and Mandurah should limit the authority and delegation to issue permits only to appropriately trained staff who assess and issue permits.</p> <p>3. Albany and Joondalup should only start, pause, and stop the clock in accordance with the requirements of the Act.</p> <p>4. B&amp;E should consult further with LG entities and stakeholders:</p> <p>a. on ways to assist LG entities to implement consistent practices.</p> <p>b. to determine if it will progress or cease development of the centralised e-lodgement and assessment system.</p>	<p>The Executive Manager Operations and the Principal Planner are reviewing the actions suggested and are developing processes and tools to assist with the relevant checks to meet compliance.</p> <p><b>Outcome:</b> Internal Policy and Procedure review.</p> <p><b>Priority:</b> High</p> <p><b>Resources:</b> There is a finite technical resource in the Building and Planning area, which if redirected to achieve the suggested outcomes would have an impact on other service areas including customer service.</p> <p>To achieve increased monitoring and inspection role would require additional technical resources.</p>	ONGOING

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
4/05/2020	<b>8.</b> Local Government Contract Extensions and Variations and Ministerial Notice Not Required	<p><b>Findings:</b> Policies and procedures need to be enhanced to ensure consistent application by staff</p> <p>Contract registers did not include key information for effective contract oversight</p> <p>Some entities need to improve their assessment of contractors' performance before extending contracts</p> <p>Contract variations were not always adequately explained at 2 entities</p> <p>Delegation levels were not always complied with when extending or varying contracts</p>	<p><b>1. All local government entities, including those not sampled in this audit, should:</b></p> <p>a. ensure their policies and procedures include comprehensive guidance to staff on recording of contract information and management of contract extensions and variations, so that better practices are consistently applied across the organisation</p> <p>b. establish specific delegated authorisation limits for the approval of contract extensions and variations</p> <p>c. ensure their contract summaries include all key information relating to contracts. The level of information should be based on their assessment of the significance, number and complexity of their contractual arrangements.</p> <p>d. ensure that records of key decisions are retained in accordance with their recordkeeping plans and are readily available</p> <p>e. improve review processes relating to contract extensions, including timely and documented reviews of contractor performance before exercising contract extension options</p> <p>f. ensure that contract variations are supported by adequate documentation describing the nature and reasons for the variations, including the associated cost, time and scope implications. The cumulative impact of variations on a contract should also be reviewed and an assessment made of whether a separate procurement process should be undertaken</p> <p>g. ensure that all contract extensions and variations are approved in accordance with approved delegations, to ensure that all contracting decisions are subject to appropriate levels of scrutiny.</p> <p><b>2. Entities should review their policies and procedures against the principles in Appendix 1.</b></p>	<p>Policies and procedures to be developed. Greater Governance oversight of tender process and contract agreements and extensions is required to achieve the outcomes and expectations the OAG report.</p> <p><b>Outcome:</b> Internal Policy and Procedure review.</p> <p><b>Priority:</b> High</p> <p><b>Resources:</b> There is a finite technical resource in the Building and Planning area, which if redirected to achieve the suggested outcomes would have an impact on other service areas including customer service.</p> <p>To achieve increased monitoring and inspection role would require additional technical resources.</p>	<b>ONGOING</b>

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
25/06/2020	<b>9.</b> <b>Information Systems Audit Report 2020 – Local Government Entities</b>	<p><b>Findings:</b></p> <ol style="list-style-type: none"> <li>1. All of the audited entities had significant gaps in meeting the good practice standard across several control areas (Figure 2). Only 4 entities demonstrated that they were effective, or partially effective in at least 7 of the 14 areas</li> <li>2. Security policies did not provide direction and support for information security</li> <li>3. Poor controls risked network and operations security</li> <li>4. Most entities had business continuity strategies, but few had tested these</li> <li>5. Poor access management controls resulted in inappropriate access</li> <li>6. Entities risked not effectively responding to security incidents</li> <li>7. Information was at risk due to inadequate supplier management controls</li> <li>8. Physical and environmental security could be improved</li> <li>9. Information security controls were not considered over the lifecycle of information systems</li> <li>10. Inadequate human resource security controls could threaten information security</li> </ol>	<p><b>Locals government entities should:</b></p> <ol style="list-style-type: none"> <li>1. understand and assess the risks unique to their business activities and environment to inform their strategy for information security management</li> <li>2. assess their controls against good practice standards to identify gaps and develop plans to improve information security. Entities can seek further guidance from other good practice standards. For instance, the Australian Cyber Security Centre maintains the Australian Government Information Security Manual: <ul style="list-style-type: none"> <li>1 to assist entities in protecting their information and systems. The National Institute of Standards and Technology publishes NIST Cybersecurity Framework</li> <li>2 to help organisations improve the management of cybersecurity risks</li> <li>3. implement processes to continuously monitor and improve information security controls to ensure they meet entity needs.</li> </ul> </li> </ol>	<p>Policies and procedures to be developed. Greater Governance oversight of tender process and contract agreements and extensions is required to achieve the outcomes and expectations the OAG report.</p> <p><b>Outcome:</b></p> <ol style="list-style-type: none"> <li>1. A corporate wide review of IT systems and applications software to establish the gaps and the functionality required to support improvements in productivity.</li> <li>2. A corporate wide review of IT infrastructure, communications and cabling to establish the gaps in the current setup and how productivity can be improved.</li> <li>3. Development of a Strategic IT Plan</li> <li>4. Review of IT practices and procedures</li> <li>5. Review of IT security practices and systems</li> <li>6. Review of IT disaster recovery planning and testing regimes.</li> <li>7. Review of password and access controls and integrate these with HR practices.</li> <li>8. Implement regular IT security training for all staff with It access.</li> </ol> <p><b>Priority:</b> High</p> <p><b>Resources:</b> The current internal resource and technical expertise does not cover the scale of skills required to implement the recommended outcomes.</p> <p>External services would be required to undertake the assessment and the planning phase of the outcomes.</p> <p>The findings from the planning and assessment reviews listed in outcomes above would require additional dedicated project resources to implement the major improvements expected to be required.</p>	<b>ONGOING</b>

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
30/06/2020	<b>10.</b> Regulation of Consumer Food Safety by Local Government Entities	<b>Findings:</b> 1. Nearly 30% of high and medium risk food business inspections were overdue 2. Record management shortcomings have reduced LG entities' ability to effectively regulate food businesses 3. LG entities did not always follow-up food safety issues consistently and enforce compliance	<b>Local government entities should:</b> 1. ensure food business inspections are prioritised and carried out according to their risk classification 2. ensure changes to inspection frequencies are only made based on a documented assessment of compliance history or another urgent requirement. 3. improve recordkeeping for food business inspections and compliance reporting to: a. better understand inspection and compliance history b. identify compliance issues and follow-up activities c. respond to emerging food safety issues 4. develop procedures and staff guidance to ensure non-compliant food businesses are followed up and Standards enforced in a consistent and timely manner 5. work with the Department of Health in the development and implementation of new electronic food safety inspection and recordkeeping systems.	The Shire is also experiencing a backlog of inspections of food premises not dissimilar to the level identified in the OAG report. Automated record keeping systems and alert systems are not in place but have the potential to increase efficiency and improve monitoring. <b>Outcomes:</b> 1. Increased priority for food premises inspections. 2. Improved record keeping systems and data relating to food premises inspections. 3. Improved automated risk-based systems to update inspection frequencies. <b>Priority:</b> High <b>Resources:</b> There is a finite technical capacity to undertake food premises inspections with the current level of internal resources. Any change to the current level of resources applied with have a compensating reduction in other service levels. External resources may be an option by this would depend on the level of technical qualifications available.	<b>ONGOING</b>
20/08/2020	<b>11.</b> Waste Management Service Delivery	<b>Findings:</b> 1. LG entities deliver essential waste collection and drop off services, but few are likely to meet State and community expectations to avoid and recover waste. 2. State and local waste planning and data capture is inadequate. 3. Wider uptake of existing better practice waste management methods could be key to improving waste recovery. 4. The State Government has made good progress since 2016, but LG entities need more support to address local challenges.	The Waste Authority and Department of Water and Environmental Regulation (DWER) should work together to: 1. provide support to LG entities by: a. preparing a State waste infrastructure plan to ensure alignment with the State planning framework b. identifying local Perth, Peel and regional reprocessing facility requirements and markets for recyclable materials, particularly for organic materials c. continuing to develop better practice guidance for LG entities to manage key waste streams and problematic wastes d. engaging with individual Perth, Peel and regional LG entities to help understand, identify and address their local challenges, risks and waste management requirements 2. support LG entities to improve the accuracy of their waste and recycling data in line with the Waste Data Strategy by: a. providing additional training and guidance for LG entities on data collection, reporting and quality control requirements b. developing and implementing appropriate controls to minimise the risk of inaccurate data supplied by contractors 3. provide LG entities with materials that explain the cost and environmental benefits of adopting a 3-bin FOGO system	The Shire will await actions by the Waste Authority and Department of Water and Environmental Regulation (DWER) to support and lead local governments in relations to the finding in the OAG report. <b>Outcome:</b> No action at this stage. <b>Priority:</b> Low <b>Resources:</b> There may be some resourcing implications coming from the actions of the Waste Authority and DWER.	<b>ON-HOLD</b>

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
			<p>4. engage with LG entities to develop consistent and regular statewide messages, education and behaviour change programs for all LG entities and contractors that align with Waste Strategy 2030 targets. Waste Authority response: Recommendations supported DWER response: Recommendations supported LG response: LG entities in our sample supported the recommendations for the Waste Authority and DWER. Full responses from LG entities for each of the recommendations, where provided, are included in Appendix 3 Implementation timeframe: December 2021 The Department of Local Government, Sport and Cultural Industries (DLGSC), Waste Authority and DWER should work together to:</p> <p>5. provide guidance for LG entities to collect and publicly report consistent waste and recovery financial and performance data.</p> <p>DLGSC response: Recommendation supported Waste Authority response: Recommendation supported DWER response: Recommendation supported</p> <p>LG response: LG entities in our sample supported the recommendations for the Waste Authority and DWER. Full responses from LG entities for each of the recommendations, where provided, are included in Appendix 3 Implementation timeframe: progressively through to December 2022 LG entities should:</p> <p>6. provide regular community updates on efforts to recover waste and meet Waste Strategy 2030 targets and seek community feedback where appropriate</p> <p>7. consider preparing waste plans, which demonstrate how the LG will contribute to relevant Waste Strategy 2030 headline strategies. These plans should be publicly available</p> <p>8. include performance measures in contracts with service providers to recover more waste without adding significant costs</p> <p>9. consider preparing waste plans, which demonstrate how the LG will contribute to relevant Waste Strategy 2030 headline strategies. These plans should be publicly available</p> <p>8. include performance measures in contracts with service providers to recover more waste without adding significant costs</p> <p>10. consider providing incentives for the community to minimise waste production. LG response: LG entities in our sample generally agreed with the recommendations and indicated that they were</p>		

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
			<p>preparing waste plans and considering initiatives to improve waste management and help achieve Waste Strategy 2030 targets. Full responses from LG entities for each of the recommendations are included in Appendix 3</p>		
30/06/2019	<p><b>12.</b> <b>Verifying Employee Identity and Credentials</b></p>	<p><b>Findings:</b></p> <ol style="list-style-type: none"> <li>Only 3 entities had policies for verifying employee identity and credentials.</li> <li>There were many instances where staff identity or eligibility to work in Australia was not checked.</li> <li>Reference checks were not done for more than half the new employees tested.</li> <li>Some entities were not consistently obtaining work with children checks.</li> <li>Entities need to improve how they monitor existing employees for change in their status</li> </ol>	<p><b>Public sector entities (including local governments) should:</b></p> <ol style="list-style-type: none"> <li>have approved policies and procedures for verifying employee identity and credentials which cover: <ul style="list-style-type: none"> <li>using a 100-point identity check</li> <li>criminal background checks, based on the risks associated with the position</li> <li>periodic monitoring of existing employees</li> </ul> </li> <li>assess the positions which may require a criminal background or working with children check and ensure that these requirements are clearly documented in position description forms</li> <li>for high risk positions, or positions where there is an ongoing requirement to hold a licence or professional qualification, obtain regular declarations from employees that there is no significant change in their circumstances</li> <li>ensure that sufficient documentary evidence is obtained prior to appointment which supports an employee's <ul style="list-style-type: none"> <li>identification and right to work in Australia</li> <li>professional qualifications and memberships</li> <li>criminal background or capacity to work with children (where necessary)</li> </ul> </li> <li>perform appropriate referee checks for all potential employees and ensure that all employees' reference checks are retained in their employee or recruitment file</li> <li>develop a procedure for monitoring the expiry dates of licences, certificates or working with children checks so that they can be followed up with the employee close to expiry date</li> </ol>	<p>Policies are to be developed; however, recruitment practices and onboarding are in place to adhere to the OAG requirements.</p> <p>100-point check is conducted Police Clearance is required – however this is a standard clearance across the organisation.</p> <p>There is no periodical monitoring of existing employees' criminal history. Licence and registration of accreditation are captured, and reminders sent when renewed documents are required. Reference checks are undertaken however there is not a current minimum required.</p> <p><b>Outcome:</b></p> <ol style="list-style-type: none"> <li>Policies and procedures to be written and implemented.</li> <li>Regular checks of criminal record in high-risk roles to be undertaken.</li> <li>A minimum of 3 referee checks to be undertaken.</li> <li>Internal audit to be conducted at random intervals to ensure compliance.</li> </ol> <p><b>Priority:</b> Low</p> <p><b>Resources:</b> Internal resources for policy and procedures review. There will be some resourcing implications in relation to any internal audit function.</p>	ONGOING

Report Date	Report Title	Key Findings	Recommendations	Comments	Status
			<p>7. perform periodic criminal background checks for positions which require it.</p> <p>Under section 7.12A of the Local Government Act 1995, all sampled entities are required to prepare an action plan addressing significant matters relevant to their entity for submission to the Minister for Local Government within 3 months of this report being tabled in Parliament and for publication on the entity's website. This action plan should address the points above, to the extent that they are relevant to their entity, as indicated in this report.</p>		



# Shire of Donnybrook-Balingup Financial Management System Review December 2018



12 February 2019

**Ben Rose**  
**Chief Executive Officer**  
**Shire of Donnybrook-Balingup**  
**PO Box 94**  
**DONNYBROOK WA 6239**

Dear Ben

### **2018 FINANCIAL MANAGEMENT SYSTEMS REVIEW**

We are pleased to present the findings and recommendations resulting from the Shire of Donnybrook-Balingup ("the Shire") 2018 Financial Management System Review.

The primary objective of our Financial Management System Review was to assess the adequacy and effectiveness of systems and controls in place within the Shire of Donnybrook-Balingup; in accordance with Section 2.4 and 2.5 of our proposal dated 30 October 2018.

We recommend this report be read in conjunction with the 2018 Regulation 17 Review Report prepared by AMD in February 2019 and the 30 June 2018 audit management letter prepared by AMD. Matters raised in these reports have not been raised again within this report.

Should there be matters outlined in our report requiring clarification or any other matters relating to our review, please do not hesitate to contact Rannon Salmon or myself.

Yours sincerely  
**AMD Chartered Accountants**

**MARIA CAVALLO CA**  
**Director**

*Australian Institute of Internal Auditors No: 753 834*

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**Inherent limitations**

Due to the inherent limitations of any internal control structure, it is possible that fraud, error or non-compliance with laws and regulations may occur and not be detected. Further, the internal control structure, within which the control procedures that have been subject to review, has not been reviewed in its entirety and, therefore, no opinion or view is expressed as to its effectiveness of the greater internal control structure. This review is not designed to detect all weaknesses in control procedures as it is not performed continuously throughout the period and the tests performed on the control procedures are on a sample basis. Any projection of the evaluation of control procedures to future periods is subject to the risk that the procedures may become inadequate because of changes in conditions, or that the degree of compliance with them may deteriorate.

We believe that the statements made in this report are accurate, but no warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, the Shire of Donnybrook-Balingup management and personnel. We have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted with the report. We are under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form unless specifically agreed with Shire of Donnybrook-Balingup. The review findings expressed in this report have been formed on the above basis.

**Third party reliance**

This report was prepared solely for the purpose set out in this report and for the internal use of the management of Shire of Donnybrook-Balingup. This report is solely for the purpose set out in the 'Scope and Approach' of this report and for Shire of Donnybrook-Balingup's information, and is not to be used for any other purpose or distributed to any other party without AMD's prior written consent. This review report has been prepared at the request of the Shire of Donnybrook-Balingup's Chief Executive Officer in connection with our engagement to perform the review as detailed in AMD's Services Proposal dated 30 October 2018. Other than our responsibility to the Council and management of Shire of Donnybrook-Balingup, neither AMD nor any member or employee of AMD undertakes responsibility arising in any way from reliance placed by a third party, including but not limited to the Shire of Donnybrook-Balingup external auditor, on this report. Any reliance placed is that party's sole responsibility.

## Executive Summary

### Approach and Objectives

The primary objective of our Financial Management System Review was to assess the adequacy and effectiveness of systems and controls in place within the Shire of Donnybrook-Balingup; in accordance with Section 2.4 and 2.5 of our Proposal dated 30 October 2018.

The responsibility of determining the adequacy of the procedures undertaken by us is that of the Chief Executive Officer (“CEO”). The procedures were performed solely to assist the CEO in satisfying his duty under Section 6.10 of the Local Government Act 1995 and Regulation 5(1) of the Local Government (Financial Management) Regulations 1996.

Our findings included within this report are based on the site-work completed by us during the week commencing 10 of December 2018. Findings are based on information provided and available to us following our requests made during and subsequent to this site visit.

### Summary of Findings

The procedures performed and our findings on each of the focus areas are detailed in the following sections of the report:

- Section 1 - Collection of money;
- Section 2 - Custody and security of money;
- Section 3 - Maintenance and security of the financial records;
- Section 4 - Accounting for municipal or trust transactions;
- Section 5 - Authorisation for incurring liabilities and making payments;
- Section 6 - Maintenance of payroll, stock control and costing records; and
- Section 7 - Preparation of budgets, budget reviews, accounts and reports required by the Act or the regulations.

In addition to the review of processes, procedures and testing completed at the Shire of Donnybrook-Balingup office, our FMSR included on site visits to the following locations:

- Tuia Lodge;
- Donnybrook Transit Park;
- Balingup Refuse Site;
- Donnybrook Refuse Site;
- Donnybrook Recreation Centre;
- Donnybrook Community Centre (Library);
- Balingup Library;
- Balingup Transit Park;
- Balingup Depot; and
- Donnybrook Depot.

The following tables provide a summary of the findings raised in this report:

	Significant Risk	Moderate Risk	Minor Risk
Number of issues reported	1	6	2

*For details on the review rating criteria, please refer to Section 8.*

Ref	Issue	Risk Rating
<b>1. Collection of money</b>		
	We have no findings to raise in respect to the collection of money held by the local government.	
<b>2. Custody and security of money</b>		
<b>Refuse Sites Security</b>		
2.2.1	Cash takings are taken home by the transfer station manager overnight. Daily reconciliations of cash received compared to cash receipts issued is not completed. Banking is not completed promptly.	Moderate
<b>3. Maintenance and security of financial records</b>		
<b>Key Register</b>		
3.2.1	Key register for Shire has not been updated since 15 August 2016.	Moderate
<b>4. Accounting for municipal or trust transactions</b>		
<b>End of Month Reconciliations</b>		
4.2.1	Key account reconciliations not completed and independently reviewed in a timely manner.	Significant
<b>Bank Reconciliations</b>		
4.2.2	Year end transfers to the reserve accounts from the municipal account were not completed in a timely manner. Old outstanding cheques were included within the trust account bank reconciliation. Bank reconciliations tested indicated a lack of independent review on a timely basis following month end.	Moderate
<b>Late Lodgement of BAS</b>		
4.2.3	The August 2018 BAS was not lodged and paid in accordance with ATO's due date.	Moderate
<b>5. Authorisation for incurring liabilities and making payments</b>		
<b>Fixed Asset Register</b>		
5.2.1	The fixed asset register had not been updated since 30 June 2018.	Moderate
<b>6. Maintenance of payroll, stock control and costing records</b>		
<b>Balingup Depot Security</b>		
6.2.1	We identified a number of matters for enhancement and improvement in respect to access to the Balingup depot.	Moderate
<b>Payroll/HR</b>		
6.2.2	We identified enhancements in respect to payroll and human resource procedures for consideration.	Minor
<b>Costing Records</b>		
6.2.3	We note there was an over allocation of PWO for the period ended 31 October 2018. There is no documented methodologies or policies/procedures in place in respect of overhead allocations.	Minor
<b>7. Preparation of budgets, budget reviews, accounts and reports required by the Act or the Regulations</b>		
	We have no findings to raise in respect to the preparation of budgets, budget reviews, accounts and reports required by the Act of the Regulations.	

## **1. Collection of money**

### **1.1. Scope and approach**

In accordance with the scope set out in our Financial Management Systems Review proposal, our review focused on the following:

- Documented internal controls, procedures and reconciliations in relation to all sources of income;
- Counted petty cash and float on hand ensuring materially correct;
- Reviewed fees and charges schedule and ensure adequate internal controls in place over invoicing and receipting;
- Tested collection, receipting, invoicing and posting procedures over receipts on a sample basis; and
- Reviewed credit control procedures in respect to sundry debtors and rates debtors.

### **1.2. Detailed findings and recommendations**

Our review indicated key underlying policies and processes in relation to the proper collection of money owing to the Local Government are appropriate, in line with best practice and operating effectively.

Accordingly, we have no recommendations to raise in respect to the collection of money by the Local Government.

## 2. Custody and security of money

### 2.1. Scope and approach

In accordance with the scope set out in our Financial Management Systems Review proposal, our review focused on the following:

- Completed site visits to cash collection points and reviewed the controls and procedures over the collection, receipting, recording and banking of cash collected offsite; and
- Reviewed the security of cash and banking procedures to ensure appropriate controls and procedures are in place.

### 2.2. Detailed findings and recommendations

#### 2.2.1. Refuse Sites Security

**Finding Rating: Moderate**

We noted the following in respect to the Balingup and Donnybrook refuse sites:

- Cash takings are taken home by the Transfer Station manager each night;
- Daily reconciliation of cash received compared to cash receipts issued is not completed; and
- Banking is not completed promptly, cash proceeds collected are forwarded to the Shire office at the end of each month.

#### **Implication**

Increased risk of fraud or error.

#### **Recommendation**

Due to the lack of internal control and security over cash receipts received at Council operated refuse sites which are currently taken home by employees or contractors, we recommend consideration to be given to utilising an onsite safe, or end of day/end of week cash delivery to Council's bank or administration office.

We also recommend the refuse site employees/contractors complete a daily reconciliation of cash received against receipt book records, and banking be completed at least weekly.

#### **Management Comment**

An onsite safe to be installed at both Transfer Stations. Cash management procedures as detailed in the above recommendation will be implemented.

**Responsible Officer: Manager Development and Environmental Services/Accountant**

**Completion Date: 31 May 2019**

### 3. Maintenance and security of the financial records

#### 3.1. Scope and approach

In accordance with the scope set out in our Financial Management Systems Review proposal, our review focused on the following:

- Reviewed information technology systems to assess physical security, access security, data backups, contingency plans, compliance and systems development; and
- Reviewed registers maintained (including key register, tender register etc.) and Audit Committee and Council minutes.

#### 3.2. Detailed findings and recommendations

##### 3.2.1. Key Register

*Finding Rating: Moderate*

We note the key register for the Shire has not been updated since 15 August 2016.

##### **Implication / Risks**

Risk of incomplete key register.

##### **Recommendation**

We recommend the key register be maintained and updated as required to ensure all keys are accounted for and the key register is current.

##### **Management Comment**

Key register to be updated to reflect the current status of the Shire's keys.  
New staff member soon to commence at the Shire will be assigned this task.

**Responsible Officer: Manager – Works and Services**

**Completion Date: 30 September 2019**

## 4. Accounting for municipal or trust transactions

### 4.1. Scope and approach

In accordance with the scope set out in our Financial Management Systems Review proposal, our review focused on the following:

- Reviewed all monthly reconciliations including bank, sundry debtors, sundry creditors, fixed assets, rates debtors and rateable value reconciliations ensuring correctly reconciled and independently reviewed;
- Reviewed and tested most recent municipal and trust bank reconciliations prepared;
- Reviewed processes in respect to BAS, FBT Return and other statutory returns preparation;
- Reviewed use of reserve funds and determined whether changes in reserve purposes had been budgeted or public notice provided;
- Reviewed self-supporting loan transactions ensuring debtor invoices raised in accordance with payment schedule;
- Reviewed trust ledger balances; and
- Reviewed policies and procedures in respect to insurance, recording claims and insuring newly acquired assets.

### 4.2. Detailed findings and recommendations

#### 4.2.1. End of Month Reconciliations

##### ***Finding Rating: Significant***

We noted the following in respect to end of month reconciliations we reviewed:

- Rates debtors had not been reconciled in a timely manner during the 2018/2019 financial year to date. We note the months of September, October and November 2018 were reconciled during our onsite visit completed in December 2018;
- Wages and salaries reconciliations for the month of June and October 2018 were not signed by the payroll officer as evidence of preparation or signed by the manager of finance as evidence of independent review;
- The fixed assets register had not been reconciled for the months July to October 2018; and
- The monthly management finance review checklist for the month of October 2018 had not been signed by the Manager of Finance as evidence of review at the time of our onsite visit.

##### **Implications / Risks**

- Risk of material misstatement or omission within accounting records.
- Lack of independent review.

##### **Recommendation**

We recommend the following:

- Key account reconciliations should be reconciled at the end of each month in a timely manner and signed by someone independent of the reconciliation function as evidence of review; and

- The monthly management finance review checklist be signed as evidence of independent review in a timely manner post the end of each month.

**Management Comment**

Key account reconciliations will be reconciled in a timely manner as part of the end-of-month financial reporting process. Account reconciliations will be signed by an appropriate person whom is independent of the reconciliation process.

As part of the monthly financial management reporting process the monthly management finance review checklist will be signed as evidence of independent review in a timely manner post the end of each month.

**Responsible Officer: Manager – Corporate Services      Completion Date: 31 March 2019**

**4.2.2. Bank Reconciliations**

**Finding Rating: Moderate**

The bank reconciliation for the municipal and reserve accounts for the month ended October 2018 continued to include two 30 June 2018 bank transfers between accounts which have not been transferred in a timely manner. These include:

Transaction Date per Ledger	Description	Amount (\$)	Date of transfer
30 June 2018	Transfer fund to Roadworks reserve	149,840.55	30 November 2018
30 June 2018	Transfer funds from employee reserve	15,208.18	3 December 2018

The outstanding cheque listing at 31 October 2018 for the trust Account includes cheques greater than 15 months old. These include:

Date	Description	Cheque Number	Amount (\$)
23 October 2015	H Gamble	3308	100.00
29 June 2016	B McArthur	3392	780.00

We noted a number of bank reconciliations were not reviewed in a timely manner. These include:

Reconciliation date	Municipal review date	Trust review date
31 July 2018	18 October 2018	18 October 2018
30 September 2018	22 November 2018	22 November 2018

We also noted the bank reconciliations for the months of August and October 2018 had not yet been reviewed at the time of our onsite visit.

**Implications / Risks**

- Bank reconciliations continue to carry forward outstanding items; and
- Risk that error or fraud may not be detected in a timely manner.

**Recommendation**

We recommend the following:

- End of year transfers be completed in a timely manner following month end;

- Cheques outstanding for more than 15 months should be investigated with appropriate action taken accordingly including cancelling and reissuing the cheque if required; and
- Bank reconciliations are a key control and should be reviewed in a timely manner following month end by someone independent of the reconciliation function.

**Management Comment**

As part of the end-of-year financial process transfers be completed in a timely manner following month end.

Once cheques become 15 months old the appropriate action will be taken to resolve the cheques outstanding status.

As part of the end-of-month finance management review bank reconciliations will be reviewed in a timely manner following month end by someone independent of the reconciliation function.

**Responsible Officer: Manager – Corporate Services      Completion Date: 30 June 2019**

**4.2.3. Late Lodgement of BAS**

***Finding Rating: Moderate***

We note the Business Activity Statement ('BAS') for the month of August 2018 was lodged and paid on 26 September 2018 and not by the Australian Taxation Office ("ATO") required lodgement/payment date being 21 September 2018.

**Implications / Risks**

Risk of non-compliance with statutory requirements which could result in penalties.

**Recommendation**

We recommend all BAS's be prepared, lodged and paid by the specified dates as required by the ATO.

**Management Comment**

A monthly financial reporting timetable is being developed to record important dates for monthly and end-of-year financial reporting. The timetable will allow BAS to be lodged and paid on the required dates.

**Responsible Officer: Accountant      Completion Date: 31 March 2019**

## 5. Authorisation for incurring liabilities and making payments

### 5.1. Scope and approach

In accordance with the scope set out in our Financial Management Systems Review proposal, our review focused on the following:

- Reviewed controls and procedures over the authorisation of purchase orders and making of payments;
- Tested a sample of payments to ensure compliance with stated procedures;
- Reviewed tender procedures and ensured compliance with stated procedures;
- Reviewed credit card processes and procedures, and tested transactions on a sample basis;
- Reviewed petty cash processes and procedures, and tested transactions on a sample basis;
- Completed sample tests in respect to asset additions and asset disposals;
- Reviewed asset capitalisation and depreciation policies and ensured compliance with stated policies; and
- Reviewed new loans received ensuring budgeted for or public notice provided.

### 5.2. Detailed findings and recommendations

#### 5.2.1. Fixed Asset Register

##### ***Finding Rating: Moderate***

At the time of our onsite review, Council's fixed asset register had not been updated since 30 June 2018 (as noted in 4.2.1). As a result, asset additions, disposals and depreciation had not been recorded, resulting in an inability for us to test and review these key internal controls, during our onsite review.

##### **Implications / Risks**

Risk of misstatement of asset written down values and depreciation expense.

##### **Recommendation**

We recommend the fixed asset register is reconciled to the end of each month, in a timely manner with associated asset additions, disposals, depreciation expense movements monitored in accordance with the adopted budget.

##### **Management Comment**

The fixed asset register will be part of a monthly financial reporting review. This monthly financial management review will identify all required monthly reconciliations that need to be completed in a timely manner.

**Responsible Officer:** Accountant      **Completion Date:** 30 April 2019

## 6. Maintenance of payroll, stock control and costing records

### 6.1. Scope and approach

In accordance with the scope set out in our Financial Management Systems Review proposal, our review focused on the following:

- Completed a site visit to the Donnybrook and Balingup depots and reviewed security over stocks held and allocation/ costings of stocks used (including fuel and inventory stocks);
- Reviewed allocation of public works overheads, plant operating costs and administration overheads;
- Reviewed payroll controls and procedures to ensure effective controls are in place, and complete tests on a sample basis to ensure controls were operating effectively;
- Reviewed procedures and policies in place in respect of human resource management legislative and compliance requirements, recruitment, performance appraisal, disciplinary and termination procedures and leave entitlements;
- Reviewed listing of leave taken by employees ensuring authorised leave forms completed; and
- Reviewed annual leave balances and identified employees with excessive annual leave balances.

### 6.2. Detailed findings and recommendations

#### 6.2.1. Balingup Depot Security

##### ***Finding Rating: Moderate***

We note the Balingup depot site was not locked at the time of our onsite visit, and no staff were present at the time of our arrival (however the depot office was locked). Our observations and enquiries also indicated that the yard and fuel shed remain unlocked and on occasions are unattended when fuel deliveries are made.

##### **Implication**

Risk of unauthorised access and misappropriation of Council assets.

##### **Recommendation**

We recommend security and access to Council property at the Balingup depot be reviewed.

##### **Management Comment**

Security and access to Council property at the Balingup depot be reviewed. Any security upgrades required will be implemented.

**Responsible Officer: Manager – Works & Services**

**Completion Date: 28 February 2019**

### **6.2.2. Payroll/HR**

#### ***Finding Rating: Minor***

We noted the following in respect to payroll/human resources:

- The CEO's leave forms are not subject to independent authorisation; and
- An employee complaints register is not currently maintained.

#### **Implications / Risks**

- Risk of unauthorised leave taken; and
- Risk of incomplete records in respect of employee complaints.

#### **Recommendation**

We recommend the following:

- CEO leave forms be subject to independent authorisation and approval; and
- An employee complaints register be developed and maintained.

#### **Management Comment**

The CEO will request leave emailing to the Shire President. The Shire President will authorise the CEO' leave request via a return confirmation email. The Shire Presidents confirmation email will then be attached to an 'Application for Leave Form' and then forwarded to Human Resource for processing.

Internal/employee complaints are centrally coordinated by the Human Resource department (this process involves line managers).

Internal/employee complaints are recorded by records in PSN 31 files.

In addition to the centralised management of complaints an Employee Complaints Register will be developed and maintained.

**Responsible Officer: Human Resource - Coordinator      Completion: 15 April 2019**

### **6.2.3. Costing Records**

#### ***Finding Rating: Minor***

We note there was a 27% over allocation of public works overheads for the period ended 31 October 2018. Discussions with management also indicated there is no documented policy/procedure or methodology in place in respect of how administration and public works overheads are allocated and how plant operating costs are calculated.

### **Implications/Risks**

Risk that public works overheads rates are inaccurate.

### **Recommendation**

We recommend allocation rates and the method of allocations to jobs be reviewed periodically during the year to ensure there are no major under or over allocations.

We recommend the methodology used for public works overheads and administration allocations be documented and supported by a policy/procedure governing how allocation rates are determined and how frequently they must be reviewed.

### **Management Comment**

The methodology used for public works overhead and administration allocations to be documented. A policy and procedure will be developed that will govern how the allocation rates are determined and reviewed.

**Responsible Officer: Manager – Corporate Services**

**Completion Date: 31 May 2019**

## **7. Preparation of budgets, budget reviews, accounts and reports required by the Act or the Regulations**

### **7.1. Scope and approach**

In accordance with the scope set out in our Financial Management Systems Review proposal, our review focused on the following:

- Reviewed policy and procedure manuals;
- Reviewed the procedures for preparation of the monthly financial statements, annual financial statements and annual Budget, including assessment of accounting policy, notes and applicable reporting requirements and efficiency of the process;
- Reviewed monthly financial statements ensuring presented to Council within two months and information contained within monthly financial statements in accordance with Regulation 34 of Local Government (Financial Management) Regulations 1996;
- Reviewed the mid-year budget review to ensure compliance with Regulation 33A of the Local Government (Financial Management) Regulations 1996 and assessment of budgetary expenditure controls in place;
- Ensured prior year audit report and management letter have been presented to audit committee and Council;

### **7.2. Detailed findings and recommendations**

Our review indicated key underlying policies and processes in relation to the preparation of budgets, budget reviews, accounts and reports required by the Act or Regulations are appropriate, in line with best practice and operating effectively.

Accordingly, we have no recommendations to raise in respect to the preparation of budgets, budget reviews, accounts and reports required by the Act or the Regulations.

## 8. Guidance on Risk Assessment

Risk is uncertainty about an outcome. It is the threat that an event, action or non-action could affect an organisation's ability to achieve its business objectives and execute its strategies successfully. Risk is an inherent component of all service activities and includes positive as well as negative impacts. As a result not pursuing an opportunity can also be risky. Risk types take many forms – business, economic, regulatory, investment, market, and social, just to name a few.

Risk management involves the identification, assessment, treatment and ongoing monitoring of the risks and controls impacting the organisation. The purpose of risk management is not to avoid or eliminate all risks. It is about making informed decisions regarding risks and having processes in place to effectively manage and respond to risks in pursuit of an organisation's objectives by maximising opportunities and minimising adverse effects.

Our guidance to risk classification in accordance with Risk Management- Principles and Guidelines Standard AS/ISO 31000-2018 is as follows:

Risk is the probability that an event or action may adversely affect the organisation. Risk is assessed based on the relationship between consequence and likelihood.

- Likelihood is the chance that the event may occur given knowledge of the organisation and its environment.
- Consequence is the severity of the impact that would result if the event were to occur.

Our risk rating for each finding was based on the following table:

		CONSEQUENCES		
		Insignificant	Significant	Highly Significant
LIKELIHOOD	Low	Minor	Moderate	Moderate
	Medium	Minor	Moderate	Significant
	High	Minor	Significant	Significant

Any compliance breaches identified have been communicated within our report.

Ref		Risk Rating	AMD Recommendation	Update	Status
<b>1. Collection of money</b>					
	We have no findings to raise in respect to the collection of money held by the local government.			No actions recommended.	<b>COMPLETED</b>
<b>2. Custody and security of money</b>					
<b>2.2.1 Refuse Sites Security</b>					
	Cash takings are taken home by the transfer station manager overnight.	<b>Moderate</b>	Due to the lack of internal control and security over cash receipts received at Council operated refuse sites which are currently taken home by employees or contractors, we recommend consideration to be given to utilising an onsite safe, or end of day/end of week cash delivery to Council's bank or administration office. We also recommend the refuse site employees/contractors complete a daily reconciliation of cash received against receipt book records, and banking be completed at least weekly.	The cash takings at the refuse site will be subject to a review and any required changes will be reflected in new contract terms at the commencement of the new contract term.	<b>ONGOING</b>
	Daily reconciliations of cash received compared to cash receipts issued is not completed.				
	Banking is not completed promptly.				
<b>3. Maintenance and security of financial records</b>					
<b>3.2.1 Key Register</b>					

Ref		Risk Rating	AMD Recommendation	Update	Status
	Key register for Shire has not been updated since 15 August 2016.	<b>Moderate</b>	We recommend the key register be maintained and updated as required to ensure all keys are accounted for and the key register is current.	1. The key register and peg board for keys provided to community groups for hall hire is up to date; and 2. Works and Services maintains a key register for all infrastructure and the buildings and key-to-like (master keys) register which is also up to date.	<b>COMPLETED</b>
<b>4. Accounting for municipal or trust transactions</b>					
<b>4.2.1 End of Month Reconciliations</b>					
	Key account reconciliations not completed and independently reviewed in a timely manner.	<b>Significant</b>	We recommend the following: 1. Key account reconciliations should be reconciled at the end of each month in a timely manner and signed by someone independent of the reconciliation function as evidence of review; and 2. The monthly management finance review checklist be signed as evidence of independent review in a timely manner post the end of each month.	Month end reconciliations are completed and documented by the Accountant and reviewed by the EMCC in a timely manner.	<b>COMPLETED</b>

Ref		Risk Rating	AMD Recommendation	Update	Status
<b>4.2.2 Bank Reconciliations</b>					
	Year end transfers to the reserve accounts from the municipal account were not completed in a timely manner.	<b>Moderate</b>	We recommend the following: 1. End of year transfers be completed in a timely manner following month end; 2. Cheques outstanding for more than 15 months should be investigated with appropriate action taken accordingly including cancelling and reissuing the cheque if required; and 3. Bank reconciliations are a key control and should be reviewed in a timely manner following month end by someone independent of the reconciliation function.	1. Recommendation noted and end of year transfers have been undertaken in a timely manner subsequent to the Financial Management Review with no issue raised in the most recent Audit; 2. Stale cheques have been cleared and are monitored; and 3. Reconciliations including bank reconciliations are completed in a timely way and reviewed by the EMCC.	<b>COMPLETED</b>
	Old outstanding cheques were included within the trust account bank reconciliation.				
	Bank reconciliations tested indicated a lack of independent review on a timely basis following month end.				
<b>4.2.3 Late Lodgement of BAS</b>					
	The August 2018 BAS was not lodged and paid in accordance with ATO's due date.	<b>Moderate</b>	We recommend all BAS's be prepared, lodged and paid by the specified dates as required by the ATO.	All BAS returns are up to date and reviewed by the EMCC.	<b>COMPLETED</b>
<b>5. Authorisation for incurring liabilities and making payments</b>					
<b>5.2.1 Fixed Asset Register</b>					

Ref		Risk Rating	AMD Recommendation	Update	Status
	The fixed asset register had not been updated since 30 June 2018.	Moderate	We recommend the fixed asset register is reconciled to the end of each month, in a timely manner with associated asset additions, disposals, depreciation expense movements monitored in accordance with the adopted budget.	The asset register is reconciled monthly and depreciation expenses calculated and posted to the ledger each month (commencing as soon as possible after the end of financial year)	COMPLETED
<b>6. Maintenance of payroll, stock control and costing records</b>					
<b>6.2.1 Balingup Depot Security</b>					
	We identified a number of matters for enhancement and improvement in respect to access to the Balingup depot.	Moderate	We recommend security and access to Council property at the Balingup depot be reviewed.	Security at the Depot was reviewed by the Manager of Works and Services recently and instructions issued regarding access to the Depot. This matter is considered addressed in terms of the review.	COMPLETED
<b>6.2.2 Payroll/HR</b>					
	We identified enhancements in respect to payroll and human resource procedures for consideration.	Minor	We recommend the following: 1. CEO leave forms be subject to independent authorisation and approval; and 2. An employee complaints register be developed and maintained.	1. The CEO leave forms are approved by the Shire President 2. The Records officer maintains an employee complaints register.	COMPLETED
<b>6.2.3 Costing Records</b>					

Ref		Risk Rating	AMD Recommendation	Update	Status
	We note there was an over allocation of PWO for the period ended 31 October 2018.	Minor	We recommend allocation rates and the method of allocations to jobs be reviewed periodically during the year to ensure there are no major under or over allocations.	1. Recommendation noted, and allocations rates are being reviewed regularly and have been the subject of adjustment during 2020-21 budget to reflect changes and current circumstances. This review was undertaken by Finance in conjunction with MWS.	COMPLETE (No new procedure is considered necessary)
	There is no documented methodologies or policies/procedures in place in respect of overhead allocations.	Minor	We recommend the methodology used for public works overheads and administration allocations be documented and supported by a policy/procedure governing how allocation rates are determined and how frequently they must be reviewed.	2. The methodology for Public Works Overhead allocations rates was reviewed by the EMCC in the preparation of the 2020-21 budget with the methodology documented in a worksheet and reviewed with the MWS and the Accountant. PWOH rates are reviewed monthly with reports prepared for the MWS; and 3. The methodology for Administration overheads (ABC) was reviewed by the EMCC in the preparation of the 2020-21 budget with the methodology documented in a worksheet. ABC rates are reviewed annually.	

**7. Preparation of budgets, budget reviews, accounts and reports required by the Act or the Regulations**

Ref		Risk Rating	AMD Recommendation	Update	Status
	We have no findings to raise in respect to the preparation of budgets, budget reviews, accounts and reports required by the Act of the Regulations.			No actions recommended	<b>COMPLETED</b>

<b>DPLH Crown Land List 1244 High Priority</b>				
<b>Address</b>	<b>Lot 519 Sandhills Road, BEELERUP</b>	<b>Lot 517 Sandhills Road, BROOKHAMPTON</b>	<b>Lot 518 Sandhills Road, BROOKHAMPTON</b>	<b>Lot 500 Steere Street, DONNYBROOK</b>
<b>Plan No.</b>	DP215417	DP215417	DP215417	DP63111
<b>Reserve No.</b>	N/A	Reserve 2052	Reserve 2052	N/A
<b>Synergy Ref.</b>	A3501	A3252	A3252	A5353
<b>Size</b>	0.5762ha (5,762m <sup>2</sup> )	1.1104ha (11,104m <sup>2</sup> )	20.1839ha (201,839m <sup>2</sup> )	42.7764ha (427,760m <sup>2</sup> )
<b>Description</b>	Northern corner of Sandhills Road and Donnybrook Boyup Brook Road	Southern corner of Sandhills Road and Donnybrook Boyup Brook Road	Southern corner of Sandhills Road and Donnybrook Boyup Brook Road	Just on south western edge of DB townsite.
<b>Boundaries</b>	<ul style="list-style-type: none"> <li>Privately owned land to the north;</li> <li>Sandhills Road to the south;</li> <li>Kemp Road to the east; and</li> <li>Donnybrook – Boyup Brook Road to the west.</li> </ul>	<ul style="list-style-type: none"> <li>Sandhills Road to the north;</li> <li>Frost Road to the south;</li> <li>Donnybrook – Boyup Brook Road to the west; and</li> <li>Privately owned land to the east.</li> </ul>	<ul style="list-style-type: none"> <li>Sandhills Road to the north;</li> <li>Frost Road to the south;</li> <li>Privately owned land to the west; and</li> <li>Crown land to the east.</li> </ul>	<ul style="list-style-type: none"> <li>Withers Drive, Mead Street, Steere Street, Trigwell Street, Yelverton Street, Elliot Street on the north-eastern sides;</li> <li>Goodwood Road on the east;</li> <li>Privately owned and Crown land to the west; and</li> <li>Crown land to the south.</li> </ul>
<b>Proposed Tenure</b>	Reserve with Power to Lease	Reserve with Power to Lease	Reserve with Power to Lease	Reserve with Power to Lease
<b>MO Details</b>	Noongar social, cultural or economic benefit	Noongar social, cultural or economic benefit	Noongar social, cultural or economic benefit	Noongar social, cultural or economic benefit
<b>LPS7 Zoning</b>	General Industry	General Industry	General Industry	Residential R20
<b>LPS7 Other</b>	SCA6 – Plantation Exclusion Area SCA7 – Road Protection Area	SCA6 – Plantation Exclusion Area SCA7 – Road Protection Area DIA 10 – General Industry	SCA6 – Plantation Exclusion Area DIA 10 – General Industry	SCA2 – Public Drinking Water Source Protection Area SCA8 – Structure Plan Area (SPA5) SCA6 – Plantation Exclusion Area
<b>Topography</b>	Relatively steep, sloping downward from approximately 85 AHD on the east side to 80 AHD on the west side (~5m)	Relatively steep, sloping downward from approximately 85 AHD in the north-east corner to 70 AHD in the south-west corner (~15m)	Relatively steep, sloping downward from approximately 120 AHD on the east side to 80 AHD on the west side (~40m)	Relatively steep peak in the centre of the land sloping from approximately 90 AHD up to the peak of 141 AHD (~51m)
<b>Other</b>	Densely vegetation and wholly within a designated bushfire prone area	Densely vegetation and wholly within a designated bushfire prone area	Densely vegetation and wholly within a designated bushfire prone area	Densely vegetation and wholly within a designated bushfire prone area
<b>Is the Shire supportive of the transfer of this land to the Noongar People under the Settlement?</b>	See Council Resolution.			
<b>Does the Shire have any interest in the land?</b>	No formal interest other than its context within the Strategic and Statutory frameworks of Council.			
<b>Does the Shire have existing or planned infrastructure within the land parcel that requires protection? If yes, please provide details and advise if access to this infrastructure will need to be maintained.</b>	Within the reserve itself the Shire has no known or planned infrastructure. It is adjacent to a Shire site used to obtain sand material and for storage. Note there may be requirements for annual firebreak maintenance within the reserve. There are tracks that may service firefighting access.	Within the reserve itself the Shire has no known or planned infrastructure. Note there may be requirements for annual firebreak maintenance within the reserve. There are tracks that may service firefighting access.	Within the reserve itself the Shire has no known or planned infrastructure. Note there may be requirements for annual firebreak maintenance within the reserve. There are tracks that may service firefighting access.	Within the reserve itself the Shire has no known or planned infrastructure. Note there may be requirements for annual firebreak maintenance within the reserve. There are tracks that may service firefighting access.
<b>Is the land parcel subject to any mandatory connection to services?</b>	Under LPS7 a water supply is required. Where reticulated water is not available for dwellings, minimum potable water supply of 120,000 litres required in addition to water supply for fire-fighting purposes. Where reticulated sewer not available, on-site sewer system required to comply with Health Act and Government Sewer Policy. Appropriate legal and practical vehicular access to be established by landowner/applicant			
<b>Are any future proposals for the land identified? Please provide detail of what is proposed and in what timeframe?</b>	N/A	DIA 10	DIA 10	SPA 5
<b>Are there any future proposals for adjoining land that may affect the land identified in the spreadsheet? If so, in what timeframe?</b>	General Industry zoned and developed land surrounding the site.	General Industry zoned and developed land surrounding the site. DIA 10 as above.	General Industry zoned and developed land surrounding the site. DIA 10 as above.	Property is surrounded by Residential land with development potential. See below.
<b>Please advise of any proposed planning scheme amendments that may affect the zoning of this land at a State or Local government level. If a scheme amendment is to occur, what is the change proposed and when will it come into effect?</b>	The Shire is working towards reviewing the Local Planning Strategy and Local Planning Scheme based on the instructions given by the WAPC in October 2020. Subject to Council's future decision on budgeting, resourcing and project prioritisation, it is anticipated that the review of the Strategy and Scheme will commence mid to end of 2021.  The review of the Strategy and Scheme may or may not result in changes to the subject land in relation to development and land use parameters.			

**DPLH Crown Land List 1244  
High Priority**

<b>Address</b>	<b>Lot 519 Sandhills Road, BEELERUP</b>	<b>Lot 517 Sandhills Road, BROOKHAMPTON</b>	<b>Lot 518 Sandhills Road, BROOKHAMPTON</b>	<b>Lot 500 Steere Street, DONNYBROOK</b>
<i>Please advise of any known land management issues such as site contamination, hazards, debris or rubbish dumping, unauthorised land use and environmental considerations (such as inundation or similar site constraints).</i>	Unknown See above issues relating to vegetation, bushfire, site and soil constraints, etc.	Unknown See above issues relating to vegetation, bushfire, site and soil constraints, etc.	Unknown See above issues relating to vegetation, bushfire, site and soil constraints, etc.	Unknown See above issues relating to vegetation, bushfire, site and soil constraints, etc.
<i>Please provide any additional comments on the proposed transfer of this land as part of the Settlement.</i>	See Council Resolution			



Your ref: TP 03  
Our ref: TPS/2566  
Enquiries: Neil Fraser  
Email: Neil.Fraser@dplh.wa.gov.au

Chief Executive Officer  
Shire of Donnybrook-Balingup  
P O Box 94  
Donnybrook WA 6239

*Transmission via electronic mail to: records@donnybrook.wa.gov.au*

Dear Sir/Madam

## **REVIEW OF SHIRE OF DONNYBROOK-BALINGUP LOCAL PLANNING SCHEME NO. 7 AND LOCAL PLANNING STRATEGY**

I refer to your letter dated 23 December 2019 regarding the review of Scheme No. 7.

The WAPC has considered the report of review scheme under regulation 67 of the *Planning and Development (Local Planning Schemes) Regulations 2015*, and advises that it has resolved to:

1. agree with the recommendation in the Shire's Report of Review to amend its Local Planning Strategy;
2. not support the Shire's proposed amendment of the existing Local Planning Scheme No. 1 and require the Shire to prepare a new local planning scheme to ensure the Shire has a contemporary scheme, which is consistent with the form and content of the 'model provisions for local planning schemes' in the *Planning and Development (Local Planning Schemes) Regulations 2015*.
3. advise the Shire that:
  - i. the proposed review of industrial land is supported;
  - ii. whilst the Donnybrook Stone Special Control Area (SCA) does not impact the future expansion of the Donnybrook townsite, a review of this SCA in consultation with DMIRS can be considered;
  - iii. a comprehensive review and consolidation of residential and low-density residential growth areas is recommended given the current significant oversupply; and



- iv. the Department is available to provide further assistance and guidance regarding other planning matters that should be addressed as part of the preparation of the new Local Planning Scheme and amendment to the Local Planning Strategy.

Pursuant to regulation 67(2) the Shire of Donnybrook-Balingup is required to publish the report and the Commission's decision on your website, and have a copy of both available at your office for inspection.

Once the information has been published on your website, please advise the WAPC of the date of publication, and provide a link to the published information to [schemes@dph.wa.gov.au](mailto:schemes@dph.wa.gov.au) .

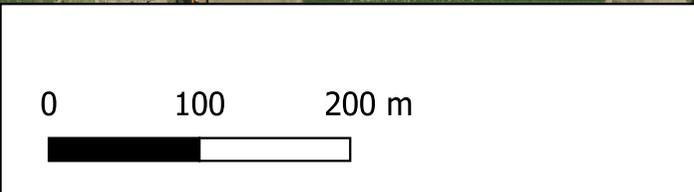
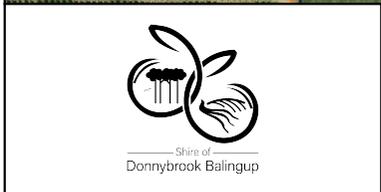
Please direct any queries about this matter to Mr Neil Fraser on 9791 0583 or [neil.fraser@dph.wa.gov.au](mailto:neil.fraser@dph.wa.gov.au)

Yours sincerely



Ms Sam Fagan  
Secretary  
Western Australian Planning Commission

26/10/2020



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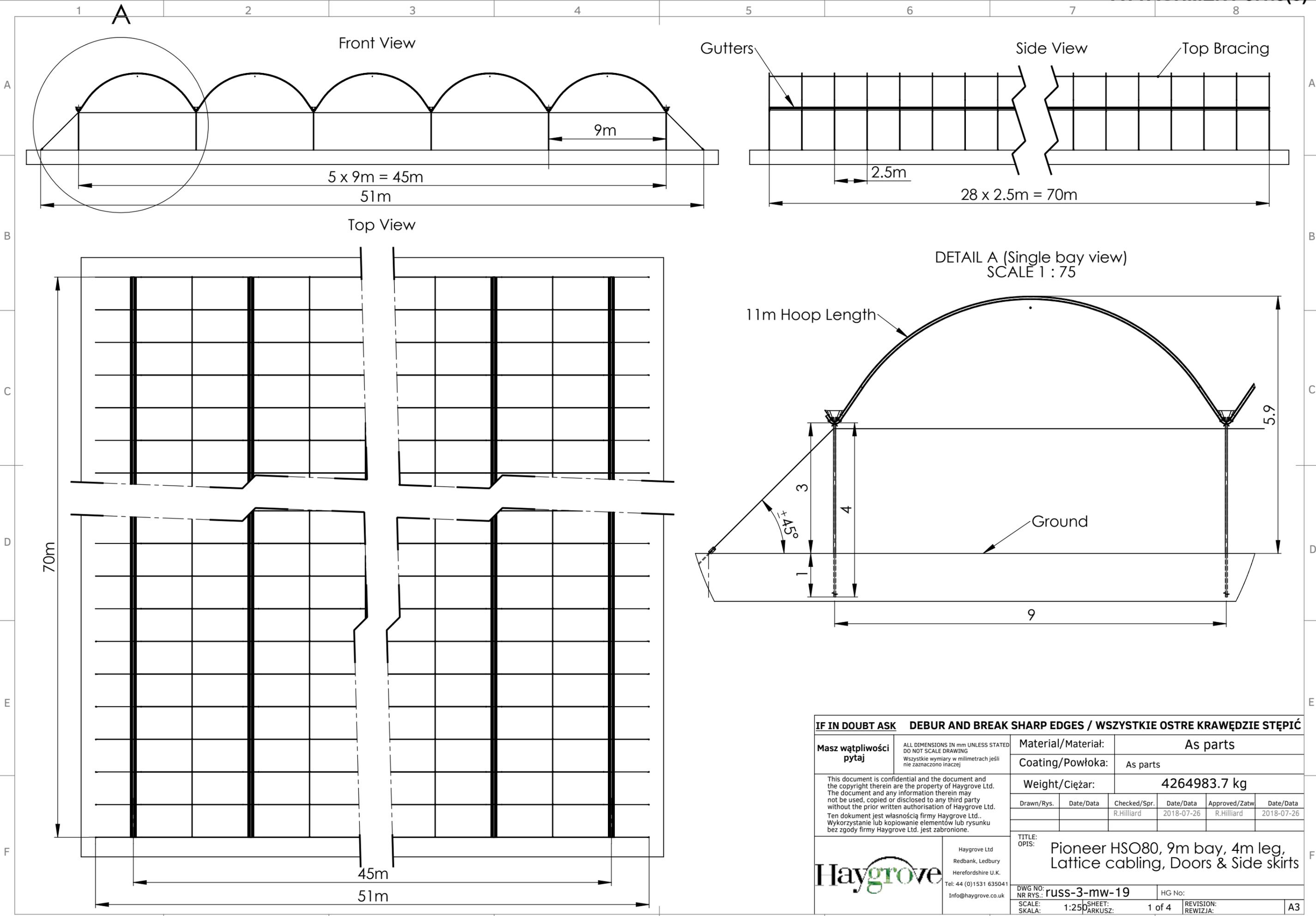
**Location Plan**  
 Lot 103 (107) Irishtown Road  
 DONNYBROOK WA 6239

**Shire of Donnybrook Balingup**

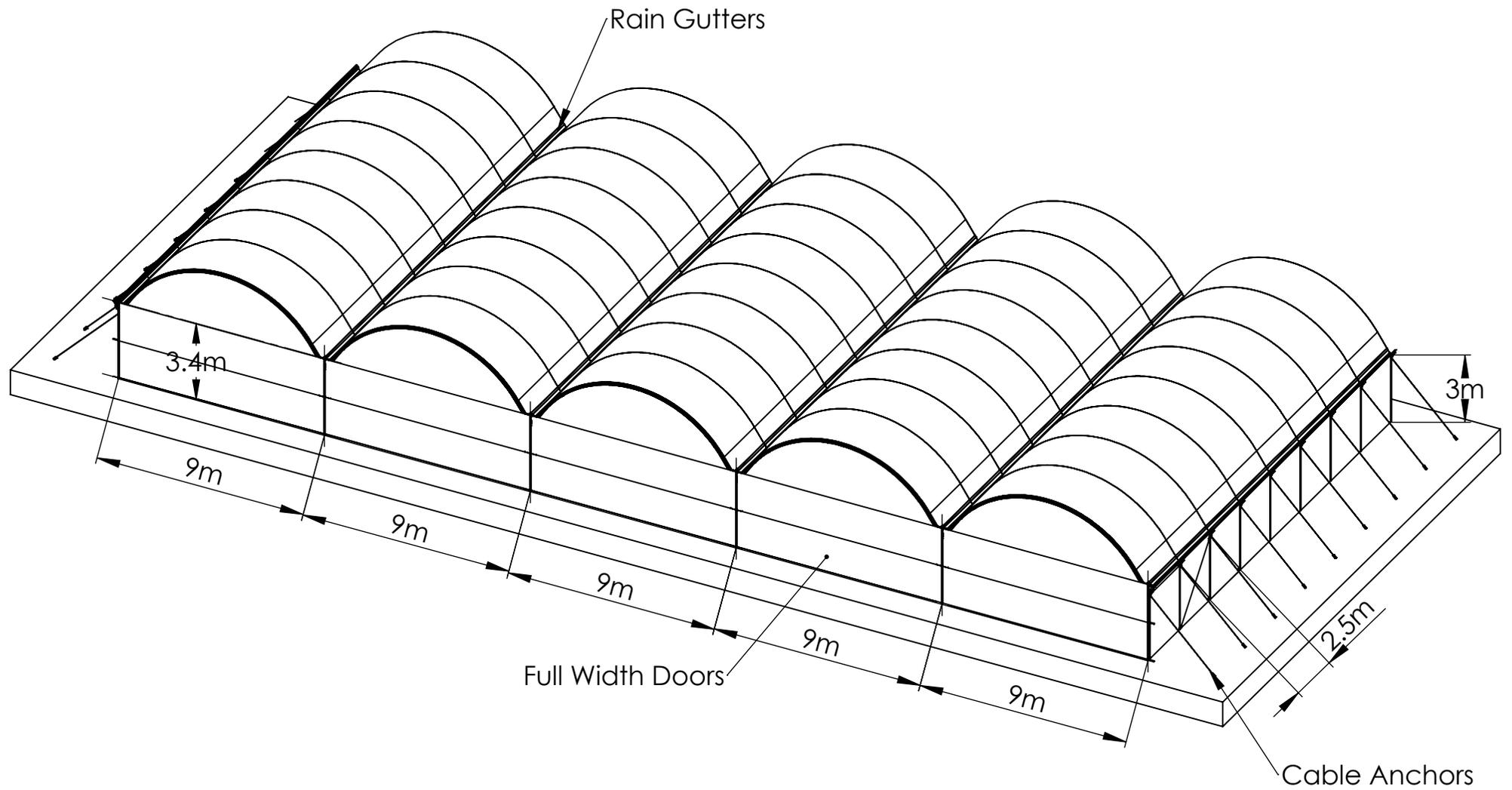


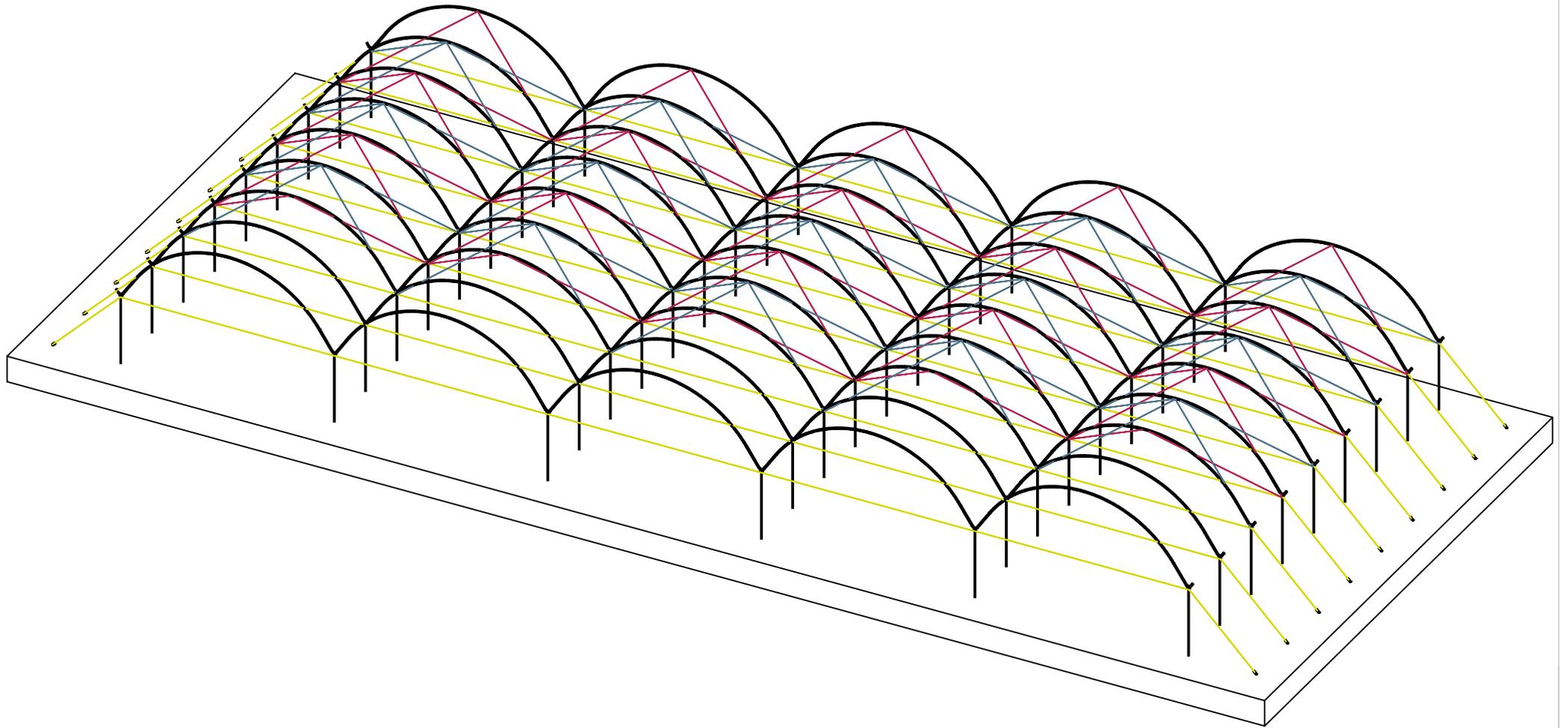
Site Plan

Lot 103 (107) Irishtown Road, DONNYBROOK



<b>IF IN DOUBT ASK DEBUR AND BREAK SHARP EDGES / WSZYSTKIE OSTRE KRAWĘDZIE STĘPIĆ</b>							
<b>Masz wątpliwości pytaj</b>	ALL DIMENSIONS IN mm UNLESS STATED DO NOT SCALE DRAWING Wszystkie wymiary w milimetrach jeśli nie zaznaczono inaczej	<b>Material/Materiał:</b>	As parts				
This document is confidential and the document and the copyright therein are the property of Haygrove Ltd. The document and any information therein may not be used, copied or disclosed to any third party without the prior written authorisation of Haygrove Ltd. Ten dokument jest własnością firmy Haygrove Ltd. Wykorzystanie lub kopiowanie elementów lub rysunku bez zgody firmy Haygrove Ltd. jest zabronione.	Haygrove Ltd Redbank, Ledbury Herefordshire U.K. Tel: 44 (0)1531 635041 Info@haygrove.co.uk	<b>Coating/Powłoka:</b>	As parts				
		<b>Weight/Ciężar:</b>	4264983.7 kg				
		<b>Drawn/Rys.</b>	<b>Date/Data</b>	<b>Checked/Spr.</b>	<b>Date/Data</b>	<b>Approved/Zatw</b>	<b>Date/Data</b>
				R.Hilliard	2018-07-26	R.Hilliard	2018-07-26
		<b>TITLE:</b>	Pioneer HSO80, 9m bay, 4m leg, Lattice cabling, Doors & Side skirts				
		<b>DWG NO:</b>	russ-3-mw-19		<b>HG No:</b>		
		<b>SCALE:</b>	1:250	<b>SHEET:</b>	1 of 4		
		<b>SKALA:</b>	1:250	<b>ARKUSZ:</b>	1 of 4		
				<b>REVISION:</b>			
				<b>REWIZJA:</b>			
					<b>A3</b>		

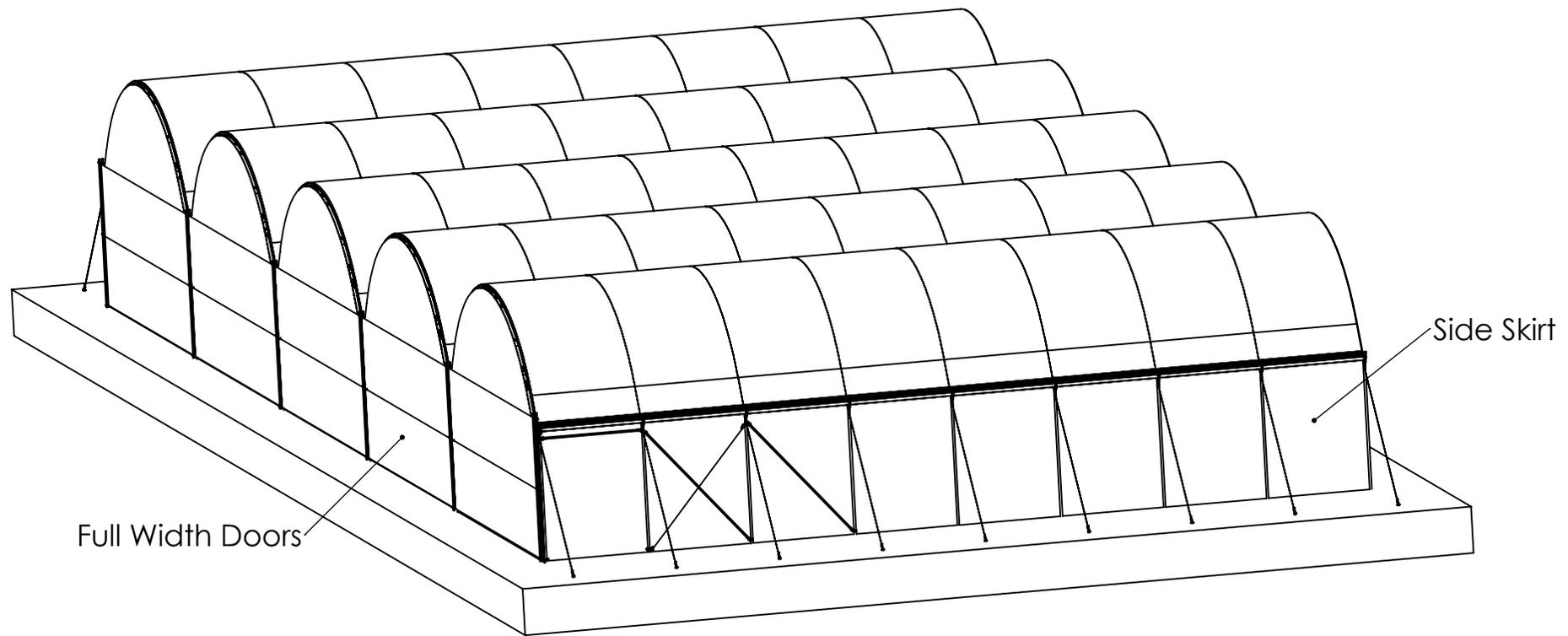




Lattice Cabling 1

Lattice Cabling 2

Stability Cross Cabling



Isometric View

SUBMISSION FORM

NOTICE OF APPLICATION FOR DEVELOPMENT APPROVAL  
TUNNEL GREENHOUSE (AGRICULTURE INTENSIVE)  
LOT 103 (107) IRISHTOWN ROAD, DONNYBROOK WA 6239

Name: [REDACTED]

Property Address: [REDACTED]

Email: [REDACTED]

Contact Number: [REDACTED]

Response to Application:

SUPPORT

OBJECT  
Strongly

COMMENT ONLY

Comments:

α de values our property

\* I have horses and want to do an arena - and don't want horses parked by people / machinery coming & going out of the shelters.

α Property owner has plenty of room that it doesn't need to be that close to boarding.

\* In the future we will want to subdivide our property → we will lose profit - they don't look good and privacy issues.

NB - We did agree to the other shelters - but didn't realise the impact / visual look of them - and the noise it makes in the wind.

[REDACTED]

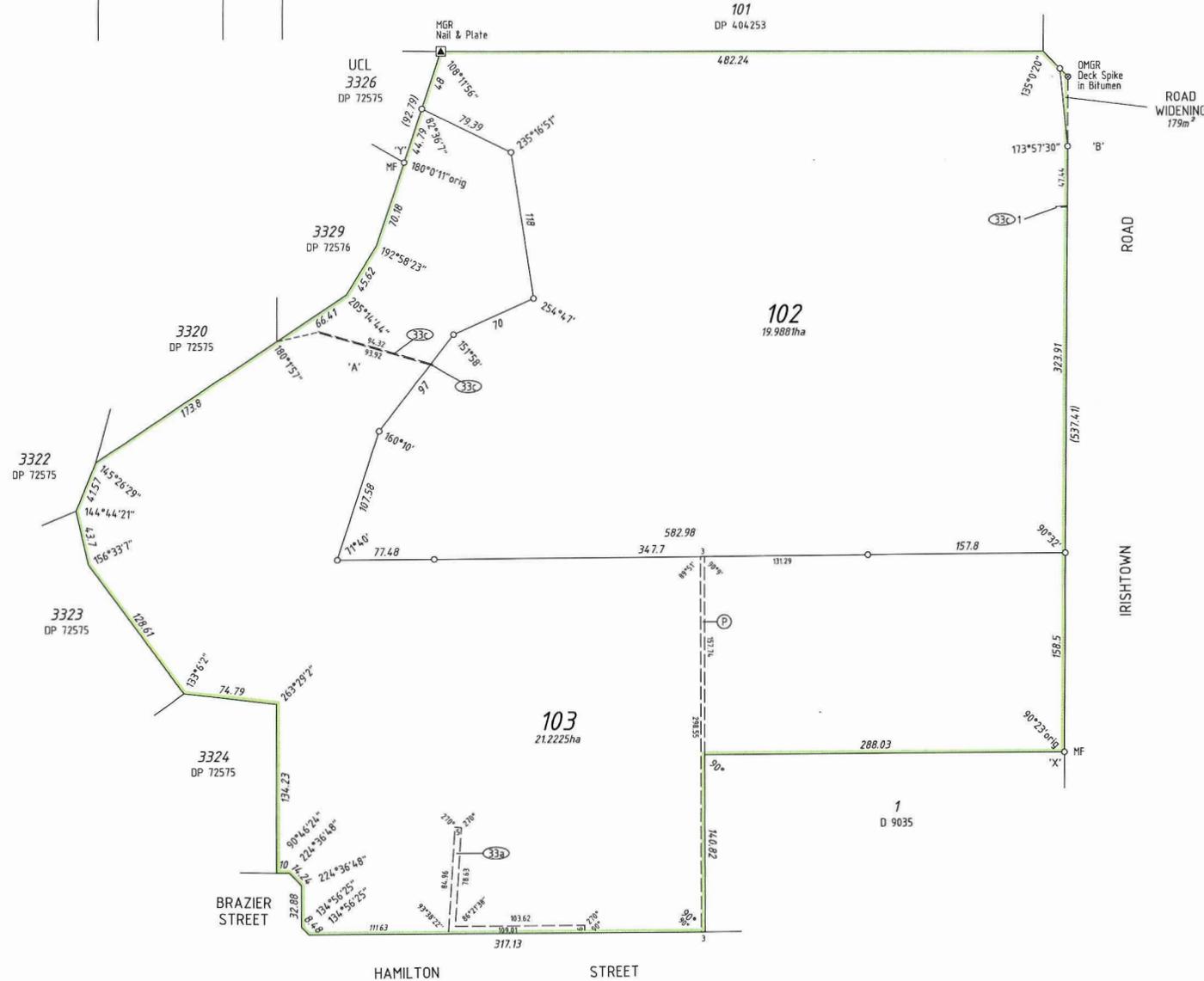
Signature:

Date: 12.3.2021

Please complete and return this submission form via post, email or in person to the Shire Office no later than **Monday 15<sup>th</sup> March 2020**.

VER.	AMENDMENT	AUTHORISED BY	DATE

HELD BY LANDGATE IN DIGITAL FORMAT ONLY



TYPE	FREEHOLD	S.S.A. YES/NO
PURPOSE	SUBDIVISION	
PLAN OF	LOTS 102 & 103, ROAD WIDENING & EASEMENT	
FORMER TENURE	LOT 4002 ON DP 72576 C/T 2807-693	
LOCAL AUTHORITY	SHIRE OF DONNYBROOK- BALINGUP	
LOCALITY	DONNYBROOK	
D.O.L. FILE		
FIELD RECORD	140762	

**SURVEYOR'S CERTIFICATE - REG 54**  
**I, M.SPINELLI**  
 hereby certify that this plan is accurate and is a correct representation of the -  
 (a) \*survey; and/or  
 (b) \*calculations from measurements recorded in the field records,  
 [\* delete if inapplicable]  
 undertaken for the purposes of this plan and that it complies with the relevant written law(s) in relation to which it is lodged.  
*M Spinelli* 2017.06.21 11:00:14 +08'00'  
 LICENSED SURVEYOR DATE

LOGGED		
DATE	FEE PAID	ASSESS No.

EXAMINED		
DATE		

WESTERN AUSTRALIAN PLANNING COMMISSION  
 FILE 147992

Delegated under S.16 P&D Act 2005 DATE

IN ORDER FOR DEALINGS  
 SUBJECT TO

INSPECTOR OF PLANS AND SURVEYS DATE

APPROVED

INSPECTOR OF PLANS AND SURVEYS DATE  
 (S. 18 Licensed Surveyors Act 1909)

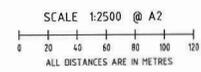


DEPOSITED PLAN  
**411036**  
 SHEET 1 OF 2 SHEETS  
 VERSION 1

INTERESTS AND NOTIFICATIONS

SUBJECT	PURPOSE	STATUTORY REFERENCE	ORIGIN	LAND BURDENED	BENEFIT TO	COMMENTS
33a	EASEMENT (DRAINAGE)	SEC 167 OF THE P & D ACT REG 33(a)	DP 72570	LOT 103	SHIRE OF DONNYBROOK-BALINGUP	
33c	EASEMENT (ELECTRICITY SUPPLY)	SEC 167 OF THE P & D ACT REG 33(c)	DP 72570	LOTS 102 & 103	ELECTRICITY GENERATION CORPORATION	UNDERGROUND POWER
33c1	EASEMENT (ELECTRICITY SUPPLY)	SEC 167 OF THE P & D ACT REG 33(c)	DP 72570	LOT 102	ELECTRICITY GENERATION CORPORATION	UNDERGROUND POWER
P	EASEMENT (WATER SUPPLY)	SEC 136C OF THE TLA	THIS PLAN	LOT 103	LOT 102	
	NOTIFICATION	SEC 70A OF THE TLA	DOC	LOT 102	SHIRE OF DONNYBROOK-BALINGUP (WATER SUPPLY)	

DIMENSIONS CLOCKWISE FROM 'X' TO 'Y' ARE ORIGINAL  
 SEE SHEET 2 FOR ENLARGEMENTS 'A' & 'B'



HD Ref  
 13750L2-02A  
 JPW 10/05/17





## COUNCIL POLICY \*\*/\*\*-\*

### COMMUNITY TOWNSCAPE ACTIVITIES

#### 1.0 POLICY OBJECTIVE

The objective of this Policy is to provide appropriate financial governance and efficient coordination of projects undertaken by incorporated community groups and the Shire for townscape related activities in Donnybrook, Balingup and Kirup.

This includes activities undertaken by the Balingup Townscape Committee (BTC), (a sub-committee of the Balingup Progress Association (BPA)) and the Kirup Progress Association (KPA).

This Policy provides guidance regarding the following:

- Allocation of townscape funds in Donnybrook, Balingup and Kirup;
- Eligible activities for community group volunteers;
- Activities that will remain the responsibility of the Shire;
- Qualifications and Insurance.

This Policy should be read in conjunction with Operational Procedure **xx** (*Townscape Funds and Activities – Administration*).

#### 2.0 DEFINITIONS

BTC – Balingup Townscape Committee

BPA – Balingup Progress Association

KPA – Kirup Progress Association

#### 3.0 LEGISLATION

A range of legislation is applicable to works in public places which includes (but is not limited to):

- Local Government Act 1995
- Planning and Development Act 2005
- Rights in Water and Irrigation Act 1914
- Public Works Act 1902
- Aboriginal Heritage Act 1972

<b>Related Policies:</b>	[Policy number & name]	<b>Related Procedure:</b>	[Procedure number & name]
<b>Responsible Department:</b>	[Department Name]	<b>Reviewer:</b>	[Officer Position title]
<b>Initial Adoption Date:</b>	[DD/MM/YYYY]	<b>Review Frequency:</b>	[A/B/T]
<b>Review Version</b>		<b>Next Due:</b>	[Year]
<b>Decision Reference:</b>	[OCM Date & Resolution number]	<b>Synopsis:</b>	[brief description of the adoption/changes approved]
<b>Date Live:</b>	[Date document saved as .pdf & loaded on Shire website]	<b>Synergy #</b>	[Record No.]

# COUNCIL POLICY \*\*/\*\*-\*

## COMMUNITY TOWNSCAPE ACTIVITIES



### 4.0 POLICY SCOPE

This Policy is applicable to all townscape works undertaken by incorporated community groups including the Balingup Townscape Committee (BTC) and the Kirup Progress Association (KPA), as well as the Shire (in the absence of an appropriate community group for this purpose).

### 5.0 POLICY STATEMENT

#### 5.1 Allocation of Funds

- 5.1.1 Council will confirm the annual allocation to townscape works in Donnybrook, Balingup and Kirup through its Annual Budget for each locality for the relevant financial year.
- 5.1.2 The final amounts allocated will be determined by Council which will be informed by the assessment of proposed projects from incorporated community groups in accordance with this Policy.
- 5.1.3 In the case that there is not an active incorporated community group in a particular town for this purpose, Council will apply discretion in determining an appropriate allocation for the financial year which will be administered by the Shire for appropriate townscape works.
- 5.1.4 Council will endeavour to achieve a balanced approach to allocating funds between Balingup and Donnybrook, with Kirup to receive an amount equivalent to 50% of the amount allocated to the two larger towns, however all final allocations are at the absolute discretion of Council.
- 5.1.5 Regardless of the projects applied for by a community group, Council reserves the right to limit the number and/or scope of approved projects in order to address budgetary constraints.
- 5.1.6 All proposals will require the approval of Council prior to commencement and the Shire will not retrospectively fund any activities undertaken by a community group that have not obtained prior approval in accordance with this Policy.

<b>Related Policies:</b>	[Policy number & name]	<b>Related Procedure:</b>	[Procedure number & name]
<b>Responsible Department:</b>	[Department Name]	<b>Reviewer:</b>	[Officer Position title]
<b>Initial Adoption Date:</b>	[DD/MM/YYYY]	<b>Review Frequency:</b>	[A/B/T]
<b>Review Version</b>	<b>Decision Reference:</b>	<b>Synopsis:</b>	
[Link to saved doc in PDF]	[OCM Date & Resolution number]	[brief description of the adoption/changes approved]	
<b>Date Live:</b>	[Date document saved as .pdf & loaded on Shire website]	<b>Synergy #</b>	[Record No.]

# COUNCIL POLICY \*\*/\*\*-\*

## COMMUNITY TOWNSCAPE ACTIVITIES



### 5.2 Eligible townscape activities for community groups

5.2.1 With regard to townscape works, Council generally takes the position that the role of the community groups is to undertake low risk activities and to provide recommendations to Council on larger infrastructure projects.

### 5.3 Townscape activities that will remain the responsibility of the Shire

5.3.1 The Shire will be responsible for undertaking larger infrastructure projects including the construction of roads, footpaths, bridgeworks, pedestrian crossings, statutory signage, water bores, and any other projects it deems appropriate.

5.3.2 The Shire may determine that a particular project contained within a community group application should preferably be undertaken by the Shire if it:

- (i) involves a high level of complexity (e.g. requires approvals from multiple agencies);
- (ii) warrants significant community consultation;
- (iii) requires engineering or design compliance;
- (iv) poses a potential risk to public safety;
- (v) is of a scale or nature that warrants it being a Shire project.

5.3.3 Where appropriate the Shire will liaise with community groups on larger infrastructure projects to provide the opportunity for community input.

### 5.4 Qualifications and Insurance

5.4.1 It is the responsibility of the incorporated community group to ensure that its volunteers have the necessary skills, training and experience and are provided with the appropriate Personal Protective Equipment (PPE) and clothing to safely undertake any tasks.

5.4.2 It is the responsibility of the incorporated community group to ensure that any equipment or machinery used by volunteers is fit for purpose and in safe operating condition.

<b>Related Policies:</b>	[Policy number & name]	<b>Related Procedure:</b>	[Procedure number & name]
<b>Responsible Department:</b>	[Department Name]	<b>Reviewer:</b>	[Officer Position title]
<b>Initial Adoption Date:</b>	[DD/MM/YYYY]	<b>Review Frequency:</b>	[A/B/T]
<b>Review Version</b>		<b>Next Due:</b>	[Year]
<b>Decision Reference:</b>	[OCM Date & Resolution number]	<b>Synopsis:</b>	[brief description of the adoption/changes approved]
<b>Date Live:</b>	[Date document saved as .pdf & loaded on Shire website]	<b>Synergy #</b>	[Record No.]

## COUNCIL POLICY \*\*/\*\*-\*

### COMMUNITY TOWNSCAPE ACTIVITIES



5.4.3 It is the responsibility of the incorporated community group to ensure it has adequate public liability and volunteer insurance for its volunteers and all works undertaken by the community group with current copies of all insurances to be provided to the Shire for its records.

#### 5.5 Administration of Townscape Activities

5.5.1 The administration of all townscape related activities will need to comply with Operational Procedure xx (*Townscape Funds and Activities – Administration*), with any variation from the adopted procedure to require prior Council approval.

<b>Related Policies:</b>	[Policy number & name]	<b>Related Procedure:</b>	[Procedure number & name]
<b>Responsible Department:</b>	[Department Name]	<b>Reviewer:</b>	[Officer Position title]
<b>Initial Adoption Date:</b>	[DD/MM/YYYY]	<b>Review Frequency:</b>	[A/B/T]
<b>Review Version</b>		<b>Next Due:</b>	[Year]
<b>Decision Reference:</b>		<b>Synopsis:</b>	
[Link to saved doc in PDF]	[OCM Date & Resolution number]	[brief description of the adoption/changes approved]	
<b>Date Live:</b>	[Date document saved as .pdf & loaded on Shire website]	<b>Synergy #</b>	[Record No.]



## OPERATIONAL PROCEDURE \*\*\*/\*\*-\*

### [TOWNSCAPE FUNDS AND ACTIVITIES - ADMINISTRATION]

#### 1.0 PURPOSE

This Procedure outlines processes relevant to the application, approval and administration of funds associated with community led townscape activities, including those undertaken by the Balingup Townscape Committee and the Kirup Progress Association, and includes:

- Annual application process for Shire funds for townscape activities;
- Shire assessment of applications and proposed projects;
- Funding and Project Management;
- Fund acquittal process.

#### 2.0 DEFINITIONS

BTC – Balingup Townscape Committee

BPA – Balingup Progress Association

KPA – Kirup Progress Association

#### 3.0 PROCEDURES

##### 3.1 Annual application process for Shire funds for townscape activities

3.1.1 In February of each year, the Shire will make relevant staff available to community groups to facilitate a preliminary discussion regarding proposed projects for the following financial year. The intent of the meeting is to clarify requirements and identify any issues with a view to reaching consensus for the projects that will form the community group's application as per Cl. 3.1.2.

3.1.2 By 31 March in each year community groups will be required to submit a single application outlining all of its proposed projects for the following financial year using the appropriate form (Attachment 1). The application will be accompanied by all relevant information and shall include estimated costs, designs, diagrams, photographs and plans of a suitably high standard and with sufficient detail to enable the Shire to appropriately assess the proposal.

3.1.2 In its application, the community group shall nominate projects in priority order to identify the community group's preference in this regard. In the event that limited funds are available, Council will give due regard to the indicated priority of particular projects, however may approve lower order projects over higher order projects if deemed appropriate or to meet budgetary constraints.

<b>Related Policies:</b>	OSH Policy	<b>Related Procedure:</b>	N/A
<b>Responsible Department:</b>	Executive Services	<b>Reviewer:</b>	OSH Officer
<b>Initial Creation Date:</b>	25/09/2019	<b>Review Frequency:</b>	Biannual
<b>Review Version</b>	<b>Version Date:</b>	<b>Synopsis:</b>	<b>Next Due:</b> 2021
Version 1	25/09/2019	New OP	<b>Synergy Record No.</b> NPP4210

## OPERATIONAL PROCEDURE \*\*\*/\*\*\_\*

### [TOWNSCAPE FUNDS AND ACTIVITIES - ADMINISTRATION]



3.1.3 In preparing its application, the community group shall indicate any statutory approvals that may be necessary for the proposed activities. Costs associated with obtaining approvals (e.g. application fees, Aboriginal consultation etc.) should be factored into the application.

3.1.4 The application should include any proposed commitments from the community group with regards to maintenance periods for new projects (e.g. initial watering periods).

3.1.5 If an application lacks sufficient information or is not of a suitable standard, the Shire may request further information or amendments as appropriate prior to the application being presented to Council for consideration.

### 3.2 Shire assessment of applications

3.2.1 Officers will assess an application giving due regard to the provisions of Council Policy xx (*Community Townscape Activities*).

3.2.2 The Shire shall consider any ongoing maintenance requirements when assessing proposed projects, taking into account any commitments proposed by the relevant community group as per Cl. 3.1.4.

3.2.3 A report will be presented to Council at the May OCM of each year, which shall include an assessment of the proposed projects and recommendations as to which projects should be catered for in the draft Annual Budget.

3.2.4 Subject to the Annual Budget being adopted by Council, correspondence will be sent by the Shire to the relevant community group, outlining which projects have been funded/approved and any conditions that may apply (i.e. the need to obtain any additional approvals prior to commencement).

### 3.3 Funding and Project Management

3.3.1 Upon adoption of the Budget, as an act of good faith, the Shire shall release to the community group the approved funds for the relevant financial year in a lump sum as soon as is practicable.

3.3.2 Notwithstanding Cl. 3.3.1, the provision of Shire funds should not be interpreted by a community group that all projects are able to proceed immediately, particularly if it is identified that additional approvals or other actions are required, prior to commencement. Any conditions in this regard will be provided

<b>Related Policies:</b>	OSH Policy	<b>Related Procedure:</b>	N/A
<b>Responsible Department:</b>	Executive Services	<b>Reviewer:</b>	OSH Officer
<b>Initial Creation Date:</b>	25/09/2019	<b>Review Frequency:</b>	Biannual
		<b>Next Due:</b>	2021
<b>Review Version</b>	<b>Version Date:</b>	<b>Synopsis:</b>	<b>Synergy Record No.</b>
Version 1	25/09/2019	New OP	NPP4210

**OPERATIONAL PROCEDURE \*\*\*/\*\*-\***  
**[TOWNSCAPE FUNDS AND ACTIVITIES - ADMINISTRATION]**



in the correspondence as outlined at Cl. 3.2.3 and it is the responsibility of the community group to comply with any conditions indicated.

- 3.3.3 It shall be the responsibility of the community group to obtain any external approvals for any of its proposed projects, which, if applicable, will be identified as a condition in the issued correspondence as outlined in Cl. 3.2.3. Where appropriate, the Shire will provide guidance to the community group in this regard.
- 3.3.4 Upon obtaining any approvals required, it is the responsibility of the community group to provide copies of such approvals to the Shire for its records.
- 3.3.5 In the event that a community group does not comply with one or more conditions contained within the correspondence as outlined in Cl. 3.2.3 in a particular year, the Shire reserves the right to review this approach and may only release funds in future years subject to all approvals and conditions first being met.
- 3.3.6 For projects that do not require additional approvals and for which all information submitted with the application is deemed acceptable, the community group is permitted to commence works as soon as the funds have been received.
- 3.3.7 It is the responsibility of the community group to ensure that all public infrastructure (including below ground services) are located and protected during all works and the community group will be solely responsible for rectifying any damage incurred as a result of its activities.
- 3.3.8 At the conclusion of each of the approved projects, the community group is required to advise the Shire and arrange for an inspection of the works to determine they are acceptable to the Shire.
- 3.3.9 The Shire reserves the right to request a community group to rectify, amend or remove any works undertaken by the community group if it has not first obtained Shire approval and/or has not been complete in accordance with the approvals issued or to an appropriate standard. In the event that the community group does not agree to such a request, a report will be prepared for Council's consideration which will determine the appropriate outcome.
- 3.3.10 Subject to a completed project being signed off by the Shire as being acceptable, the Shire will assume all public liability associated with the new infrastructure.

<b>Related Policies:</b>	OSH Policy	<b>Related Procedure:</b>	N/A
<b>Responsible Department:</b>	Executive Services	<b>Reviewer:</b>	OSH Officer
<b>Initial Creation Date:</b>	25/09/2019	<b>Review Frequency:</b>	Biannual
		<b>Next Due:</b>	2021
<b>Review Version</b>	<b>Version Date:</b>	<b>Synopsis:</b>	<b>Synergy Record No.</b>
Version 1	25/09/2019	New OP	NPP4210

**OPERATIONAL PROCEDURE \*\*\*/\*\*-\***  
**[TOWNSCAPE FUNDS AND ACTIVITIES - ADMINISTRATION]**



3.3.11 Subject to a completed project being signed off by the Shire as being acceptable, the Shire shall generally be responsible for the ongoing maintenance of the new item, unless otherwise agreed to in accordance with Cl. 3.1.4 and Cl. 3.2.2.

**3.4 Fund acquittal process**

3.4.1 Community groups are responsible for practising sound financial management with regard to the use of Shire funds which shall include having appropriate financial governance structures in place.

3.4.2 All approved projects will need to be acquitted annually using the appropriate form (Attachment 2). The acquittal documentation shall be submitted and endorsed by the Shire by 31 August each year and prior to the release of any further funds.

3.4.3 The report shall be accompanied by copies of all receipts associated with incurred expenditure involving Shire funds.

3.4.4 In the event that a project is incomplete at the end of the reporting period and associated funds are unspent, the community group may request permission to roll over such funds to the following financial year to facilitate the completion of the project. Such request is to be made to the Chief Executive Officer in writing no later than 31 April of the relevant year.

3.4.5 In the event that a project is complete at a cost less than the allocated budget for the project, the community group may request permission for one the following:

- Unspent funds to be reallocated to another approved project for the relevant financial year;
- Unspent funds to be reallocated to another appropriate townscape activity to be undertaken within the current financial year, at the discretion of the Chief Executive Officer. In this circumstance, the community group will be required to make the request in writing and complete a project plan for the additional activity, providing sufficient detail to enable the CEO to determine the suitability of any proposal.

<b>Related Policies:</b>	OSH Policy	<b>Related Procedure:</b>	N/A
<b>Responsible Department:</b>	Executive Services	<b>Reviewer:</b>	OSH Officer
<b>Initial Creation Date:</b>	25/09/2019	<b>Review Frequency:</b>	Biannual
		<b>Next Due:</b>	2021
<b>Review Version</b>	<b>Version Date:</b>	<b>Synopsis:</b>	<b>Synergy Record No.</b>
Version 1	25/09/2019	New OP	NPP4210

**SHIRE OF DONNYBROOK BALINGUP**  
**TOWNSCAPE PROJECTS**  
**ANNUAL ACQUITTAL FORM**

Form to be submitted by 31 August



FINANCIAL YEAR: \_\_\_\_\_

COMMUNITY GROUP NAME: \_\_\_\_\_

Summary of Approved Projects for the Financial Year	
Name of Project	Approved Shire Funding
1.	\$
2.	\$
3.	\$
4.	\$
5.	\$
6.	\$
7.	\$
8.	\$
9.	\$
10.	\$
11.	\$
12.	\$
<b>TOTAL</b>	<b>\$</b>

<b>Summary of Completed Projects for the Financial Year</b>			
<b>Name of Project</b>	<b>Budget</b>	<b>Expenditure</b>	<b>Variance (+/-)</b>
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

<b>Summary of Incomplete Projects for the Financial Year</b>			
<b>Name of Project</b>	<b>Budget</b>	<b>Expenditure to date</b>	<b>Remaining Budget</b>
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

**Breakdown of Individual Project Expenditure**

Name of Project:			
Item / Activity	Value	Receipts Provided (Y/N)	Check
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

Project inspection and sign off by Shire Staff      Yes       No

Name of Project:			
Item / Activity	Value	Receipts Provided (Y/N)	Check
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

Project inspection and sign off by Shire Staff      Yes       No

Appendix 2: Townscape Projects Acquittal Form

Name of Project:			
Item / Activity	Value	Receipts Provided (Y/N)	Check
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

Project inspection and sign off by Shire Staff

Yes

No

Name of Project:			
Item / Activity	Value	Receipts Provided (Y/N)	Check
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

Project inspection and sign off by Shire Staff

Yes

No

Appendix 2: Townscape Projects Acquittal Form

Name of Project:			
Item / Activity	Value	Receipts Provided (Y/N)	Check
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

Project inspection and sign off by Shire Staff

Yes

No

Name of Project:			
Item / Activity	Value	Receipts Provided (Y/N)	Check
1.	\$		
2.	\$		
3.	\$		
4.	\$		
5.	\$		
6.	\$		
7.	\$		
8.	\$		
<b>TOTAL</b>	<b>\$</b>		

Project inspection and sign off by Shire Staff

Yes

No

**OFFICE USE ONLY**

OFFICER ASSESSMENT	Check
All required sections of acquittal form are complete	
Progress on approved projects is satisfactory	
Completed projects are consistent with allocated Budget	
All receipts provided and cross-referenced	
All projects have been inspected and have been constructed in accordance with the details provided and approvals issued	
All projects have been inspected and have been determined to have been constructed to a suitable standard and does not pose a public safety risk	
Shire has been provided with copies of all necessary approvals obtained	
Shire has been provided with any certification documents or other relevant information	

**Officer Comments:**

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**Project Inspections:**

Project Name	Inspecting Staff Member	Consistent with plans?	Suitable standard?	Signature	Date

**SHIRE OF DONNYBROOK BALINGUP**  
**TOWNSCAPE PROJECTS**  
**APPLICATION FORM**



**Form and all Project Plans to be submitted by 31 March**

**FINANCIAL YEAR:** \_\_\_\_\_

**COMMUNITY GROUP NAME:** \_\_\_\_\_

Summary of Proposed Projects for the Financial Year	
Name of Project	Requested Shire Funding
1.	\$
2.	\$
3.	\$
4.	\$
5.	\$
6.	\$
7.	\$
8.	\$
9.	\$
10.	\$
11.	\$
12.	\$
<b>TOTAL</b>	<b>\$</b>

## Community Townscape Projects - Project Plan Template

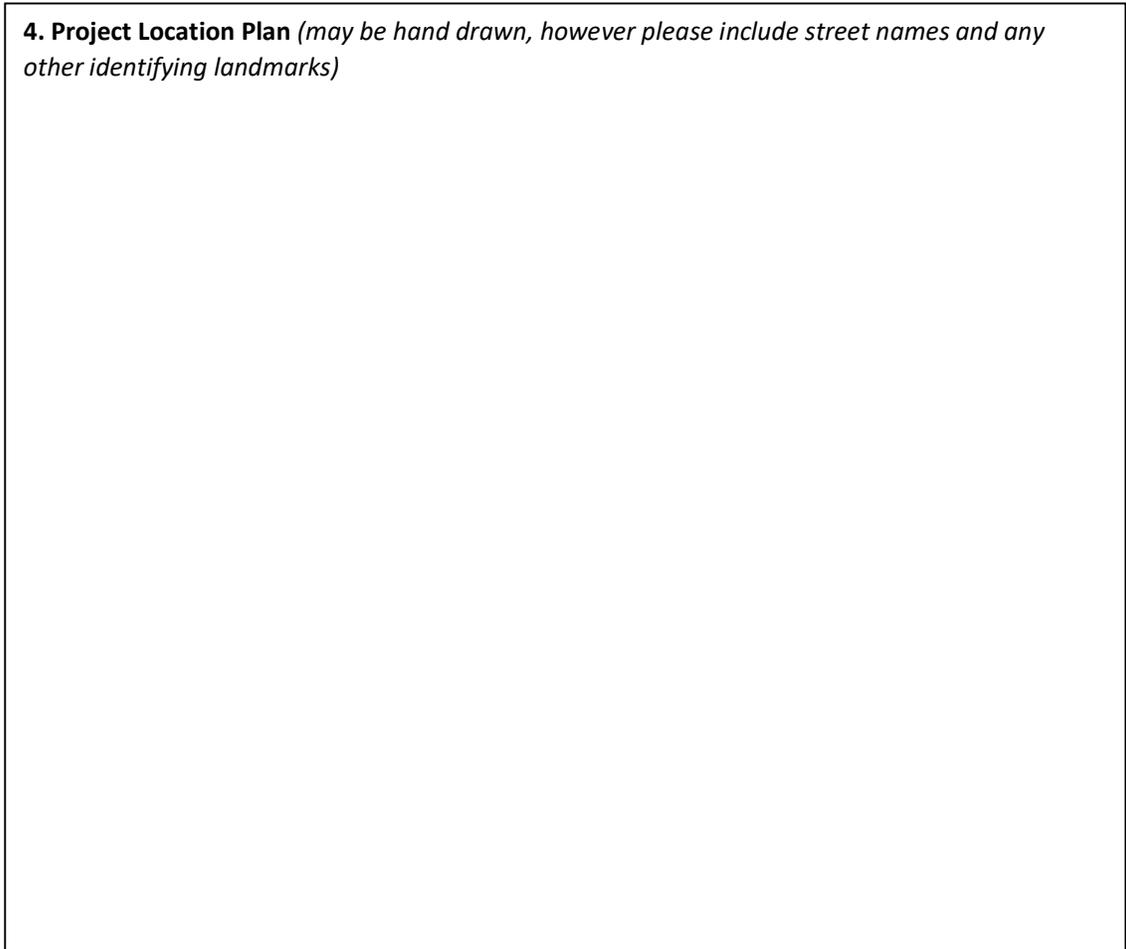
**Note: A separate Project Plan is required for each project listed on Page 1 of this document.**

**1. Project Name:**

**2. Project Summary** (*Brief Description of the project*)

**3. Project Details** (*should include details of proposed materials and installation / construction methods with appropriately detailed plans / photographs / diagrams to be included as attachments if necessary*).

**4. Project Location Plan** *(may be hand drawn, however please include street names and any other identifying landmarks)*



<b>5. Project Income</b>	
<b>Funding Source</b>	<b>Estimated Income (\$)</b>
SoDB	
Community Group	
Other <i>(please specify)</i>	
<b>TOTAL</b>	



**9. Perceived Community Benefit**

**10. Maintenance commitments / requests** *(Please outline short-term and long-term maintenance requirements once project is complete and whether the group is proposing to assist or is requesting the Shire take on all maintenance responsibilities).*

**11. Consultation** *(please advise of any consultation undertaken including relevant State Government Agencies and/or nearby landowners / residents)*

**12. Statutory Approvals Required** *(please advise if any required approvals have been obtained and provide copies as an attachment).*

**13. Risk** *(please outline risks associated with the project and how these are mitigated (eg PPE / Dial Before You Dig)*

Appendix 1: Townscape Projects Application Form

**Certification:**

I hereby certify that the information contained within this application is accurate to the best of my knowledge and the proposal has received formal support from the appropriate management committee (KPA/BTC).

President's Name (Printed): \_\_\_\_\_

President's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**OFFICE USE ONLY:**

OFFICER ASSESSMENT	Check
All sections of form are complete	
Project is consistent with Council Policy	
Location plan is sufficient	
Submitted project detail is of sufficient standard and includes diagrams / plans / photos	
Costings have been reviewed and are realistic	
Milestones are realistic	
Community / Agency consultation is appropriate for the project	
Ongoing maintenance requirements have been considered	
Project will benefit community	
Statutory approvals identified	
Risks appropriately identified and managed	
Certified by authorised person	

**Officer Comments:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Recommended for Approval**      Yes       No

Staff Member	Staff Member Name	Support (Y/N)	Signature	Date
Assessing Officer				
Manager				
Executive Manager				

**Council Approval**      Yes       No

**SHIRE OF DONNYBROOK/BALINGUP**  
**LOCAL GOVERNMENT ACT 1995**  
**LIST OF ACCOUNTS AUTHORISED AND PAID BY THE CHIEF EXECUTIVE OFFICER IN ACCORDANCE WITH**  
**DELEGATION NO. 3.2 AND PRESENTED TO COUNCIL ON 28 APRIL 2021**  
**MANUAL/AUTO CHEQUES**

Chq/EFT	Name	Description	Municipal	Trust
CCP3574	BURST SMS KNOWN PTY LTD	TUIA LODGE - SMS MESSAGING TO STAFF & FAMILY MEMBERS	\$	101.90
CCP3575	BLACKWOOD DAILY GRIND	REFRESHMENTS FOR CEO/COUNCILLOR MEETING	\$	16.50
CCP3576	BIG 4 PERTH MIDLAND TOURIST PARK	PEHO TRAINING - ACCOMMODATION EXPENSES	\$	200.00
CCP3577	SUPA IGA DONNYBROOK	MORNING TEA CATERING	\$	37.55
CCP3578	HAMMERSMITH WOODTURNERS P/L	TUIA LODGE - HANDRAIL & BRACKETS PLUS FREIGHT	\$	1,627.57
CCP3579	OFFICEWORKS	KEYBOARD & MOUSE	\$	59.98
CCP3580	VILLAGE HARVEST RESTAURANT	FEBRUARY OCM DINNER	\$	108.00
EFT21078b	WESTNET PTY LTD	ADMIN - INTERNET EXPENSES 01/03/2021 - 01/04/2021	\$	474.37
EFT21078c	WESTNET PTY LTD	BALINGUP LIBRARY - NBN SERVICE 07/03/2021-07/04/2021	\$	64.90
EFT21078d	SHIRE OF DONNYBROOK BALINGUP	PAYROLL FOR PERIOD ENDING 10/03/2021	\$	136,873.65
EFT21078e	SHIRE OF DONNYBROOK BALINGUP	TUIA LODGE - PAYROLL FOR PERIOD ENDING 10/03/2021	\$	73,546.90
EFT21079	ALDRIDGE TILING	DBK REC CTR - RENOVATION OF DISABLED TOILET IN POOL AREA	\$	3,135.00
EFT21080	ALFS MACHINERY PTY LTD	W&S - MISC GOODS & SERVICES FOR FEBRUARY 2021	\$	33.00
EFT21081	AUSTRALIA POST	POSTAGE EXPENSES - FEBRUARY 2021	\$	620.30
EFT21082	AMITY SIGNS	RURAL ROAD NUMBER PLATES	\$	32.45
EFT21083	ALLENS TRAFFIC MANAGEMENT	TRAFFIC MANAGEMENT EXPENSES - FEB 2021	\$	6,717.70
EFT21084	MAIA FINANCIAL	PAYOUT OUT AND FINALISE LEASE CONTRACT	\$	1,463.00
EFT21085	ASK WASTE MANAGEMENT	LANDFILL CLOSURE MANAGEMENT PLAN	\$	11,440.00
EFT21086	AUSRECORD PTY LTD	RECORDS STATIONERY	\$	580.25
EFT21087	AQUAMONIX	COMMISSION APEX PARK RETIC CONTROLLER	\$	1,452.00
EFT21088	ACTIVTEC SOLUTIONS	TUIA LODGE - SERVICING OF BEDS, HOISTS, SARA STEDY, TROLLEY	\$	2,605.90
EFT21089	JOHN HOWARD AUSTIN	FIRE MITIGATION LABOUR HIRE - NOGGERUP TOWNSITE	\$	3,932.50
EFT21090	BUNBURY MACHINERY	BOOM LIFT HIRE TO INSTALL CHRISTMAS LIGHTS	\$	747.60
EFT21091	BALINGUP PROGRESS ASSOCIATION	2020/2021 CONTRIBUTION TOWARDS BALINGUP TOWNSCAPE	\$	3,700.00
EFT21092	BOC LIMITED	DBK REC CTR - CONTAINER SERVICE FOR MEDICAL OXYGEN 2021/22	\$	147.68
EFT21093	BALINGUP LIQUOR & GENERAL STORE	VARIOUS BFB'S - DIESEL PURCHASES - FEB 2021	\$	48.21
EFT21094	AGRI SPARK AUTO ELECTRICS	DB4050 TRUCK - BATTERY, DB754 LOADER - AIR CON REPAIR	\$	934.00
EFT21095	BUNBURY TELECOM SERVICE PTY LTD	UPPER CAPEL RD - MARK & PROVIDE PLANS ON SERV LOCATIONS	\$	1,377.20
EFT21096	BP SERVICE STATION	MGNT DBK TRANSIT PRK, ADMIN - FUEL EXPENSES FEB 2021	\$	4,575.79
EFT21097	BRECKEN HEALTH CARE	TUIA LODGE - PRE EMPLOYMENT MEDICALS	\$	783.20
EFT21098	BUNBURY HARVEY REGIONAL COUNCIL	P&G - COMPOST, ORGANICS DISPOSAL - FEB 2021	\$	5,750.88
EFT21099	BP SERVICE STATION - MITIGATION	FIRE MITIGATION INC POZITRAK & TRUCK HIRE	\$	17,824.40
EFT21100	DEBORAH LOUISE BOURKE	CROSSOVER CONTRIBUTION	\$	300.00
EFT21101	BBY/GEO ECONOMIC ALLIANCE	2020-21 BGEA MEMBERSHIP FOR PERIOD MARCH 2021	\$	778.80
EFT21102	KELLY-ANN BRAY	DBK REC CTR - FITNESS INSTRUCTOR EXPENSES - JUL 20 TO JAN 21	\$	850.00
EFT21103	BLACKBOX AUSTRALIA PTY LTD	DTCRP - RENTAL TIMELAPSE CAMERA & DRONE - FEB 2021	\$	1,332.10
EFT21104	BEACHSIDE BUILDING & MAINT	ADMIN REFURB - INTERNAL PREPARATION & PAINTING	\$	4,444.00
EFT21105	BUNBURY BUS SERVICE	2021 AUSTRALIA DAY EVENT - BUS CHARTER SERVICE	\$	1,683.00
EFT21106	COATES HIRE OPERATIONS PTY LTD	UPPER CAPEL RD - HIRE OF PORTABLE TOILET	\$	365.55

**SHIRE OF DONNYBROOK/BALINGUP**  
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**MANUAL/AUTO CHEQUES**

Chq/EFT	Name	Description		Municipal	Trust
EFT21107	CITY & REGIONAL FUELS	DIESEL EXPENSES - FEB 2021	\$	15,500.45	
EFT21108	DUG CROSS ELECTRICS	MISC SMALL ELECTRICAL REPAIRS	\$	220.00	
EFT21109	CAPE ABILITIES	TUIA LODGE - CONTINENCE AIDS	\$	362.88	
EFT21110	CRS ELECTRICAL	DBK REC CTR - CHANGE SOCKET IN SPIN ROOM & POOL LIGHT	\$	445.87	
EFT21111	CLEANAWAY	REFUSE COLLECTION - FEBRUARY 2021	\$	21,616.16	
EFT21112	CORSIGN WA	W&S - CONCEALED DRIVEWAY SIGNS	\$	237.60	
EFT21113	C.E.M ALLIANCE PTY LTD	REFURBISHMENT OF KIRUP ABLUTIONS	\$	27,220.60	
EFT21114	RL & EM CHECKER	CROSSOVER CONTRIBUTION	\$	280.00	
EFT21115	CUSHMAN & WAKEFIELD	REFUND OVERPAYMENT BY BUPA DENTAL FOR LEASE	\$	13,558.99	
EFT21116	DONNYBROOK MEDICAL SERVICES	DBK REC CTR - PRE EMPLOYMENT MEDICAL	\$	165.00	
EFT21117	DONNYBROOK NEWSAGENCY	TUIA LODGE & ADMIN - NEWSPAPER ACCOUNTS - FEB 2021	\$	59.30	
EFT21118	DONNYBROOK PHARMACY	TUIA LODGE - PHARMACY ACCOUNT - JANUARY 2021	\$	120.00	
EFT21119	DONNYBROOK HARDWARE & GARDEN	MISC HARDWARE SUPPLIES - FEBRUARY 2021	\$	1,178.62	
EFT21120	DONNYBROOK FRUIT BARN	TUIA LODGE - FRUIT AND VEGETABLE SUPPLY - FEBRUARY 2021	\$	1,433.33	
EFT21121	DYMOCKS BUSSELTON	BLN LIBRARY - PURCHASE OF NEW BOOKS	\$	541.34	
EFT21122	DONNYBROOK PANEL BEATERS	EXCESS PAYMENT ON DB1149 HINO TRUCK	\$	500.00	
EFT21123	DBK & DISTRICTS PLUMBING SERVICE	LOCATE & DISCONNECT OLD LEAKING RETIC AT KIRUP OVAL	\$	687.50	
EFT21124	DONNYBROOK TYRE SERVICE	NEW TYRES, WHEEL ALIGMENT, ROTATE AND MISC REPAIRS	\$	961.00	
EFT21125	DONNYBROOK DISTRICT HIGH SCHOOL	DBK LBRY - SHARED OPERATING EXPENSES - FEB 2021	\$	1,600.59	
EFT21126	DONNYBROOK FARM SERVICE	P&G - NEW 8x5 TANDEM TRAILER	\$	5,585.30	
EFT21127	SUPA IGA DONNYBROOK	ADMIN - GROCERIES, ALL BFBS - BOTTLED WATER & BATTERIES	\$	332.68	
EFT21128	1ST DONNYBROOK SCOUT GROUP	2021 AUSTRALIA DAY EVENT - DONATION FOR EVENT ASSISTANCE	\$	1,000.00	
EFT21129	DONNYBROOK GLASS	PRESTON VILLAGE - REPLACE LOCK, HANDLE & BARREL TO DOOR	\$	374.00	
EFT21130	DBK COMMUNITY RESOURCE CENTRE	2021 AUSTRALIA DAY EVENT - FOOD PREP & SERVICE	\$	1,000.00	
EFT21131	DONNYBROOK COMMUNITY GARDEN	2021 AUSTRALIA DAY EVENT - FOOD PREP & SERVICE	\$	1,000.00	
EFT21132	DE LAGE LANDEN PTY LTD	LEASE EXPENSES - MARCH 2021	\$	670.12	
EFT21133	DARDANUP BUTCHERING COMPANY	TUIA LODGE - MEAT ORDER	\$	275.41	
EFT21134	ECOANGLE DESIGN & DRAFTING	ROOF DESIGN FOR BALINGUP TRANSPORTABLE ABLUTIONS	\$	700.00	
EFT21135	DEPARTMENT OF FIRE AND	2020/21 ESL 3RD QUARTER CONTRIBUTION	\$	88,986.65	
EFT21136	BUNBURY FREIGHT SERVICES	TUIA LODGE - FREIGHT FOR PHARMACEUTICAL SUPPLIES - FEB 2021	\$	52.51	
EFT21137	DONNYBROOK RURAL FENCING	UPPER CAPEL RD - SUPPLY AND ERECT BOUNDARY FENCING	\$	17,853.00	
EFT21138	FOOD SAFETY WA	TUIA LODGE - REGULATORY FOOD AUDIT - FEBRUARY 2021	\$	880.00	
EFT21139	FAIRTEL PTY LTD	DONNYBROOK SES - PHONE AND NBN SERVICE	\$	154.00	
EFT21140	FROM LEFT FIELD	PROVIDE AGED CARE SERVICES ADVICE	\$	1,833.33	
EFT21141	SUEZ RECYCLING & RECOVERY	PROCESSING OF RECYCLABLES - FEBRUARY 2021	\$	1,750.67	
EFT21142	GFG CONSULTING	REVIEW OF W&S SERVICE DELIVERY	\$	2,171.57	
EFT21143	GOLDENWEST BLINDS & CURTAINS	PRESTON VILLAGE - SUPPLY & INSTALL REPLACEMENT BLINDS	\$	3,050.00	
EFT21144	HOSPITALITY HOUSE	REPLACEMENT 30L URN FOR DONNYBROOK MEMORIAL HALL	\$	365.00	
EFT21145	HASTIE WASTE PTY LTD	MGMT DBK LANDFILL SITE & BLN TRFR STATION - FEBRUARY 2021	\$	43,447.87	

**SHIRE OF DONNYBROOK/BALINGUP**  
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**MANUAL/AUTO CHEQUES**

Chq/EFT	Name	Description		Municipal	Trust
EFT21146	COVERT SIGNS	ROAD, DROUGH, RTR & BLACKSPOT SIGNAGE	\$	3,768.60	
EFT21147	SKIPPERS PLUMBING SERVICES	DBK REC CTR - REFURBISH DISABLED ABLUTION IN POOL AREA	\$	3,492.50	
EFT21148	IT VISION	ADJUSTMENTS TO RECEIPT CRYSTAL REPORT TEMPLATE	\$	275.00	
EFT21149	ITR PACIFIC PTY LTD	DB4517 GRADER - REPLACEMENT GRADER BLADES	\$	1,540.00	
EFT21150	STAFF REIMBURSEMENTS	REIMBURSE PHONE ALLOWANCE 25/01/2021 - 24/02/2021	\$	80.00	
EFT21151	JONNO'S HANDYMAN & CARPENTRY	PRESTON VIILLAGE - GARDEN REFURBISHMENT WORKS UNIT 8	\$	936.48	
EFT21152	WESFARMERS KLEENHEAT GAS P/L	TUIA LODGE - BULK LPG ORDER	\$	1,543.60	
EFT21153	KENSINGTON PHYSIOTHERAPY	TUIA LODGE - PHYSIOTHERAPY SERVICES - 14.12.2020	\$	4,237.75	
EFT21154	KYM NISBET CHOICES FLOORING	ADMIN - 3 X FLOOR ENTRANCE MATTS	\$	1,104.80	
EFT21155	LANDGATE CUSTOMER ACCOUNT	CERTIFICATE OF TITLE REQUESTS	\$	186.90	
EFT21156	LANDMARK ENGINEERING & DESIGN	BALINGUP VILLAGE GREEN - REPLACEMENT SEATING	\$	2,777.50	
EFT21157	LANDMARK PRODUCTS PTY LTD	DTCRP - AQUAHUB DRINKING FOUNTAIN	\$	4,213.00	
EFT21158	MALATESTA ROAD PAVING & HOTMIX	EMULSION FOR ROAD REPAIRS	\$	400.00	
EFT21160	MANJIMUP TOYOTA	VEHICLE SERVICE & RECALL INSPECTION FOR DB2222.	\$	352.83	
EFT21161	MJB INDUSTRIES PTY LTD	CRACKNELL PL - FLUSH GRATED COVERS	\$	1,034.88	
EFT21162	MAINSPRAY	SLASH AND SPRAY BAMBOO REGROWTH ALONG BENDALL BRIDGE	\$	1,540.00	
EFT21163	MARKETFORCE PRODUCTIONS	ADVERTISING EXPENSES FOR FEBRUARY 2021	\$	548.27	
EFT21164	MOA BENCHMARKING	TUIA LODGE - RESIDENTIAL MONTHLY FEES - MARCH 2021	\$	230.00	
EFT21165	MESSAGES ON HOLD AUSTRALIA PTY	PHONE MESSAGE ANNOUNCER SERVICE 20/02/2021 - 19/05/2021	\$	421.80	
EFT21166	MICROSOFT REGIONAL SALES	MICROSOFT EMAIL SERVICE 26/01/2021 - 25/02/2021	\$	1,248.61	
EFT21167	MORE TELECOM	TUIA LODGE - MONTHLY TELEPHONE SERVICES	\$	608.96	
EFT21168	TIM MCNAB	THOMSON BROOK BFB - REIMBURSE RAINWATER TANK FILTER	\$	260.00	
EFT21169	NEVERFAIL SPRINGWATER LIMITED	DBK REC CTR - WATER COOLER RENTAL 21/02/2021 - 21/02/2022	\$	599.45	
EFT21170	NBN CO LIMITED	BOND REFUND	\$	150.00	
EFT21171	OFFICEWORKS	CESM - REPLACEMENT DAMAGED PHONE (DFES TO REIMBURSE)	\$	1,387.34	
EFT21172	OFFICEWORKS - ACCOUNTS	TUIA LODGE - STATIONERY SUPPLIES	\$	469.33	
EFT21173	PERKINS BUILDERS	DTCRP - PROGRESS PAYMENTS	\$	387,349.56	
EFT21174	PRESTON PRESS	MONTHLY SHIRE CONNECT DOUBLE PAGE FEATURE - MARCH 2021	\$	625.00	
EFT21175	PRESTIGE PRODUCTS	DBK REC CTR - CLEANING SUPPLIES	\$	67.65	
EFT21176	PRESTON VALLEY MAINTENANCE	VARIOUS BUILDING MAINTENANCE & REPAIRS	\$	6,400.45	
EFT21177	PFD FOOD SERVICE PTY LTD	TUIA LODGE - GROCERIES	\$	892.60	
EFT21178	PRESTON POWER EQUIPMENT	MISC SMALL GOODS AND SERVICES FOR FEBRUARY 2021	\$	303.00	
EFT21179	PAYPAC PAYROLL SERVICES PTY LTD	TUIA LODGE - PAYROLL PROCESSING SERVICES - FEB 2021	\$	622.77	
EFT21180	PRACTICAL PRODUCTS PTY LTD	DTCRP - COMMERCIAL KITCHEN & BAR FITOUT	\$	5,786.00	
EFT21181	C.J. KAY T/A RURAL CINEMA	2021 OUTDOOR MOVIE SERIES - 27/02/2021 MOVIE: JUMANJI	\$	1,950.00	
EFT21182	PK & MR ROBERTSON	RATES REFUND	\$	594.00	
EFT21183	REPCO - DONNYBROOK	MISC SMALL GOODS AND SERVICES FOR FEBRUARY 2021	\$	251.44	
EFT21184	SPRINT EXPRESS	FREIGHT SERVICES - BUNBURY TRUCKS	\$	26.40	
EFT21185	SHERIDAN'S BADGES AND ENGRAVING	ENGRAVED PLATES FOR AUSTRALIA DAY AWARDS HONOUR BOARD	\$	194.59	

**SHIRE OF DONNYBROOK/BALINGUP**  
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**MANUAL/AUTO CHEQUES**

Chq/EFT	Name	Description	Municipal	Trust
EFT21186	STEWART & HEATON CLOTHING CO.	ARGYLE BFB - PROTECTIVE CLOTHING	\$	393.77
EFT21187	SOS OFFICE EQUIPMENT	PHOTOCOPIER EXPENSES - FEB 2021	\$	1,625.64
EFT21188	STALEY FOOD & PACKAGING	TUIA LODGE - KITCHEN, LAUNDRY, PPE, CLEANING CONSUMABLES	\$	2,993.78
EFT21189	SURGICAL HOUSE PTY LTD	TUIA LODGE - PHARMACEUTICAL SUPPLIES	\$	1,887.16
EFT21190	SURVCON PTY LTD	SURVEY SETOUT FOR UPPER CAPEL ROAD	\$	9,064.56
EFT21191	S & S PROPERTY MAINTENANCE	ADMIN - CLEANING EXPENSES FOR FEBRUARY 2021	\$	1,720.00
EFT21192	SUMMIT REALTY SOUTH WEST	PRESTON VILLAGE - REAL ESTATE AGENT SELLING FEE	\$	9,350.00
EFT21193	STATEWIDE BEARINGS	MECHANICAL FUEL METER	\$	390.50
EFT21194	SHRED-X PTY LTD & AUSTRALIAN	TUIA LODGE - CONFIDENTIAL SHREDDING BIN SERVICE	\$	127.31
EFT21195	STRATAGREEN	GLOVES, PRUNING & LANDSCAPING TOOLS & SNAIL PELLETS	\$	181.28
EFT21196	SHAPE MANAGEMENT	PROJECT MANAGEMENT SERVICES FOR VC MITCHELL PRECINCT	\$	16,544.00
EFT21197	MARILYN SCHMIDT	RATES REFUND	\$	792.00
EFT21198	TELSTRA	TELEPHONE & INTERNET EXPENSES	\$	4,161.90
EFT21199	TOTALLY WORKWEAR	STAFF CORPORATE UNIFORMS 2020/21	\$	5,162.70
EFT21200	TRUE TRACK TRUCK ALIGNING	FRONT WHEEL ALIGNMENT FOR DB4170	\$	220.00
EFT21201	TOLL TRANSPORT PTY LTD	FREIGHT EXPENSES	\$	413.00
EFT21202	TLB OUTDOOR CREATIONS	DBK REC CTR - CLEAN REPAIR AND RESURFACING OF POOL	\$	43,750.00
EFT21203	TELEVISION CITY BUNBURY	LANGLEY VILLAS - TEST, SUPPLY AND INSTAL TELEVISION BOOSTER	\$	473.00
EFT21204	UNICARE HEALTH	TUIA LODGE - 2x AIRCELL MATTRESSES, OVER BED/CHAIR TABLE	\$	6,642.00
EFT21205	LANDGATE	VALUATION SERVICES	\$	166.66
EFT21206	EARTH 2 OCEAN COMMUNICATIONS	BASE STATION AND MOBILE RADIOS FOR DEPOT AND MOWERS	\$	2,846.54
EFT21207	WATER CORPORATION	DBK COMMERCIAL STANDPIPE WATER SERVICE & DISCONNECTION	\$	5,809.95
EFT21208	SYNERGY	ELECTRICITY EXPENSES	\$	9,932.75
EFT21209	WA LOCAL GOVERNMENT	COUNCILLOR TRAINING	\$	2,100.00
EFT21210	WML CONSULTANTS PTY LTD	INSPECTION & PROF ADVICE FOR COLLIN STREET ROADWORKS	\$	880.00
EFT21211	WEATHERSAFE WA	REPAIR YELLOW SHADE SAIL ANCHOR AT VC MITCHELL PARK	\$	412.50
EFT21211a	SHERIFF'S OFFICE	FER INFRINGEMENT LODGEMENTS X 13 TO BE RECOUPED	\$	1,001.00
EFT21212	BUILDING AND CONSTRUCTION	BCITF LEVY COLLECTIONS - FEBRUARY 2021	\$	1,455.56
EFT21213	DEPARTMENT OF MINES, INDUSTRY	BSL LEVY COLLECTIONS - FEBRUARY 2021	\$	4,648.89
EFT21213a	SG FLEET AUSTRALIA PTY LIMITED	CESM VEHICLE - LEASE REPAYMENT 09/03/2021 - 08/04/2021	\$	1,561.90
EFT21214	DECEASED ESTATE	PRESTON VILLAGE - REPAYMENT OF LEASE	\$	137,807.43
EFT21214a	AUSTRALIAN TAX OFFICE	BAS - FEBRUARY 2021	\$	11,460.00
EFT21215	ABC FILTER EXCHANGE	TUIA LODGE - RANGEHOOD CLEAN & FILTER EXCHANGE	\$	726.00
EFT21216	AUSTRALIAN SERVICES UNION	PAYROLL DEDUCTIONS	\$	25.90
EFT21217	ARGYLE/IRISHTOWN BFB	PO BOX FEES FOR 2 YEARS	\$	162.10
EFT21218	WINC AUSTRALIA PTY LTD	OFFICE STATIONERY SUPPLIES	\$	593.68
EFT21219	MAIA FINANCIAL	LEASE REPAYMENTS FOR PERIOD 01/04/2021 - 30/06/2021	\$	9,769.24
EFT21220	ABCO PRODUCTS PTY LTD	PUBLIC CONVENIENCES - CLEANING & TOILETRY SUPPLIES	\$	6,773.78
EFT21221	ADVANCE SPEECH PATHOLOGY	TUIA LODGE - INITIAL SPEECH ASSESSMENTS	\$	1,690.00

**SHIRE OF DONNYBROOK/BALINGUP**  
**LOCAL GOVERNMENT ACT 1995**  
**LIST OF ACCOUNTS AUTHORISED AND PAID BY THE CHIEF EXECUTIVE OFFICER IN ACCORDANCE WITH**  
**DELEGATION NO. 3.2 AND PRESENTED TO COUNCIL ON 28 APRIL 2021**  
**MANUAL/AUTO CHEQUES**

Chq/EFT	Name	Description	Municipal	Trust
EFT21222	AUSSIE BUILD SPEC & GEOTECH P/L	BALINGUP ABLUTIONS STRUCTURAL ENGINEERING CERTIFICATION	\$ 990.00	
EFT21223	ARM SECURITY	BEELERUP BFB - SECURITY MONITORING - 01/04/2021 - 30/06/2021	\$ 135.85	
EFT21224	AQUATIC SERVICES WA PTY LTD	DBK REC CTR - POOL REFURB INSTALL NEW FILTRATION SYSTEM	\$ 26,323.00	
EFT21225	BUNNINGS GROUP LIMITED	TUIA LODGE - MISC HARDWARE AND TOILET BRUSH SETS X 30	\$ 420.09	
EFT21226	BOC LIMITED	TUIA LODGE - OXYGEN CONCENTRATOR - 29.01.2021 TO 25.02.2021	\$ 181.63	
EFT21227	BDA TREE LOPPING	TREE AND ROADSIDE VEGETATION PRUNING - JAN & FEB 2021	\$ 23,958.00	
EFT21228	BEELERUP BUSH FIRE BRIGADE	BEELRUP BFB - REIMBURSEMENT FOR DRIVER TRAINING EXPENSES	\$ 800.00	
EFT21229	BUNBURY TELECOM SERVICE PTY LTD	LOCATE SERVICES FOR DONNYBROOK STANDPIPE	\$ 585.20	
EFT21230	BLUE FORCE PTY LTD	PRESTON VILLAGE - EMERGENCY HELP MONITORING - FEB 2021	\$ 155.13	
EFT21231	BRECKEN HEALTH CARE	DBK REC CTR - PRE EMPLOYMENT MEDICAL	\$ 171.60	
EFT21232	STAFF REIMBURSEMENTS	REIMBURSE TELECOMMUNICATION PACKAGE 21/03/2021 - 21/04/2021	\$ 79.99	
EFT21233	COATES HIRE OPERATIONS PTY LTD	ROLLER HIRE FOR CONSTRUCTION PROJECTS FOR FEBRUARY 2021	\$ 9,712.90	
EFT21234	CLIFFORD AUTO REPAIRS	DB009 - 40,000KM SERVICE FOR DB009 - TOYOTA FORTUNER	\$ 424.40	
EFT21235	STAFF REIMBURSEMENTS	CESM - REIMBURSE FUEL FOR ATTENDANCE AT TRAINING IN ALBANY	\$ 102.63	
EFT21236	COATES CIVIL CONSULTING PTY LTD	CONCEPT DESIGN STANDPIPE LAYOUT FOR MRWA/WATER CORP	\$ 2,200.00	
EFT21237	CRS ELECTRICAL	TUIA LODGE - SUPPLY AND INSTALL NEW RDC IN KITCHEN 2	\$ 491.10	
EFT21238	CHUBB FIRE & SECURITY PTY LTD	TUIA LODGE - SERVICE OF FIRE EQUIPMENT	\$ 249.05	
EFT21239	CORSIGN WA	LOOSE GRAVEL YELLOW CAUTION SIGN WITH SLIP ICON	\$ 30.80	
EFT21240	C.E.M ALLIANCE PTY LTD	FERNDALE BFB - STATION REFURBISHMENT WORKS	\$ 52,800.00	
EFT21241	CUSHMAN & WAKEFIELD	REFUND OVERPAYMENT OF BUPA DENTAL LEASE - APRIL 2021	\$ 1,408.10	
EFT21242	DONNYBROOK MEDICAL SERVICES	FIRST AID VISIT	\$ 100.00	
EFT21243	DONNYBROOK NEWSAGENCY	TUIA LODGE - MONTHLY NEWSPAPER ACCOUNT - FEB 2021	\$ 46.00	
EFT21244	DONNYBROOK PHARMACY	TUIA LODGE - PHARMACY ACCOUNT - FEBRUARY 2021	\$ 173.67	
EFT21245	DALE ALCOCK HOMES SOUTH WEST	REFUND OF BUILDING LICENCE	\$ 659.08	
EFT21246	LIONS CLUB OF DONNYBROOK INC.	2021 AUSTRALIA DAY EVENT - DONATION FOR EVENT ASSISTANCE	\$ 1,100.00	
EFT21247	DBK & DISTRICTS PLUMBING SERVICE	PLUMBING MAINTENANCE AND REPAIRS	\$ 1,485.00	
EFT21248	SUPA IGA DONNYBROOK	TUIA LODGE - GROCERIES SUPPLIES - FEB 2021 ACCOUNT	\$ 2,003.93	
EFT21249	DONNYBROOK TYRE SERVICE	DB4647 P&G UTE - REPLACEMENT TYRE	\$ 240.00	
EFT21250	DONNYBROOK & DISTRICTS CRICKET	2021 AUSTRALIA DAY EVENT - OVERNIGHT EVENT ASSISTANCE	\$ 1,100.00	
EFT21251	DONNYBROOK ARTS & CRAFT GROUP	2020/21 COMMUNITY GRANTS SCHEME - COLOUR EXHIBITION 2020	\$ 2,000.00	
EFT21252	DBK DISTRICT HIGH P&C ASSOC	2021 AUSTRALIA DAY EVENT - DONATION FOR EVENT ASSISTANCE	\$ 1,000.00	
EFT21253	DBK REGIONAL TOURISM ASSOC INC	SUPPORT FOR CONNECTING TO COLLIE - PRESTON PROJECT	\$ 1,500.00	
EFT21254	DELL FINANCIAL SERVICES PTY LTD	LEASE EXPENSES 01/04/2021 - 30/04/2021	\$ 821.46	
EFT21255	DONNYBROOK HOTEL	CATERING FOR CCI & SHIRE SUNDOWNER	\$ 150.00	
EFT21256	DARDANUP BUTCHERING COMPANY	TUIA LODGE - MEAT ORDER 10/03/2021	\$ 1,430.69	
EFT21257	DBCEC (WA) PTY LTD	MACHINERY & LABOUR HIRE FOR W&S PROJECTS	\$ 62,725.39	
EFT21258	EARTHMAC PTY LTD	TRAFFIC MANAGEMENT AT UPPER CAPEL RD & CRACKNELL PL	\$ 26,893.11	
EFT21259	FRONTLINE FIRE & RESCUE	BFB'S - PROTECTIVE CLOTHING	\$ 5,544.54	
EFT21260	A.J FRANKE & B.M FRANKE	ASBESTOS REMOVAL AT VARIOUS SITES	\$ 1,700.00	

**SHIRE OF DONNYBROOK/BALINGUP**  
**LOCAL GOVERNMENT ACT 1995**  
**LIST OF ACCOUNTS AUTHORISED AND PAID BY THE CHIEF EXECUTIVE OFFICER IN ACCORDANCE WITH**  
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**MANUAL/AUTO CHEQUES**

Chq/EFT	Name	Description	Municipal	Trust
EFT21261	CELLARBRATIONS DONNYBROOK	TUIA LODGE - REFRESHMENTS FOR RESIDENTS	\$ 48.99	
EFT21262	GARMIN	SUBSCRIPTION MESSENGER & GPS DEVICE 14/03/2021 - 13/04/2021	\$ 60.00	
EFT21263	GOLDENWEST BLINDS & CURTAINS	TUIA LODGE - 3X DUAL BLINDS FOR ROOM 20, 36, & 39	\$ 1,405.00	
EFT21264	GENSET HIRE & SALES AUSTRALIA PTY	DEPOT - 1000L BUNDED FUEL TANK	\$ 4,398.90	
EFT21265	ARJO AUSTRALIA PTY LTD	TUIA LODGE - 4 x COMFORTFLEX SINGLE MATTRESSES, SLINGS	\$ 2,722.00	
EFT21266	HEATLEYS SAFETY & INDUSTRIAL	WATER CONTAINERS FOR WORKS STAFF	\$ 442.07	
EFT21267	HISCO - HOSPITALITY & HEALTHCARE	TUIA LODGE - ASSORTED SMALL KITCHEN APPLIANCES	\$ 1,890.72	
EFT21268	SKIPPERS PLUMBING SERVICES	TUIA LODGE - MISC PLUMBING REPAIRS & MAINTENANCE	\$ 506.44	
EFT21269	SOUTH WEST ISUZU	NEW ISUZU D MAX SINGLE CAB (INCLUSIVE OF TRADE-IN)	\$ 21,351.70	
EFT21270	JONNO'S HANDYMAN AND CARPENTRY	PRESTON VILLAGE - VARIOUS UNITS GARDEN CLEAN UP	\$ 695.00	
EFT21271	JCW ELECTRICAL GROUP	DBK REC CTR - POWER ANALYSIS & MISC ELECTRICAL REPAIRS	\$ 5,561.47	
EFT21272	JCOMM SW	TUIA LODGE - RELOCATE EXTENSION FROM ROOM 19 TO ROOM 17	\$ 281.60	
EFT21273	LIVING SPRINGS	BOTTLED WATER ADMIN	\$ 22.00	
EFT21274	LOCAL GOVERNMENT PROFESSIONALS	INTRO TO LOCAL GOVT TRAINING FOR NEW STAFF	\$ 380.00	
EFT21275	SOUTH WEST LOCKSMITHS	MUMBALLUP BFB - REPLACE/UPGRADE LOCK FOLLOWING BREAK IN	\$ 347.93	
EFT21276	JD MCKIE & NJ RICHARDSON	RATES REFUND	\$ 643.83	
EFT21277	NH3	TUIA LODGE - REPAIR OF SCOPE FRIDGE IN KITCHEN 2	\$ 273.02	
EFT21278	OFFICEWORKS	STATIONERY SUPPLIES	\$ 651.53	
EFT21279	FULTON HOGAN INDUSTRIES PTY LTD	VARIOUS ROADS - BITUMEN SEAL	\$ 70,208.37	
EFT21280	PRESTIGE PRODUCTS	DBK REC CTR - CLEANING SUPPLIES	\$ 200.64	
EFT21281	PARKS & LEISURE AUSTRALIA	DBK REC CTR - WA EVENT RISK MANAGEMENT WORKSHOP	\$ 242.00	
EFT21282	PRESTON VALLEY MAINTENANCE	DOG POUND ALTERATIONS & MISC BUILDING MAINT & REPAIRS	\$ 8,075.10	
EFT21283	PFD FOOD SERVICE PTY LTD	TUIA LODGE - GROCERIES ORDERED 17/03/2021	\$ 1,075.70	
EFT21284	PEEL PODIATRY CLINIC	TUIA LODGE - PODIATRY SERVICES - FEBRUARY 2021	\$ 1,080.00	
EFT21285	PROGRAMMED PROPERTY SERVICES	PAINTING MAINTENANCE PROGRAMME - VARIOUS BUILDINGS	\$ 16,104.00	
EFT21286	HOLCIM (AUSTRALIA) PTY LTD	CRACKNELL PL & MEAD ST - CONCRETE SUPPLIES	\$ 6,715.82	
EFT21287	STAFF REIMBURSEMENTS	REIMBURSEMENT OF INTERNET EXPENSES - MAR 21	\$ 39.95	
EFT21288	RTR FITNESS	DBK REC CTR - FITNESS INSTRUCTOR EXPENSES - JAN/FEB 2021	\$ 200.00	
EFT21289	ROSTER WITH ROSS PTY LTD	TUIA LODGE - ZUUS PAYROLL 12/03/2021 - 11/04/2021	\$ 149.00	
EFT21290	SPENCER SIGNS	ACRYLIC LOGO SIGN FOR ADMIN RECEPTION DESK	\$ 547.80	
EFT21291	STEWART & HEATON CLOTHING CO.	THOMSON BROOK BFB - PROTECTIVE CLOTHING	\$ 885.65	
EFT21292	BUNBURY TRUCKS	DB2134 TRUCK - TENSIONER PULLEY, IDLER PULLEY & DRIVE BELT	\$ 260.44	
EFT21293	SPORTSMARINE	DBK REC CTR - STAFF UNIFORM EXPENSES	\$ 132.00	
EFT21294	STALEY FOOD & PACKAGING	TUIA LODGE - CLEANING, KITCHEN, LAUNDRY & PPE CONSUMABLES	\$ 2,201.18	
EFT21295	SURGICAL HOUSE PTY LTD	TUIA LODGE - PHARMACEUTICAL SUPPLIES	\$ 1,400.80	
EFT21296	SOUTH WEST WARDROBES	PRESTON VILLAGE - WARDROBE REFURBISHMENT	\$ 2,190.00	
EFT21297	TELSTRA	TELEPHONE AND INTERNET EXPENSES	\$ 1,870.16	
EFT21298	WA TREASURY CORPORATION	LOAN REPAYMENTS	\$ 21,206.55	
EFT21299	TUDOR HOUSE	P&G - REPLACEMENT FLAGS	\$ 2,008.00	

**SHIRE OF DONNYBROOK/BALINGUP**  
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**MANUAL/AUTO CHEQUES**

Chq/EFT	Name	Description		Municipal	Trust
EFT21300	TRUCKLINE	DB18069 TRAILER - 8 SPRINGS, 6 AIR FITTINGS	\$	405.53	
EFT21301	TOLL TRANSPORT PTY LTD	FREIGHT EXPENSES	\$	130.02	
EFT21302	VALVOLINE AUSTRALIA PTY LTD	DEPOT - ADBLUE, OILS AND LUBRICANTS	\$	1,681.35	
EFT21303	MARGARET ADA WALLIS	REFUND RESIDENTS KITTY	\$	30.00	
EFT21304	SYNERGY	ELECTRICITY EXPENSES	\$	8,490.86	
EFT21305	VEOLIA ENVIRONMENTAL SERVICES	ROAD SWEEPNG FOR FEB 2021	\$	1,331.00	
EFT21306	LESLEY CATHERINE WUNNENBERG	RATES REFUND	\$	594.00	
EFT21307	WA TIMBER SALES	BALINGUP ABLUTION ROOF TRUSS FABRICATION	\$	1,259.50	
EFT21308	WEST COAST FIT	DBK REC CTR - FITNESS INSTRUCTOR EXPENSES - FEB 2021	\$	620.00	
EFT21309	EVENTS WEST WA	2021 AUST DAY EVENT - HIRE OF EQUIPMENT & PRODUCTION COSTS	\$	7,058.70	
EFT21310	ZIPFORM	RATES 4TH INSTALMENT NOTICES 2020/21 & RECEIPTING PAPER	\$	1,869.65	
EFT21310a	SHIRE OF DONNYBROOK BALINGUP	PAYROLL FOR PERIOD ENDING 24/03/2021	\$	137,826.73	
EFT21310b	SHIRE OF DONNYBROOK BALINGUP	TUIA LODGE - PAYROLL FOR PERIOD ENDING 24/03/2021	\$	71,204.74	
EFT21310c	SHIRE OF DONNYBROOK BALINGUP	TUIA LODGE - SUPERANNUATION FOR MARCH 2021	\$	16,309.01	
EFT21311	DECEASED ESTATE	TUIA LODGE - REFUND DAP PAYMENT	\$	4,822.89	
53643	SHIRE OF DONNYBROOK BALINGUP	ADMIN PETTY CASH RECOUP - FEB 2021	\$	290.00	
53644	THOMSON BROOK BUSH FIRE BRIGADE	THOMSON BROOK BFB - REIMBURSE OF WORKSHOP LIGHT	\$	340.00	
53645	DECEASED ESTATE	PRESTON VILLAGE - REPAYMENT OF LEASE	\$	35,474.55	
23647	DEPARTMENT OF TRANSPORT	DB1149 TRUCK - 2020/21 VEHICLE REGISTRATION TO 30/06/2021	\$	106.75	
53646	DEPARTMENT OF TRANSPORT	CUSTOMER PURCHASE OF SHIRE LOGO NUMBER PLATE	\$	200.00	
53648	SHIRE OF DONNYBROOK BALINGUP	TUIA LODGE - STAFF RATES PAYROLL DEDUCTIONS MARCH 2021	\$	200.00	
53649	SHIRE OF DONNYBROOK BALINGUP	TUIA LODGE - DAP DRAWDOWN 01/02/2021 - 31/03/2021	\$	9,031.38	
DD25749.1	AWARE SUPER	PAYROLL DEDUCTIONS	\$	18,964.75	
DD25749.2	HOSTPLUS	PAYROLL DEDUCTIONS	\$	383.65	
DD25749.3	PRIME SUPER PTY LTD	PAYROLL DEDUCTIONS	\$	215.43	
DD25749.4	BENDIGO SMARTSTART SUPER	PAYROLL DEDUCTIONS	\$	197.65	
DD25749.5	AUSTRALIAN SUPER	PAYROLL DEDUCTIONS	\$	1,113.73	
DD25749.6	BT SUPER FOR LIFE	PAYROLL DEDUCTIONS	\$	575.56	
DD25749.7	COMMBANK GROUP SUPER	PAYROLL DEDUCTIONS	\$	187.28	
DD25749.8	DILLON FAMILY SUPERFUND	PAYROLL DEDUCTIONS	\$	325.23	
DD25749.9	AMP LIFE LIMITED	PAYROLL DEDUCTIONS	\$	56.10	
DD25749.10	ONEPATH MASTERFUND	PAYROLL DEDUCTIONS	\$	294.12	
DD25749.11	UNISUPER	PAYROLL DEDUCTIONS	\$	51.88	
DD25784.1	SPECTRUM SUPER	PAYROLL DEDUCTIONS	\$	43.54	
DD25784.2	ONEPATH MASTERFUND	PAYROLL DEDUCTIONS	\$	288.80	
DD25784.3	UNISUPER	PAYROLL DEDUCTIONS	\$	51.88	
DD25784.4	PRIME SUPER PTY LTD	PAYROLL DEDUCTIONS	\$	216.25	
DD25784.5	SUPERESTATE	PAYROLL DEDUCTIONS	\$	56.54	
DD25784.6	AWARE SUPER	PAYROLL DEDUCTIONS	\$	18,619.30	

**SHIRE OF DONNYBROOK/BALINGUP**  
**LOCAL GOVERNMENT ACT 1995**  
**LIST OF ACCOUNTS AUTHORISED AND PAID BY THE CHIEF EXECUTIVE OFFICER IN ACCORDANCE WITH**  
**DELEGATION NO. 3.2 AND PRESENTED TO COUNCIL ON 28 APRIL 2021**  
**MANUAL/AUTO CHEQUES**

<b>Chq/EFT</b>	<b>Name</b>	<b>Description</b>		<b>Municipal</b>	<b>Trust</b>
DD25784.7	AUSTRALIAN SUPER	PAYROLL DEDUCTIONS	\$	1,147.72	
DD25784.8	BENDIGO SMARTSTART SUPER	PAYROLL DEDUCTIONS	\$	197.65	
DD25784.9	BT SUPER FOR LIFE	PAYROLL DEDUCTIONS	\$	620.70	
DD25784.10	COMMBANK GROUP SUPER	PAYROLL DEDUCTIONS	\$	187.28	
DD25784.11	HOSTPLUS	PAYROLL DEDUCTIONS	\$	428.54	
DD25784.12	DILLON FAMILY SUPERFUND	PAYROLL DEDUCTIONS	\$	325.23	
DD25784.13	AMP LIFE LIMITED	PAYROLL DEDUCTIONS	\$	267.91	
			\$	2,047,585.79	\$ -
					\$ 2,047,585.79

**SHIRE OF DONNYBROOK/BALINGUP**  
**LOCAL GOVERNMENT ACT 1995**

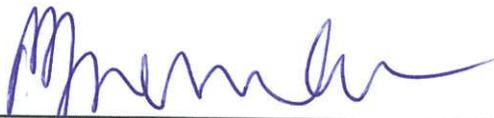
**LIST OF ACCOUNTS AUTHORISED AND PAID BY THE  
 CHIEF EXECUTIVE OFFICER IN ACCORDANCE WITH  
 DELEGATION NO. 3.2 AND PRESENTED TO COUNCIL  
 ON 28 APRIL 2021.**

**SUMMARY:**

<i>Bank</i>	<i>Cheque Number</i>	<i>Amount</i>
Municipal	CCP3574-CCP3580, EFT21078b-EFT21311, 53643 - 53649, DD25749.1- DD25749.11and DD25784.1 - DD25784.13	\$2,047,585.79
Trust		\$0.00
<i>Monthly Cheque Totals</i>		<u><u>\$2,047,585.79</u></u>

**CERTIFICATION OF EXECUTIVE MANAGER CORPORATE & COMMUNITY**

This schedule of accounts paid under delegated authority (No 3.1) covering cheques numbered from CCP3574-CCP3580, EFT21078b-EFT21311, 53643 - 53649, DD25749.1-DD25749.11and DD25784.1 - DD25784.13 totalling \$2,047,585.79 is herewith presented to Council. The payments have been checked and are fully supported by vouchers and invoices which have been duly certified as to the goods and the rendition of services, prices and computations and the amounts shown were due for payment.

  
 EXECUTIVE MANAGER CORPORATE & COMMUNITY

12/4/2021  
 DATE



# **Monthly Financial Reports**

**Management Statements**

**For the period ended  
31<sup>st</sup> March 2021**

## Shire of Donnybrook-Balingup

### Monthly Report to Council

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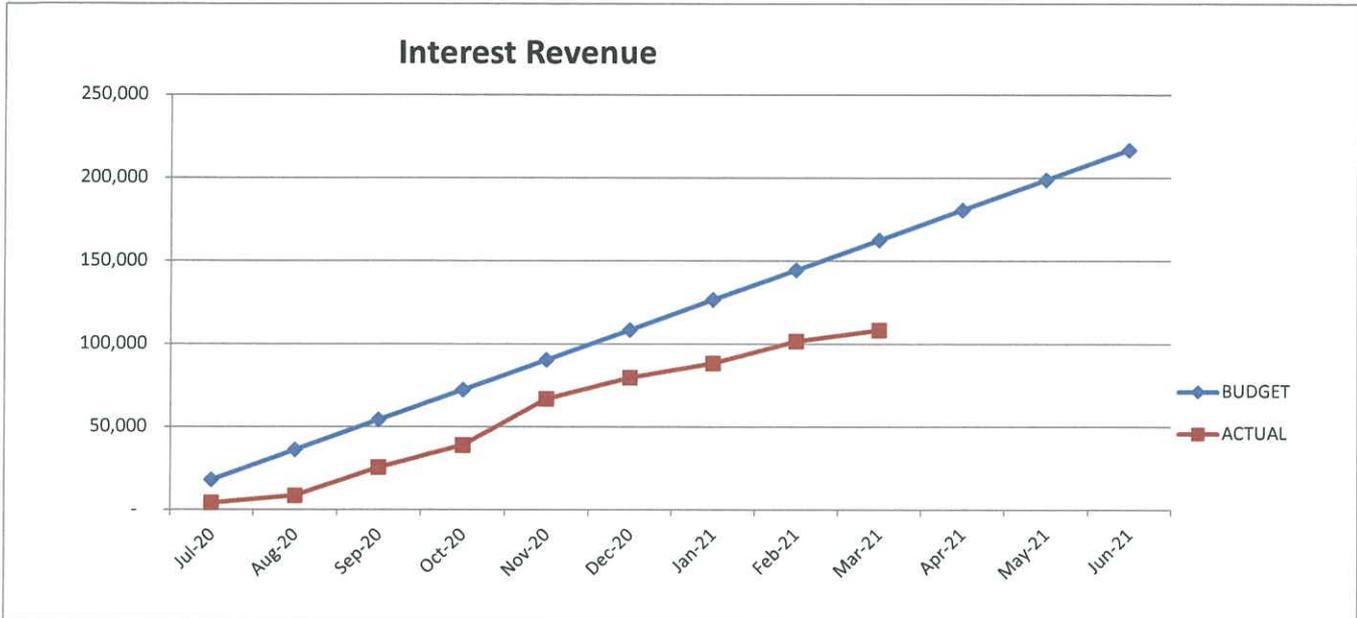
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**Shire of Donnybrook / Balingup**  
**Graphical Presentation of Key Financial Data**  
**For Period ended 31st March 2021**

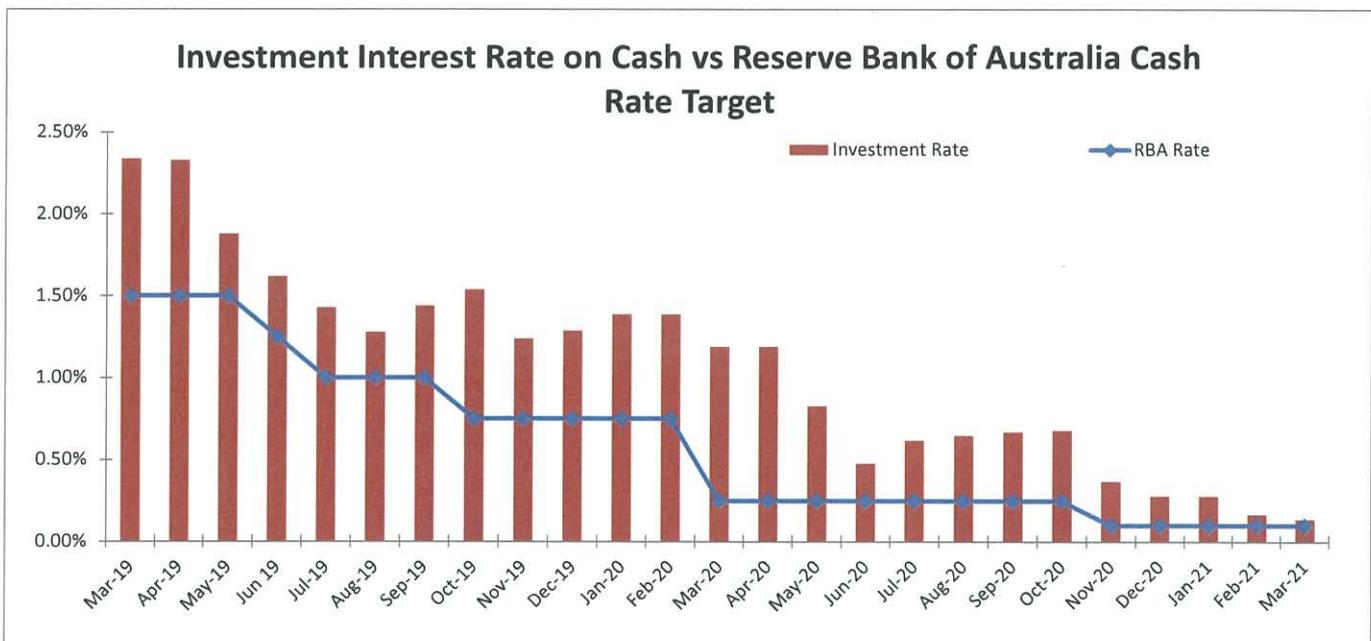
**Cash & Investments**

As at reporting date total interest revenue received on Rates, Shire Municipal and Reserve Funds are:

	YTD Actual	YTD Budget
Municipal Fund:	\$ 32,832	\$ 72,000
Reserve Fund:	\$ 23,074	\$ 47,493
Interest Revenue - Rates	\$ 52,456	\$ 43,119
	<b>\$ 108,362</b>	<b>\$ 162,612</b>



The following graph compares the Shire's interest rate on investments against the Reserve Bank's reference rate. Council has continued to maintain a return above the RBA cash target rate.

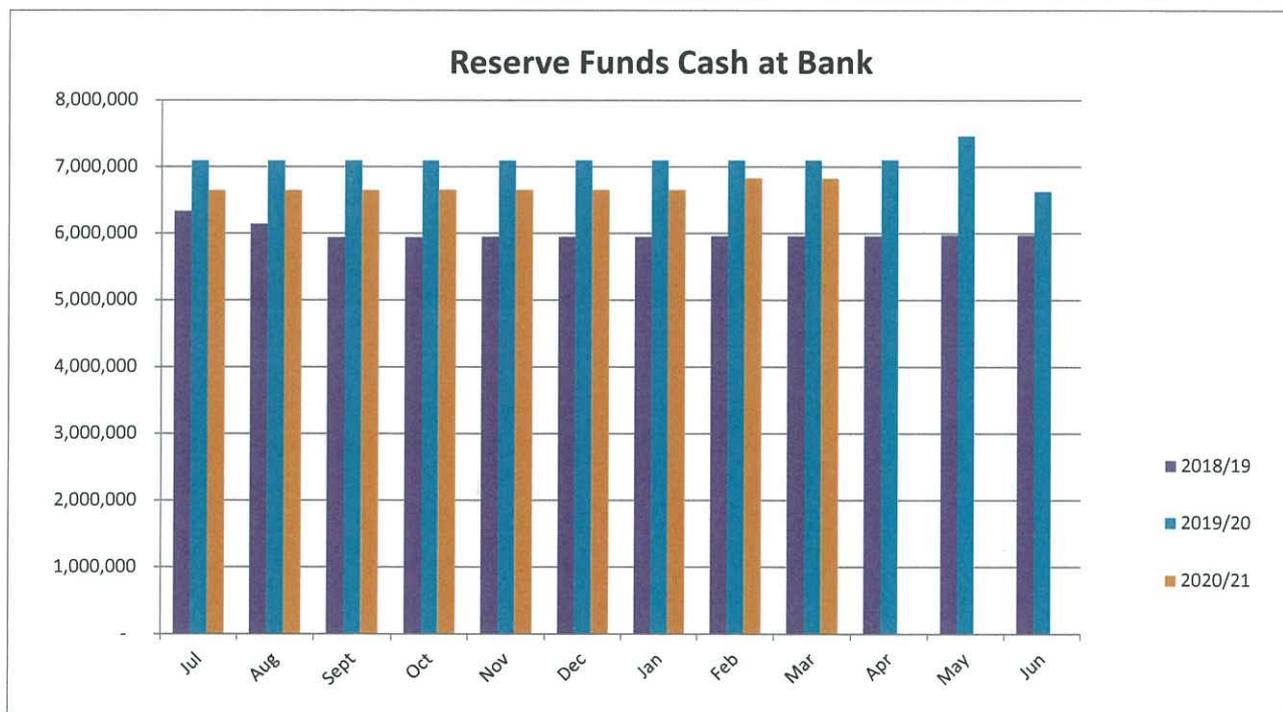
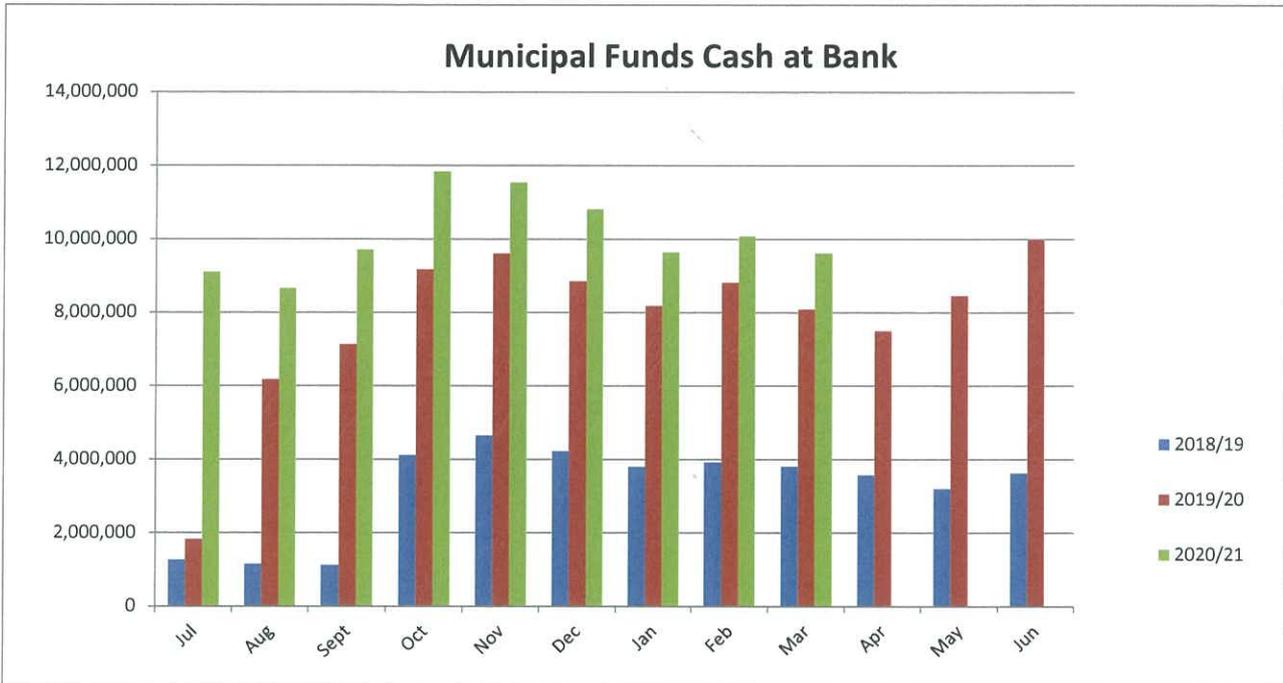


**Shire of Donnybrook / Balingup**  
**Graphical Presentation of Key Financial Data**  
**For Period ended 31st March 2021**

**Cash & Investments**

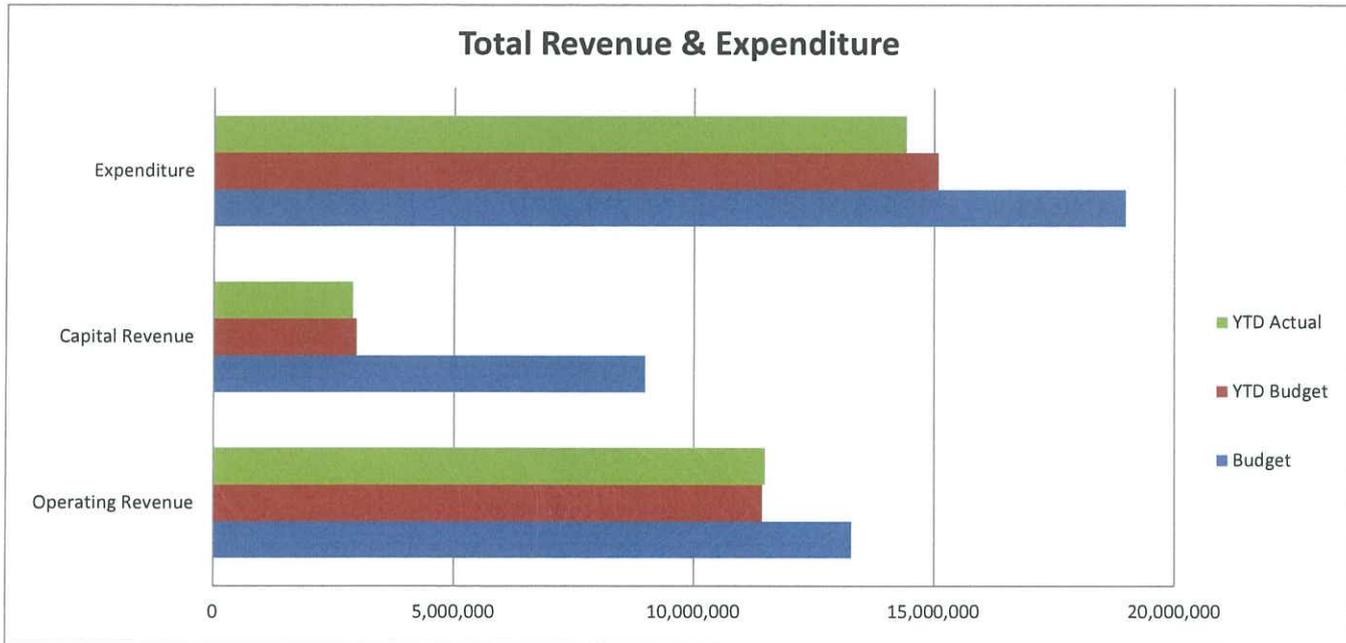
As at reporting date, the Shire's cash on hand as per the bank statements shows a reconciled balance of \$9,622,963.32. This includes investments held by the Shire of \$8,750,316.48.

Municipal Investment Funds total	\$	5,019,597
Restricted Funds - Bond Deposits	\$	3,730,720
Municipal Fund Cash at Bank total	\$	872,647
Reserve Fund Cash at Bank total	\$	265,738
Reserve Investment Funds Cash at Ban	\$	6,564,963
	<b>\$</b>	<b>16,453,664</b>



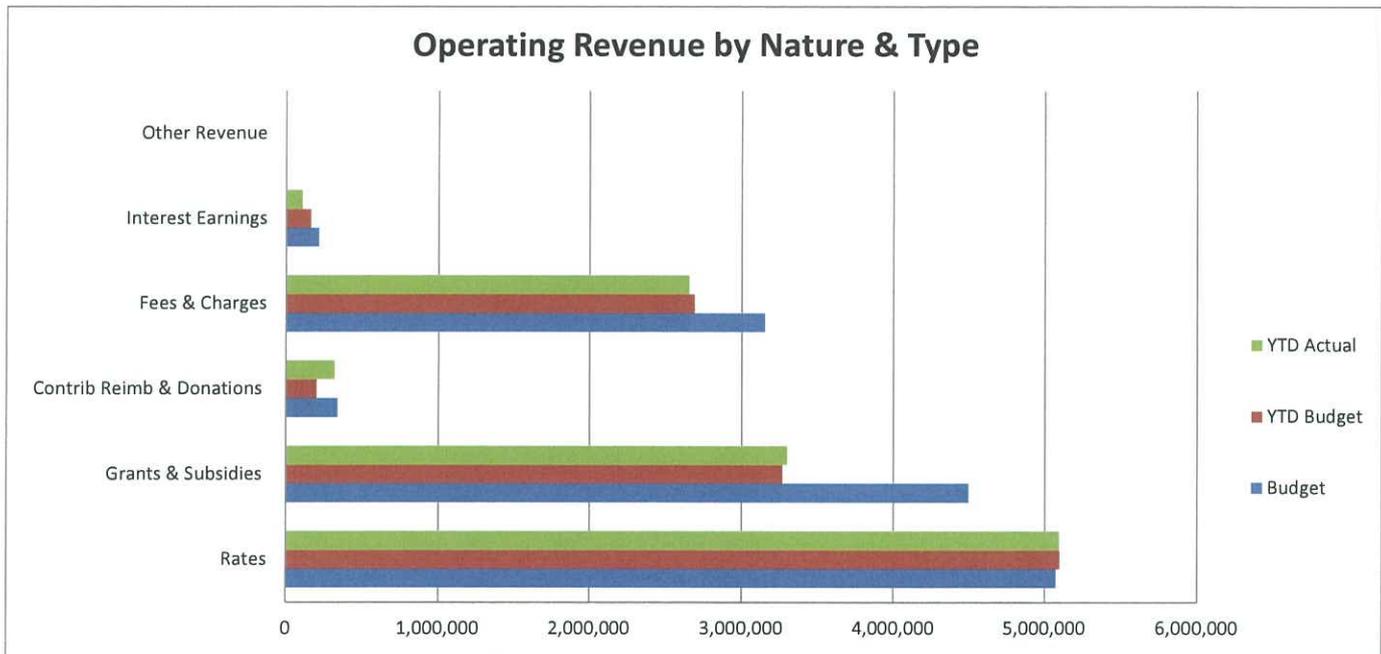
**Shire of Donnybrook / Balingup**  
**Graphical Presentation of Key Financial Data**  
**For Period ended 31st March 2021**

**Nature & Type Reporting**



<b>Total Revenue &amp; Expenditure</b>	<b>Adopted Budget</b>	<b>Amended Budget</b>	<b>YTD Budget</b>	<b>YTD Actual</b>	<b>YTD Variance %</b>
Operating Revenue	13,286,259	13,373,119	11,428,168	11,484,067	0.49%
Capital Revenue	8,994,403	9,512,581	2,978,492	2,898,887	(2.67%)
Expenditure	18,988,603	19,682,539	15,097,297	14,423,241	(4.46%)

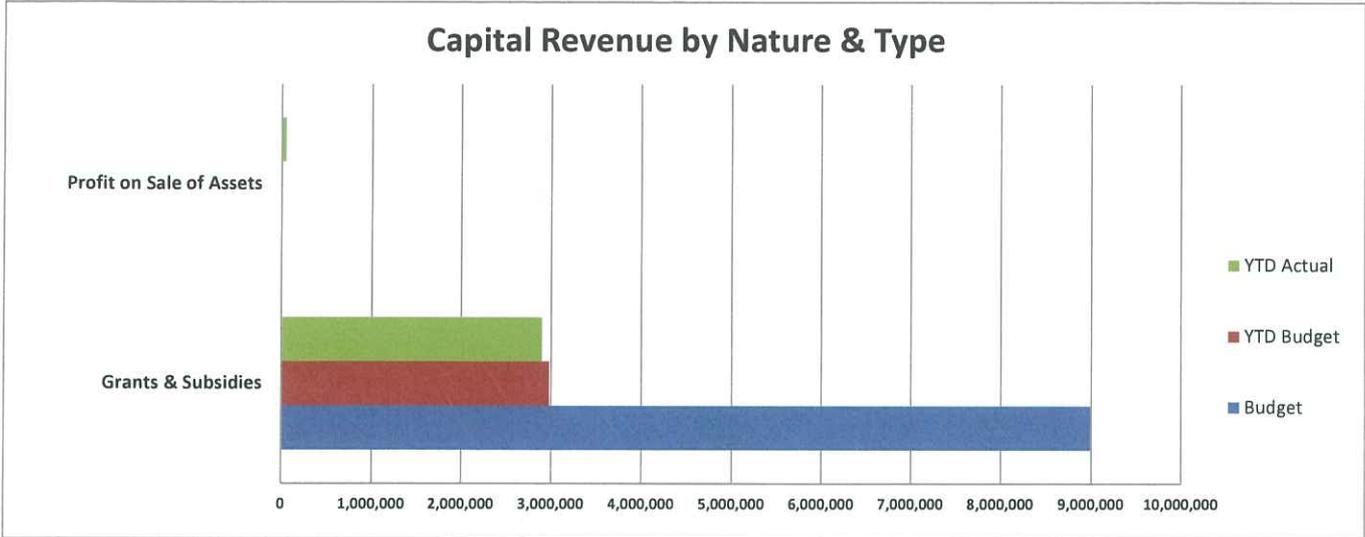
A further detailed analysis of total operating revenue, capital revenue and expenditures is provided via the various nature and type subsections listed below:



<b>Operating Revenue by Nature &amp; Type</b>	<b>Adopted Budget</b>	<b>Amended Budget</b>	<b>YTD Budget</b>	<b>YTD Actual</b>	<b>YTD Variance %</b>
Rates	5,074,942	5,101,442	5,100,992	5,096,823	(0.08%)
Grants & Subsidies	4,498,690	4,499,690	3,267,758	3,299,629	0.98%
Contrib Reimb & Donations	339,678	339,678	203,732	321,649	57.88%
Fees & Charges	3,154,474	3,213,834	2,691,841	2,657,164	(1.29%)
Interest Earnings	216,825	216,825	162,612	108,362	(33.36%)
Other Revenue	1,650	1,650	1,233	440	(64.31%)
<b>Total</b>	<b>13,286,259</b>	<b>13,373,119</b>	<b>11,428,168</b>	<b>11,484,067</b>	

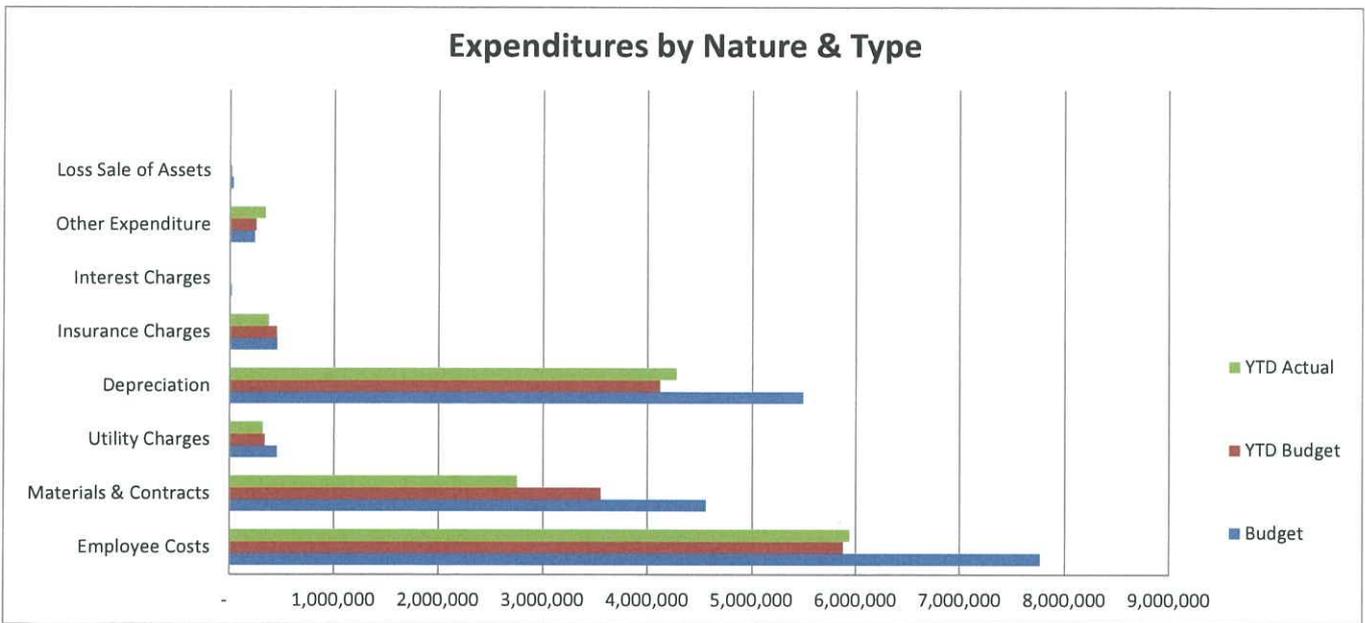
**Shire of Donnybrook / Balingup**  
**Graphical Presentation of Key Financial Data**  
**For Period ended 31st March 2021**

**Nature & Type Reporting (continued)**



**Capital Revenue by Nature and Type**

	Adopted Budget	Amended Budget	YTD Budget	YTD Actual	YTD Variance %
Grants & Subsidies	8,994,403	9,512,581	2,978,492	2,898,887	(2.67%)
Profit on Sale of Assets	9,869	9,869	9,691	48,901	404.60%
<b>Total</b>	<b>9,014,141</b>	<b>9,522,450</b>	<b>2,988,183</b>	<b>2,947,788</b>	

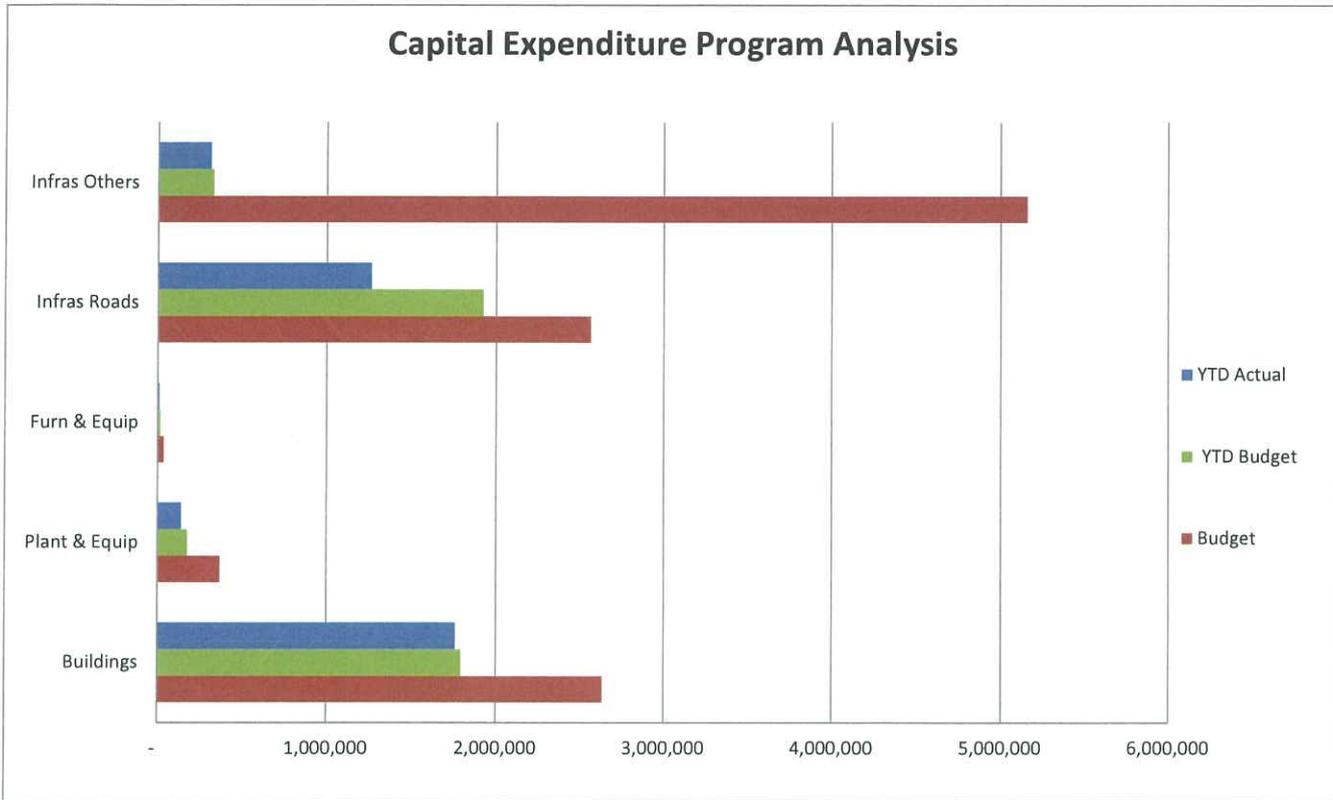


**Expenditures by Nature and Type**

	Adopted Budget	Amended Budget	YTD Budget	YTD Actual	YTD Variance %
Employee costs	7,766,645	7,780,331	5,880,622	5,943,191	1.06%
Materials and contracts	4,559,200	5,165,972	3,554,252	2,758,942	(22.38%)
Utility charges	457,272	454,772	340,220	322,197	(5.30%)
Depreciation on Non Current Assets	5,494,234	5,494,234	4,120,569	4,279,038	3.85%
Insurance charges	456,518	456,581	454,213	377,019	(17.00%)
Interest charges	17,133	17,133	11,108	11,163	0.49%
Loss on sale of asset	32,470	32,470	18,450	9,262	0.00%
Other expenditure	237,601	313,516	254,048	345,385	35.95%
<b>TOTAL</b>	<b>19,021,073</b>	<b>19,715,009</b>	<b>14,633,482</b>	<b>14,046,197</b>	

**Shire of Donnybrook / Balingup**  
**Graphical Presentation of Key Financial Data**  
**For Period ended 31st March 2021**

**Capital Acquisitions by Asset Class**



**Capital Acquisitions**

	Adopted Budget	Amended Budget	YTD Budget	YTD Actual	YTD Variance %
Buildings	2,635,764	2,943,494	1,795,170	1,763,430	(1.77%)
Plant & Equipment	371,556	371,556	177,664	142,018	(20.06%)
Furniture & Equipment	38,000	56,088	18,088	12,088	(33.17%)
Infrastructure Roads	2,567,418	2,547,418	1,925,370	1,264,443	(34.33%)
Infrastructure Others	5,160,088	5,554,488	330,272	314,860	(4.67%)
<b>TOTAL</b>	<b>10,772,826</b>	<b>11,473,044</b>	<b>4,246,564</b>	<b>3,496,838</b>	

**Shire of Donnybrook / Balingup  
Operating Statement  
For Period ended 31st March 2021**

		Adopted Budget 2020/21	Amended Budget 2020/21	Budget Year-to-date 2020/21	Actual Year-to-date 2020/21
<b>Operating Revenues</b>					
Rate Revenue	3	5,074,942	5,101,442	5,100,992	5,096,823
General Purpose Funding	3	1,163,234	1,163,234	872,397	865,592
Governance	4	64,084	63,462	43,206	51,682
Law, Order & Public Safety	5	577,580	577,580	360,730	378,760
Health	7	173,013	173,013	129,735	128,506
Education and Welfare	8	4,047,772	4,068,772	3,192,857	3,175,887
Community Amenities	10	1,134,936	1,169,296	1,152,438	1,190,329
Recreation & Culture	11	261,529	241,529	381,053	137,997
Transport	12	198,310	198,310	162,679	163,356
Economic Services	13	480,781	505,781	149,074	152,830
Other Property & Services	14	110,078	110,700	83,007	142,306
		13,286,259	13,373,119	11,628,168	11,484,067
<b>Operating Expenses Excluding Borrowing Costs Expenses</b>					
General Purpose Funding	3	(202,110)	(202,110)	(156,319)	(120,963)
Governance	4	(1,049,323)	(1,055,075)	(813,777)	(741,591)
Law, Order & Public Safety	5	(1,372,958)	(1,373,180)	(1,051,829)	(939,820)
Health	7	(260,039)	(267,375)	(196,699)	(178,767)
Education and Welfare	8	(5,020,297)	(5,029,720)	(3,930,443)	(3,928,834)
Community Amenities	10	(1,709,555)	(1,709,555)	(1,284,225)	(1,133,338)
Recreation & Culture	11	(3,576,815)	(3,542,394)	(2,666,204)	(2,656,016)
Transport	12	(4,818,754)	(4,818,754)	(3,633,577)	(3,651,014)
** Economic Services	13	(844,600)	(925,849)	(729,796)	(442,308)
Other Property & Services	14	(118,200)	(131,880)	(142,115)	(233,121)
		(18,972,651)	(19,055,893)	(14,604,984)	(14,025,772)
<b>Borrowing Costs Expenses</b>					
Governance	4	(2,876)	(2,876)	(2,151)	(2,547)
Law, Order & Public Safety	5	(111)	(111)	(81)	(176)
Health	7	(3,668)	(3,668)	(1,834)	(1,553)
Education and Welfare	8	(4,617)	(4,617)	(2,389)	(3,753)
Recreation and Culture	11	(2,012)	(2,012)	(1,104)	(1,735)
Transport	12	(0)	(0)	(0)	(0)
** Economic Services	13	(2,667)	(2,667)	(2,667)	(1,397)
		(15,951)	(15,951)	(10,226)	(11,163)
<b>Contributions/Grants for the Development of Assets</b>					
Law, Order & Public Safety	5	62,241	63,819	10,000	9,990
Education and Welfare	8	0	16,850	16,850	16,850
Community Amenities	10	170,000	190,000	30,000	30,073
Recreation & Culture	11	4,030,671	4,493,671	1,205,000	1,416,717
Transport	12	4,611,491	4,560,241	1,466,642	1,373,716
Economic Services	13	120,000	188,000	50,000	51,542
		8,994,403	9,512,581	2,778,492	2,898,887
<b>GAIN OR (LOSS) ON THE DISPOSAL OF ASSETS</b>					
Governance	4	622	622	622	0
Community Amenities	10	5,611	5,611	5,611	11,639
Transport	12	(21,321)	(21,321)	(7,300)	(8,350)
Economic Services	13	(7,514)	(7,514)	(7,514)	36,350
		(22,602)	(22,602)	(8,581)	39,639
<b>Net Profit OR Loss / Result</b>		3,269,458	3,823,157	(217,131)	385,658

\*\* Note increased borrowing costs/decreased economic svcs operating expenditure for Collins Street Loan Interest \*\*

**Shire of Donnybrook / Balingup**  
**Operating Statement (by Nature/Type)**  
**For the Period ended 31st March 2021**

	Adopted Budget 2020/21	Amended Budget 2020/21	Budget Year-to-date 2020/21	Actual Year-to-date 2020/21
<b>OPERATING REVENUE AND EXPENDITURE</b>				
<b>(a) <u>Summary by Nature and Type</u></b>				
<b>Revenue</b>				
Rates	5,074,942	5,101,442	5,100,992	5,096,823
Grants and Subsidies (Operating)	4,498,690	4,499,690	3,267,758	3,299,629
Contributions Reimbursements and Donations (Operating)	339,678	339,678	203,732	321,649
Fees and Charges	3,154,474	3,213,834	2,691,841	2,657,164
Interest Earnings	216,825	216,825	162,612	108,362
Other Revenue	1,650	1,650	1,233	440
	<b>13,286,259</b>	<b>13,373,119</b>	<b>11,428,168</b>	<b>11,484,067</b>
<b>Expenditure</b>				
Employee Costs	(7,766,645)	(7,780,331)	(5,880,622)	(5,943,191)
Materials and Contracts	(5,201,797)	(5,165,972)	(4,036,517)	(3,145,248)
Utility Charges	(457,272)	(454,772)	(340,220)	(322,197)
Depreciation on Non Current Assets	(5,494,234)	(5,494,234)	(4,120,569)	(4,279,038)
Insurance Expenses	(456,518)	(456,581)	(454,213)	(377,019)
Interest Expenses	(17,133)	(17,133)	(11,108)	(11,163)
Other Expenses	(237,601)	(313,516)	(254,048)	(345,385)
	<b>(19,631,200)</b>	<b>(19,682,539)</b>	<b>(15,097,297)</b>	<b>(14,423,241)</b>
Less Applicable to Capital Works	<b>(642,598)</b>	<b>(642,598)</b>	<b>(482,265)</b>	<b>(386,306)</b>
	<b>(5,702,344)</b>	<b>(5,666,823)</b>	<b>(3,186,864)</b>	<b>(2,552,868)</b>
Non-operating grants, subsidies and contributions	8,994,403	9,512,581	2,978,492	2,898,887
Profit on asset disposals	9,869	9,869	9,691	48,901
Loss on asset disposals	(32,470)	(32,470)	(18,450)	(9,262)
<b>Net result</b>	<b>3,269,458</b>	<b>3,823,157</b>	<b>(217,131)</b>	<b>385,658</b>
<b>Total Comprehensive Income</b>	<b>3,269,458</b>	<b>3,823,157</b>	<b>(217,131)</b>	<b>385,658</b>

**Shire of Donnybrook / Balingup**  
**Operating Statement (by Nature/Type - detail)**  
**For the Period ended 31st March 2021**

<b>OPERATING REVENUE AND EXPENDITURE</b>	<b>2020/21</b>			
	<b>Adopted Budget</b>	<b>Amended Budget</b>	<b>YTD Budget</b>	<b>Actual</b>
<b>(b) Classified According to Nature and Type:</b>				
<b><u>OPERATING REVENUE</u></b>				
<b>Rate Revenue</b>				
Rates	5,074,942	5,101,442	5,100,992	5,096,823
<b>Grants &amp; Subsidies (Operating)</b>				
** Other Grants	4,498,690	4,499,690	3,267,758	3,299,629
<b>Grants &amp; Subsidies (Capital)</b>				
** Other Grants	8,978,371	9,479,699	2,949,618	2,882,037
<b>Reimbursements (Operating)</b>				
** Reimbursements	334,838	334,838	200,132	289,056
<b>Contributions &amp; Donations (Operating)</b>				
** Contributions, Reimbursements & Donations	4,840	4,840	3,600	32,593
<b>Contributions &amp; Donations (Cap)</b>				
** Contributions, Reimbursements & Donations	16,032	32,882	28,874	16,850
<b>Fees and Charges</b>				
Waste Receptacle Fee	570,696	570,696	570,696	592,704
Waste Management Levy	498,070	497,000	497,000	500,909
Property Lease	426,507	427,577	320,607	276,256
Property Hire	58,106	58,106	43,560	43,607
Sale of Stock	8,000	8,000	5,994	4,438
Inspections	200	200	144	0
Other Charges	1,461,555	1,461,555	1,096,020	1,069,972
Fines and Penalties	5,100	5,100	3,807	8,699
Licenses, Approvals, Registrations	126,240	185,600	154,013	160,579
<b>Interest Earnings</b>				
Rates Penalty Interest Charge	37,500	37,500	28,125	33,897
Interest on Rates Instalments	16,500	16,500	12,375	17,225
Interest on Municipal Funds	159,325	159,325	119,493	55,906
Interest Other	3,500	3,500	2,619	1,335
<b>Other Revenue</b>				
Other Income	1,650	1,650	1,233	440
<b>Profit on Sale of Non-Current Assets</b>	9,869	9,869	9,691	48,901
<b>Total Operating Revenue</b>	<b>22,290,531</b>	<b>22,895,569</b>	<b>14,416,351</b>	<b>14,431,855</b>

**Shire of Donnybrook / Balingup**  
**Operating Statement (by Nature/Type - detail)**  
**For the Period ended 31st March 2021**

OPERATING REVENUE AND EXPENDITURE	2020/21			
(b) Classified According to Nature and Type:	Adopted Budget	Amended Budget	YTD Budget	Actual
<b><u>OPERATING EXPENDITURE</u></b>				
<b>Employee Costs</b>				
Salaries and Wages (Operating only, excludes Capital)	6,550,811	6,644,497	4,996,506	4,923,726
Superannuation	691,204	691,204	518,310	517,705
Workers Compensation	290,890	210,890	190,606	266,113
Clothing and Uniforms	39,733	39,733	29,781	50,317
Training Expenses	104,599	104,599	78,399	25,266
Fringe Benefits Tax	52,042	52,042	39,012	71,132
**    Employee Provisions	0	0	0	62,735
Other Employee Costs	37,366	37,366	28,008	26,197
<b>Materials</b>				
Materials	4,751,661	4,761,671	3,749,125	2,882,652
Phone/Fax	51,401	49,901	37,011	49,583
Fuels & Oils	175,000	175,000	131,238	75,950
<b>Contracts</b>				
Lease & Rental Expenses	0	0	0	941
Contract Labour	81,335	37,000	12,367	69,454
Professional Services & Consultants	142,400	142,400	106,776	66,669
<b>Utility Charges</b>				
Sewerage	20,824	20,824	15,588	21,987
Electricity / Gas	324,480	322,480	241,270	225,417
Water	111,968	111,468	83,362	74,793
<b>Insurance Expenses</b>				
Insurance	456,518	456,581	454,213	377,019
<b>Interest Expenses</b>				
Interest on Leases	4,612	4,612	3,429	3,206
Interest on Loans	12,521	12,521	7,679	7,956

**Shire of Donnybrook / Balingup**  
**Operating Statement (by Nature/Type - detail)**  
**For the Period ended 31st March 2021**

4. OPERATING REVENUE AND EXPENDITURE	2020/21			
	Adopted Budget	Amended Budget	YTD Budget	Actual
(b) Classified According to Nature and Type:				
<b>OPERATING EXPENDITURE (cont)</b>				
<b>Other Expenditure</b>				
Postage	10,350	10,350	7,749	11,991
Other Expenditure	227,251	303,166	246,299	244,062
**     Asset Write Off / Derecognition	0	0	0	89,332
<b>Loss on Sale of Non-Current Assets</b>	32,470	32,470	18,450	9,262
<b>Depreciation</b>				
Depreciation on Assets	5,494,234	5,494,234	4,120,569	4,279,038
<b>Less: Applicable to Capital Works</b>	(642,598)	(642,598)	(482,265)	(386,306)
<b>Total Operating Expenditure</b>	<b>19,021,073</b>	<b>19,072,412</b>	<b>14,633,482</b>	<b>14,046,197</b>
<b>NET PROFIT OR LOSS / RESULT</b>	<b>3,269,458</b>	<b>3,823,157</b>	<b>(217,131)</b>	<b>385,658</b>

\*\* Grants & Subsidies (Operating) above YTD budget - variance relates to timing of ACFI Subsidies and Adverse Events Grant.

\*\* Grants & Subsidies (Capital) below YTD budget - variance relates to the timing of Roads to Recovery, Blackspot, Dbk Town Centre and Drought Community funding

\*\* Reimbursements Operating income above YTD budget - includes additional insurance claims and paid parental leave reimbursements

\*\* Contributions & Donations (Operating) above YTD budget - includes additional income for Preston Village.

\*\* Contributions & Donations (Capital) below YTD budget - variance relates to timing of contribution to assets for Infrastructure/Future works.

\*\* Employee provisions - new practice implemented for 2020/21 financial year, adjustments to employee provision for Annual and LSL entitlements processed quarterly in the financial reports, previously done annually.

\*\* Asset Write Off / Derecognition - variance relates to Bridge Street housing project - prior years Capital Expenditure treated as WIP Buildings project has now been handed to Alliance Housing during 2020/21 - no longer an asset.

**Shire of Donnybrook - Balingup**  
**Statement of Financial Activity**  
**For the Period ended 31st March 2021**

		2020/21 Adopted Budget \$	2020/21 Amended Budget \$	2020/21 YTD Budget \$	2020/21 YTD Actual \$	Variances Budget to Actual YTD %
<b>REVENUES</b>						
General Purpose Funding (Excl. Rates)	3	1,163,234	1,163,234	872,397	865,592	(0.78)
Governance	4	64,084	64,084	44,450	51,682	16.27
Law, Order, Public Safety	5	577,580	577,580	360,730	378,760	5.00
Health	7	173,013	173,013	129,735	128,506	(0.95)
Education and Welfare	8	4,047,772	4,068,772	3,192,857	3,175,887	(0.53)
Community Amenities	10	1,140,547	1,174,907	1,163,660	1,201,968	3.29
Recreation and Culture	11	261,529	241,529	381,053	137,997	(63.79)
Transport	12	201,946	201,946	169,951	164,268	(3.34)
Economic Services	13	480,781	505,781	149,074	189,180	26.90
Other Property and Services	14	110,702	110,700	83,007	142,306	71.44
		<u>8,221,188</u>	<u>8,281,546</u>	<u>6,546,914</u>	<u>6,436,145</u>	<u>(1.69)</u>
<b>EXPENSES</b>						
General Purpose Funding	3	(202,110)	(202,110)	(156,319)	(120,963)	(22.62)
Governance	4	(1,052,199)	(1,052,199)	(815,928)	(744,138)	(8.80)
Law, Order, Public Safety	5	(1,373,069)	(1,373,069)	(1,051,910)	(939,996)	(10.64)
Health	7	(263,707)	(263,707)	(198,533)	(180,320)	(9.17)
Education and Welfare	8	(5,024,914)	(5,025,103)	(3,932,832)	(3,932,587)	(0.01)
Community Amenities	10	(1,709,555)	(1,709,555)	(1,284,225)	(1,133,338)	(11.75)
Recreation & Culture	11	(3,578,827)	(3,540,382)	(2,667,308)	(2,657,752)	(0.36)
Transport	12	(4,843,710)	(4,843,710)	(3,655,449)	(3,660,277)	0.13
Economic Services	13	(854,781)	(854,781)	(747,491)	(367,790)	(50.80)
Other Property and Services	14	(118,200)	(131,880)	(142,115)	(233,121)	64.04
		<u>(19,021,072)</u>	<u>(18,996,497)</u>	<u>(14,652,110)</u>	<u>(13,970,282)</u>	<u>(4.65)</u>
<b>Net Operating Result Excluding Rates:</b>		<u>(10,799,884)</u>	<u>(10,714,951)</u>	<u>(8,105,196)</u>	<u>(7,534,137)</u>	<u>(7.05)</u>
<b>Adjustments for Cash Budget Requirements:</b>						
<b>Non-Cash Expenditure and Income</b>						
(Profit)/Loss on Asset Disposals		22,601	22,601	8,581	(39,639)	(561.94)
Depreciation on Assets		5,494,234	5,494,234	4,120,569	4,279,038	3.85
Adjust Current Asset - Land Held for Resale		0	0	0	(45,468)	
Adjust Non Current Liabilities & Employee Prov.		0	0	0	(17,109)	
Adjust Non Current Assets & Liabilities		0	0	0	0	
Adjust WIP Buildings		0	0	0	94,685	
Adjust Non Current Liabilities - POS Funds		0	265,738	0	265,738	
<b>Capital Expenditure and Income</b>						
Non Operating Grants, Subsidies & Contributions		8,994,403	9,512,581	2,778,492	2,898,887	4.33
** Purchase property, plant and equipment		(3,285,320)	(3,371,138)	(1,990,922)	(1,917,535)	(3.69)
Purchase and construction of infrastructure		(7,727,506)	(8,101,906)	(2,255,642)	(1,579,302)	(29.98)
Proceeds from disposal of assets		168,209	250,027	161,613	152,909	(5.39)
Proceeds from self supporting loan		9,143	9,144	6,858	4,541	(33.79)
Repayment of borrowings		(61,290)	(61,290)	(42,707)	(55,359)	29.62
Principal elements of finance lease payments		(53,871)	(53,871)	(53,753)	(48,541)	(9.70)
Proceeds from Lease		275,000	275,000	275,000	260,000	(5.45)
** Repayment of Life Lease		(308,000)	(308,000)	(308,000)	(583,000)	89.29
Transfer to Trust Fund		0	(75,915)	0	(75,915)	
Transfers to reserves (restricted assets)		(212,000)	(489,248)	(489,248)	(273,645)	(44.07)
Transfers from reserves (restricted assets)		1,372,213	1,242,099	238,439	91,307	(61.71)
ADD Estimated Surplus/(Deficit) July 1 B/Fwd		1,037,126	1,018,549	1,037,126	1,018,549 **	(1.79)
LESS Estimated Surplus/(Deficit) June 30 C/Fwd		0	15,096	482,202	1,992,826	313.28
<b>Budgeted deficiency before general rates</b>		<b>(5,074,942)</b>	<b>(5,101,442)</b>	<b>(5,100,992)</b>	<b>(5,096,823)</b>	<b>(0.08)</b>
<b>Estimated amount to be raised from general rates</b>		<b>5,074,942</b>	<b>5,101,442</b>	<b>5,100,992</b>	<b>5,096,823</b>	
		<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	

\*\* Note: Decrease in YTD actual estimated surplus/(deficit) July 1 B/Fwd figure of \$18,576.57 - the figure is made up of a variety of end of year transactions, a detailed listing has been reported on page 26.

\*\* Note: Sale of U8 Preston Village reclassified from building capital expense to repayment of life lease\*\*

Variance Reporting Threshold - \$10,000

Account No.	Account Description	Account Type	Year to Date Budget 31/03/2021	Actual to 31/03/2021	Variance Amount	Variance %	Permanent Variation	Comment
<b>GENERAL PURPOSE FUNDING</b>								
<b>OPERATING EXPENDITURE</b>								
1932	RATING VALUATIONS	Exp	21,744	3,949	-17,795	-81.84		Budget timing variation
<b>OPERATING INCOME</b>								
0643	FEES & CHARGES	Inc	-14,994	-30,936	-15,942	106.32	x	Permanent variation - YTD Actual exceeds full year budget by approx \$16k - increased income from settlement agent account enquiries
4891	INTEREST - RESERVE FUND	Inc	-47,493	-23,074	24,419	-51.42	x	Potential permanent variance - interest income is based on prevailing interest rates
<b>GOVERNANCE</b>								
<b>OPERATING EXPENDITURE</b>								
0252	DONATIONS	Exp	23,049	11,715	-11,334	-49.17		Budget timing variation
0262	ADMIN TRAINING CONFERENCE & COURSE FEES	Exp	36,819	9,234	-27,585	-74.92		Budget timing variation
0352	COMPUTER SOFTWARE COSTS	Exp	36,369	18,092	-18,277	-50.25		Budget timing variation
0372	OTH OFFICE EXPENSES (A003)	Exp	15,147	4,355	-10,792	-71.25	x	Potential permanent variation - No expenditure required for Revaluation of Assets due to change in regulations
0392	COMPUTER MTCE AGREEMENTS	Exp	87,904	63,849	-24,055	-27.36		Budget timing variation - includes \$52k for Synergy annual license fees
1072	FRINGE BENEFITS TAX	Exp	17,835	71,132	53,297	298.83		Budget timing variation - FBT reallocated in May 2021
0952	AUDIT FEES	Exp	22,950	1,600	-21,350	0.00		Budget timing variation - awaiting invoice from Auditor Generals for EOFY audit
<b>LAW, ORDER &amp; PUBLIC SAFETY</b>								
<b>OPERATING EXPENDITURE</b>								
0632	FIRE CONTROL EXPENSES	Exp	33,354	16,209	-17,145	-51.40		Budget timing variation - dependant on timing of projects
6962	BUSH FIRE MITIGATION - SEMC	Exp	143,229	108,873	-34,356	-23.99		Budget timing variation - dependant on timing of works
8452	ADVERSE EVENTS PLAN	Exp	11,250	0	-11,250	-100.00	x	Potential permanent variance - event plan to be completed in house.
<b>OPERATING INCOME</b>								
5983	REIMBURSEMENTS - DFES FOR CESM	Inc	-39,872	-53,933	-14,061	35.26		Budget timing variation - next recoup due in April
1303	GRANTS - PROGRAMS	Inc	-11,250	0	11,250	-100.00	x	Funding for Adverse Event plan to be reallocated to other Drought Community projects as per Budget Review
<b>CAPITAL EXPENDITURE</b>								
0384	BUSH FIRE BUILDINGS - CAP WORKS	Exp	24,985	60,990	36,005	144.11		Budget timing variation - Ferndale BFB works completed earlier than expected
<b>EDUCATION AND WELFARE</b>								
<b>OPERATING EXPENDITURE</b>								
<b>Tuia Lodge</b>								
1662	SALARIES (T/LODGE)	Exp	1,768,131	1,689,151	-78,980	-4.47		Budget timing variation - \$78k under YTD budget
1672	SUPERANNUATION (T/LODGE)	Exp	158,238	170,828	12,590	7.96		Budget timing variation - \$12k over YTD Budget
3697	BOND INTEREST - (TUIA)	Exp	6,894	17,338	10,444	151.49	x	Potential permanent variance - base interest expense dependant on timing of probate paperwork
3832	MEDICAL SERVICES - (TUIA)	Exp	45,459	26,570	-18,889	-41.55		Budget timing variation
3882	CONSULTANCY SERVICES - (TUIA)	Exp	26,226	54,209	27,983	106.70		Budget timing variation
6062	FURN. & EQUIP. TUIA - NON CAPITAL	Exp	11,997	25,682	13,685	114.07	x	Permanent variance - equipment purchases exceed budget by approx. \$13k.
<b>Other Welfare</b>								
1037	ASSET MTC/REFURB - WELL AGED UNIT	Exp	-7,883	4,670	12,553	-159.24		Budget timing variation - dependant on timing of works
6812	BRIDGE ST PROJECT	Exp	504,469	518,001	13,532	2.68	x	Permanent variance - Final repayment of grant funding higher than budget estimate
<b>OPERATING INCOME</b>								
<b>Preston Village</b>								
1353	REIMBURSEMENTS - PRESTON VILLAGE	Inc	0	-14,224	-14,224		x	Permanent variation - reimbursement of refurbishment costs for Unit 11.
1523	FEES & CHARGES - LEASE PRESTON VILLAGE	Inc	-40,923	-29,878	11,045	-26.99	x	Permanent variation - reduction in income due to unit renovations
2573	TRANSFER FROM RESERVE	Inc	-30,409	0	30,409	-100.00		Budget timing variation - transfer dependant on expenditure.

Variance Reporting Threshold - \$10,000

Account No.	Account Description	Account Type	Year to Date Budget 31/03/2021	Actual to 31/03/2021	Variance Amount	Variance %	Permanent Variation	Comment
<b>EDUCATION AND WELFARE</b>								
<u>Tuia Lodge</u>								
1693	CARE INCOME - ACFI SUBSIDIES	Inc	-1,529,244	-1,574,826	-45,582	2.98	}	Revenue sources vary across categories (to be considered as a whole)
1703	BASIC DAILY CARE FEE	Inc	-572,130	-447,412	124,718	-21.80		
1706	ACCOMMODATION FEE - DAILY ACCOMMODATION	Inc	-139,338	-168,936	-29,598	21.24		
1707	CARE INCOME - RESIDENT FEES - MEANS TESTED	Inc	-131,634	-71,076	60,558	-46.01		
			<b>-2,372,346</b>	<b>-2,262,250</b>	<b>110,096</b>	<b>-4.64</b>		
1708	CARE INCOME - RESIDENT FEES - OTHER	Inc	-17,550	-41,545	-23,995	136.72	x	Permanent variation - Income for respite care has currently exceeded Full Year Budget by 181k
2193	ACCOM. FEE - INTEREST ON RAD BONDS	Inc	-49,500	-18,254	31,246	-63.12		Budget timing variation - income dependant on prevailing interest rates
<u>Other Welfare</u>								
1173	FEES & CHARGES - LEASE MIINUP COTTAGES U	Inc	-25,650	-11,495	14,155	-55.19	x	Permanent variation - reduction in income due to unit renovations
<b>CAPITAL EXPENDITURE</b>								
<u>Preston Village</u>								
1174	PRESTON RETIREMENT VILLAGE - REPAY FIXED L	Exp	308,000	583,000	275,000	89.29		Budget timing variation - Repayment of Units 8 and 11
<b>CAPITAL INCOME</b>								
<u>Preston Village</u>								
0315	PROCEEDS FROM LEASED PROPERTY LOT 141 SF	Inc	-275,000	-260,000	15,000	-5.45		Budget timing variation - \$260k is for sale of Unit 11 Preston Village, budget allocation is for sale of Unit 8
<b>COMMUNITY AMENITIES</b>								
<b>OPERATING EXPENDITURE</b>								
1772	RUBBISH SITES MTC	Exp	317,520	292,960	-24,560	-7.74		Budget timing variation - normal operational variance
1782	DOMESTIC RECYCLING PICKUP	Exp	109,458	73,379	-36,079	-32.96		Budget timing variation - normal operational variance
1802	ORGANIC REFUSE REMOVALS	Exp	93,762	77,563	-16,199	-17.28		Budget timing variation - normal operational variance
2302	DBK CEMETERY MNTCE	Exp	47,970	24,489	-23,481	-48.95		Budget timing variation
2322	PUBLIC CONVENIENCES	Exp	147,934	135,292	-12,642	-8.55		Budget timing variation
<b>OPERATING INCOME</b>								
1803	FEES & CHARGES - KERBSIDE BIN SERVICES	Inc	-570,696	-592,704	-22,008	3.86	x	Permanent variation - income higher than budget estimates
<b>RECREATION AND CULTURE</b>								
<b>OPERATING EXPENDITURE</b>								
<u>Recreation Centre</u>								
5037	DBK REC CENTRE - ASSET MTC / REFUB	Exp	14,591	4,462	-10,129	-69.42		Budget timing variation - dependant on timing of works
<u>Other Recreation &amp; Sport</u>								
2642	PARKS & RESERVES GENERAL	Exp	484,606	429,359	-55,247	-11.40		Budget timing variation - normal operational variance
2662	EGAN PARK	Exp	64,099	44,156	-19,943	-31.11		Budget timing variation - normal operational variance
<u>Other Culture</u>								
5272	PROMOTION OF COMMUNITY EVENTS	Exp	39,501	21,969	-17,532	-44.38		Budget timing variation
<b>OPERATING INCOME</b>								
<u>Recreation Centre</u>								
1075	TRANSFER FROM RESERVE	Inc	-12,725	0	12,725	-100.00		Budget timing variation - Reserve transfer dependant on timing of Asset Mtce projects
1201	FEES & CHARGES - GYMNASIUM / MEMBERSHIPS	Inc	-52,497	-39,767	12,730	-24.25	x	Potential permanent variation

Variance Reporting Threshold - \$10,000

Account No.	Account Description	Account Type	Year to Date Budget 31/03/2021	Actual to 31/03/2021	Variance Amount	Variance %	Permanent Variation	Comment
<b>RECREATION AND CULTURE</b>								
CAPITAL EXPENDITURE								
7294	BUILDINGS - DBK RECREATION CENTRE	Exp	101,332	132,632	31,300	30.89		Budget timing variation
1094	DONNYBROOK HERITAGE PRECINCT	Exp	1,485,671	1,396,019	-89,652	-6.03		Budget timing variation
CAPITAL INCOME								
2865	TRANSFER FROM RESERVES	Inc	-55,662	0	55,662	-100.00		Budget timing variation - dependant on timing of works
3165	GRANTS (CAPITAL) - ASSETS	Inc	-1,320,000	-1,334,117	-14,117	1.07		Budget timing variation - Grant funding for Heritage Precinct dependant on timing of project milestones
<b>TRANSPORT</b>								
CAPITAL EXPENDITURE								
3210	ROADWORKS GENERAL	Exp	290,349	208,362	-81,987	-28.24		Budget timing variation - variance reflects timing of road program
3240	FOOTPATHS	Exp	153,747	141,087	-12,660	-8.23		Budget timing variation - works progressed earlier than budget estimate
3260	REGIONAL ROAD GROUP	Exp	806,382	768,415	-37,967	-4.71		Budget timing variation - variance reflects timing of road program
3300	ROADS TO RECOVERY FEDERAL FUNDING PROGF	Exp	318,663	162,173	-156,490	-49.11		Budget timing variation - variance reflects timing of road program
3330	BLACKSPOT FUNDED ROAD WORKS	Exp	509,976	125,493	-384,483	-75.39		Budget timing variation - variance reflects timing of road program
CAPITAL INCOME								
0325	GRANTS - BLACK SPOTS	Inc	-339,999	-190,488	149,511	-43.97		Budget timing variation - variance reflects timing of road program
3191	CONTRIBUTION TO ASSETS (INFRASTRUCTURE/FL	Inc	-12,024	0	12,024	-100.00		Budget timing variation - no contributions to date
3261	GRANT REVENUE - LRCI FUNDING	Inc	-243,750	-309,153	-65,403	26.83		Budget timing variation - variance reflects timing of road program
OPERATING EXPENDITURE								
3370	STREET TREES & PRUNING	Exp	47,682	23,145	-24,537	-51.46		Budget timing variation
341M	GENERAL ROAD MAINTENANCE	Exp	747,306	760,017	12,711	1.70		Budget timing variation - variance reflects timing of road program
3450	BRIDGE MAINTENANCE	Exp	151,958	167,402	15,444	10.16		Budget timing variation
3550	ROAD ASSET MANAGEMENT	Exp	41,247	13,548	-27,699	-67.15		Budget timing variation - review of service delivery model in progress
<b>ECONOMIC SERVICES</b>								
OPERATING EXPENDITURE								
3842	NOXIOUS WEEDS/PEST PLANTS	Exp	260,442	14,232	-246,210	-94.54		Budget timing variation - dependant on timing of weed program
4082	CONTRACT LABOUR & RELIEF	Exp	11,250	0	-11,250	-100.00		No expenditure to date
CAPITAL EXPENDITURE								
4194	PLANT AND EQUIPMENT	Exp	34,000	0	-34,000	-100.00		Budget timing variation - vehicle due for delivery in April
CAPITAL INCOME								
4215	TRNSFR FROM RESERVE	Inc	-22,000	0	22,000	-100.00		Budget timing variation
4225	SALE OF PLANT & EQUIPMENT	Inc	-12,000	0	12,000	-100.00		Budget timing variation - vehicle due for trade in April
<b>Fund Transfer</b>								
4760	TO VEHICLE & PLANT RESERVE	Exp	212,000	0	-212,000	-100.00		Budget timing variation
4770	TO AGED CARE HOUSING RESERVE	Exp	10,510	0	-10,510	-100.00		Budget timing variation
<b>PUBLIC WORKS OVERHEADS</b>								
Various A/cs	EXPENDITURE - PUBLIC WORKS OVERHEADS	Exp	1,150,535	1,108,315	-42,220	-3.67		
7422	LESS ALLOCATED TO W&S	Exp	-1,057,779	-937,565	120,214	-11.36		
Various A/cs	INCOME - PUBLIC WORKS OVERHEADS	Inc	-79,578	-118,892	-39,314	49.40		
	<b>TOTAL PUBLIC WORKS OVERHEADS</b>		<b>13,178</b>	<b>51,857</b>	<b>38,679</b>	<b>293.51</b>		Public Works Overheads are currently \$51,857 under allocation. Rates have been reviewed and increased for the remainder of the year.

Variance Reporting Threshold - \$10,000

Account No.	Account Description	Account Type	Year to Date Budget 31/03/2021	Actual to 31/03/2021	Variance Amount	Variance %	Permanent Variation	Comment
<b>PLANT OPERATION COSTS</b>								
Various A/cs	EXPENDITURE - PLANT OPERATION COSTS	Exp	658,332	598,837	-59,495	-9.04		
4512	LESS POC ALLOCATED TO W&S	Exp	-611,190	-536,204	74,986	-12.27		
Various A/cs	INCOME - PLANT OPERATION COSTS	Inc	-22,644	-23,414	-770	3.40		
	<b>TOTAL PLANT OPERATION COSTS</b>		<b>24,498</b>	<b>39,218</b>	<b>14,720</b>	<b>60.09</b>		Plant Operation Costs are currently \$39,218 under allocated. Rates have been reviewed and some plant adjusted for remainder for the year.
<b>PROJECT OPERATION COSTS</b>								
Various A/cs	EXPENDITURE - PROJECT OPERATION COSTS		224,229	250,219	25,990	11.59		
4197	LESS ALLOCATED TO PROJECTS	Exp	-222,003	-250,219	-28,216	12.71		
	<b>TOTAL PROJECT OPERATION COSTS</b>		<b>2,226</b>	<b>0</b>	<b>-2,226</b>	<b>-100.00</b>		Project Operation Costs are fully allocated across projects
<b>TOTAL GROSS SALARY &amp; WAGES</b>								
4570	TOTAL SALARIES AND WAGES	Exp	5,202,549	5,228,641	24,092	0.46		Wages and Salaries approx \$24k over YTD Budget - Potential permanent variance (Includes workers compensation payments of approx. \$90k and \$15k LSL due from Reserve)
Note 1	Budget and Actual Income shown as negative figures. Budget and Actual Expenditure shown as positive figures. Therefore a negative variance indicates either more income or less expenditure than budget YTD estimate (positive effect on budget) Therefore a positive variance indicates either less income or more expenditure than budget YTD estimate (negative effect on budget)							
Note 2	Salaries and Wages variances are shown in total only in Schedule 14 (Public Works Overheads) Variances relating to internal costings and allocations are not reported. Variances relating to amounts transferred to/from Reserve have not been reported.							

**Shire of Donnybrook / Balingup  
Summary of Financial Activity - Cash  
For the Period ended  
31st March 2021**

	Sch No	2020/21 Amended Budget		2020/21 Actual	
		Income	Expenditure	Income	Expenditure
<b>OPERATING SECTION</b>					
General Purpose Funding	3	6,264,676	202,110	5,962,414	120,963
Governance	4	89,020	1,052,199	51,682	744,138
Law, Order & Public Safety	5	581,860	1,373,069	378,760	939,996
Health	7	173,013	263,707	128,506	180,320
Welfare Services	8	4,111,776	5,025,103	3,175,887	3,932,587
Community Amenities	10	1,174,907	1,709,555	1,201,968	1,133,338
Recreation & Culture	11	307,804	3,540,382	137,997	2,657,752
Transport	12	228,559	4,843,710	164,268	3,660,277
Economic Services	13	505,782	854,781	189,180	443,705
Other Property & Services	14	131,790	131,880	142,306	233,121
		<b>13,569,187</b>	<b>18,996,495</b>	<b>11,532,968</b>	<b>14,046,197</b>
<b>CAPITAL SECTION</b>					
Governance	4	193,635	209,847	91,307	119,842
Law, Order & Public Safety	5	67,819	85,488	9,990	83,843
Health	7	0	11,693	0	5,762
Welfare Services	8	521,152	545,993	276,850	652,255
Community Amenities	10	263,195	271,620	72,800	72,205
Recreation & Culture	11	4,923,477	4,992,460	1,421,258	1,674,739
Transport	12	4,829,557	5,543,734	1,402,079	1,510,180
Economic Services	13	303,818	311,285	133,360	64,911
Transfers To Reserves	15	0	489,248	0	273,645
		<b>11,102,653</b>	<b>12,461,368</b>	<b>3,407,644.12</b>	<b>4,457,382.07</b>
<b>Total Income &amp; Expenditure</b>		<b>24,671,840</b>	<b>31,457,863</b>	<b>14,940,612</b>	<b>18,503,579</b>
Less Depreciation W/Back			(5,494,234)		(4,279,038)
Adjust Profit/Loss Adjustment		9,869	(32,470)		39,639
<b>Net</b>		<b>24,661,971</b>	<b>25,931,159</b>	<b>14,940,612</b>	<b>14,264,181</b>
Add Surplus July 1 B/Fwd		1,018,549		1,018,549	
Adjust WIP Buildings				94,685	
Adjust Current Asset Land Held for Resale					45,468
Adjust Employee Entitlements					13,956
Adjust to NCL (Leave Provisions)					3,153
Adjust NCL - POS Liability		265,738		265,738	
Rounding Adjustment			2		0
Surplus/Deficit C/Fwd			15,097		1,992,826
		<b>25,946,258</b>	<b>25,946,258</b>	<b>16,319,584</b>	<b>16,319,584</b>

\*\* Decrease in 2020/21 actual opening surplus of \$18,576.57 - please see page 26 for detailed breakdown.

**Shire of Donnybrook / Balingup**  
**Summary of Financial Activity - Cash**  
**For the Period ended**  
**31st March 2021**

**Surplus/Deficit Summary C/Forward Represented by;**

(A) Cash at Bank and on Hand	9,622,222	
Cash at Bank - Reserves	6,833,602	
Sundry Debtors Rates	890,975	
Receivables/Debtors	216,168	
Contract Assets	13,383	
GST Asset Clearing A/C	138,437	
ESL Asset Clearing A/C	314,835	
Stock on Hand	123,045	18,152,667
	<hr/>	
(B) Provision for LSL Current	(467,343)	
Provision for A/L Current	(550,537)	
Add Cash Back Reserve	192,881	
Contract Liability	(2,644,596)	
GST Liability Clearing A/C	(21,078)	
ESL Liability Clearing A/C	(297,726)	
PAYG Clearing A/C	(107,489)	
Prepaid Rates	(107,932)	
Reserve Funds	(6,833,602)	
Restricted Liability (Bonds)	(4,208,630)	
Sundry Creditors	(1,113,788)	(16,159,841)
	<hr/>	
<b>Net Current Assets</b>		<hr/> <b>1,992,826</b> <hr/>

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**1. SIGNIFICANT ACCOUNTING POLICIES**

The significant accounting policies which have been adopted in the preparation of this financial report are:

**(a) Basis of Accounting**

The financial report has been prepared in accordance with applicable Australian Accounting Standards, (as they apply to local governments and not-for-profit entities), Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board, the Local Government Act 1995 and accompanying regulations. The report has also been prepared on the accrual basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and liabilities.

**(b) The Local Government Reporting Entity**

All Funds through which the Council controls resources to carry on its functions have been included in the financial statements forming part of this budget.

In the process of reporting on the local government as a single unit, all transactions and balances between those funds (for example, loans and transfers between Funds) have been eliminated.

All monies held in the Trust Fund are excluded from the financial statements.

**(c) Rounding Off Figures**

All figures shown in this report are rounded to the nearest dollar.

**(f) Rates, Grants, Donations and Other Contributions**

Rates, grants, donations and other contributions are recognised as revenues when the local government obtains control over the assets comprising the contributions. Control over assets acquired from rates is obtained at the commencement of the rating period or, where earlier, upon receipt of the rates.

**(g) Goods and Services Tax**

In accordance with recommended practice, revenues, expenses and assets capitalised are stated net of any GST recoverable, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of GST.

**(h) Superannuation**

The Shire of Donnybrook / Balingup contributes to a number of Superannuation Funds on behalf of employees. All funds to which the Shire contributes are defined contribution plans.

**(i) Fixed Assets**

Property, plant and equipment and infrastructure assets are brought to account at cost or fair value less, where applicable, any accumulated depreciation, amortisation or impairment losses.

Effective from 1 July 2012, the Local Government (Financial Management) Regulations were amended and the measurement of non-current assets at Fair Value became mandatory.

**(j) Investments**

All investments are valued at cost and interest on those investments is recognised when accrued.

**(k) Impairment**

In accordance with Australian Accounting Standards the Shire's assets, other than inventories, are assessed at each reporting date to determine whether there is any indication that they may be impaired.

An impairment loss is recognised whenever the carrying amount of an asset or its cash-generating units exceeds its recoverable amount. Impairment losses are recognised in the income statement.

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**1. SIGNIFICANT ACCOUNTING POLICIES (Continued)**

**(l) Depreciation of Non-Current Assets**

All non-current assets having a limited useful life are systematically depreciated over their useful lives in a manner which reflects the consumption of the future economic benefits embodied in those assets. Assets are depreciated from the date of acquisition or, in respect of internally constructed assets, from the time the asset is completed and held ready for use.

Depreciation is recognised on a straight-line basis, using rates which are reviewed each reporting period. Major depreciation periods are:

<b>Asset Class</b>	<b>Useful Life</b>
Buildings	20 to 100 years
Office Furniture and Equipment	5 to 15 years
Computer Equipment	4 to 15 years
Plant and Equipment	5 to 15 years
<b>Infrastructure:</b>	
Bridges	27 to 77 years
Road clearing and earthworks	not depreciated
Road Pavement	40 to 45 years
Road Seal	15 years
Carparks	40 years
Cycleways	40 years
Footpaths - Concrete	25 to 71 years
Footpaths - Slab	25 to 71 years
Storm Water Drainage	83 years
Other	4 to 80 years

**(m) Land Held for Resale**

Land purchased for development and/or resale is valued at the lower of cost and net realisable value. Cost includes the cost of acquisition, development and interest incurred on the financing of that land during its development. Interest and holding charges incurred after development is complete are recognised as expenses.

Revenue arising from the sale of property is recognised in the operating statement as at the time of signing a binding contract of sale.

**(n) Employee Entitlements**

The provisions for employee entitlements relates to amounts expected to be paid for long service leave, annual leave, wages and salaries and are calculated as follows:

**(i) Wages, Salaries and Annual Leave (Short-term benefits)**

The provision for employees' benefits to wages, salaries, annual leave and long service leave expected to be settled within 12 months represents the amount the municipality has a present obligation to pay resulting from employees' services provided to balance date. The provision has been calculated at nominal amounts based on remuneration rates.

**(ii) Annual Leave and Long Service Leave (Long-term benefits)**

The provision for employees' benefits for annual leave and long service leave expected to be settled more than 12 months from the reporting date represents the present value for the estimated future cash outflows to be made by the employer resulting from the employees' service to balance date.

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**2. COMPONENT FUNCTIONS/ACTIVITIES**

The activities relating to the Local Government's components are as follows:

**(b) Statement of Objective**

In order to discharge its responsibilities to the community, the Shire has developed a set of operational and financial objectives. These objectives have been established both on an overall basis and for each of its broad activities/programs.

Council operations as disclosed in this budget encompass the following service orientated activities/programs:

**03 GENERAL PURPOSE FUNDING**

Objective: To collect revenue to allow for the provision of services.

Activities: General rate revenue, general purpose grants and interest revenue.

**04 GOVERNANCE**

Objective: To provide a decision making process for the efficient allocation of scarce resources.

Activities: Administration and operation of facilities and services to members of Council; Other costs that relate to the tasks of assisting elected members and ratepayers on matters which do not concern specific council services.

**05 LAW, ORDER, PUBLIC SAFETY**

Objective: To provide services to help insure a safer community.

Activities: Supervision of various local laws, fire prevention, animal control and State Emergency Service.

**07 HEALTH**

Objective: To provide an operational framework for good community health.

Activities: Health Inspection and administration, preventative services and medical centre buildings.

**08 EDUCATION AND WELFARE**

Objective: To meet the needs of the community in these areas.

Activities: Operation of Frail Aged Hostel, Well Aged Housing, Community Development Child Care Centre & Youth Welfare

**09 HOUSING**

Objective: To help ensure adequate housing.

Activities: Maintenance of rental housing facilities. Council does not currently provide services in this area.

**10 COMMUNITY AMENITIES**

Objective: Provide services required by the community.

Activities: Refuse and recycling collection services, operation of refuse disposal sites, town planning & regional development, cemeteries, public conveniences and protection of the environment

**11 RECREATION AND CULTURE**

Objective: To establish and manage efficiently infrastructure and resources which will help the social well being of the community.

Activities: Maintenance of public Halls, parks and reserves, sporting facilities, libraries and museum.

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**2. COMPONENT FUNCTIONS/ACTIVITIES**

**12 TRANSPORT**

Objective: To provide effective and efficient transport services to the community.  
 Activities: Construction and maintenance of roads, drainage works, footpaths, parking facilities, traffic signs, street cleaning, street trees, private works and traffic management.

**13 ECONOMIC SERVICES**

Objective: To help promote the Shire and improve its economic well being.  
 Activities: Promotion of Tourism, Maintenance of Caravan Park, building control, noxious weed control, receipt of royalties.

**14 OTHER PROPERTY & SERVICES**

Activities: Plant repairs, public works overheads and other operational costs.

**3. CASH AND INVESTMENTS**

Actual cash balances versus end-of-year projected results are detailed below:

	Budget 30/06/2021	B/Forward 01/07/2020	YTD Actual 31/03/2021
Restricted (See below)	5,704,551.00	6,624,763	6,830,701
Restrictive Liability (Bonds)	5,424,593.00	5,739,577	3,730,720
Restricted Funds - Trust Deposit	0.00	189,561	0
Unrestricted			
Municipal Fund	6,464,250.00	3,241,806	872,647
Municipal Investment Account	0.00	1,014,496	5,019,597
Petty Cash on Hand	2,160.00	2,160	2,160
<b>Total Cash Balance</b>	<b>17,595,554.00</b>	<b>16,812,362</b>	<b>16,455,824</b>

The following reserve funds have restrictions imposed by Council under Regulations or by external requirements:

Waste Management Reserve	1,410,974	1,535,974	1,535,974
Bushfire Control & Management Reserve	2,282	2,282	2,282
Aged Housing Reserve	1,144,953	1,187,133	1,191,126
Employee Entitlements Reserve	185,381	192,881	193,893
Arbuthnott Memorial Scholarship Reserve	3,285	3,585	3,585
Strategic Planning Studies Reserve	40,051	40,051	40,051
Land Development Reserve	450,271	450,271	350,271
Vehicle and Plant Reserve	376,690	402,000	402,000
Roadworks Reserve	435,434	435,434	435,434
Parks and Reserves Reserve	153,744	153,744	153,744
Revaluation Reserve	10,700	10,700	10,700
CBD Development Reserve	3,054	3,054	3,054
Buildings Reserve	247,216	758,523	958,044
Apple Funpark Reserve	99,521	99,521	0
Information Technology Reserve	99,523	107,523	107,523
Carried Forward Projects Reserve	938,940	1,139,556	1,074,750
Covid 19 Reserve	102,532	102,532	102,532
POS Reserve - Donnybrook			208,771
POS Reserve - Balingup	0	0	56,967
	<b>5,704,551</b>	<b>6,624,763</b>	<b>6,830,701</b>

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**4. NET CURRENT ASSETS**

Composition of Net Current Asset Position

**CURRENT ASSETS**

	Budget 30/06/2021 \$	B/Forward 01/07/2020 \$	YTD Actual 31/03/2021 \$
Cash at Bank and on Hand	761,859	4,258,461	5,413,592
Restricted Assets - Reserves	5,704,551	6,624,763	6,830,701
Restricted Assets - Bond Deposits	5,424,593	5,739,577	4,208,630
Restricted Assets - Trust Funds	0	189,561	0
Sundry Debtors Rates	508,475	404,548	890,975
Receivables/Debtors	115,938	86,923	216,168
Accrued Income	63,913	51,716	0
GST Asset Clearing A/C	85,772	69,403	138,437
ESL Asset Clearing A/C	28,927	23,407	314,835
Prepayments	35,000	17,028	0
Stock on Hand	10,284	10,284	123,045
Land Held for Resale	97,652	97,652	0
Contract Assets	115,000	413,642	13,383
	<b>12,951,964</b>	<b>17,986,966</b>	<b>18,149,766</b>

**CURRENT LIABILITIES**

	Budget 30/06/2021 \$	B/Forward 01/07/2020 \$	YTD Actual 31/03/2021 \$
Provision for LSL Current	(438,098)	(438,098)	(467,343)
Provision for A/L Current	(699,275)	(513,894)	(550,537)
Add Cash Backed Reserve	185,381	192,881	192,881
Accrued Salaries/Wages	(149,827)	(220,176)	0
Accrued Expenses	(36,113)	(53,069)	0
Prepaid Rates	(95,288)	(140,029)	(107,932)
GST Liability Clearing A/C	(25,351)	(31,957)	(21,078)
ESL Liability Clearing A/C	0	0	(297,726)
PAYG Clearing A/C	(68,049)	(105,297)	(107,489)
Contract Liability	(189,095)	(2,724,717)	(2,644,596)
Sundry Creditors	(307,105)	(361,584)	(1,113,788)
Restricted Liability - Bonds	(5,424,593)	(5,739,577)	(4,208,630)
Less Restricted Assets - Trust Funds	0	(189,561)	0
Less Restricted Assets - Reserves	(5,704,551)	(6,624,763)	(6,830,701)
	<b>(12,951,964)</b>	<b>(16,949,841)</b>	<b>(16,156,940)</b>

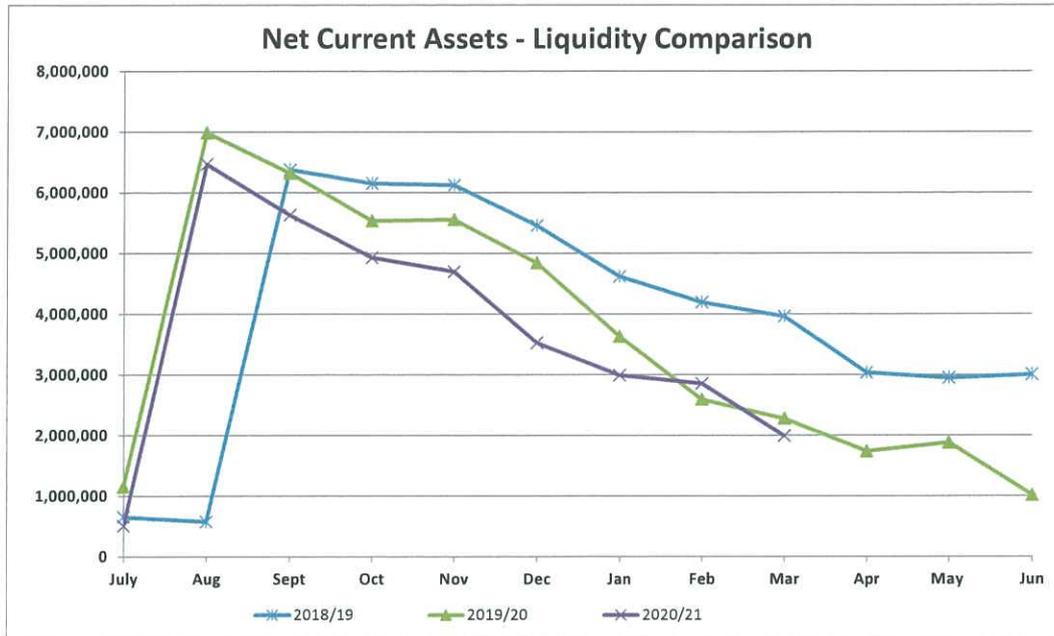
**NET CURRENT FUNDING POSITION**

0      1,037,126      1,992,826

Net Current Assets - Liquidity Comparison			
Month	2018/19	2019/20	2020/21
July	655,255	1,152,916	506,431
August	577,376	6,991,493	6,469,551
September	6,377,761	6,323,548	5,634,551
October	6,155,719	5,540,643	4,931,119
November	6,125,435	5,559,973	4,699,741
December	5,457,420	4,844,897	3,527,899
January	4,619,542	3,636,167	2,991,314
February	4,195,258	2,596,196	2,857,417
March	3,962,956	2,279,317	1,992,826
April	3,032,763	1,740,914	
May	2,948,242	1,885,171	
June	3,007,579	1,018,548	

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**4. NET CURRENT ASSETS**



**Current Ratio**

This ratio is a modified commercial ratio designed to focus on the liquidity position of local government that has arisen from past year's transactions.

A ratio of less than 1:1 means that a local government does not have sufficient assets that can be quickly converted into cash to meet its immediate cash commitments. This may arise from a budget deficit from the past year, a Council decision to operate an overdraft or a decision to fund leave entitlements from next year's revenues.

**Current Ratio =**

$$\frac{\text{Current assets minus restricted current assets}}{\text{Current liabilities minus liabilities associated with restricted assets}}$$

	2018/19	2019/20	2020/21
July	1.37	1.75	1.12
August	1.33	6.15	2.24
September	5.44	5.90	2.10
October	4.64	5.40	1.95
November	5.82	5.02	1.89
December	4.79	4.83	1.65
January	3.84	3.61	1.65
February	3.32	2.21	1.59
March	3.73	2.56	1.39
April	2.65	2.26	
May	3.03	1.53	
June	2.79	1.22	

*\*\* The decrease in the current ratio is due to changes in the Accounting Standards, Grant funding is now recognised in the Balance Sheet as a Contract Liability. As these funds are expended this will transfer from a Contract Liability to Revenue recognition and likely to improve the ratio.*

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**5. VARIANCE ANALYSIS**

The Local Government (Financial Management) Regulations 1996, require a variance analysis between budget year-to-date and actual results to be conducted monthly and reported to Council.

Council has determined that a materiality threshold of \$10,000 will apply for reporting purposes. That is all variances greater than \$10,000 will be reported to Council.

Any variance less than \$10,000 will not be reported to Council. The variance analysis applies to all income and expenditure items, except non-cash items such as depreciation.

A table showing material variances, as at 31st March 2021 has been prepared for Council information and has been included with this report. The comments provided are applicable as at reporting date.

**General**

The variance analysis shows a number of variances with the comment of budget timing variation.

The variances are temporary in nature and relate to the timing of income or expenditure when compared to the projected year to date budget results. Essentially this is a variance in projected cashflows when actual results are compared to budget results.

Unless otherwise indicated in the schedule and these notes, other variations are expected to be resolved as the financial year proceeds.

**General Purpose Funding**

A potential permanent variance is identified for interest on Reserve funds - investment income is based on prevailing interest rates.

Variance of approx \$16k relating to settlement agent account enquiries - increase due to development growth.

**Governance**

All variances identified within this program are expected to resolve as the financial year proceeds and are therefore considered temporary variances only. Currently waiting for final invoice from Auditor General's for EOFY audit fees.

Variance has been identified for Revaluation of Assets, changes in regulations has resulted in expected revaluation of assets not proceeding.

**Law, Order and Public Safety**

Variances have been identified for bushfire mitigation works and fire control expenditure - these variances are expected to resolve as the financial year proceeds.

Variance for the Adverse Events Plan - will now be completed in house, funding will be reallocated to other Drought Community Projects as identified in budget review.

**Health**

There are no variances reportable for the month.

**Education and Welfare**

Material variances reported within this program relate to the operation of Council's Frail Aged Lodge, Preston Village and Well Aged Units. Budget timing variances have been identified, this income reflects level of care provided.

A permanent variance for care income - resident fees has been identified, income relates to respite care and YTD actual is approx \$18k above full year budget amount.

A reduction in rental income for Preston Retirement Village and Units 5-8 Minninup Cottages has been identified reduction is due to unit vacancies and renovations.

**Community Amenities**

Increased income of approx \$22k has been identified for kerbside bin services, this is a permanent variance.

Other variances identified within this program are expected to resolve as the financial year proceeds.

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**5. VARIANCE ANALYSIS**

**Recreation and Culture**

Reduction in income for Dbk Rec Centre Fees & Charges - Gymnasium/memberships has been identified.

Variations for grant funding and reserve fund transfers are dependant on the timing of projects and are expected to resolve as the financial year proceeds.

**Transport**

Variances identified within this program reflect the timing of the road programs and are expected to resolve as the financial year proceeds and are therefore considered temporary variances only.

**Economic Services**

Delivery of vehicle for Principal Building Surveyor due Mid April.

**Public Works Overheads**

All variances reported within public works overheads which are expected to resolve as the year proceeds

Total public works overheads are currently \$51,857 under allocated, rates have been reviewed and increased for the remainder of the year.

Total plant operation costs are currently \$39,218 under allocated, expect under allocation to be resolved by year end.

Total project operation costs have been fully allocated.

Total gross wages and salaries expenditure is approx. \$24k over the year to date budget.

Potential permanent variance (inc. workers comp payments of approx \$90k and \$15k LSL due from Reserve

**6. Minor Debts Written Off Under Delegation**

Minor debts written off under delegation by CEO for the month as at reporting date.

Rates	\$	788.61
Other	\$	-

Acquisition of assets are capitalised in accordance with Australian Accounting Standard 116

**ASSETS ACQUIRED BY TYPE**

	2020/21	
	Adopted Budget	Actual
	\$	\$
Land & Buildings	2,635,764	1,763,430
Plant & Equipment	371,556	142,018
Furniture & Equipment	38,000	12,088
Infrastructure Assets - Roads	2,567,418	1,264,443
Infrastructure Assets - Other	5,160,088	314,860
	<b>10,772,826</b>	<b>3,496,838</b>

**ASSETS ACQUIRED BY PROGRAM**

	2020/21	
	Adopted Budget	Actual
	\$	\$
Governance	163,720	102,350
Law, Order & Public Safety	71,241	71,240
Health	0	0
Education and Welfare	240,822	40,171
Community Amenities	341,220	72,205
Recreation & Culture	4,258,089	1,649,150
Transport	5,543,734	1,510,180
Economic Services	154,000	51,542
	<b>10,772,826</b>	<b>3,496,838</b>

Note Full details of Assets acquired or constructed are shown in Appendix A of the report.

**Shire of Donnybrook - Balingup**  
**Notes To And Forming Part of the Financial Statements**  
**For the Period ended 31st March 2021**

**7. DISPOSAL OF ASSETS**

**ASSETS DISPOSED BY TYPE**

	2020/21	
	Adopted Budget \$	Actual \$
<b>Proceeds of Sale of Assets</b>		
Land	0	81,818
Plant & Equipment	190,810	71,091
	190,810	152,909
Less Written Down Value at Disposal	168,209	113,270
Profit/(Loss) on Disposal	<b>22,601</b>	<b>39,639</b>

**ASSETS DISPOSED BY PROGRAM (Profit / Loss on Disposal)**

	2020/21	
	Adopted Budget \$	Actual \$
Governance	(622)	0
Community Amenities	(5,611)	11,639
Transport	21,320	(8,350)
Economic Services	7,514	36,350
	<b>22,601</b>	<b>39,639</b>

Note: Full details of Assets sold/disposed are shown in Appendix B of the report.

**8. LOAN REDEMPTION (Loan Principal Repayment)**

The total loan principal outstanding as at 31st March 2021 is \$426,693.68.

*Loan redemption does not include borrowings from Tuia RAD Bonds & Preston Retirement Village liability*

**9. CHANGES TO NET SURPLUS/DEFICIT CALCULATION FROM BUDGET ADOPTION TO FINAL AUDITED FIGURE**

<b>Surplus July 1, Brought Forward as per 20/21 Budget (Estimate)</b>	<b>1,037,126</b>
Additional Transfer to C/Forward Projects Reserve	
Unspent funds - Bridge Maintenance	(23,500)
Local Volunteers 19/20 ARC Initiative	(3,000)
Transfer to POS Trust - Mead Street land	(55,766)
Adjustment to Land Held for Resale - Sale of Mead Street land	(52,184)
Accrued Loan Interest	(2,815)
Accrued Income - Preston Village	4,165
Various minor adjustments	(114)
Stock on Hand - Gravel reduced expenditure	114,637
<b>Surplus July 1, Brought Forward actual balance (Audited)</b>	<b><u>1,018,549</u></b>
<b>Difference (reduction in surplus)</b>	<b>(18,577)</b>

**SHIRE OF DONNYBROOK / BALINGUP**  
**Notes to and forming part of the Financial Statements**  
**For the Period ended 31st March 2021**

**APPENDIX A Details of Capital Works Program - 2020/21**

Ledger Account	Proposed Works	2020/21 Amended Budget	Total Cost	Land	Buildings	Plant & Equipment	Furniture & Equipment	Infrastructure Roads	Infrastructure Other
<b>GOVERNANCE</b>									
<b>Other Governance</b>									
105640	Admin Centre - Refurbishment	111,840	102,350		102,350				
105540	Replace Vehicle - Projects Officer	31,220	0			0			
105840	Audio Visual System (meeting streaming)	14,000	0				0		
105840	Upgrade of Shire Office Telephone System	30,000	0		0				
		<b>187,060</b>	<b>102,350</b>	<b>0</b>	<b>102,350</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>LAW, ORDER AND PUBLIC SAFETY</b>									
<b>Fire Control</b>									
103540	Light Tanker - Lowden BFB	0	0			0			
103840	Beelerup Fire Station	12,117	12,990		12,990				
103840	Ferndale BFB	47,922	48,000		48,000				
103840	Kirup/Brazier BFB - Ablutions, Meeting Room & I	0	0		0				
<b>Animal Control</b>									
107940	Dog Pound Seal Flood	6,000	4,830		4,830				
<b>Law, Order and Public Safety</b>									
170040	SES Depot Donnybrook	6,780	5,420		5,420				0
		<b>72,819</b>	<b>71,240</b>	<b>0</b>	<b>71,240</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>HEALTH</b>									
<b>Health Inspection and Administration</b>									
114640	Purchase Furniture	0	0				0		
		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>EDUCATION AND WELFARE</b>									
<b>Tuia Lodge</b>									
173840	Tuia Lodge - Install Gutter Guards to complexes	15,606	0		0				
173840	Tuia Lodge - Fire Suppression System	0	7,847		7,847				
173840	Tuia Lodge - Marri Wing Refurbishment	6,000	4,482		4,482				
173840	Tuia Lodge - Nurses Station / Admin - Refurb Ca	19,380	0		0				
173840	Tuia Lodge - Classification Works	61,680	15,755		15,755				
116840	Tuia Lodge - Furniture & Equipment	12,088	12,088				12,088		
		<b>114,754</b>	<b>40,171</b>	<b>0</b>	<b>28,083</b>	<b>0</b>	<b>12,088</b>	<b>0</b>	<b>0</b>
<b>Other Welfare</b>									
180940	Minninup Cottages - Units 5 - Interior Refurbishn	46,818	0		0				
180940	Minninup Cottages - Units 8 - Interior Refurbishn	46,818	0		0				
		<b>93,636</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**SHIRE OF DONNYBROOK / BALINGUP**  
Notes to and forming part of the Financial Statements  
For the Period ended 31st March 2021

**APPENDIX A**      **Details of Capital Works Program - 2020/21**

Ledger Account	Proposed Works	2020/21 Amended Budget	Total Cost	Land	Buildings	Plant & Equipment	Furniture & Equipment	Infrastructure Roads	Infrastructure Other
<b>COMMUNITY AMENITIES</b>									
<b>Sanitation</b>									
160140	Donnybrook Refuse Site - Closure Study	35,400	10,400						10,400
		<b>35,400</b>	<b>10,400</b>	0	0	0	0	0	<b>10,400</b>
<b>Town Planning</b>									
122740	Replace Vehicle - Town Planner	31,220	31,700				31,700		
		<b>31,220</b>	<b>31,700</b>	0	0	31,700	0	0	0
<b>Other Community Amenities</b>									
109650	Public Toilets - Main Street, Donnybrook	110,000	286		286				
109650	Public Toilets - Kirup	25,000	25,032		25,032				
109650	Public Toilets - Balingup	55,000	4,786		4,786				
109640	Donnybrook Cemetery Upgrades	15,000	0						0
		<b>205,000</b>	<b>30,105</b>	0	30,105	0	0	0	0
<b>RECREATION AND CULTURE</b>									
<b>Other Recreation and Sport</b>									
107140	Balingup - Install new Drinking Fountain	10,000	0						0
109840	Donnybrook - Install new Drinking Fountain	10,000	3,830						3,830
189340	Donnybrook Weir Upgrade	40,000	0						0
189240	Kirup Mill Park - Install new Drinking Fountain	10,000	0						0
189240	Kirup Mill Park - Upgrade	50,000	0						0
112140	Balingup Oval - New Bore	86,000	21,822						21,822
126820	Playground Equipment	15,000	2,621						2,621
106940	Apple Funpark - Renewal of Equipment	7,500	0						0
101940	Apple Funpark Project	1,505,000	8,582						8,582
111840	Dbk Arboretum - Safety Fencing and Furn	22,588	0						0
111840	Street Lighting - Replacement Energy Efficiency	8,000	5,200						5,200
111840	VC Mitchell Park - New Bore	150,000	68						68
111840	Ayers Garden - New Shade / Seating	15,000	15,760						15,760
111840	Ayers Garden - Upgrade Shade / Seating	10,000	0						0
111840	Pump Track	400,000	0						0
102840	Balingup Rec Centre	67,000	3,000		3,000				
189440	VC Mitchell Park - Redevelopment	250,000	53,948						53,948
		<b>2,656,088</b>	<b>114,831</b>	0	3,000	0	0	0	<b>111,831</b>

**SHIRE OF DONNYBROOK / BALINGUP**  
Notes to and forming part of the Financial Statements  
For the Period ended 31st March 2021

**APPENDIX A**      **Details of Capital Works Program - 2020/21**

Ledger Account	Proposed Works	2020/21 Amended Budget	Total Cost	Land	Buildings	Plant & Equipment	Furniture & Equipment	Infrastructure Roads	Infrastructure Other
<b>Donnybrook Recreation Centre</b>									
189040	Equipment - Floor Scrubber	5,800	5,668			5,668			
172940	Refurbish Disabled Toilets	8,323	10,005		10,005				
172940	Pool Relined	81,600	87,574		87,574				
172940	Pool - New Nonslip Floor Product	15,606	0		0				
172940	Pool Plant - Renew Water Treatment Plant Cont	11,033	35,053		35,053				
172940	Pool Plant - Renew Sand Filter	33,300	0		0				
		<b>155,662</b>	<b>138,299</b>	<b>0</b>	<b>132,632</b>	<b>5,668</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other Culture</b>									
110940	Donnybrook Town Centre Revitalisation	2,155,671	1,396,019		1,396,019				
		<b>2,155,671</b>	<b>1,396,019</b>	<b>0</b>	<b>1,396,019</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TRANSPORT</b>									
<b>Construction, Streets, Roads Bridges, Depots</b>									
132000	Bridgeworks (Special Grants)	2,502,000	0						0
132100	Roadworks Construction - General	387,230	208,362					208,362	
132600	Regional Road Group Projects	1,075,188	768,415					768,415	
133000	Roads to Recovery Program	425,000	162,173					162,173	
133300	Blackspot Projects	680,000	125,493					125,493	
132400	Footpath Construction Program	205,000	141,087						141,087
		<b>5,274,418</b>	<b>1,405,530</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,264,443</b>	<b>141,087</b>
<b>Road Plant Purchases</b>									
135540	Replace Tip Truck - DB4550	98,607	0				0		
135540	Replace Ute - DB112 (W&S)	41,519	0				0		
135540	Replace Ute - DB117 (P&G)	25,949	0				0		
135540	Replace Ride on Mower - DB606	50,625	46,717			46,717			
135540	Replace Ride on Mower - DB898	26,987	27,324			27,324			
135540	Replace Ute - DB102 - Balingup	25,629	30,609			30,609			
		<b>269,316</b>	<b>104,650</b>	<b>0</b>	<b>0</b>	<b>104,650</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ECONOMIC SERVICES</b>									
<b>Rural Services</b>									
182340	Donnybrook Commercial Standpipe	117,000	19,466						19,466
182340	Balingup Commercial Standpipe	71,000	32,076						32,076
		<b>188,000</b>	<b>51,542</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>51,542</b>
<b>Building Control</b>									
141940	Replace Bldg Surveyor Ute - DB631	34,000	0				0		
		<b>34,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL CAPITAL EXPENDITURE</b>		<b>11,473,044</b>	<b>3,496,838</b>	<b>0</b>	<b>1,763,430</b>	<b>142,018</b>	<b>12,088</b>	<b>1,264,443</b>	<b>314,860</b>

**SHIRE OF DONNYBROOK / BALINGUP**  
**Notes to and forming part of the Financial Statements**  
**For the Period ended 31st March 2021**

**Appendix B Asset Disposal Schedule - 2020/21**

Asset No.	Asset Details	Asset Classification	Budget Proceeds Sale of Asset	Budget Written Down Value	Budget Profit/Loss	Actual Proceeds Sale of Asset	Actual Written Down Value	Actual Profit / Loss
<b>GOVERNANCE</b>								
General Administration								
61301	Izuzu MUX - DB15	Plant & Equipment	37,173	37,795	(622)	0	0	0
			<u>37,173</u>	<u>37,795</u>	<u>(622)</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>COMMUNITY AMENITIES</b>								
Town Planning & Regional Development								
61298	Toyota Fortuner - DB463	Plant & Equipment	32,184	37,795	(5,611)	42,727	31,088	11,639
			<u>32,184</u>	<u>37,795</u>	<u>(5,611)</u>	<u>42,727</u>	<u>31,088</u>	<u>11,639</u>
<b>TRANSPORT</b>								
Road Plant Purchases								
61211	Tip Truck - DB4550	Plant and Equipment	33,741	19,721	14,020	0	0	0
61274	Mitsubishi Dual Cab Ute - DB112	Plant and Equipment	18,000	20,760	(2,760)	0	0	0
61263	Mitsubishi Triton Ute - DB117	Plant and Equipment	12,795	13,493	(698)	0	0	0
61292	Kubota Tractor Mower - DB606	Plant and Equipment	15,776	10,379	5,397	9,000	15,298	(6,298)
61270	Kubota Tractor Mower - DB898	Plant and Equipment	7,088	7,266	(178)	8,000	7,088	912
61236	Ford Ranger Ute - DB102	Plant and Equipment	14,539	9,000	5,539	11,364	14,328	(2,965)
			<u>101,939</u>	<u>80,619</u>	<u>21,320</u>	<u>28,364</u>	<u>36,714</u>	<u>(8,350)</u>
<b>ECONOMIC SERVICES</b>								
Building Control								
61252	Mitsubishi Triton Ute - DB631	Plant and Equipment	19,514	12,000	7,514	0	0	0
			<u>19,514</u>	<u>12,000</u>	<u>7,514</u>	<u>0</u>	<u>0</u>	<u>0</u>
Other Economic Services								
10140	Sale Lot 3 Mead Street	Land	0	0	0	81,818	45,468	36,350
			<u>0</u>	<u>0</u>	<u>0</u>	<u>81,818</u>	<u>45,468</u>	<u>36,350</u>
			<u>190,810</u>	<u>168,209</u>	<u>22,601</u>	<u>152,909</u>	<u>113,270</u>	<u>39,639</u>

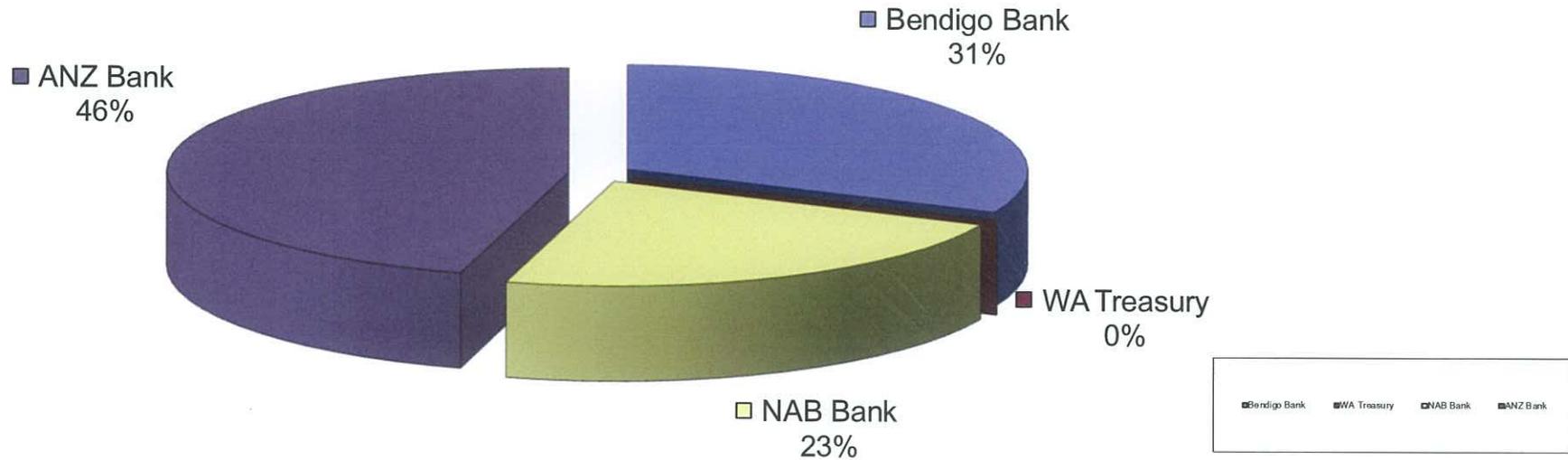
**Shire of Donnybrook-Balingup  
Schedule of Investments Held  
For the period ended 31st March 2021**

FUND	WHERE HELD	% RATE	MATURITY	OPENING	DEPOSITS	WITHDRAWALS	CLOSING
<b>MUNICIPAL FUND</b>							
Municipal Fund	Bendigo - 120942362	Variable	At Call	\$1,041,758.18	\$5,922,771.99	-\$6,105,136.61	\$859,393.56
	ANZ Bank 9116-13334	0.22%	3-Apr-2021	\$1,003,156.50	\$0.00	\$0.00	\$1,003,156.50
	ANZ Bank 9129-57331	0.29%	4-Apr-2021	\$1,001,931.50	\$0.00	\$0.00	\$1,001,931.50
	Bendigo Bank - 3617205	0.15%	9-Jun-2021	\$1,000,000.00	\$0.00	\$0.00	\$1,000,000.00
	Bendigo Bank - 3625131	0.15%	16-Jun-2021	\$1,000,000.00	\$0.00	\$0.00	\$1,000,000.00
	NAB Bank 44-223-0954	0.25%	15-May-2021	\$1,000,000.00	\$0.00	\$0.00	\$1,000,000.00
	WA Treasury - General	0.20%	At Call	\$14,508.36	\$0.62	\$0.00	\$14,508.98
				<b>\$6,061,354.54</b>	<b>\$5,922,772.61</b>	<b>-\$6,105,136.61</b>	<b>\$5,878,990.54</b>
<b>TRUST FUND</b>							
General Trust Fund	Bendigo - 120942578	Variable	At Call	\$127,379.68	\$138,965.91	\$0.00	\$266,345.59
Licensing Trust Fund	Bendigo - 120942446	Variable	At Call	\$0.00	\$0.00	\$0.00	\$0.00
				<b>\$127,379.68</b>	<b>\$138,965.91</b>	<b>\$0.00</b>	<b>\$266,345.59</b>
Tuia Lodge Accommodation Bonds	ANZ A/c: 9116-47489	0.29%	18-Mar-2021	\$2,057,666.18	\$1,505.22	-\$2,059,171.40	\$0.00
Tuia Lodge Accommodation Bonds	Bendigo - 3634159	0.15%	25-Jun-2021	\$2,048,543.54	\$0.00	\$0.00	\$2,048,543.54
Tuia Lodge Accommodation Bonds	ANZ A/c: 9116-13289	0.22%	3-Apr-2021	\$1,682,175.96	\$0.00	\$0.00	\$1,682,175.96
				<b>\$5,788,385.68</b>	<b>\$1,505.22</b>	<b>-\$2,059,171.40</b>	<b>\$3,730,719.50</b>
FUND	WHERE HELD	% RATE	MATURITY	OPENING	DEPOSITS	WITHDRAWALS	CLOSING
<b>LONG TERM INVESTMENT</b>							
Bendigo Bank Shares	Bendigo Bank	-	At Call	\$25,000.00	\$0.00	\$0.00	\$25,000.00
				<b>\$25,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$25,000.00</b>
<b>INVESTMENT FUND</b>							
Aged Housing Reserve	ANZ A/c: 9202-29916	0.22%	3-Apr-2021	\$267,011.97	\$0.00	\$0.00	\$267,011.97
Aged Housing Reserve	ANZ A/c: 9202-29924	0.29%	5-Apr-2021	\$911,194.87	\$0.00	\$0.00	\$911,194.87
Waste Management Reserve	ANZ A/c: 9732-82198	0.10%	6-Jun-2021	\$1,535,973.72	\$1,100.40	-\$1,100.40	\$1,535,973.72
Interest Reserve	ANZ A/c: 9732-82198	0.29%	3-Apr-2021	\$2,900.99	\$0.00	\$0.00	\$2,900.99
Buildings	ANZ A/c: 9732-82235	0.22%	3-Apr-2021	\$767,216.23	\$0.00	\$0.00	\$767,216.23
Land	ANZ A/c: 9732-82235	0.22%	3-Apr-2021	\$350,270.71	\$0.00	\$0.00	\$350,270.71
Roadworks Reserve Account	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$435,434.44	\$0.00	\$0.00	\$435,434.44
Parks Reserve Account	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$153,743.91	\$0.00	\$0.00	\$153,743.91
CBD Development Reserve	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$3,053.54	\$0.00	\$0.00	\$3,053.54
Bushfire Control & Management Reserve	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$2,281.91	\$0.00	\$0.00	\$2,281.91
Arbuthnott Reserve	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$3,584.65	\$0.00	\$0.00	\$3,584.65
Information Technology Reserve	NAB A/c: 86-143-2438	0.30%	9-May-2020	\$107,523.19	\$0.00	\$0.00	\$107,523.19
Langley Villas & Minn Cottis Contingency Account	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$12,919.22	\$0.00	\$0.00	\$12,919.22
Town Planning Reserve	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$40,051.22	\$0.00	\$0.00	\$40,051.22
Buildings Reserve	NAB A/c: 86-143-2438	0.30%	9-May-2021	\$190,828.17	\$0.00	\$0.00	\$190,828.17
Plant Replacement Reserve	NAB A/c: 86-142-2539	0.15%	8-Apr-2021	\$401,999.77	\$0.00	\$0.00	\$401,999.77
Valuation Reserve	NAB A/c: 86-137-3001	0.30%	9-May-2021	\$10,700.10	\$0.00	\$0.00	\$10,700.10
Employee Leave & Gratuity Reserve	NAB A/c: 86-137-3001	0.30%	9-May-2021	\$193,893.04	\$0.00	\$0.00	\$193,893.04
Carried Forward Projects Reserve	NAB A/c: 86-137-3001	0.30%	9-May-2021	\$1,074,749.82	\$0.00	\$0.00	\$1,074,749.82
Covid 19 Reserve	NAB A/c: 86-137-3001	0.30%	9-May-2021	\$102,532.15	\$0.00	\$0.00	\$102,532.15
				<b>\$6,592,863.62</b>	<b>\$1,100.40</b>	<b>-\$1,100.40</b>	<b>\$6,592,863.62</b>
<b>TOTAL CASH &amp; INVESTMENTS</b>				<b>\$18,569,983.52</b>	<b>\$6,064,344.14</b>	<b>-\$8,165,408.41</b>	<b>\$16,468,919.25</b>

**Investments Balances**

	Amount	% Exposure	Maximum Exposure Permitted	S&P Rating Short Term
Bendigo Bank	\$5,199,282.69	31.57%	75%	A -2
WA Treasury	\$14,508.98	0.09%	100%	AAA
NAB Bank	\$3,733,295.13	22.67%	100%	A -1+
ANZ Bank	\$7,521,832.45	45.67%	100%	A -1+
	<b>\$16,468,919.25</b>	<b>100.00%</b>		

**Shire of Donnybrook - Balingup  
Investment Balances**



**Shire of Donnybrook-Balingup  
Summary of Bank Reconciliation  
For the period ended 31st March 2021**

**MUNICIPAL FUND**

Balance as per Bank Statements	859,394
Investments - Muni Funds	5,019,597
Investments - Trust Bonds	3,730,720
Deposits not yet Credited	10,441
Less Outstanding Cheques	(89)
Outstanding Transfers from Reserve	2,901
Outstanding Transfers to Reserves	0
Outstanding Transfers to Trust	0
Outstanding Transfers from Trust	0
Cheques not Yet Processed	0
Credit Card Payments	0
Bank Adjustment	0
<b><i>Balance as per Cash At Bank Account</i></b>	<b><u>9,622,963</u></b>

**PETTY CASH**

Shire Petty Cash on Hand	300
Shire Till Float on Hand	300
Tuia Lodge Petty Cash on Hand	200
Tuia Lodge Resident Kitty Float	1,000
Rec Centre Till Float on Hand	200
Dbk Community Library	100
Balingup Library	60
<b><i>Balance as per Petty Cash Account</i></b>	<b><u>2,160</u></b>

**TRUST FUNDS**

Balance as per Bank Statements	608
Investments	0
Plus Deposits not yet Credited	0
Less Outstanding Cheques	(608)
Less DOT EFT payment	0
Bank Adjustment	0
Outstanding Transfers	0
<b><i>Balance as per Cash At Bank Account</i></b>	<b><u>0</u></b>

**RESERVE FUND**

Balance as per Bank Statements	265,738
Investments	6,567,864
<b><i>Balance as per Cash At Bank Account</i></b>	<b><u>6,833,602</u></b>

**LONG TERM INVESTMENT**

Bendigo Shares	25,000
<b><i>Balance as per Cash At Bank Account</i></b>	<b><u>25,000</u></b>

<b>TOTAL BALANCE CASH AT BANK</b>	<b><u>16,483,725</u></b>
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**SHIRE OF DONNYBROOK-BALINGUP**  
Rates Collection Statistics as at 31st March 2021

	Rates % June 20'	Movement in Mar '21	Rates % Mar '21
Arrears Brought Forward	329,193	(3,808)	325,385
Prepayment of Rates	(95,479)	(12,453)	(107,932)
Billing To Date	5,172,780	2,622	5,175,402
	5,406,493	(13,639)	5,392,855
Less Received To Date	1,095,270	3,356,939	4,452,209
Balance Owed	4,311,224	(3,370,578)	940,646
Percentage Collection (Including Arrears B/Fwd)	19.91%	62.65%	82.56%
Percentage Collection (On 20/21)	21.17%	64.85%	86.03%

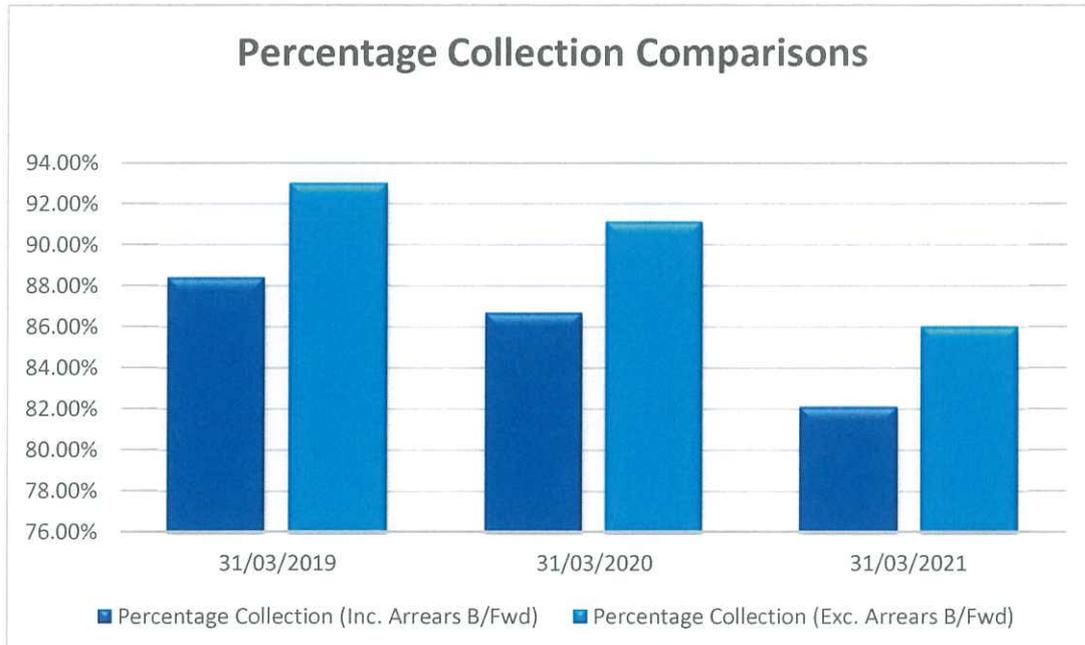
**Note:** Rates equating to approx 2.5% are not immediately collectable, being validly deferred under the State Governments' Scheme for Pensioner Rates deferrment. ie only 97.5% is collectable.

**\*\* Please note:** figures reported are Rates collections only, excludes ESL and Waste Collection charges.

## SHIRE OF DONNYBROOK-BALINGUP

Rates Comparison Statistics as at 31st March 2021

	31/03/2019	31/03/2020	31/03/2021
Arrears Brought Forward	332,007	350,866	325,385
Prepayment of Rates	(72,746)	(86,586)	(79,686)
Billing To Date	4,990,470	5,171,264	5,175,402
<b>Total Raised Inc. Arrears</b>	<b>5,249,731</b>	<b>5,435,543</b>	<b>5,421,101</b>
Less Received To Date	4,641,088	4,711,918	4,452,209
Balance Owed	608,643	723,625	968,892
Percentage Collection (Inc. Arrears B/Fwd)	88.41%	86.69%	82.13%
Percentage Collection (Exc. Arrears B/Fwd)	93.00%	91.12%	86.03%



Ref	Club	Location	Type	Amount 2020/21 (ex GST)	50%	Usually Invoiced	2019/20 - PAID OR COVID RESERVE TRANSFERRED
D11	Donnybrook / Capel Cricket Association	Egan Park	Building Lease	\$486.82	\$243.41	November 2020	19/20 charges raised Dec 19 (no waiver amount has been applied, no refund of charges via Creditors)
D11	Donnybrook / Capel Cricket Association	Egan Park	Ground Rental	\$413.55	\$206.78	November 2020	19/20 charges raised Dec 19 (no waiver amount has been applied, no refund of charges via Creditors)
R1	Donnybrook Mens Shed (Inc)	Egan Park	Rental	\$319.00	\$159.50	November 2020	19/20 charges raised Dec 19 (no waiver amount has been applied, no refund of charges via Creditors)
D12	Donnybrook Netball Assoc	Egan Park	Rental	\$521.14	\$260.57	March 2021	no charges raised for 19/20 - funds transferred from COVID reserve
D13	Donnybrook Football Club	VC Mitchell Park	Ground Rental	\$2,457.27	\$1,228.64	March 2021	no charges raised for 19/20 - funds transferred from COVID reserve
D13	Donnybrook Football Club	VC Mitchell Park	Building rental	\$978.27	\$489.14	March 2021	no charges raised for 19/20 - funds transferred from COVID reserve
D18	Donnybrook Tennis Club	VC Mitchell Park	Land rental	\$1,453.05	\$726.53	November 2020	19/20 charges raised Dec 19 (no waiver amount has been applied, no refund of charges via Creditors)
B104	Blackwood United Football Club	Balingup Oval	Ground Rental	\$469.23	\$234.62		no charges raised for 19/20 - funds transferred from COVID reserve
S21	South West Show Horse Association	Jim McDonald Oval	Ground Rental	\$561.95	\$280.98	March 2021	no charges raised for 19/20 - funds transferred from COVID reserve
B64	Balingup & Districts Sports Assoc	Balingup Recreation Centre	Rental	\$1,000.00	\$500.00	Nov 20 & Mar 21	Only half of the 19/20 charges have been raised - levied \$1000 annually, paid \$500 and \$500 transferred from COVID reserve
L16	Donnybrook Lions Club	Annual Rental Portion of 10	Rental	\$58.00	\$29.00	November 2020	no charges raised for 19/20 - but NO funds transferred from COVID reserve either
W121	Wellington District Pony Club	Annual Lease		\$50.00	\$25.00	November 2020	no charges raised for 19/20 - funds transferred from COVID reserve
			<b>Total</b>	<b>\$8,768.28</b>	<b>\$4,384.17</b>		



# AGED CARE SERVICES

Jan - Mar 2021

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## Executive Summary

In January, Tuia Lodge was hit with a Gastroenteritis outbreak – affecting a number of residents and staff alike. The Department of Health was notified, and the situation heavily monitored. Restrictions were put in place for visitors, and constant updates provided to the Department. The outbreak cleared in late January.

As a result of reduced number of staff (and on the back of the cleared gastroenteritis) the decision was taken not to admit any new residents until the staff count was raised to be accommodating. At this time, the current number of residents sat at 72.5%. A plan was put in place to be fully staffed by the second week of March, have the rooms ready for admission, and start the admission process. This was completed within time.

Commencing 9<sup>th</sup> March 2021, residents were admitted into Tuia at a rate of three (3) residents per week. By the end of March, we had increased our bed count from 29 to 38, with three (3) of the new residents becoming permanent during that time.

Tuia Lodge was selected to be in Phase 1a of the COVID-19 Pfizer Vaccine rollout in Australia. The first shot of the vaccine was administered on 4<sup>th</sup> March, with the second shot on 25<sup>th</sup> March. It is important to recognise the efforts of staff for their hard work, time, and effort put into helping coordinate this. Phase 1a was introduced with little warning, with minimal information, and with the Department overseeing it still in a learning/testing phase of the rollout. Not only did staff coordinate the seamless process of informing residents, staff, and visitors of the incoming vaccine; but also collected the required paperwork and put in place the failsafe of the rollout to make the day run without issue. Teams of medical professionals attended Tuia Lodge to administer the Pfizer vaccine, and were very impressed with how staff members prepared.

Volunteers, groups, and activities were resumed in late March, with some of the restrictions at Tuia Lodge reduced. We still follow all guidelines as directed by the WA Department of Health and will monitor this going forward. So far, the news of this has been met with positivity.

An audit was undertaken by Tecon Australia in the last quarter. Items for this were actioned this quarter. Sixteen (16) action items came from the audit. The Manager Aged Care, Coordinator Aged Care Support Services, Coordinator Hospitality Support Services, and the Maintenance Officer have been given until the end of May 2021 to complete action items. Once items are complete, it is expected that the building will be reclassified to a BCA classification of 9(c).

With the announcement of a preferred external provider now imminent, the Manager of Aged Care and the Coordinator Aged Care Support Services worked collaboratively with Shire Administration staff to prepare information requested during a due diligence phase. This process is still ongoing, with new requests coming in weekly.

## Resident Data

### Resident

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Year Avg</b>
<b>Permanent Residents</b>	31	29	32	30.66
<b>Occupancy Permanent Residents %</b>	77.5%	72.5%	80%	76.66%
<b>Resident Respite Days</b>	55 days	0 days	104 days	53 days

No respite residents were admitted in February, following an executive decision to put all new admissions on hold while care staff recruitment was underway. This decision was to ensure that a high standard of care was maintained at the lodge. In March, the lodge commenced readmitting residents for respite; with 5 residents having been admitted permanently since. Recruitment for care staff is still ongoing with management aiming at returning to a full capacity roster. The recruitment process has come with challenges such as a low turnover of suitable candidates to fill the roles of care workers.

### Gender Diversity (Permanent Residents)

<b>Gender</b>	<b>Jan</b>	<b>%</b>	<b>Feb</b>	<b>%</b>	<b>Mar</b>	<b>%</b>
<b>Male</b>	14	45	13	45	13	41
<b>Female</b>	17	55	16	55	19	59
<b>Totals</b>	<b>31</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>32</b>	<b>100</b>

Our resident and staff gender cohort continues to comprise of a female majority, efforts continue to be made to recruit male staff. At present, we have 4 male staff on our clinical team with 1 being a casual care staff.

## Clinical Care Statistics

### COVID-19 Vaccination

The highlight of the clinical department this quarter was Tuia Lodge being selected as one of the first Residential Aged Care facilities in the South West to have the Phase 1a COVID-19 roll out. A total of 24 Residents, 13 staff members and 3 family members received the Pfizer vaccine. No serious adverse effects were reported.

### Allied Health

	Jan	Feb	Mar	Total/Avg
<b>Activities held</b>	21	42	42	<b>35</b>
<b>Activity Participation (Avg.)</b>	11	19	12	<b>14</b>
<b>Outings Held</b>	0	0	0	<b>0</b>
<b>Outing Participation</b>				
<b>Volunteer Hosted Activities</b>	0	0	0	<b>0</b>
<b>Individual 1 on 1 OT Sessions*</b>	153	177	173	<b>167</b>

\*These are 15 minute 1 on 1 sessions with residents.

This quarter, there has been no outings, volunteer activities or groups coming into the lodge in the 1<sup>st</sup> half of the quarter; due to the ongoing COVID-19 restrictions and directives from the Department of Health. As of early March, the lodge has allowed volunteers and groups to come back into the lodge. The safety of our residents in our main priority, and mandatory screening remains in place.

### Resident/Family Feedback

	Jan	Feb	Mar	Total
<b>Complaints/Concerns received</b>	0	0	0	<b>0</b>
<b>Complaints/Concerns resolved</b>	0	0	0	<b>0</b>
<b>Complaints escalated</b>	0	0	0	<b>0</b>
<b>Compliments received</b>	0	0	0	<b>0</b>

With the introduction of the in-house meal preparation in late December, complaints relating to food have reduced to next to nil; with none than cannot be rectified within that mealtime. No major complaints received during this period. Compliments received not recorded, as given verbal. But families and residents alike have been very impressed with the meals this quarter.

## Audits

	Jan	Feb	Mar	Total
<b>Audits Undertaken</b>	2	6	2	10

Audits are conducted using the “Moving On Audit” (MOA) benchmarking program. The audits are completed in house by the team at Tuia. The results are collected by MOA, and the outcomes are compared to standards in an audit report; benchmarked across the sector.

In this quarter, the following audits were required:

**January:** Medication Management; Food Satisfaction Survey

**February:** Consumer Identity, Dignity & Respect; Financial Governance; Privacy & Confidentiality; Chocking/Dysphagia; Staff Feedback Survey

**March:** Inventory and Equipment; Emotional, Spiritual & Psychological Wellbeing.

## Employee Headcount

### Tuia Lodge Headcount

	Jan	Feb	Mar
<b>Number of Staff*</b>	62	64	63
<b>Staff Hired</b>	4	3	1
<b>Staff Resigned</b>	0	1	2
<b>Agency FTE</b>	NIL	NIL	NIL
<b>Agency Shifts</b>	NIL	NIL	NIL

\*This figure is reflective of the number of persons employed and not of the FTE number engaged under the workforce plan. The number and duration of shifts is generally static or reduced where possible when resident numbers decline.

Previous reports showed the number of employed staff as less than actual. PayPac reports did not include unpaid staff members that did not have a shift during each period (LWOP, Casual etc.) This has been fixed, and accurately reflects the current employee numbers at Tuia Lodge.

Staff Hired:

- January: 3 Care Workers, 1 Food Service Assistant
- February: 3 Care Workers
- March: 1 Care Worker

#### Staff Resigned/Terminated:

- January: 0 staff
- February: 1 Care Worker
- March: 1 Care Worker, 1 Community Housing and Cemeteries Officer

## Monthly Maintenance

The maintenance recorded is for any works undertaken at Tuia Lodge.

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total</b>
<b>Maintenance Requests Opened</b>	36	36	50	122
<b>Maintenance Request Closed</b>	30	35	47	112
<b>Preventative Maintenance</b>	0	1	0	1

An audit commissioned by Tecon Australia was actioned in January. This audit was tied to the reclassification of Tuia Lodge from a BCA classification of 9(a) to 9(c). 16 different action items were identified from the audit and assigned to different members of staff. The expected completion of all items is May 2021.

In February, ActivTec serviced:

- 40x Beds
- 3x Hoists
- 2x Sara Stedy
- 1x Shower Trolley
- 3x Chargers
- 6x Batteries

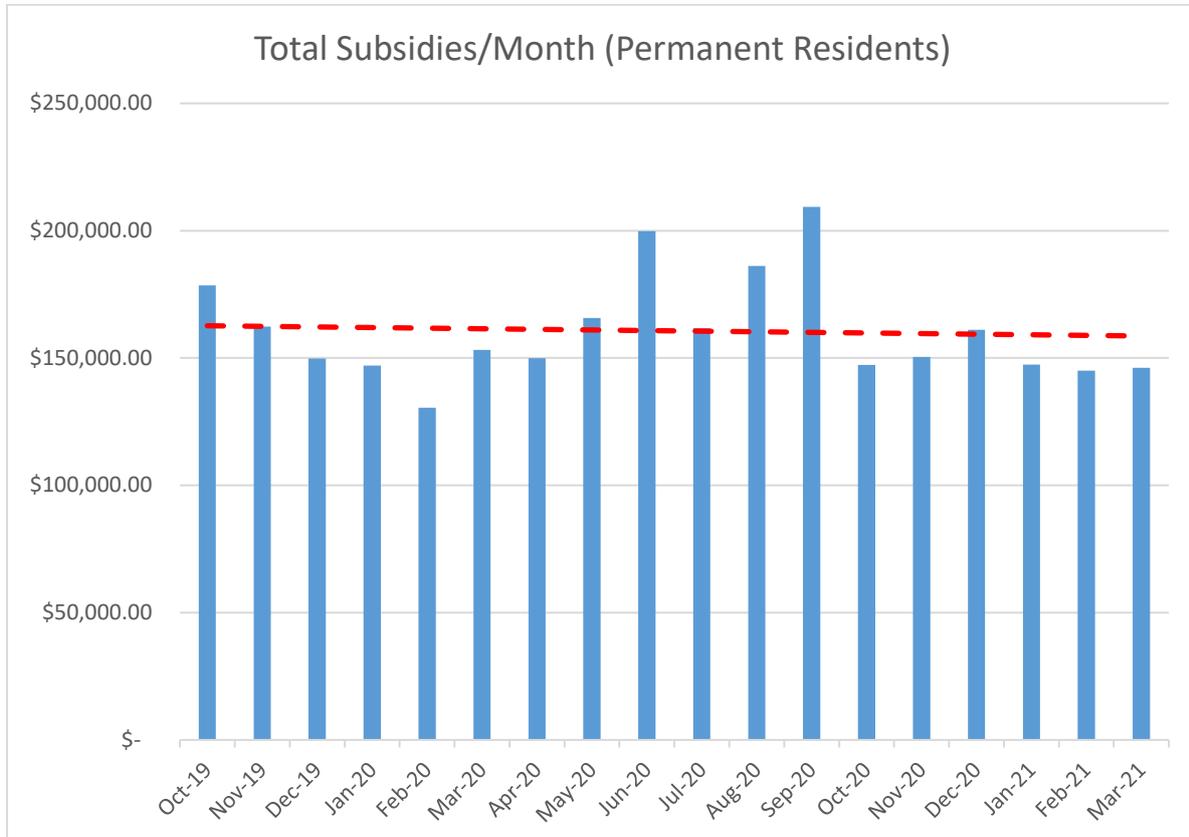
## Finance

Below is key financial information for the quarter.

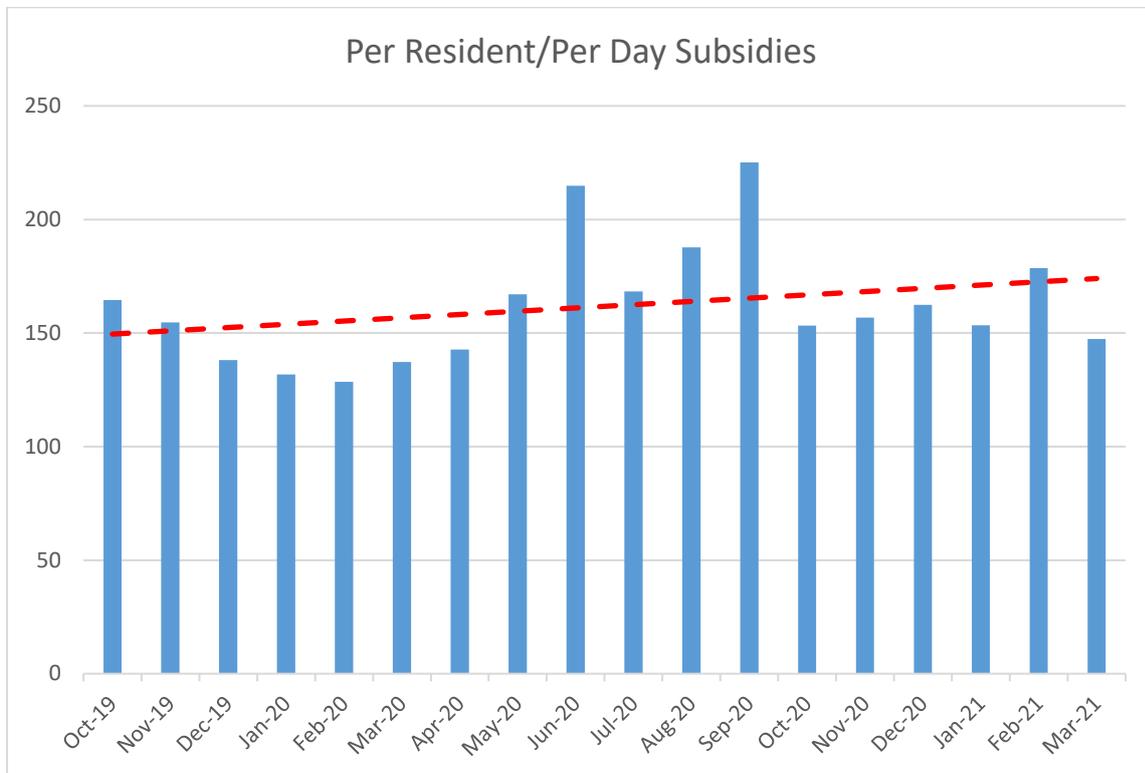
	Jan	Feb	Mar
<b>Gross Subsidies Received</b>	\$157,887	\$151,794	\$167,874
<b>Less Respite Residents</b>	(\$10,498)	(0)	(\$21,030)
<b>Less COVID Supplement</b>	(0)	(0)	*(\$34,911)
<b>Net Subsidies Received</b>	\$147,389	\$151,794	\$111,933
<b>Avg Per Res/Per day (based on perm residents)</b>	\$153.37	\$186.93	\$112.84
<b>Interest on RAD Bonds</b>	\$0	\$3,261	\$1,596
<b>PO's Issued</b>	55	65	70
<b>PO Amount</b>	\$52,445.67	\$61,145.45	\$108,434.73
<b>Basic Daily Care Fees</b>	\$43,927	\$46,873	\$56,608
<b>Means Tested Care Fees</b>	\$5,998	\$7,261	\$5,073
<b>Daily Accom. Payments</b>	\$20,396	\$13,029	\$16,353

\*The amount listed in the COVID-19 supplement in March is a new supplement called the Residential Care Support Supplement (RSS). See Payment Summary for notes.

The mean net monthly subsidies received for permanent residents are approximately \$137,039, with the average permanent resident number for the quarter being 30.66.



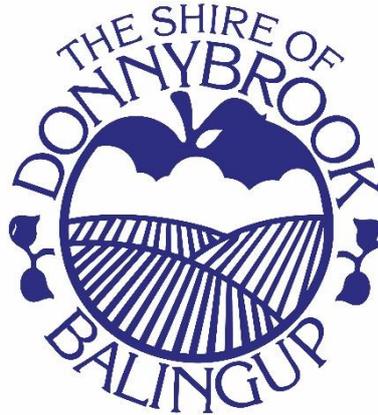
There was a decrease in the funding from December 2020 through to March 2021. This is due to the permanent resident numbers reducing in January and February. We saw an increase in permanent beds in March, which looks to pick the trend back up.



Graphed above a more detailed analysis of the resident per day subsidies for permanent residents received. The number of permanent residents has remained relatively consistent – however, the resident mix has changed. Each month the department pays a certain amount based on history and then adjusts to actual in the next month. This graph adjusts those numbers to better reflect the actual flow of monthly subsidies. The spike in the month of February in subsidies received is due to the RRS.

	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>Subsidies Earned</b>	168,394	157,912	174,858	157,887	144,998	167,266
<b>Less Respite</b>	(18,720)	(7,444)	(13,744)	(10,498)	(0)	(21,030)
<b>Plus Previous Adjustment</b>	40,390*	10,877	0	0	6,796	648
<b>Total</b>	190,064	161,345	161,114	147,389	151,794	146,884
<b># Res</b>	31	32	32	31	29	32
<b># Days</b>	31	30	31	31	28	31
<b>Per Res/ Per Day</b>	197.78	168.07	162.41	153.37	186.94	148.07
<b>Discharge</b>	0	0	0	1	2	0
<b>Admission</b>	0	1	0	0	0	3

\*This amount is the majority of the Covid supplement paid to providers and is based on a specific set of factors in relation to each facility.



## Code of Conduct

### for Council Members, Committee Members and Candidates (Model Code of Conduct)

Document Control			
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## Policy Purpose:

This Policy is adopted in accordance with section 5.104 of the *Local Government Act 1995*.

## Division 1 — Preliminary

### 1. Citation

This is the Shire of Donnybrook Balingup Code of Conduct for Council Members, Committee Members and Candidates.

### 2. Terms used

(1) In this code —

**Act** means the *Local Government Act 1995*;

**candidate** means a candidate for election as a council member;

**complaint** means a complaint made under clause 11(1);

**publish** includes to publish on a social media platform.

(2) Other terms used in this code that are also used in the Act have the same meaning as they have in the Act, unless the contrary intention appears.

## Division 2 — General principles

### 3. Overview of Division

This Division sets out general principles to guide the behaviour of council members, committee members and candidates.

### 4. Personal integrity

(1) A council member, committee member or candidate should —

(a) act with reasonable care and diligence; and

(b) act with honesty and integrity; and

(c) act lawfully; and

(d) identify and appropriately manage any conflict of interest; and

(e) avoid damage to the reputation of the local government.

(2) A council member or committee member should —

(a) act in accordance with the trust placed in council members and committee members; and

(b) participate in decision making in an honest, fair, impartial and timely manner; and

- (c) actively seek out and engage in training and development opportunities to improve the performance of their role; and
- (d) attend and participate in briefings, workshops and training sessions provided or arranged by the local government in relation to the performance of their role.

## **5. Relationship with others**

- (1) A council member, committee member or candidate should —
  - (a) treat others with respect, courtesy and fairness; and
  - (b) respect and value diversity in the community.
- (2) A council member or committee member should maintain and contribute to a harmonious, safe and productive work environment.

## **6. Accountability**

A council member or committee member should —

- (a) base decisions on relevant and factually correct information; and
- (b) make decisions on merit, in the public interest and in accordance with statutory obligations and principles of good governance and procedural fairness; and
- (c) read all agenda papers given to them in relation to council or committee meetings; and
- (d) be open and accountable to, and represent, the community in the district.

## **Division 3 — Behaviour**

## **7. Overview of Division**

This Division sets out —

- (a) requirements relating to the behaviour of council members, committee members and candidates; and
- (b) the mechanism for dealing with alleged breaches of those requirements.

## **8. Personal integrity**

- (1) A council member, committee member or candidate —
  - (a) must ensure that their use of social media and other forms of communication complies with this code; and
  - (b) must only publish material that is factually correct.
- (2) A council member or committee member —
  - (a) must not be impaired by alcohol or drugs in the performance of their official duties; and

- (b) must comply with all policies, procedures and resolutions of the local government.

## **9. Relationship with others**

A council member, committee member or candidate —

- (a) must not bully or harass another person in any way; and
- (b) must deal with the media in a positive and appropriate manner and in accordance with any relevant policy of the local government; and
- (c) must not use offensive or derogatory language when referring to another person; and
- (d) must not disparage the character of another council member, committee member or candidate or a local government employee in connection with the performance of their official duties; and
- (e) must not impute dishonest or unethical motives to another council member, committee member or candidate or a local government employee in connection with the performance of their official duties.

## **10. Council or committee meetings**

When attending a council or committee meeting, a council member, committee member or candidate —

- (a) must not act in an abusive or threatening manner towards another person; and
- (b) must not make a statement that the member or candidate knows, or could reasonably be expected to know, is false or misleading; and
- (c) must not repeatedly disrupt the meeting; and
- (d) must comply with any requirements of a local law of the local government relating to the procedures and conduct of council or committee meetings; and
- (e) must comply with any direction given by the person presiding at the meeting; and
- (f) must immediately cease to engage in any conduct that has been ruled out of order by the person presiding at the meeting.

## **11. Complaint about alleged breach**

- (1) A person may make a complaint, in accordance with subclause (2), alleging a breach of a requirement set out in this Division.
- (2) A complaint must be made —
  - (a) in writing in the form approved by the local government; and
  - (b) to a person authorised under subclause (3); and
  - (c) within 1 month after the occurrence of the alleged breach.

- (3) The local government must, in writing, authorise 1 or more persons to receive complaints and withdrawals of complaints.

## **12. Dealing with complaint**

- (1) After considering a complaint, the local government must, unless it dismisses the complaint under clause 13 or the complaint is withdrawn under clause 14(1), make a finding as to whether the alleged breach the subject of the complaint has occurred.
- (2) Before making a finding in relation to the complaint, the local government must give the person to whom the complaint relates a reasonable opportunity to be heard.
- (3) A finding that the alleged breach has occurred must be based on evidence from which it may be concluded that it is more likely that the breach occurred than that it did not occur.
- (4) If the local government makes a finding that the alleged breach has occurred, the local government may —
  - (a) take no further action; or
  - (b) prepare and implement a plan to address the behaviour of the person to whom the complaint relates.
- (5) When preparing a plan under subclause (4)(b), the local government must consult with the person to whom the complaint relates.
- (6) A plan under subclause (4)(b) may include a requirement for the person to whom the complaint relates to do 1 or more of the following —
  - (a) engage in mediation;
  - (b) undertake counselling;
  - (c) undertake training;
  - (d) take other action the local government considers appropriate.
- (7) If the local government makes a finding in relation to the complaint, the local government must give the complainant, and the person to whom the complaint relates, written notice of —
  - (a) its finding and the reasons for its finding; and
  - (b) if its finding is that the alleged breach has occurred — its decision under subclause (4).

## **13. Dismissal of complaint**

- (1) The local government must dismiss a complaint if it is satisfied that —
  - (a) the behaviour to which the complaint relates occurred at a council or committee meeting; and
  - (b) either —

- (i) the behaviour was dealt with by the person presiding at the meeting; or
  - (ii) the person responsible for the behaviour has taken remedial action in accordance with a local law of the local government that deals with meeting procedures.
- (2) If the local government dismisses a complaint, the local government must give the complainant, and the person to whom the complaint relates, written notice of its decision and the reasons for its decision.

#### **14. Withdrawal of complaint**

- (1) A complainant may withdraw their complaint at any time before the local government makes a finding in relation to the complaint.
- (2) The withdrawal of a complaint must be —
  - (a) in writing; and
  - (b) given to a person authorised under clause 11(3).

#### **15. Other provisions about complaints**

- (1) A complaint about an alleged breach by a candidate cannot be dealt with by the local government unless the candidate has been elected as a council member.
- (2) The procedure for dealing with complaints may be determined by the local government to the extent that it is not provided for in this Division.

### **Division 4 — Rules of conduct**

Notes for this Division:

- 1. Under section 5.105(1) of the Act a council member commits a minor breach if the council member contravenes a rule of conduct. This extends to the contravention of a rule of conduct that occurred when the council member was a candidate.
- 2. A minor breach is dealt with by a standards panel under section 5.110 of the Act.

#### **16. Overview of Division**

- (1) This Division sets out rules of conduct for council members and candidates.
- (2) A reference in this Division to a council member includes a council member when acting as a committee member.

#### **17. Misuse of local government resources**

- (1) In this clause —

**electoral purpose** means the purpose of persuading electors to vote in a particular way at an election, referendum or other poll held under the Act, the *Electoral Act 1907* or the *Commonwealth Electoral Act 1918*;

**resources** of a local government includes —

- (a) local government property; and
  - (b) services provided, or paid for, by a local government.
- (2) A council member must not, directly or indirectly, use the resources of a local government for an electoral purpose or other purpose unless authorised under the Act, or by the local government or the CEO, to use the resources for that purpose.

**18. Securing personal advantage or disadvantaging others**

- (1) A council member must not make improper use of their office —
- (a) to gain, directly or indirectly, an advantage for the council member or any other person; or
  - (b) to cause detriment to the local government or any other person.
- (2) Subclause (1) does not apply to conduct that contravenes section 5.93 of the Act or *The Criminal Code* section 83.

**19. Prohibition against involvement in administration**

- (1) A council member must not undertake a task that contributes to the administration of the local government unless authorised by the local government or the CEO to undertake that task.
- (2) Subclause (1) does not apply to anything that a council member does as part of the deliberations at a council or committee meeting.

**20. Relationship with local government employees**

- (1) In this clause —
- local government employee** means a person —
- (a) employed by a local government under section 5.36(1) of the Act; or
  - (b) engaged by a local government under a contract for services.
- (2) A council member or candidate must not —
- (a) direct or attempt to direct a local government employee to do or not to do anything in their capacity as a local government employee; or
  - (b) attempt to influence, by means of a threat or the promise of a reward, the conduct of a local government employee in their capacity as a local government employee; or
  - (c) act in an abusive or threatening manner towards a local government employee.
- (3) Subclause (2)(a) does not apply to anything that a council member does as part of the deliberations at a council or committee meeting.
- (4) If a council member or candidate, in their capacity as a council member or candidate, is attending a council or committee meeting or other organised event (for example, a briefing or workshop), the council member or candidate must not orally, in writing or by any other means —

- (a) make a statement that a local government employee is incompetent or dishonest; or
  - (b) use an offensive or objectionable expression when referring to a local government employee.
- (5) Subclause (4)(a) does not apply to conduct that is unlawful under *The Criminal Code Chapter XXXV*.

## 21. Disclosure of information

- (1) In this clause —

**closed meeting** means a council or committee meeting, or a part of a council or committee meeting, that is closed to members of the public under section 5.23(2) of the Act;

**confidential document** means a document marked by the CEO, or by a person authorised by the CEO, to clearly show that the information in the document is not to be disclosed;

**document** includes a part of a document;

**non confidential document** means a document that is not a confidential document.

- (2) A council member must not disclose information that the council member —
- (a) derived from a confidential document; or
  - (b) acquired at a closed meeting other than information derived from a non confidential document.
- (3) Subclause (2) does not prevent a council member from disclosing information —
- (a) at a closed meeting; or
  - (b) to the extent specified by the council and subject to such other conditions as the council determines; or
  - (c) that is already in the public domain; or
  - (d) to an officer of the Department; or
  - (e) to the Minister; or
  - (f) to a legal practitioner for the purpose of obtaining legal advice; or
  - (g) if the disclosure is required or permitted by law.

## 22. Disclosure of interests

- (1) In this clause —

**interest** —

- (a) means an interest that could, or could reasonably be perceived to, adversely affect the impartiality of the person having the interest; and

- (b) includes an interest arising from kinship, friendship or membership of an association.
- (2) A council member who has an interest in any matter to be discussed at a council or committee meeting attended by the council member must disclose the nature of the interest —
  - (a) in a written notice given to the CEO before the meeting; or
  - (b) at the meeting immediately before the matter is discussed.
- (1) Subclause (2) does not apply to an interest referred to in section 5.60 of the Act.
- (2) Subclause (2) does not apply if a council member fails to disclose an interest because the council member did not know —
  - (a) that they had an interest in the matter; or
  - (b) that the matter in which they had an interest would be discussed at the meeting and the council member disclosed the interest as soon as possible after the discussion began.
- (3) If, under subclause (2)(a), a council member discloses an interest in a written notice given to the CEO before a meeting, then —
  - (a) before the meeting the CEO must cause the notice to be given to the person who is to preside at the meeting; and
  - (b) at the meeting the person presiding must bring the notice and its contents to the attention of the persons present immediately before any matter to which the disclosure relates is discussed.
- (4) Subclause (7) applies in relation to an interest if —
  - (a) under subclause (2)(b) or (4)(b) the interest is disclosed at a meeting; or
  - (b) under subclause (5)(b) notice of the interest is brought to the attention of the persons present at a meeting.
- (5) The nature of the interest must be recorded in the minutes of the meeting.

### **23. Compliance with plan requirement**

If a plan under clause 12(4)(b) in relation to a council member includes a requirement referred to in clause 12(6), the council member must comply with the requirement.

## Defined terms

*This is a list of terms defined and the provisions where they are defined. The list is not part of the law.*

<b>Defined term</b>	<b>Provision(s)</b>
Act .....	Sch. 1 cl. 2(1)
candidate.....	Sch. 1 cl. 2(1)
closed meeting .....	Sch. 1 cl. 21(1)
complaint.....	Sch. 1 cl. 2(1)
confidential document .....	Sch. 1 cl. 21(1)
document .....	Sch. 1 cl. 21(1)
electoral purpose.....	Sch. 1 cl. 17(1)
interest .....	Sch. 1 cl. 22(1)
local government employee .....	Sch. 1 cl. 20(1)
non confidential document .....	Sch. 1 cl. 21(1)
publish.....	Sch. 1 cl. 2(1)
resources of a local government .....	Sch. 1 cl. 17(1)

# STANDARDS FOR CEO RECRUITMENT, PERFORMANCE AND TERMINATION

[r. 18FA]



## Policy Purpose:

This Policy is adopted in accordance with section 5.39B of the Local Government Act 1995.

## DIVISION 1 — PRELIMINARY PROVISIONS

### 1. Citation

These are the *Shire of Donnybrook Balingup Standards for CEO Recruitment, Performance and Termination*.

### 2. TERMS USED

(1) In these standards —

**Act** means the *Local Government Act 1995*;

**additional performance criteria** means performance criteria agreed by the local government and the CEO under clause 16(1)(b);

**applicant** means a person who submits an application to the local government for the position of CEO;

**contract of employment** means the written contract, as referred to in section 5.39 of the Act, that governs the employment of the CEO;

**contractual performance criteria** means the performance criteria specified in the CEO's contract of employment as referred to in section 5.39(3)(b) of the Act;

**job description form** means the job description form for the position of CEO approved by the local government under clause 5(2);

**local government** means the *Shire of Donnybrook Balingup*;

**selection criteria** means the selection criteria for the position of CEO determined by the local government under clause 5(1) and set out in the job description form;

**selection panel** means the selection panel established by the local government under clause 8 for the employment of a person in the position of CEO.

(2) Other terms used in these standards that are also used in the Act have the same meaning as they have in the Act unless the contrary intention appears.

## DIVISION 2 — STANDARDS FOR RECRUITMENT OF CEOS

### 3. Overview of Division

This Division sets out standards to be observed by the local government in relation to the recruitment of CEOs.

### 4. APPLICATION OF DIVISION

(1) Except as provided in subclause (2), this Division applies to any recruitment and selection process carried out by the local government for the employment of a person in the position of CEO.

# STANDARDS FOR CEO RECRUITMENT, PERFORMANCE AND TERMINATION

[r. 18FA]



- (2) This Division does not apply —
  - (a) if it is proposed that the position of CEO be filled by a person in a class prescribed for the purposes of section 5.36(5A) of the Act; or
  - (b) in relation to a renewal of the CEO's contract of employment, except in the circumstances referred to in clause 13(2).

## 5. DETERMINATION OF SELECTION CRITERIA AND APPROVAL OF JOB DESCRIPTION FORM

- (1) The local government must determine the selection criteria for the position of CEO, based on the local government's consideration of the knowledge, experience, qualifications and skills necessary to effectively perform the duties and responsibilities of the position of CEO of the local government.
- (2) The local government must, by resolution of an absolute majority of the council, approve a job description form for the position of CEO which sets out —
  - (a) the duties and responsibilities of the position; and
  - (b) the selection criteria for the position determined in accordance with subclause (1).

## 6. ADVERTISING REQUIREMENTS

- (1) If the position of CEO is vacant, the local government must ensure it complies with section 5.36(4) of the Act and the *Local Government (Administration) Regulations 1996* regulation 18A.
- (2) If clause 13 applies, the local government must advertise the position of CEO in the manner referred to in the *Local Government (Administration) Regulations 1996* regulation 18A as if the position was vacant.

## 7. JOB DESCRIPTION FORM TO BE MADE AVAILABLE BY LOCAL GOVERNMENT

If a person requests the local government to provide to the person a copy of the job description form, the local government must —

- (a) inform the person of the website address referred to in the *Local Government (Administration) Regulations 1996* regulation 18A(2)(da); or
- (b) if the person advises the local government that the person is unable to access that website address —
  - (i) email a copy of the job description form to an email address provided by the person; or
  - (ii) mail a copy of the job description form to a postal address provided by the person.

## 8. ESTABLISHMENT OF SELECTION PANEL FOR EMPLOYMENT OF CEO

- (1) In this clause —

***independent person*** means a person other than any of the following —

  - (a) a council member;
  - (b) an employee of the local government;

# STANDARDS FOR CEO RECRUITMENT, PERFORMANCE AND TERMINATION

[r. 18FA]



- (c) a human resources consultant engaged by the local government.
- (2) The local government must establish a selection panel to conduct the recruitment and selection process for the employment of a person in the position of CEO.
- (3) The selection panel must comprise —
  - (a) council members (the number of which must be determined by the local government); and
  - (b) at least 1 independent person.

## 9. RECOMMENDATION BY SELECTION PANEL

- (1) Each applicant's knowledge, experience, qualifications, and skills must be assessed against the selection criteria by or on behalf of the selection panel.
- (2) Following the assessment referred to in subclause (1), the selection panel must provide to the local government —
  - (a) a summary of the selection panel's assessment of each applicant; and
  - (b) unless subclause (3) applies, the selection panel's recommendation as to which applicant or applicants are suitable to be employed in the position of CEO.
- (3) If the selection panel considers that none of the applicants are suitable to be employed in the position of CEO, the selection panel must recommend to the local government —
  - (a) that a new recruitment and selection process for the position be carried out in accordance with these standards; and
  - (b) the changes (if any) that the selection panel considers should be made to the duties and responsibilities of the position or the selection criteria.
- (4) The selection panel must act under subclauses (1), (2) and (3) —
  - (a) in an impartial and transparent manner; and
  - (b) in accordance with the principles set out in section 5.40 of the Act.
- (5) The selection panel must not recommend an applicant to the local government under subclause (2)(b) unless the selection panel has —
  - (a) assessed the applicant as having demonstrated that the applicant's knowledge, experience, qualifications, and skills meet the selection criteria; and
  - (b) verified any academic, or other tertiary level, qualifications the applicant claims to hold; and
  - (c) whether by contacting referees provided by the applicant or making any other inquiries the selection panel considers appropriate, verified the applicant's character, work history, skills, performance, and any other claims made by the applicant.

# STANDARDS FOR CEO RECRUITMENT, PERFORMANCE AND TERMINATION

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- (6) The local government must have regard to, but is not bound to accept, a recommendation made by the selection panel under this clause.

## 10. APPLICATION OF CL. 5 WHERE NEW PROCESS CARRIED OUT

- (1) This clause applies if the local government accepts a recommendation by the selection panel under clause 9(3)(a) that a new recruitment and selection process for the position of CEO be carried out in accordance with these standards.
- (2) Unless the local government considers that changes should be made to the duties and responsibilities of the position or the selection criteria —
  - (a) clause 5 does not apply to the new recruitment and selection process; and
  - (b) the job description form previously approved by the local government under clause 5(2) is the job description form for the purposes of the new recruitment and selection process.

## 11. OFFER OF EMPLOYMENT IN POSITION OF CEO

Before making an applicant an offer of employment in the position of CEO, the local government must, by resolution of an absolute majority of the council, approve —

- (a) the making of the offer of employment to the applicant; and
- (b) the proposed terms of the contract of employment to be entered into by the local government and the applicant.

## 12. VARIATIONS TO PROPOSED TERMS OF CONTRACT OF EMPLOYMENT

- (1) This clause applies if an applicant who is made an offer of employment in the position of CEO under clause 11 negotiates with the local government a contract of employment (the ***negotiated contract***) containing terms different to the proposed terms approved by the local government under clause 11(b).
- (2) Before entering into the negotiated contract with the applicant, the local government must, by resolution of an absolute majority of the council, approve the terms of the negotiated contract.

## 13. RECRUITMENT TO BE UNDERTAKEN ON EXPIRY OF CERTAIN CEO CONTRACTS

- (1) In this clause —

***commencement day*** means the day on which the *Local Government (Administration) Amendment Regulations 2021* regulation 6 comes into operation.
- (2) This clause applies if —
  - (a) upon the expiry of the contract of employment of the person (the ***incumbent CEO***) who holds the position of CEO —
    - (i) the incumbent CEO will have held the position for a period of 10 or more consecutive years, whether that period commenced before, on or after commencement day; and

# STANDARDS FOR CEO RECRUITMENT, PERFORMANCE AND TERMINATION

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- (ii) a period of 10 or more consecutive years has elapsed since a recruitment and selection process for the position was carried out, whether that process was carried out before, on or after commencement day;
  - and
  - (b) the incumbent CEO has notified the local government that they wish to have their contract of employment renewed upon its expiry.
- (3) Before the expiry of the incumbent CEO's contract of employment, the local government must carry out a recruitment and selection process in accordance with these standards to select a person to be employed in the position of CEO after the expiry of the incumbent CEO's contract of employment.
- (4) This clause does not prevent the incumbent CEO's contract of employment from being renewed upon its expiry if the incumbent CEO is selected in the recruitment and selection process referred to in subclause (3) to be employed in the position of CEO.

## 14. CONFIDENTIALITY OF INFORMATION

The local government must ensure that information provided to, or obtained by, the local government in the course of a recruitment and selection process for the position of CEO is not disclosed, or made use of, except for the purpose of, or in connection with, that recruitment and selection process.

## DIVISION 3 — STANDARDS FOR REVIEW OF PERFORMANCE OF CEOS

### 15. Overview of Division

This Division sets out standards to be observed by the local government in relation to the review of the performance of CEOs.

### 16. PERFORMANCE REVIEW PROCESS TO BE AGREED BETWEEN LOCAL GOVERNMENT AND CEO

- (1) The local government and the CEO must agree on —
  - (a) the process by which the CEO's performance will be reviewed; and
  - (b) any performance criteria to be met by the CEO that are in addition to the contractual performance criteria.
- (2) Without limiting subclause (1), the process agreed under subclause (1)(a) must be consistent with clauses 17, 18 and 19.
- (3) The matters referred to in subclause (1) must be set out in a written document.

### 17. CARRYING OUT A PERFORMANCE REVIEW

- (1) A review of the performance of the CEO by the local government must be carried out in an impartial and transparent manner.
- (2) The local government must —

# STANDARDS FOR CEO RECRUITMENT, PERFORMANCE AND TERMINATION

[r. 18FA]



- (a) collect evidence regarding the CEO's performance in respect of the contractual performance criteria and any additional performance criteria in a thorough and comprehensive manner; and
- (b) review the CEO's performance against the contractual performance criteria and any additional performance criteria, based on that evidence.

## **18. ENDORSEMENT OF PERFORMANCE REVIEW BY LOCAL GOVERNMENT**

Following a review of the performance of the CEO, the local government must, by resolution of an absolute majority of the council, endorse the review.

## **19. CEO TO BE NOTIFIED OF RESULTS OF PERFORMANCE REVIEW**

After the local government has endorsed a review of the performance of the CEO under clause 18, the local government must inform the CEO in writing of —

- (a) the results of the review; and
- (b) if the review identifies any issues about the performance of the CEO — how the local government proposes to address and manage those issues.

## **DIVISION 4 — STANDARDS FOR TERMINATION OF EMPLOYMENT OF CEOS**

### **20. Overview of Division**

This Division sets out standards to be observed by the local government in relation to the termination of the employment of CEOs.

### **21. GENERAL PRINCIPLES APPLYING TO ANY TERMINATION**

- (1) The local government must make decisions relating to the termination of the employment of a CEO in an impartial and transparent manner.
- (2) The local government must accord a CEO procedural fairness in relation to the process for the termination of the CEO's employment, including —
  - (a) informing the CEO of the CEO's rights, entitlements and responsibilities in relation to the termination process; and
  - (b) notifying the CEO of any allegations against the CEO; and
  - (c) giving the CEO a reasonable opportunity to respond to the allegations; and
  - (d) genuinely considering any response given by the CEO in response to the allegations.

### **22. ADDITIONAL PRINCIPLES APPLYING TO TERMINATION FOR PERFORMANCE-RELATED REASONS**

- (1) This clause applies if the local government proposes to terminate the employment of a CEO for reasons related to the CEO's performance.

# STANDARDS FOR CEO RECRUITMENT, PERFORMANCE AND TERMINATION

[r. 18FA]



- (2) The local government must not terminate the CEO's employment unless the local government has —
  - (a) in the course of carrying out the review of the CEO's performance referred to in subclause (3) or any other review of the CEO's performance, identified any issues (the **performance issues**) related to the performance of the CEO; and
  - (b) informed the CEO of the performance issues; and
  - (c) given the CEO a reasonable opportunity to address, and implement a plan to remedy, the performance issues; and
  - (d) determined that the CEO has not remedied the performance issues to the satisfaction of the local government.
- (3) The local government must not terminate the CEO's employment unless the local government has, within the preceding 12-month period, reviewed the performance of the CEO under section 5.38(1) of the Act.

## 23. DECISION TO TERMINATE

Any decision by the local government to terminate the employment of a CEO must be made by resolution of an absolute majority of the council.

## 24. NOTICE OF TERMINATION OF EMPLOYMENT

- (1) If the local government terminates the employment of a CEO, the local government must give the CEO notice in writing of the termination.
- (2) The notice must set out the local government's reasons for terminating the employment of the CEO.

<b>Related Policies:</b>	[Policy number & name]	<b>Related Procedure:</b>	[Procedure number & name]
<b>Responsible Department:</b>	[Department Name]	<b>Reviewer:</b>	[Officer Position title]
<b>Initial Adoption Date:</b>	[DD/MM/YYYY]	<b>Review Frequency:</b>	[A/B/T]
<b>Next Due:</b>	[Year]		
<b>Review Version</b>	<b>Decision Reference:</b>	<b>Synopsis:</b>	
[Link to saved doc in PDF]	[OCM Date & Resolution number]	[brief description of the adoption/changes approved]	
<b>Date Live:</b>	[Date document saved as .pdf & loaded on Shire website]	<b>Synergy #</b>	[Record No.]



Shire of  
Donnybrook Balingup

## **BUSINESS CASE**

**FOR A**

# **CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**MARCH 2021**

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## Introduction

The Shire of Donnybrook Balingup Council has instructed the Chief Executive Officer to provide a business case for a Customer Service Relationship Management System to be implemented at the Shire, providing a dedicated system to receive, track and report on customer enquiries and issues.

**A CRM is a cluster of all the systems, processes and applications that are required to manage customer relationships externally and internally.**

A customer is identified as:

- Ratepayers
- Community Members
- Councillors
- Business
- Community Groups
- Local Governments
- Government Departments
- Members of Parliament
- Contractors
- Prospective employees
- Internal staff

This business case will review 3 CRM programs and 1 Knowledge Management System and provide a recommendation on a way forward for the Shire.

## Current Situation

1. The Shire does not have a central point of contact to gather, issue, track or report on enquiries or work requests (Customer Requests) received by the Shire.
2. Each department deals with Customer Requests (CR's) individually, resulting in numerous processes throughout the organisation that can cause duplication of work creating inefficient use of resources and lead to missed enquiries or tardy responses resulting in a negative reaction from the customer and a reputational risk for the Shire.
3. The current SynergySoft Record Management System (RMS) is considered cumbersome and archaic, with minimal to nil training provided to officers so a high proportion of recording may not be captured in the RMS and as such a comprehensive history cannot be developed by customer, property, project, work area.
4. Officers are critically busy ensuring the Shire is complying with building standards, planning timelines and governance legislative requirements meeting compliance, whilst continuously handling calls and queries, which could be dealt with at the first point of contact if the information was accessible i.e., how to complete a building application, sewer enquiries etc.
5. Councillor enquiries (excluding CEO and Executive Managers) are not captured in a central location to be tracked to ensure timely responses are provided.

6. The Information Technology (IT) systems at the Shire do not meet the demands of the business and as such software, networking and hardware configuration are continuously failing causing Officers to lose valuable time undertaking their work.

## What is Required

A CRM system should:

- Be easily implemented across the entire organisation
- Integrate with the Shire Records Management software
- Be user friendly
- Not be labour intensive to set up and maintain
- Mobile – Ipad and smart phone interface
- Link with the Shire website
- Enable a complete changeover of current processes to the CRM central system with a transference of knowledge.

Improving customer service cannot be done in isolation of technology and the rest of the organisation. A whole of organisation approach is to be developed, with holistic integration of the back, middle, and front end components (IT infrastructure – program – staff and external access i.e., internet) to make a significant change in the implementation of a CRM or any new program.

Any CRM system put in place should configure with the Shire RMS with the ability to attach requests to the customer; subject; property; project work area thus building a history of contact and ability to track recurrence of requests to one customer or area.

A target of 85% resolution of all enquiries at the first point of contact should be set to strive towards efficient service.

## Options

There are many options for CRM's however the majority on the market are sales and marketing based and do not suit a Local Government service environment.

CRM for Local Government can be broken down into 2 areas:

1. Integrity of information being provided to the ratepayer/community member, and
2. Capturing all incoming requests and responding in a timely manner.

The internet should be a front-end component of the CRM, the information source for community and an access point to submit enquiries or requests.

The back-end component should integrate with current systems and be easily tracked, reportable with efficient processing ability for officers.

## Products

### LivePro

LivePro is a Knowledge Management System that delivers a customer service tool to the organisation via a 'single source of truth'.

Information and processes relating to departments are inputted into the program which is then accessed via a simple search tool when assisting customers, no prior knowledge is required.

Building, Planning, Waste Management and Ranger Services processes and FAQ's can be accessed by any staff member who takes an incoming call or serves a customer.

Data is easily updated and includes a version control that lets the user know if they are accessing current data.

LivePro is simple to set up and is an easy-to-use system. The six key areas are:

#### **Smart Search**

The search function is built to find an answer from a generic key word search without having to put in the exact wording. Search scores help determine result relevance, and summaries help identify knowledge immediately.

#### **Announcements**

Announcements are quick updates that keep officers in the loop without needing to leave their screen. They are timed, meaning they are only available while relevant – keeping email inboxes free from clutter.

#### **Process Guidance**

The LivePro Work Instructions tool walks beginner users through complex processes step-by-step to ensure consistent answers every single time. More advanced users can skip steps using the dropdown menu.

#### **The Rocket**

The Rocket is an intuitive decision-making tool that turns beginners into experts. Simply select your first answer, and a series of new questions will appear based on each new response given. The Rocket cuts through complexity and ensures accuracy every time.

#### **Reporting & Analytics**

Everything in LivePro is fully reportable, from the knowledge itself to the way it is accessed and the most frequently accessed areas. However, it can only track information given and not capture or track CR's.

**Pros:** Highly adaptable customer service knowledge tool, that provides easy to access information to assist queries at the point of contact.

**Cons:** Is an information tool and cannot accept, track and record CR's.

**Price:** 10 users \$11,880

*Appendix 1*

## Freshdesk

'Freshdesk' – is a module from the 'Freshworks' sales and marketing CRM and provided through CRM Online.

It captures all incoming CR's, allocates a ticket and then tracks the ticket until completion.

Freshdesk integrates with Microsoft Teams and it can source CR's from emails, twitter, facebook, and the website.

Service Level Agreements (SLA) rules can be set to allocate priorities, escalation timelines for tickets of a certain subject (tree across road, lost dog etc). Once the SLA, categories and escalation rules are set up, ticketing becomes automated without the requirement for excessive manual input.

Predefined answers for recurring or common questions can be set so when a customer makes an enquiry, they receive a response immediately.

CRM-Online refer to Freshdesk as an exceptionally easy to use interface with the least complex set up.

**Pros:** Contemporary management system provides tracking and reporting with an easy-to-use interface for customers and allows for automated responses to be set up by staff.

**Cons:** Does not integrate with Synergysoft Records so a history for a customer is not compiled.

**Price:** Implementation based on onboarding 70 users \$25,000

*Appendix 2*

## SynergySoft CRM

The Shire is already licensed for SynergySoft Customer Services which integrates with the following modules:

- SynergySoft Central Record,
- SynergySoft Names & Addresses,
- SynergySoft Properties

To setup the system, there are a few critical steps to undertake:

- Review of customer service types, this is the classification structure used to route requests.
- The current file structure is to be reviewed and updated.
- Undertake the training and upskilling across the Central Records and CRM modules to allow for greater uptake.

Additionally, SynergySoft mobile Customer Services is available as an addition, which enables staff in the field to create and update CR's.

Although the Shire already has a license for the module, to increase productivity by providing a Mobile CS through the new Altus program would be beneficial but additional costs would be incurred.

Pros:	The Shire has a licence for this module, and it integrates with the current RMS.
Cons:	Is reliant on manual data entry by staff as it does not link with the website or emails and is reliant on a relevant file structure to easily allocate CR's the current RMS is considered cumbersome and archaic, with minimal to no training provided to officers, so uptake will be difficult.
Price:	\$13,566.20 implementation & \$1,233.30 annual fee
<i>Appendix 3</i>	

### Altus CRM

This is SynergySoft latest solution in CRMS, which is built on the highly successful CRM 'Salesforce', using a pre-packaged library of workflows, text messaging services, externally facing map pin drop capabilities.

However, this solution is only beneficial if the Shire were seeking a complete transformation of RMS and CRMS and would require uptake by all staff across the organisation.

The Altus CRM is a powerful tool that provides customers with an outstanding customer experience (see appendix 4 Tea Tree Gully Shire).

A complete upgrade to the current RMS is required to integrate with Altus which is also cloud based.

Pros:	Powerful CRM that allows customers to search and receive answers to their queries (see app 4).
Cons:	An upgrade to Altus Record Management System is required.
Price:	\$80,000 implementation and \$90,000 annual licence for both.
<i>Appendix 4</i>	

## Conclusion

IT infrastructure at the Shire requires updating to ensure reliability and relevance. Officers are not confident in the system due to systems crashes and slow speeds, the Shire also does not have the add on packages such as CRM's, GIS Intra-maps, mobile access to the server that are available at other SW Shires.

Whilst staff provide good customer service, they are let down by inadequate and inconsistent information sources.

There is no current reporting mechanism for the Executive on how many enquiries are received the response times and type of enquiry.

The Records Management System is not an effective tool, as:

- a) The module is out of date and requires an upgrade; or
- b) The file structure set up requires a complete rework to allow for a structure of parent, child, grandchild structure that links all files pertaining to that subject to the main parent

(primary) file, rather than many different files for a particular subject with differing topics;  
and

- c) Training opportunities from the supplier are limited.

The Shire needs to invest in the organisational business infrastructure to allow for improvement in this area which will lead to efficiencies and cost saving in the medium – long term.

Without a review of the entire IT structure, it will be difficult to maintain any CRM that is implemented to the standard required and expected by its users.

## Recommendation

1. Engage a Specialist Business Systems Analyst to undertake a review of the Shires IT capabilities.

The Shire needs to undertake a complete review of the IT systems currently in place and provide an in-depth business analysis for presentation with costings to the Council. This would involve engaging a qualified business systems analyst for a contract period to undertake the project.

**Cost: \$75-\$90 per hour (costs sourced from current positions advertised)**

2. Implement the LivePro Knowledge Management System

By implementing LivePro straight away whilst recommendation 1 is being undertaken will alleviate customer query times and relieve staff from taking numerous calls for basic information, reducing some stress currently experienced.

The Intranet whilst developed to capture Shire information it works well for staff as an internal organisation tool but does not have the capacity to provide easily accessible information for customer service.

LivePro is an information tool that was originally setup for large customer centres, the information is easy to seek with a high-powered search engine and would provide an excellent resource to staff providing information and take the pressure away from Officers working on meeting deadlines.

**Cost: \$5,880 per annum – 10 users**

**\$8,000 training one off cost**

## Appendices

# *Customer Service Knowledge Management proposal for Shire of Donnybrook Balingup*



***Customer Contact:*** ***Maureen Keegan Miller***

***Contact:*** ***Dave Callaghan***

***Phone:*** ***0411 102 743***

***Email:*** ***dave@livepro.com.au***

***Date:*** ***1 March 2021***

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## Executive Summary

livepro is passionate about improving customer experience using organisational knowledge and technology as key drivers.

We do this by making knowledge easy to input, providing tools to guarantee integrity of knowledge, allowing customers to self-serve and by empowering staff to be customer service experts.

In this way, we have proven to improve customer satisfaction, staff engagement, increase sales, increase compliance capability, shorten speed to competency and on-boarding and decrease cost to serve for many of our clients.

Operating since 2001, we are Australian owned, profitable and boast clients such as ME Bank, JetStar, Gold Coast City Council, ANZ Wealth, Department of Commerce (WA), Australian Industry Group, I-Med Radiology, Hollard insurance and many more.

We have helped organisations across many industry sectors and of all sizes provide their clients with the perfect answer..... whenever, wherever

### **Ways in which we will help Customer (this will change for each customer set of desired outcomes/objectives)**

- Allow Knowledge to be consistent across all customer channels, be up-to-date, accurate and accessible with speed whether internally in your organisation or externally by your customers
- Improve both customer service and staff engagement
- Lower costs by reducing handle times, call-back, transfers and communication costs
- Lower induction times and increase speed to competency
- Provide insights into why customers interact and highlight areas of improvement throughout business units

The following pages describe our solution, pricing and implementation.

## Investment Summary

### Recurring Investment

Description	Qty	Monthly Unit Cost	Total Cost pa
Licensing – full featured named users	10	\$49.00	\$5,880.00
Open Access up to 1,000 articles accessed per month via API (optional for future reference)		\$500.00	\$6,000.00

### One-off Investment

Description	Qty	Unit Cost	Total cost
Training and Enablement (training will be undertaken either on site or via Zoom depending Covid 19 status)	1	\$8,000.00	\$8,000.00
Active Directory/Single Sign-On configuration (optional for future reference)	1	\$2,000.00	\$2,000.00
The API configuration - website, third party integration. (optional for future reference)	1	\$4,000.00	\$4,000.00

### Notes:

- Pricing is in AUD and excludes GST
- Pricing is valid for 30 days from date of proposal
- Invoicing occurs annually and the first invoice is issued at implementation
- Future upgrades of livepro in line with our roadmap incur no additional charges
- Hosting costs are included in the user licenses
- Additional users can be added at any time to support business growth and the spread of knowledge management
- Your organization will be invited to our annual knowledge management forum
- Access to Council Collaborate is provide as no additional costs (optional)
- Travel, accommodation, and out-of-pocket expenses will be passed on at cost – an indicative budget of \$3,000 is recommended (if training is carried out on-site)

## Training and Enablement

### Phase 1 – Planning & Setup

#### People

We work with yourselves to identify the key team members from the outset to ensure the overall success of the livepro rollout. Key members could include:

- Knowledge owner(s)
- Supporters
- Administrators
- Content authors

#### Scope

We will work with yourselves to get a clear understanding of the scope of the work involved in the roll out. We need to understand the structure & size of the business.

Examples include:

- Size of the user base
- Structure of the user base including different departments/teams
- Enquiry types & who handles them
- Location of the teams
- If multiple teams, who will be rolling it out first (single teams/all teams etc.)
- Current systems in place (telephony, knowledge management, document management, etc.)
- Projects that may have failed in the past & why
- Where is information currently stored, where do staff go for documentation, what kind of training or onboarding exists/how long is training currently/frequency of new staff intake

#### Current Snapshot & Business Challenges

What are the current challenges and opportunities to be addressed:

- No single source of truth system
- Knowledge is kept in different locations
- No visible understanding of what agents are using to answer customers questions
- Training time/costs
- High Interaction handle times
- Compliance
- Staff engagement and/or attrition

### Phase 2 – Authoring & Engagement

#### Author & Admin Training

Author & admin training

It is important to maintain the integrity of the training by ensuring key members come to training. This will help ensure the success of the project.

## **Engagement Plan**

Name me, feed me exercise (optional)

Feedback loops

Announcements

General competitions

## **Phase 3 – Launch**

### **Launch Party**

Hype the system among team members

### **User Training**

User training only needs to be short but should include:

- Why they should use the system (benefits to them)
- Importance of feedback
- System training

### **Naming Competition**

Naming ideas through feedback

## **Phase 4 – Advanced**

### **Content Assurance and Advanced Functions**

Further training on advanced functionality and checking current content and authoring

## **Solution Benefits**

Our customers report many benefits of using livepro knowledge Management. Here are a few that come up often;

Increase in staff engagement leading to

- More confident and competent staff
- Elevated customer conversations
- Increase in Sales
- Reduction in errors

Increase in Customer satisfaction reported as

- Shorter handle times
- Elimination of errors

- Feeling they are conversing with experts
- More first interaction resolutions

Better prepared to handle Compliance because

- Knowledge is always up-to-date, consistent and accurate
- Continuous feedback from the users ensures integrity of the data
- Everything is version controlled
- Changed are audited and can only be affected by permission-based users

Reduction in costs as

- Induction and training times are dramatically reduced
- Agents are more efficient gaining additional capacity
- Callbacks, transfers, errors and re-work are all reduced
- Customer self-service drives down Contact Centre interaction

## Customer Testimonials

"I believe I was able to learn livepro quickly because your team designed it to be user friendly."

**- City of Greater Geraldton**

"We needed a solution that enabled us to engage our team in a meaningful way, present information clearly, provide traceable feedback options, knowledge testing solutions and an avenue to improve quality and call time metrics. livepro allowed us to do this above and beyond any other solution we investigated."

**- Geoff Stodart, Blue Mountains City Council**

*livepro is a game changer. It is a powerful tool that empowers and gives confidence to your Customer Service Officers to provide consistent information to customers efficiently and competently.*

**- Jacqui Tomlins, Hornsby Shire Council**

*Staff- are so happy with the new system, and the transition was so easy! They actually want to add more information to the system to take advantage of it!*

**- Wendy Scott, Lockyer Valley Regional Council**

## Solution Features

### Search

Powerful navigation & search so your team have the right answers at the speed of a click. Improve your First Contact Resolution, Average Handle Time, decrease transfers & watch your customer satisfaction rocket.

### Rocket

livepro Rocket cuts through complexity & guides your team to the correct outcome every time. Easy to follow work instructions empower your team so they can deliver consistent & accurate processing as well as significantly reduce training times.

### Reports

livepro helps you understand knowledge utilisation as well as team & customer behaviors. Reports deliver marketing insights & help identify training gaps.

### Feedback & Rating

Let your team contribute to the ongoing quality of knowledge. Increase staff motivation & confidence levels.

### Announcements

Be certain your team is always up to date with targeted, timely & relevant updates that automatically remove from view when they are no longer relevant.

### Periodic Knowledge Review

Flag your content for a regular periodic review, making it easy for you to keep in control & ensure your content is always up to date to improve staff confidence.

### Quiz

Engage your team with the Quiz feature. A great way to test, build knowledge and learn on the job. Fantastic insight for your learning & development teams.

### Flexible Knowledge Taxonomy

Our permissions management means information is accessed only by the people who need to see it.

### Authoring Workflow

Our workflow system controls who, what & where your authors can contribute knowledge & who approves it. Reduce costly mistakes & risk to the business.

### Version Control

Keep full history of your knowledge & see who made changes, what was changed & when. Reinstate previous versions - version control makes compliance easier.

### Scheduled Publication

Prepare & have knowledge approved and ready to publish in advance, ensuring efficiency & increasing speed to market.

## API

Our open API's can have you serving your knowledge via your website, chat, CRM & omnichannel solutions.

## Cloud Based

Our cloud hosting architecture in AWS offers state of the art infrastructure, continuous deployment, 24-hour monitoring and regular back-ups.

livepro customer service knowledge management features	livepro
Central system to find knowledge / <b>answers fast</b>	✓
Fast reliable search	✓
<b>Process guidance</b> (or work Instructions) so even new employees can answer complex questions and complete processes without the need for a buddy	✓
Ability to notify changes to all product, process and policies without taking staff off the phones (replacing emails so you can control where it is filed and when it is referred to).	✓
These notifications are to be reportable and time sensitive, e.g. expire when the information is in the past so a person starting a shift after the event does not see the notification.	✓
Ability to archive all knowledge (without storage limitations)	✓
Provides an easy way to keep knowledge current and relevant to optimise utilisation	✓
Ability to deliver answers through multi-channels – Website, emails, chat, virtual assistant, phone and front counter	✓
Tablet Compatible	✓
Company-wide as well as <b>personal</b> favourites feature so staff can get easy access to regularly used knowledge to support their function	✓
Format which delivers <i>answers</i> to questions not just PDF/Word documents	✓
Ability to simplify the most complex customer enquiry down to a few standard questions (decision matrix) but still ensure the correct answer every time.	✓
A quiz function to check Agent's understanding of knowledge. Quiz must be reportable to ensure management can identify staff time to answer, duration to answer and whether they checked the knowledge system	✓
Simple feedback function that allows staff/users to quickly provide process improvement suggestions within seconds	✓
Workflow Management – allowing the organisation to decide who has authority to Author, Edit, Review, Publish etc.	✓
Permissions feature so the organisation can manage who is allowed to see what knowledge within your system	✓
Easy to access reports so management can check if Agents have read important announcements, what the most popular questions are, who is accessing information etc.	✓

Changes/additions managed by the business community without the need for IT support staff	✓
Easy to access 24/7 service and help desk	✓
Very little IT project or build cost	✓
Up and running in minutes - Obtain efficiencies in weeks	✓
Enhancements and new features added as technology evolves as part of license cost	✓
Cloud for remote access and disaster recovery	✓
Ability to protect data sovereignty (Australian based cloud)	✓
Single Sign-on functionality	✓

livepro Local Government Clients (to name a few)



## LIVEPRO TERMS OF SERVICE

### 1. Formation

This agreement is made between livepro Australia Pty Ltd ABN 92 095 140 775 (livepro) and any entity that uses the Services (Client). The Client is bound by these terms of service on execution of these terms of service; or when the Client uses livepro it agrees to be bound by these terms of service.

### 2. Term

This agreement starts when Client begins using livepro and will continue until the Client ceases using livepro, unless terminated in accordance with this agreement.

### 3. Services

- 3.1 livepro will provide the Services in accordance with this agreement.
- 3.2 livepro will provide the Client with additional training in the use of the Services from time to time as required or requested by the Client, and the Client may be required to pay additional fees for such training.
- 3.3 The Client will have access to livepro's technical support and may use call-in technical support during normal business hours. Service requests must be communicated by telephone or email and must provide sufficient information to enable livepro to replicate and diagnose the reported problem. If necessary and subject to normal security procedures, livepro support staff may access the Client's data on the Service to diagnose and deal with reported errors.

### 4. Client responsibilities

- 4.1 The Client is responsible for:
  - (a) understanding and complying with its contractual obligations to livepro;
  - (b) notifying livepro of changes made to technical or administrative contact information;
  - (c) maintaining its own system(s) of record;

- (d) ensuring the supervision, management, and control of the use of the Services by its personnel;
- (e) developing its own disaster recovery and business continuity plans that address the inability to access or utilize the Services.
- (f) providing livepro with a list of approvers for security and system configuration changes for data transmission; and
- (g) immediately notifying livepro of any actual or suspected information security breaches, including compromised user accounts, including those used for integrations and secure file transfers.

### 5. Fees and Payment

- 5.1 The Client must pay the \$fees plus GST paid annually in advance for the Services. Client must pay invoices within thirty (30) days of the date of issue of the invoice.

### 6. Intellectual Property Rights

- 6.1 The Client owns all rights (including intellectual property rights), title and interest to the Client Content. The Client grants livepro a non-exclusive licence to use the Client Content for the purpose of performing livepro's obligations under this agreement.
- 6.2 The Client consents to livepro using the Client's company name and reproducing the Client's logos for livepro's promotional and publicity purposes.
- 6.3 livepro owns all rights (including intellectual property rights), title and interest to its software and training materials. livepro grants the Client a non-exclusive and non-transferable licence to use its software and training materials for the term of this agreement.

### 7. Liability and Indemnity

- 7.1 The Services are provided as is and the Client agrees that its use of the Services is at its own risk. Unless mentioned in this agreement, livepro makes no representations or warranties in relation to the Services or any products provided by third parties.
- 7.2 livepro excludes liability for:

- (a) any costs, expenses, claims or liability suffered or incurred by the Client as a result of livepro complying with the Client's directions;
- (b) any indirect liability, that is, any liability not arising naturally in the ordinary course of things from the relevant event or circumstance giving rise to the liability;
- (c) any loss of profit, loss of business opportunities, loss of software or loss of data, in each case whether such loss is direct or indirect, arising in connection with this agreement; and
- (d) any claim or demand brought by third parties.

7.3 To the extent permitted by law, livepro's aggregate liability arising in connection with this agreement will not exceed the fees paid by the Client under this agreement in the 90 days preceding the date of the claim.

7.4 livepro will not be liable for any delay or non-performance of livepro's obligations under this agreement if it is caused by a circumstance beyond livepro's reasonable control.

## 8. Suspension and Termination

8.1 Without limiting any remedies available to livepro under this agreement or at law, livepro may suspend the Services and/or terminate this agreement with notice to the Client if:

- (a) the Client fails to remedy a breach within 7 days of a notice from livepro requesting the Client to do so;
- (b) the fees are outstanding for more than 7 days past the due date; or
- (c) the Client becomes insolvent.

8.2 Without limiting any remedies available to the Client under this agreement or at law, the Client may terminate this agreement with notice to livepro if:

- (a) livepro fails to remedy a breach within 7 days of a notice from the Client requesting livepro to do so; or
- (b) livepro becomes insolvent.

8.3 Either party may terminate this agreement at any time by giving the other party at least 90 days' prior written notice. In this instance, any prepaid fees applicable to the unused portion of any Services will be refunded to the Client.

8.4 Upon the termination of this agreement for any reason, the Client must pay all outstanding fees.

## 9. General Terms

9.1 livepro may sub-contract the performance of any part of the Services to any third party or assign or novate this agreement or any of livepro's rights or obligations under this agreement.

9.2 This agreement contains the entire understanding between the parties concerning the subject matter of the agreement and supersedes all prior communications.

9.3 The failure of either party to enforce any provisions under this agreement will not waive the right of such party thereafter to enforce any such provisions.

9.4 All notices and consents relating to this agreement must be in writing and sent by email.

9.5 If any term or provision of this agreement is held by a court to be illegal, invalid or unenforceable under the applicable law, that term or provision will be severed from this agreement and the remaining terms and conditions will be unaffected.

9.6 This agreement is governed by, and construed in accordance with the laws of New South Wales. The parties agree to submit to the non-exclusive jurisdiction of the courts of New South Wales.

## 10. Force Majeure

10.1 livepro is not liable for any delay or failure to perform its obligations if such failure is due to Force Majeure.

10.2 If a failure or delay is caused or anticipated by Force Majeure, livepro's obligations will be suspended. If a delay or failure by livepro to deliver its obligations due to Force Majeure exceeds 60 days, livepro may immediately terminate.

## 11. Confidentiality

11.1 Each party undertakes that it will not, either during the term of this agreement or at any time

thereafter (except to the extent necessary to comply with its obligations under this agreement), disclose to any person any Confidential Information of the other party or any other information of or relating to the other party which it possesses as a result of this agreement or the negotiations preceding this agreement including the terms of this agreement and all information and documentation supplied by you or us or information to which you or we have access in the performance of this agreement.

11.2 Nothing in this Contract prohibits disclosure of information which:

- (a) is in the public domain otherwise than a result of a breach of this clause;
- (b) is received from a third party provided that it was not acquired directly or indirectly by that third party as a result of a breach of this clause;
- (c) is required to be disclosed by law or any government or governmental body, authority, agency or stock exchange having authority over a party;
- (d) is disclosed by us as part of a bona fide potential sale of our assets, shares in us or shares of any company of which we are a wholly owned subsidiary; or
- (e) is for the purposes of providing legal advice.

11.3 Each party (Receiving Party) who receives Confidential Information of the other party (Disclosing Party) must return to the Disclosing Party that Confidential Information and all copies made of that Confidential Information:

- (a) when notified to do so; and
- (b) on the termination or expiration of this Contract.

## 12. Definitions

12.1 In this agreement:

- (a) **Associates** mean the officers, directors, employees, subcontractors, consultants or agents of a party.

- (b) **Client Content** means all information and materials stored in livepro by the Client in connection with this agreement.
- (c) **Force Majeure** means any delays or failure to perform obligations under the agreement which results from circumstances beyond the reasonable control of that party.
- (d) **Pre-Existing Materials** mean any of livepro's materials existing at the date of this agreement, including all trademarks, designs, design specifications, software, hardware or other documentation and materials used in livepro's business or operations.
- (e) **Services** means the livepro software, training and any other services or software livepro provides to the Client.

**EXECUTION**

Executed as an agreement

Executed by **LIVEPRO**:

Executed by **CLIENT**:

\_\_\_\_\_  
Signature of authorised representative

\_\_\_\_\_  
Signature of authorised representative

\_\_\_\_\_  
Name of authorised representative

\_\_\_\_\_  
Name of authorised representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

# CRM Considerations

Prepared for



Shire of  
Donnybrook Balingup

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

Submitted by:

Trevor Carlsson (CRM Consultant, CRM Online Perth)

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## EXECUTIVE SUMMARY

CRM Online, having carried out an online discovery meeting with Maureen Keegan, Manager Executive Services at the Shire of Donnybrook, understands that the Shire is a small but busy Shire in the State of Western Australia, serving the needs of members and public enquiries.

Currently, there is a need to better handle all incoming enquiries either via the website form, social media platforms, phone and email enquiries from the general public and also Councillors.

### Key Business Drivers of moving to a Cloud-based Solution

The Shire currently utilises a combination of excel spreadsheets and Outlook for managing relationships and tracking these enquiries. Over time this has restricted the ability of the Shire to automate a number of processes around enquiry management, including tracking of responses and resolutions, and has also resulted in manual reporting to understand issues and their occurrences.

This document has been prepared to provide a number of possible enquiry and case management solutions for the Shire, in order to best understand the marketplace options and the advantages to each solution. These solutions have been selected based on over 12 years of experience implementing such solutions in WA, both for government, as well as private institutions.

We look forward to the opportunity of working with you and supporting the Shire during this evaluation period.

### HOW WE CAN HELP

Our core focus is to help our clients improve their operational efficiency, increase revenue, and drive better customer relationships.

Yours Sincerely,

Trevor Carlsson | CRM Consultant at CRM Online Perth

**M:** 0422 905 632



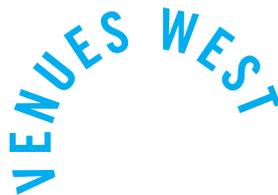
## Company Capability

CRM Online is a leading full-service Customer Relationship Management (CRM) consultancy providing expertise in CRM, Field Service Management, Document Automation and eSigning, Enterprise Integration, and Marketing Automation.

Our goal is to provide solutions to our clients' business goals by leveraging CRM and Cloud technology as a platform. CRM Online has been providing CRM to Australian and International clients since 2006, and has been recognised with a number of Australian Business Awards for CRM and Service Innovation.



### A Few of Our Local Customers



## Solutions for Consideration

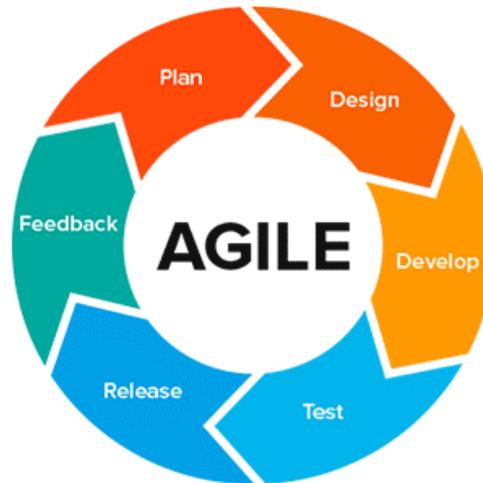
The below solutions are often implemented for enquiry and case management, offering a full suite of tools to manage a busy workload.

CRM Platform	SugarCRM Serv	Salesforce Service Cloud	Freshdesk
			
Video Preview of Interface	<a href="https://youtu.be/1lyEnio4WD8">https://youtu.be/1lyEnio4WD8</a>	<a href="https://youtu.be/tRhzdHSMgLI">https://youtu.be/tRhzdHSMgLI</a>	<a href="https://youtu.be/FmxACwjOkiw">https://youtu.be/FmxACwjOkiw</a>
Licensing Per User	Plans starting from USD\$80/user/month: <a href="https://www.sugarcrm.com/pricing/">https://www.sugarcrm.com/pricing/</a>	Plans starting from AUD\$35/user/month: <a href="https://www.salesforce.com/au/products/service-cloud/pricing/">https://www.salesforce.com/au/products/service-cloud/pricing/</a>	Plans starting from <b>FREE</b> : <a href="https://freshdesk.com/pricing">https://freshdesk.com/pricing</a>
Data Hosting	Australia, Sydney	Australia, Sydney	Australia, Sydney
Number of Customers Globally	10,000+	150,000+	40,000+
Level of Flexibility	Highly configurable	Highly configurable	Configurable
Ease of Set-Up and Management	More Complex	Most Complex	Least Complex
Key Strengths	Ticket Management and Collaboration on tickets  Powerful reporting	Ticket Management and Collaboration on tickets  Powerful reporting	Ticket Management and Collaboration on tickets  Exceptionally easy to use interface
Considerations	Higher Set-Up Costs	Highest Set-Up Costs	Less powerful reporting  Lower Set-Up Costs
Initial Workshop Cost to Define Project and Implementation	AUD\$7k  Includes 3 Days Workshop and Project Plan	AUD\$7k  Includes 3 Days Workshop and Project Plan	AUD\$7k  Includes 3 Days Workshop and Project Plan
Implementation Estimates based on onboarding 70 Users	AUD\$30-45k	AUD\$35-60k	AUD\$20-25k

**A Note on Freshdesk:** Freshdesk is often paired with [Freshworks CRM](#), providing a 360 degree view of member interactions across email with powerful included integration with office 365.

## Implementation Approach

CRM Online employs a predominantly agile approach with elements from a waterfall methodology to guide overall project deliverables, timeline and budget.



- Our first step is to define key overall business goals, break these down into user stories, and use this to drive quality assurance.
- User stories are broken down further into technical deliverables, which CRM Online will allocate to internal resources for implementation and QA resources for validation.
- CRM Online will run product demos every 2 weeks (divided into sprints) to review deliverables against user stories, capture any refinements for the next sprint and document these in our project management system.
- If any major variations against the original scope are identified, these are raised as variations to be approved. This provides the client with control of the project budget and limits the budget risk that often goes along with agile.

## CRM Online Rate Card

CRM Online provides the below resources for CRM configuration and training:

Roles	Rate Per Hour (AUD)	Rate Per Day (AUD)
CRM Developer	100.00	800.00
QA Tester	100.00	800.00
CRM Trainer	187.50	1,500.00
CRM Consultant	187.50	1,500.00
Senior Consultant	231.25	1,850.00
Project Manager	231.25	1,850.00
Senior Architect	231.25	1,850.00
Integration Consultant	187.50	1,500.00
Remote Process Development	100.00	800.00



# The Ultimate Guide to Customer Support Productivity

How to optimize your support for maximum customer delight

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# Chapter guide

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**Set the right customer expectations with SLAs** ..... 4

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- Implementing a good SLA policy with a helpdesk

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## Introduction

**56%** of people around the world have stopped doing business with a company because of a poor customer service experience.

Customer support is one of the most critical functions of any business. In a time where there is little differentiation between competitors in terms of product and price, the quality of customer experience has become a key driver of growth across industries. That's why Gartner predicts that by 2019, more than 50% of organizations will redirect their investments to customer experience innovations.

But improving customer experience doesn't mean one-off events that delight a small group of your customers. In order to truly build trust and loyalty with your customers, you need to offer consistent, reliable and efficient support. Customers no longer want to wait for a long time to speak to an agent over the phone or email. They hate being passed on from one agent to another, and having to repeat themselves with each new agent. They want quick action, and even faster resolution.

As a result of this, the use of automations, bots, and self-service in customer support has seen an upward trend. These solutions are designed to improve the productivity of support teams and enable them to deliver an amazing customer experience.

In this guide, you will find answers to the following questions:

- What are the different factors that influence productivity in customer support?
- What are the best practices you can follow to ensure maximum productivity from your support team?
- How can you use a helpdesk solution to prioritize issues, automate repetitive work, and improve processes?

---

## Defining productivity

- Productivity is a measure of how effectively and optimally a company is using its resources. In customer support, it refers to the effort put in by support agents to resolve customer problems in a timely and efficient manner.

To ensure maximum productivity in your support team, you need to use the right combination of tools and maintain proper processes. Before we dive deep into the nuances of productivity in customer support, let's try to understand the different factors that influence it.

Here's an example of how two support teams function every day, and the hurdles they face to stay on top of customer requests.



## Defining productivity

### Team A

Agents have to manually look for support tickets in the queue

There's no way to prioritize the important issues

This manual process kills time and productivity

Customers end up getting affected as no strict policies/deadlines are followed

### Team B

Every incoming ticket is assigned a priority based on a specific workflow

A service level agreement (SLA) is set up depending on the ticket priority

Tickets then get automatically routed to agents based on their availability and skill-set

Customers get timely responses and are not kept waiting

The key difference between how these two teams operate is the implementation of multiple steps by Team B to mindfully optimize their processes. It gives them the flexibility to address a variety of customer issues and escalations and helps their support agents resolve customer tickets in a faster and more streamlined manner. This guide dives into the different ways in which the features of a helpdesk improve the productivity of your support team, right from SLA policies to intelligent automations and self-service.

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## Set the right customer expectations with SLAs

- In customer support, service level agreements specify the time limit within which a support ticket has to be replied to and resolved. These limits are based upon the priority of the ticket, and help the business in setting the right customer expectations.

For example, your SLA rule can specify that urgent priority tickets have to be resolved within an hour. Low priority tickets, on the other hand, need not have such urgent timelines.



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# Types of SLAs

## Response SLAs

Incoming messages from customers are assigned a response SLA that sets a deadline for an agent to reply to the customer. Response SLAs ensure that customers aren't left waiting around for a reply or an update. The time to first reply is an especially important SLA because it also serves as an acknowledgement of their inquiry. Once customers know that a human agent is looking into the problem, they are much happier waiting for a resolution.

## Resolution SLAs

Each unique issue is also assigned a resolution SLA which sets a deadline for when the ticket needs to be closed or resolved. Resolution SLAs ensure that the customer is actually getting their issue resolved with quality responses and action, not just quick responses.

## Issue-based SLAs

Some specific issues might require more urgent responses or resolutions. For example, a customer who has complained about a server outage will expect a much faster resolution than a customer who is requesting for a new feature. Issue-based SLAs assign specific deadlines for such outages and service issues.

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# Implementing a good SLA policy using a helpdesk

## Prioritizing the issues

SLAs are all about striking the right balance between resolving tickets quickly and not overpromising customers. To set a good SLA policy, it's important to define a priority for the ticket. For instance, in the previous example of a ticket where a customer is complaining about a server outage versus one where he/she wants a new feature to be implemented, the first ticket can be prioritized as 'urgent' whereas the second ticket is a more low priority one. A support solution like Freshdesk automates the prioritization of tickets based on specified conditions, and makes it easier to set up SLAs.

## Setting up escalation rules

It is also important to have escalation rules in place in case the support agent does not respond to the customer on time. Every time an SLA is violated, an escalation email must be sent to managers/supervisors, so they can bring the situation under control and ensure the ticket gets immediate action. Escalation rules, be it simple or complex, are extremely easy to set up with Freshdesk.

## Understanding customer segments

When determining your SLA policy, it's important to consider if all customers fall into the same bucket, or if some customers require unique policies. Understanding the needs of your customers based on their plan type, or contract requirements can help you provide more personalized experiences. This process becomes simple with Freshdesk. It allows you to create multiple SLA policies, and enforce a different agreement for each ticket based on various conditions.

---

## Automate repetitive tasks with workflow automations

- When it comes to customer support, there are a lot of repetitive tasks that need to be performed. For instance, every new ticket that comes in needs to be manually prioritized, categorized and assigned to the right agent. When these basic processes are automated, it frees your support team's time and lets them focus on the bigger, more complex problems.



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## Implementing automations in a helpdesk

Automations can be implemented for primarily 3 types of use cases in customer support. Let's examine them in detail and find out how businesses set up automation rules to ensure efficient workload management.

### 1. Automation rules for new tickets

### 2. Automation rules based on time

### 3. Automation rules based on ticket updates

#### Automations rules for new tickets

These rules run on every ticket as soon as it is created. They make sure that every incoming ticket is automatically categorized, prioritized, and assigned to the right agent or group based on factors that you define. The assignment can be done in a round-robin fashion or based on the skill-set of your support agents. Some examples where ticket creation automation rules can be used are:

- Setting the ticket priority to 'urgent' based on the customer who created the ticket
- Assigning tickets to different agents based on the content of the subject or description

- Deleting spam, auto-replies, and out-of-office emails before they appear on your ticket list
- Assigning tickets to different groups based on the ticket requester's timezone
- Sending an email notification to customers raising a specific kind of request

#### Automation rules based on time

These automations come into the picture for performing time-specific tasks on tickets. They check the state of your helpdesk periodically and trigger actions based on the time elapsed. Examples of time-triggered automations include:

- Automatically escalating tickets that are awaiting a response for a long time, say 12 hours
- Closing resolved tickets 2 days after the customer hasn't responded
- Notifying the manager when there are too many agent/customer interactions in a ticket which has been open for a long time

---

### Automation rules based on ticket updates

As a support admin, you might want automation rules to trigger based on the occurrence of a specific set of events. For example, you might want to keep a close eye on the satisfaction ratings support agents receive, and notify managers in case of a bad customer rating. Event-triggered automations make it easy to monitor events like this and perform precautionary action. Some examples of event-triggered automations are:

- Sending a text message reminder to the agent when the customer replies
- Tagging a ticket as a 'return/refund issue' when the ownership changes from the support team to the finance team
- Reassigning the ticket to a different agent group based on the priority

## The advantages of using automations

### Use predefined answers and save agents' time

There are some common questions that crop up over and over in customer support. Support agents can use canned responses to shield these

questions, instead of repeatedly typing the same responses. Helpdesk software like Freshdesk will allow agents to create multiple reply templates, and insert them with a click of a button. This way, your agents can ensure customers aren't kept waiting and also focus on more heavy duty tasks.

### Automate follow-ups with customers

Ensure that you don't overlook the little tasks - like following up with customers or closing the loop on tickets - that are vital to the smooth operation of your helpdesk. With Freshdesk's automations you can automatically send out customer updates, manage ticket statuses, proactively prevent customer frustration, and more.

### React faster to critical events

Set up rules to alert the right people on your team, whenever there is urgent activity on your helpdesk that requires an immediate response. You can also automatically trigger a chain of actions as an initial response. For example, with tickets concerning refunds, you can tag the ticket as a "Return", assign the ticket to the 'Refunds' group and set the status as "Processing Refund". Such actions become really simple to achieve with 'Scenario automations' in Freshdesk.

---

### Stay informed with notifications

Get notifications for important events right inside your helpdesk. Freshdesk lets you set up desktop notifications so that you stay informed even if you're working in another tab.

*Filtering, categorizing and assigning tickets with Freshdesk's automations have helped the team avoid a cumbersome mailbox experience. With ticket statuses and priorities, agents can easily track conversations with customers and take tickets to complete resolution quicker. Agents now concentrate on getting the problem solved rather than trying to figure out a way to deal with lost tickets and angry customers.*



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**Anewspring,**

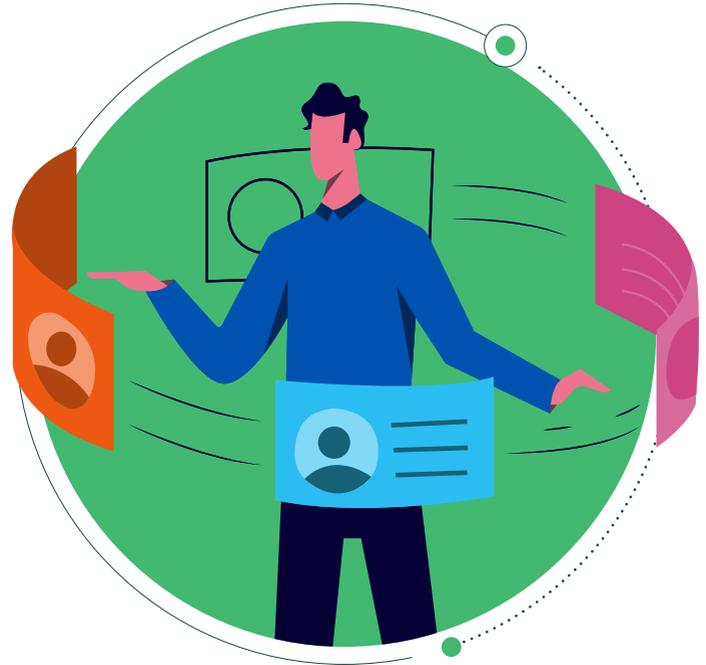
*an E-learning platform that uses Freshdesk for support*

---

## Manage workloads across channels and collaborate efficiently

Companies with the strongest omni-channel customer engagement strategies retain an average of 89% of their customers, as compared to 33% for companies with weak omni-channel strategies.

➤ [The Aberdeen Group](#)



---

*As customer expectations have evolved over the years, more modern communication channels like live chat and social media are being preferred over conventional mediums like email and phone. Having customer data and support processes scattered across different tools will make it hard for your team to deliver stellar customer support. It is, therefore, extremely important to have an omnichannel support strategy in place, one that unifies customer messages across these diverse channels. A helpdesk solution like Freshdesk will help you achieve this, and also take care of how queries across channels are assigned to specific support agents.*

### **One unified inbox for all your channels**

With Freshdesk, customer queries from email, phone, chat and social media are converted into tickets and are stored in a single, unified inbox. This way, your agents don't have to switch between multiple tools to handle customer conversations effectively. When you reply to these tickets from Freshdesk, the customers will get the response on the channel they originally contacted you on. You can even access past interactions, ensuring there's no loss of context when your agents reply.

### **Intelligent, omnichannel ticket routing**

When your company supports customers on multiple channels, it can get extremely tedious to manage workloads across each channel. With Freshdesk's Omniroute, an intelligent routing mechanism, it becomes easy to delegate work optimally to agents working on different channels. Admins can easily configure agent thresholds for emails, calls and chats under one-roof and auto-assign tickets based on existing ticket load. Tickets can also be routed on the basis of agent skills in Freshdesk. For example, Twitter or Facebook questions which require more informal replies than those via email can be automatically assigned to the social media experts in your team.

### **Collaborating with cross-functional teams**

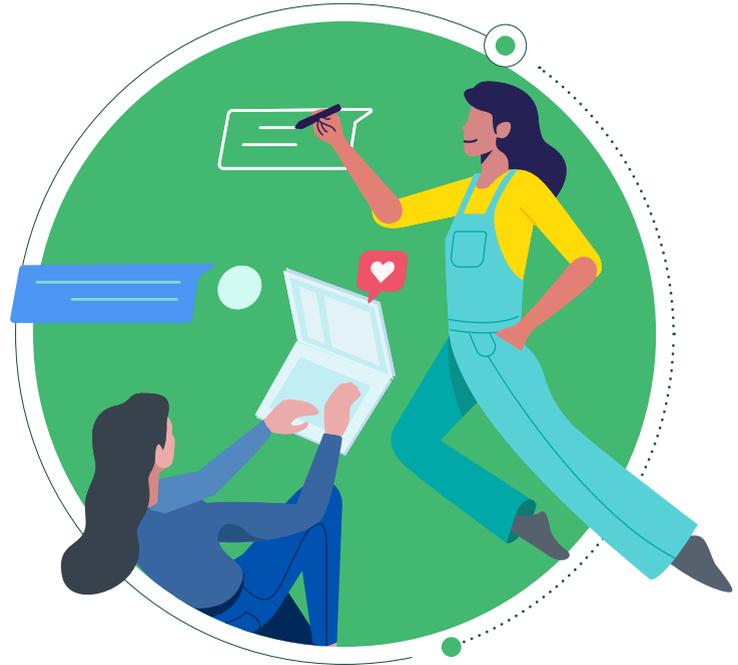
Customer support is a collaborative job. More often than not, support agents will run into queries that require inputs from multiple teams. For example, you will have to loop in somebody from your Engineering team if a customer has an in-depth technical requirement. With a tool like Freshdesk, collaboration between internal teams and external stakeholders becomes easy. You can share the ownership of issues, split customer tickets into smaller sub-tickets, and have team discussions right inside the ticket thread. This reduces the need to rely on multiple tools and thus impacts productivity positively.

---

## Establish a happy team environment

**73%** of customers fall in love with a brand because of friendly customer service representatives.

➤ [RightNow](#)



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*From the way the team is structured, to how managers rotate employee shifts, every little aspect is essential to how your support team deals with the daily hurdles of their job. A good team environment depends on a combination of factors – including good management, rewards and recognition, and access to innovative technology that will help your team achieve success.*

### Create a work culture that thrives on positivity

Keep your team motivated by creating a positive and happy work environment. Encourage everyone in the team to speak up and make sure their voices are heard. Rotate employee shifts regularly to give each agent the choice to work in a timezone they prefer. Have regular one-on-one sessions with your team members and get feedback/ideas on how existing processes can be improved.

### Recognize and reward hard work

Most support teams today have reward programs where the top performers get some kind of incentives to feel recognized. You can organize reward programs to give trophies and arrange additional cash benefits for employees who have surpassed their targets in a particular month/quarter.

### Gamify your support

Gamification can take the monotony out of customer support, and make it more interesting and fun. When agents are competing to stay on top of the leaderboard, they get an incentive to up their game and deliver their absolute best. Helpdesks like Freshdesk, in fact, support gamification natively, so managers can implement a fun work environment right from their support system.

### What worked for us at Freshworks

As the support team at Freshworks scaled upwards, we divided each regional team into multiple groups. Each group consists of:



A mentor  
(4-6 years of experience)



1-2 agents  
(1+ years of experience)



A buddy  
(2+ years of experience)



1-2 agents  
(<1 year of experience)

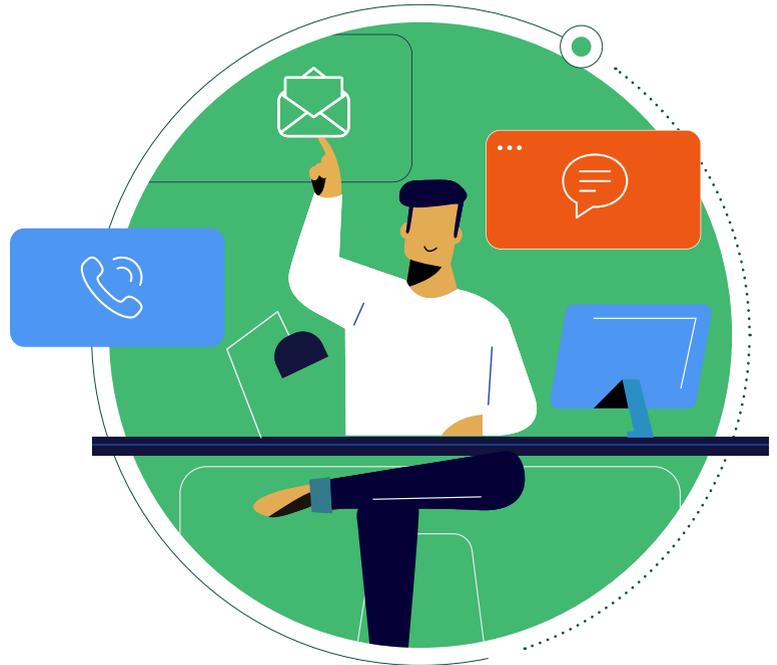
This results in a balance between experienced veterans and newcomers with fresh perspectives – a blend that has proved to be very successful for us.

---

## Offer the right self-service resources

**67%** of customers hang up the phone in frustration when they cannot reach a customer service representative.

➤ [Glance](#)



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*Customers today expect responses that are quick and accurate, and do not like to wait for hours or days to get their queries addressed. They will prefer reading a quick solution article or watching a DIY video, than wait in a queue to speak to a support agent over the phone. Self-service resources like knowledge base, self-help portals, and community forums have increasingly become more popular among consumers. They give them the power to troubleshoot problems by themselves in a quick and convenient manner.*



think that self-service is the most convenient way to solve customer service issues



prefer self-service over talking to a customer service representative

\*Source: Techonestop

### Chatbots

Most businesses today use chatbots on their website to improve customer experience and also deflect potential support questions. Customers are greeted by the chatbot when they access the website, and are presented options on what they will need assistance with. Based on the customer's response, the chatbot fetches solution articles or does a handover to a human support agent.

Here are the ways in which chatbots help:

- Answer basic product questions, and save agents' time.
- Pass on the required context to a support agent, in the case of complex customer queries.
- Proactively assist customers at different stages of the user journey.
- Collect feedback on product issues and knowledge base enhancements.
- Make automated follow-ups and messages more interactive.
- Handle social media enquiries in a quick and efficient manner.

---

## Knowledge base

Customers want instant answers for simple questions without having to wait for support agents. A knowledge base is the perfect tool that helps customers find their way on their own whenever they're stuck inside a product. It should provide step-by-step instructions to perform different product functions, and also serve as a repository to find answers to all the frequently asked questions.

Here are some knowledge base best practices:

- Categorize the knowledge base into folders and sub-folders, and establish a neat structure.
- Understand common user pain points, and ensure the basics are covered.
- Use simple language free from jargon to explain product use cases.
- Find the right balance between text and images/gifs to explain different scenarios.
- Optimize your articles for SEO, so that they are easily discoverable by search engines.
- Keep the knowledge base updated with the latest product screens and images.
- Listen to customer feedback and make continuous improvements.

## Community forums

Community forums give your customers a platform to interact with each other. This way, they can resolve problems and find answers to prevalent issues amongst themselves. They can also use the community forums to pitch new ideas for product features, suggest improvements in the user experience, and more.

Some of the major advantages of community forums include:

- Announce product updates, beta releases, maintenance issues, and more on the forums.
- Let seasoned forum users help new customers understand the product better.
- Allow your support agents to be more productive, as customers will resolve common problems by engaging with each other.
- Prioritize the product feature rollout by keeping track of the top forum requests.
- Win loyal customers by offering gifts and discounts to the most active forum users.
- Get valuable customer feedback and use it to make meaningful improvements in the customer experience.

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## Choose the best productivity tools

- A good customer support software is essential to improve agent productivity. However, it's not the only requirement. For your support team to be at its productive best, you need to invest in the right combination of tools that will expand the capabilities of your helpdesk. From CRMs, to reporting tools, to team collaboration software, there are plenty of capable solutions that can all work together seamlessly.



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## Team collaboration tools

### Slack

Collaborate efficiently between various Slack groups and stay updated on the status of Freshdesk tickets.

### Microsoft Teams

Receive instant notifications from Freshdesk right inside Microsoft Teams. Know when a co-worker has added a note to the support ticket or when a customer has sent a reply.

### Google Hangouts Chat

Stay notified of updates on your Freshdesk tickets right within Hangouts Chat. The Freshdesk bot will be a central place for you to quickly access and monitor tickets that you're working on.

### TeamViewer

Enable your support agents to start remote screen-sharing sessions right from within Freshdesk tickets.

### Freshconnect

Seamlessly collaborate with internal and external stakeholders by integrating Freshconnect with your Freshdesk account.

## Reporting and analytics tools

### Nicereply

Send precise and effective customer surveys and analyze the patterns in customer behaviour.

### Klipfolio

Stay on top of your team's performance with customized dashboards that monitor every support metric and provide quick insights.

### Geckoboard

Make better data-driven decisions by using the detailed dashboards available in Geckoboard. Project them on TVs and monitors to keep your team motivated.

# CRM

## Freshsales

Enable your support and sales teams to work in sync with each other. Support agents can easily access information - leads, contacts, deals, and accounts - from Freshsales for better context regarding customer problems.

# Virtual telephony

## Freshcaller

Maximize agent productivity by ensuring your support agents can take calls right within the helpdesk window. Integrating Freshcaller with Freshdesk also lets you have better contextual conversations, and set more precise routing rules.

## Tools to use for the knowledge base

Freshdesk - as a knowledge base provider

Google docs - to collaborate with multiple stakeholders

Quicktime - to record screencasts

Sketch - to annotate screenshots and create graphics

LICEcap - to create short GIFs

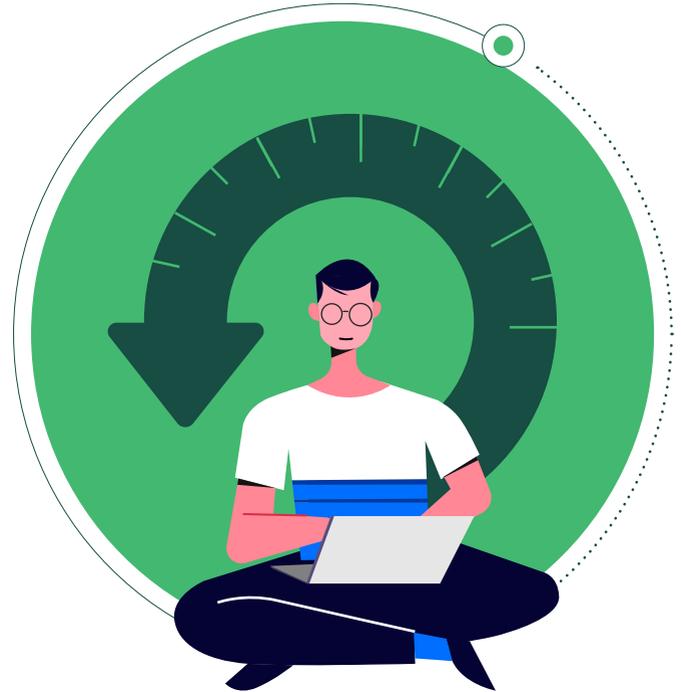
Grammarly - to spell check the articles

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## Track performance with metrics and KPIs

**72%** of companies believe they can use analytics and reports to improve the customer experience.

› [Deloitte](#)



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*Metrics play a crucial role in every aspect of a business. Only if you're able to measure performance, will you be able to set benchmarks and achieve targets. Without a doubt, metrics are of great importance in customer support too. Quantifying your customer service efforts will help you weed out the inefficiencies in your support processes and identify the opportunities where you can improve.*

## Key metrics to track

### CSAT score

It refers to the percentage of customers who picked a positive response to the satisfaction survey questions. If the satisfaction score is low for your company as a whole or for specific agents, you should take steps to deliver a better support experience and win customer loyalty.

**Measurement: The higher your CSAT, the better.**

### Average monthly tickets

The total number of support tickets received by your company month-on-month. It is a direct indicator of how intuitive your product is for hassle-free use by customers. If this number is on the rise, you should do a root cause analysis and make improvements to your product/service.

**Measurement: The lower the number of tickets, the better.**

### First assign time

It refers to the average time taken for incoming tickets to be assigned to a support agent. This metric gives a good idea about the efficiency of the workflows you've set up in your helpdesk. A good helpdesk takes the manual effort out of the process with the use of automations that let you assign tickets to agents based on their availability, skills, and expertise.

**Measurement: The sooner tickets get assigned, the better.**

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### Average first response time

This metric measures how long it takes for you to respond to your customer once you receive a support request from them. In other words, how long does your customer have to wait before they receive an acknowledgement from you. You can further drill down into individual tickets that had a high first response time and identify where the lapses lie.

**Measurement: The quicker you respond, the better.**

### First call resolution (FCR)

It gives the percentage of tickets that were resolved within the first agent response. It gives a measure of how well trained your agents are. You can also understand how well they use their existing knowledge and resources to craft the most concise replies to customers. Data shows that for every 1% increase in FCR, there is a 1% increase in CSAT.

**Measurement: The higher the percentage, the better.**

### Average resolution time

This is the time taken by your support agents to fully resolve a customer query/ticket. The average resolution time tells you how strong your team's product knowledge is, how well you're staffed, and whether you are providing your team with the right tools to help them close tickets faster.

**Measurement: The quicker you resolve tickets, the better.**

### Resolution SLA

Resolution SLA tells you what percentage of tickets your team has resolved within the promised SLA. This number is a reflection of your customer support team's efficiency. A lower resolution SLA percentage will mean more effort and training to improve the agents' product knowledge and time management skills.

**Measurement: The higher the percentage, the better.**

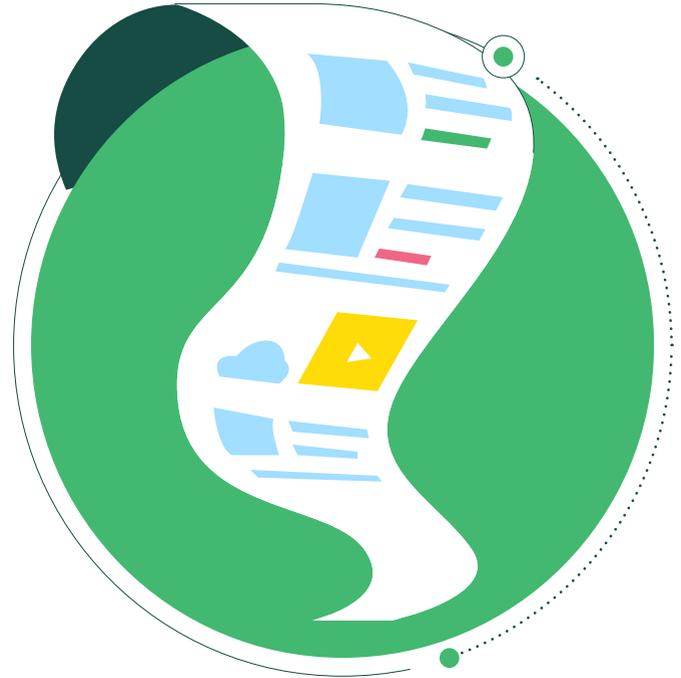
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## Conclusion

› **70%** of consumers say they have already made a choice to support a company that delivers great customer service

› [American Express](#)

There's no denying that the quality of customer service is pivotal to a company's success. And for your service to be of a good standard, you need to ensure that your team is productive and goal-oriented. Using the tools and processes discussed in this guide, you can get started on implementing a productive support setup. One that will keep both your support team and customers happy!



**Boost customer support productivity  
with an omnichannel helpdesk**

TRY FRESHDESK

[www.freshdesk.com/signup](https://www.freshdesk.com/signup)





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		Quotation	
To:	Donnybrook-Balingup Shire PO BOX 94 DONNYBROOK WA 6239	Quote:	7610
Tel:	9780 4200	Date:	10/03/2021
Attn:	K Williams	Quotation Valid To:	09/05/2021
	Fax: 9731 1677 DBK		

From:	IT Vision PO Box 881 CANNING BRIDGE WA 6153 ABN 34 309 336 904		
Attn:	Glenn Cameron	Tel:	08 9315 7000
Email:	<a href="mailto:sales@itvision.com.au">sales@itvision.com.au</a>	Fax:	08 9315 7088
			<a href="http://www.itvision.com.au">www.itvision.com.au</a>

We are pleased to provide the following quotation. We hope that it is acceptable, and look forward to receiving your Purchase Order to proceed.

Implementation Services (performed on-site)	DAY	2.50	\$4,525.00
Travel Time per hour	HRS	6.00	\$588.00
Option - Altus Mobile Customer Service	UNIT	1.00	\$3,600.00
Optional - Implementation Services - Mobile Customer Services	DAY	1.50	\$2,715.00
Optional - Implementation Services - assistance with Customer Service Reporting	DAY	0.50	\$905.00

Cost Ex GST	\$12,333.00
GST	\$1,233.30
<b>Total</b>	<b>\$13,566.30</b>

Annual Subscription Fees (inc GST) for the above are: \$1,980.00

#### Terms & Conditions:

This quotation is valid for a period of 60 days.

Any necessary Travel and Living expenses will be charged at cost, and may include:

- 1) Travel - flights plus taxis or mileage allowance for travel to & from airport; and/or hire car, tolls, petrol & parking charges; or mileage allowances (\$0.66/km) if using own car to travel to site;
- 2) Meal allowances - \$97.40 per full day at the ATO 16/17 reasonable travel allowance amount;
- 3) Accommodation;
- 4) Any other expenses directly associated with travel to your site.

The Annual License Fee (if quoted) entitles you to ongoing use of the software, unlimited telephone support and upgrades to the software as these become available. The Annual License Fee will be charged pro rata in the first year from date of installation to 30th June.

Acceptance of this Quotation constitutes the SynergySoft Supply Agreement as detailed in the SynergySoft License Agreement that can be located on the IT Vision website (<https://client-portal.itvision.com.au/documents/it-vision-supply-agreement-and-software-licence>).

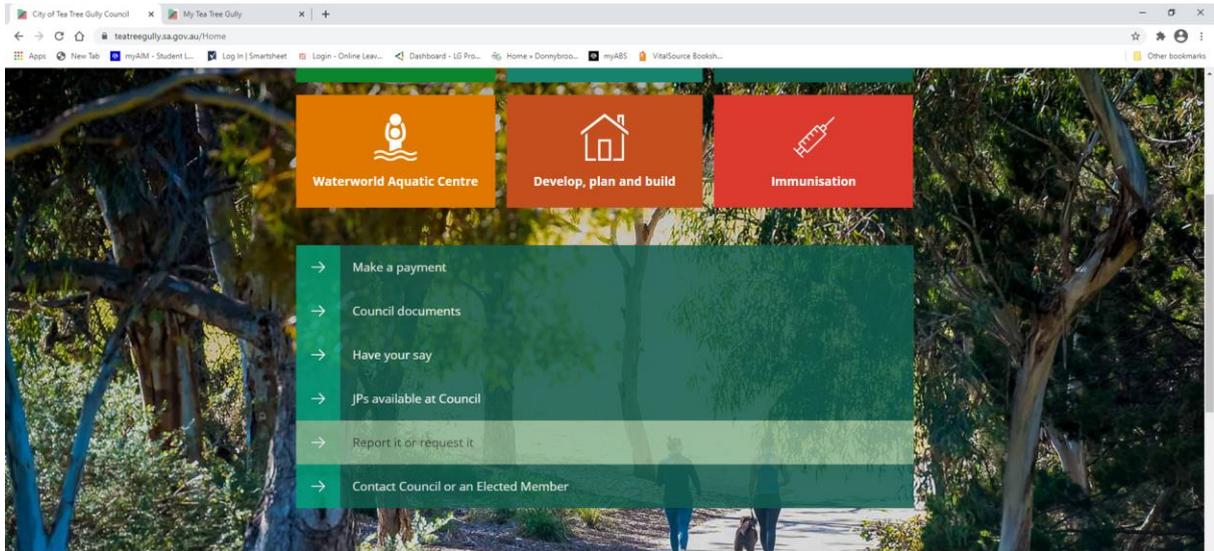
#### Cancellation Fees:

If this quotation contains any training, implementation, or assistance and dates have been agreed, the following charges will be incurred in the event of cancellation.



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Cancellation prior to 3 days before the event: 25% of the quoted fees  
Cancellation 3 days or less before the event: 50% of the quoted fees



Popular report it topics

<b>Trees</b> Request a new tree, tree pruning or removal!	 Reserves and verges	 Bins and waste
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See all >

Track your request

Enter in report ID to track...

https://my.teatreegully.sa.gov.au/s/request-submit?id=DS-0161

City of Tea Tree Gully Council | Submit request | My Tea Tree Gully

my.teatreegully.sa.gov.au/request-submit?id=DS-0161

Request Location Details Complete

**URGENT REQUESTS**  
Business hours call 8397 7444  
Emergency after-hours call 1300 405 536

I want to tell you about...

- A tree on Council property
- A tree on private property
- I'm not sure if it's on Council or private property

**Contact Us**

City of Tea Tree Gully  
571 Montague Rd  
Modbury SA 5092  
Monday - Friday  
8.45am - 5.00pm  
[View on Map](#)  
[Contact details for Council](#)

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After hours emergency  
1300 405 536  
Email us: [customerservice@cttg.sa.gov.au](mailto:customerservice@cttg.sa.gov.au)

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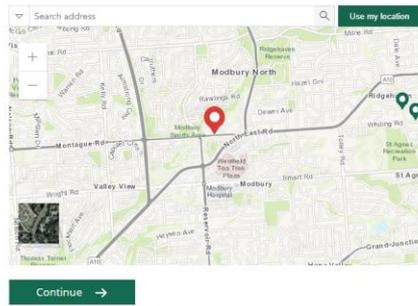
would like to...

- Report a fallen tree or branch
- Report a tree that needs pruning
- Request a stump removal
- Report vandalism or poisoning
- Report damage from a tree root
- Request tree planting
- Request a tree inspection or removal
- Report another matter regarding a tree

**Contact Us** **Share and Connect**

### Location

Enter the street address of the location of the request or landmark name or locate by moving the red pin on the map below.



### Contact Us

City of Tea Tree Gully  
571 Montague Rd  
Modbury SA 5092  
Monday - Friday  
8.45am - 5.00pm  
[View on Map](#)

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After hours emergency  
1300 405 536  
Email us: [customerservice@cttg.sa.gov.au](mailto:customerservice@cttg.sa.gov.au)

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