
NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 19 FEBRUARY 2025
REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY

1. INVESTMENT REPORT AS AT 31 DECEMBER 2024

Author	Director Finance & Corporate Strategy
Responsible Officer	Director Finance & Corporate Strategy
Link to Strategic Plans	CSP – 4.3 A financially sound Council that is responsible and sustainable DP - 4.3.1.5 Provide monthly cash balances and detailed quarterly financial reports to Council.

Executive Summary

Council's investments are made in accordance with legislative requirements and are certified as such by the Responsible Accounting Officer. This report details Council's investments as at 31 December 2024.

Report

Under the Local Government Act 1993 and Local Government (General) Regulation 2021, the Responsible Accounting Officer is required to report on Council's Investment portfolio monthly. The report must be made up to the last day of the month immediately preceding the meeting.

The management of Council's Investments is delegated by the General Manager to the Director of Finance and Corporate Strategy.

Council's investments are made in accordance with the Local Government Act 1993, Local Government (General) Regulation 2021, Ministerial Investment Order issued February 2011, the Office of Local Government's Guidelines and Council's Investment Policy.

Council's investment portfolio is managed through term deposits and the current interest rates range from 4.15% to 5.35%. During December, Council's total cash and investments decreased by \$692K from \$24,018M to \$23,326M. This is due to the transfer of funds from the investments to the cheque account for cash flow purposes. Council's investment portfolio as at 31 December 2024 is attached as **Attachment No. 1**.

Financial Implications

The 2024/25 Budget estimates the total annual Investment Revenue as \$880,000 which represents an estimated return of 4.29% and is split proportionally across General, Water and Sewer Funds and changes monthly in accordance with cash flow requirements.

NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 19 FEBRUARY 2025
REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY

1. INVESTMENT REPORT AS AT 31 DECEMBER 2024 (Cont'd)

Legal and Regulatory Compliance

- Local Government Act, 1993 – Section 625
- Local Government (General) Regulation, 2021 – Clause 212
- Council Investment Policy 2023
- Ministerial Investment Order – 12 January 2011

Risk Management Issues

Council's risk management strategy is to diversify the allocation of funds across different financial institutions and government authorities based on credit ratings as per the Investment Policy. The investment portfolio is regularly reviewed to maximise investment performance and minimise risk.

Certification – Responsible Accounting Officer

I hereby certify that the investments listed in the report have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2021 and Council's Investment Policy.

Attachments

- 1 Investment Portfolio as at 31 December 2024

RECOMMENDATION

1. That the report regarding Council's Investment Portfolio be received and noted.
2. That the certification of the Responsible Accounting Officer be noted and the report adopted.

2. INVESTMENT REPORT AS AT 31 JANUARY 2025

Author	Director Finance & Corporate Strategy
Responsible Officer	Director Finance & Corporate Strategy
Link to Strategic Plans	CSP – 4.3 A financially sound Council that is responsible and sustainable DP - 4.3.1.5 Provide monthly cash balances and detailed quarterly financial reports to Council.

Executive Summary

Council's investments are made in accordance with legislative requirements and are certified as such by the Responsible Accounting Officer. This report details Council's investments as at 31 January 2025.

2. INVESTMENT REPORT AS AT 31 JANUARY 2025 (Cont'd)

Report

Under the Local Government Act 1993 and Local Government (General) Regulation 2021, the Responsible Accounting Officer is required to report on Council's Investment portfolio monthly. The report must be made up to the last day of the month immediately preceding the meeting.

The management of Council's Investments is delegated by the General Manager to the Director of Finance and Corporate Strategy.

Council's investments are made in accordance with the Local Government Act 1993, Local Government (General) Regulation 2021, Ministerial Investment Order issued February 2011, the Office of Local Government's Guidelines and Council's Investment Policy.

Council's investment portfolio is managed through term deposits and the current interest rates range from 4.15% to 5.35%. During January, Council's total cash and investments increased by \$794K from \$23,326M to \$24,120M. This is due to the transfer of surplus funds from the cheque account to investments. Council's investment portfolio as at 31 January 2025 is attached as **Attachment No. 2**.

Financial Implications

The 2024/25 Budget estimates the total annual Investment Revenue as \$880,000 which represents an estimated return of 4.29% and is split proportionally across General, Water and Sewer Funds and changes monthly in accordance with cash flow requirements.

Legal and Regulatory Compliance

- Local Government Act, 1993 – Section 625
- Local Government (General) Regulation, 2021 – Clause 212
- Council Investment Policy 2023
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Risk Management Issues

Council's risk management strategy is to diversify the allocation of funds across different financial institutions and government authorities based on credit ratings as per the Investment Policy. The investment portfolio is regularly reviewed to maximise investment performance and minimise risk.

Certification – Responsible Accounting Officer

I hereby certify that the investments listed in the report have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2021 and Council's Investment Policy.

**NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 19 FEBRUARY 2025
REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY**

2. INVESTMENT REPORT AS AT 31 JANUARY 2025 (Cont'd)

Attachments

- 2 Investment Portfolio as at 31 January 2025

RECOMMENDATION

1. That the report regarding Council's Investment Portfolio be received and noted.
2. That the certification of the Responsible Accounting Officer be noted and the report adopted.

3. FINANCIAL REPORT – 31 JANUARY 2025

Author	Director Finance and Corporate Strategy
Responsible Officer	Director Finance and Corporate Strategy
Link to Strategic Plans	CSP – 4.3.1 – Operate and manage Council in a financially sustainable manner that meets all statutory and regulatory compliance and Council policies. Delivery Program – 4.3.1.5 - Provide monthly cash balances and detailed quarterly financial reports to Council.

Executive Summary

This report provides information to Council regarding its financial performance and position for the period ended 31 January 2025 and progress of the 2024/25 capital works program.

Report

The financial report as 31 January 2025 has been prepared and is presented to Council as **Attachment No.3**.

This report provides information to Council regarding its actual income and expenditure for the period ended 31 January 2025 and compare it to the budgeted income and expenditure for the year. Council adopted its budget for the 2024-25 financial year as part of the Operational Plan at the June 2024 Ordinary Council Meeting.

Financial Implications

There are no variations proposed to Council in this report.

3. FINANCIAL REPORT – 31 JANUARY 2025 (Cont'd)

Legal and Regulatory Compliance

The Local Government (General) Regulation 2021 (the Regulations) clause 202, states that Council's Responsible Accounting Officer must:

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

Attachments

- 3 Financial report as at 31 January 2025

RECOMMENDATION

That the financial report as at 31 January 2025 be received and noted.

4. QUARTERLY BUDGET REVIEW STATEMENT – 31 DECEMBER 2024

Author	Director Finance and Corporate Strategy
Responsible Officer	Director Finance and Corporate Strategy
Link to Strategic Plans	CSP – 4.3.1 – Operate and manage Council in a financially sustainable manner that meets all statutory and regulatory compliance and Council policies. Delivery Program – 4.3.1.5 - Provide monthly cash balances and detailed quarterly financial reports to Council.

Executive Summary

The Quarterly Budget Review Statement ("QBR") must be prepared by the Responsible Accounting Officer and presented to Council within two months of the end of the quarter.

Report

The Quarterly Budget Review Statement (QBR) has been prepared for the 31 December 2024 quarter and is presented to Council as **Attachment No.4**.

Council adopted its budget for the 2024-25 financial year as part of the Operational Plan at the 26 June 2024 Council Meeting.

4. QUARTERLY BUDGET REVIEW STATEMENT – 31 DECEMBER 2024 (Cont'd)

The following statements, incorporating budget variations to 31 December 2024 and forecasts to 30 June 2024 are presented to Council for consideration:

- Income Statement;
- Balance Sheet;
- Cash Flow Statement; and
- Statement of Changes in Equity.

Forecasts for 30 June 2025 have been assigned to all accounts, resulting in a forecast net result for the year of \$10,687,338, which is a favourable result compared to the adopted budget (\$9,949,841). The net operating result before grant and contributions provided for capital purposes have also increased from \$474,714 to \$988,917.

The increase in the net result and forecasted cash balance is mainly due to the following:

- Operating grants and contributions increased with \$1,632,788. Council received flood damage funding of \$1,158,659 during the reporting period.
- Capital grants and contributions decreased slightly with \$15,484.
- Salaries and wages expenses increased with \$232,000 and materials and services with \$886,585 due to increased flood damage works.
- Capital expenditure will also decrease with \$1,125,675.

The financial position of Narromine Shire Council as at 31st December 2024 is considered to be satisfactory and is confirmed by the Report from the Responsible Accounting Officer.

Summary

The Office of Local Government released guidelines on the preparation of Quarterly Budget Review Statements (QBRS) to Councils in December 2010 with mandatory reporting in line with the guideline which commenced in July 2011.

The QBRS must show, by reference to the estimated income and expenditure that is set out in the operational plan adopted by Council for the relevant year, a revised estimate of income and expenditure for that year.

It also requires the Budget Review Statement to include a report by the Responsible Accounting Officer as to whether the Officer considers the Statement indicates Council to be in a satisfactory financial position (regarding its original budget) and if not, to include recommendations for remedial action.

Financial Implications

Variances to the adopted budget are disclosed in the statements attached to the report.

4. QUARTERLY BUDGET REVIEW STATEMENT – 31 DECEMBER 2024 (Cont'd)

Legal and Regulatory Compliance

Local Government (General) Regulation 2021 (the Regulations) clause 203 requires a Council's Responsible Accounting Officer to prepare and submit a quarterly budget review statement to the governing body of Council within two months of the end of the quarter.

Office of Local Government – Quarterly Budget Review Guidelines issued December 2010.

Risk Management Issues

Nil

Internal/External Consultation

Nil

Attachments

- 4 Quarterly Budget Review Statement

RECOMMENDATION

1. That the document entitled "Quarterly Budget Review Statement – 31 December 2024", as attached to the report, be noted;
2. That the variations of income, operating expenditure, capital expenditure and reserves as identified in the "Quarterly Budget Review Statement – 31 December 2024" be approved and voted.

5. CUSTOMER SERVICE POLICY

Author	Director Finance & Corporate Strategy
Responsible Officer	Director Finance & Corporate Strategy
Link to Strategic Plans	CSP – 4.3.1 Operate and manage Council in a financially sustainable manner that meets all statutory and regulatory compliance and Council policies

Executive Summary

This report is presented to Council to review Council's Customer Service Policy.

Council adopted the Customer Service Policy on 9 March 2016, which was subsequently revised on 12 September 2018.

The policy aims to ensure Council responds to customers in a courteous, consistent, timely and fair manner and provide services that reflect the vision and core values of Council.

The policy has been reviewed and suggested amendments have been marked for ease of reference.

5. CUSTOMER SERVICE POLICY (Cont'd)

Legal and Regulatory Compliance

Local Government Act 1993
Local Government (General) Regulation 2021
Privacy and Personal Information Protection Act 1998
Health Records and Information Privacy Act 2002
Government Information and Public Access Act 2009
State Records Act 1998

Financial Implications

Nil

Risk Management Issues

Nil

Attachments

- Customer Service Policy (***Attachment No 5***)

RECOMMENDATION

That Council adopts the revised Customer Service Policy, as attached to the report.

Barry Bonthuys
Director Finance & Corporate Strategy
Responsible Accounting Officer

Attachment 1 - Investments as at 31 December 2024

Financial Institution	Bank Rating	Investment Type/Maturity Date	Investment Rating	Current Rate	Term	Amount (\$)	Comment
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Cash & At Call

Commonwealth Bank	AA-	Business Online Saver - at call - Interest - Special rate 4.15%	A-1+	4.15%	N/A	3,325,724.56	S&P Short Term
TOTAL						3,325,724.56	
Percentage of Total Portfolio						14.26%	
Average Investment Yield						4.15%	

Term Deposits

Commonwealth Bank	AA-	Term Deposit - 06/01/2025	A-1+	5.05%	241 Days	3,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 31/01/2025	A-1+	5.15%	245 Days	2,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 25/02/2025	A-1+	5.35%	239 Days	3,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 27/03/2025	A-1+	5.20%	238 Days	2,000,000.00	S&P Short Term
Commonwealth Bank	AA-	Term Deposit - 06/05/2025	A-1+	4.75%	242 Days	3,000,000.00	S&P Short Term
Commonwealth Bank	AA-	Term Deposit - 03/06/2025	A-1+	4.73%	243 Days	2,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 03/07/2025	A-1+	5.05%	242 Days	3,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 05/08/2025	A-1+	5.05%	244 Days	2,000,000.00	S&P Short Term
TOTAL						20,000,000.00	
Percentage of Total Portfolio						85.74%	
Average Investment Yield						5.04%	

Total Investment Portfolio **23,325,724.56**

Attachment 2 - Investments as at 31 January 2025

Financial Institution	Bank Rating	Investment Type/Maturity Date	Investment Rating	Current Rate	Term	Amount (\$)	Comment
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Cash & At Call

Commonwealth Bank	AA-	Business Online Saver - at call - Interest - Special rate 4.15%	A-1+	4.15%	N/A	4,119,682.37	S&P Short Term
TOTAL						4,119,682.37	
Percentage of Total Portfolio						17.08%	
Average Investment Yield						4.15%	

Term Deposits

NAB	AA-	Term Deposit - 25/02/2025	A-1+	5.35%	239 Days	3,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 27/03/2025	A-1+	5.20%	238 Days	2,000,000.00	S&P Short Term
Commonwealth Bank	AA-	Term Deposit - 06/05/2025	A-1+	4.75%	242 Days	3,000,000.00	S&P Short Term
Commonwealth Bank	AA-	Term Deposit - 03/06/2025	A-1+	4.73%	243 Days	2,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 03/07/2025	A-1+	5.05%	242 Days	3,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 05/08/2025	A-1+	5.05%	244 Days	2,000,000.00	S&P Short Term
Commonwealth Bank	AA-	Term Deposit - 05/09/2025	A-1+	4.75%	241 Days	3,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 01/10/2025	A-1+	4.85%	243 Days	2,000,000.00	S&P Short Term
TOTAL						20,000,000.00	
Percentage of Total Portfolio						82.92%	
Average Investment Yield						4.97%	

Total Investment Portfolio

24,119,682.37



Financial Report

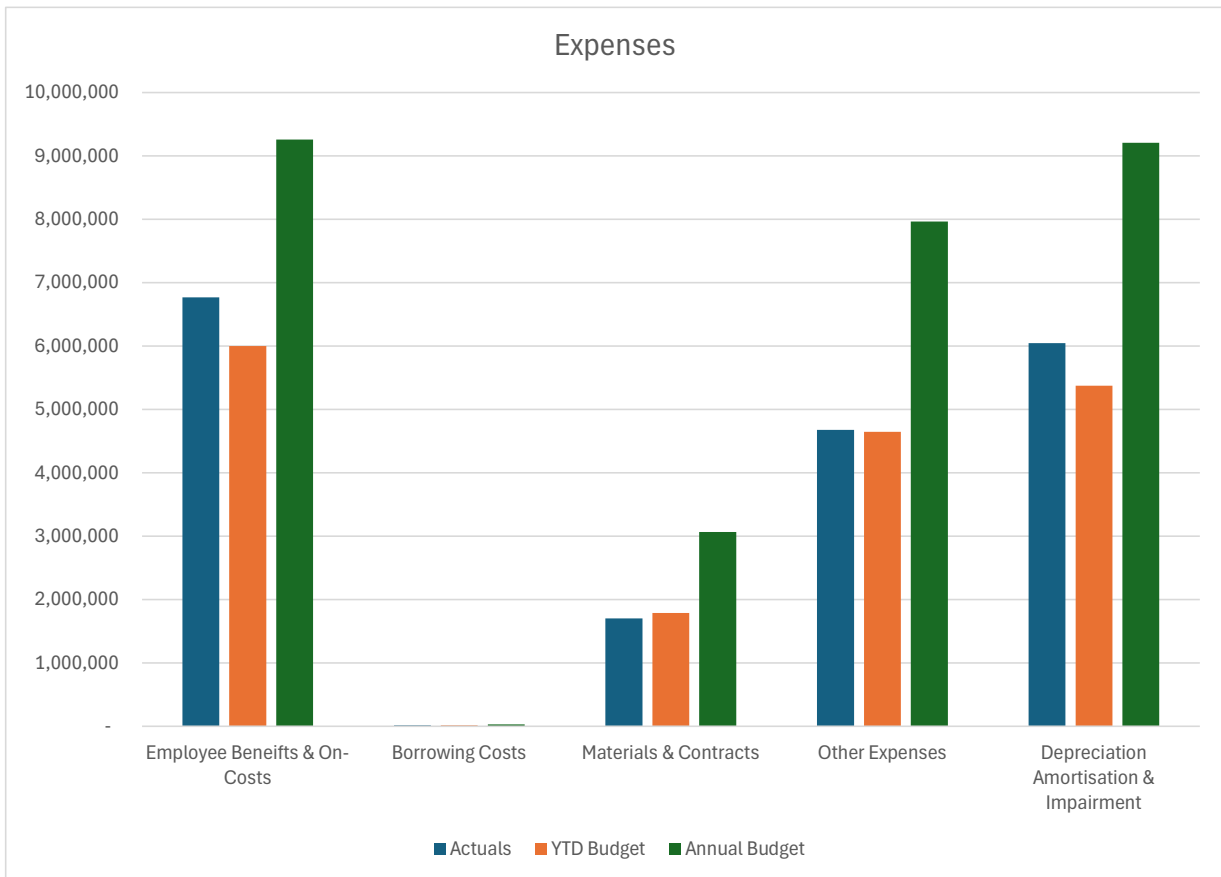
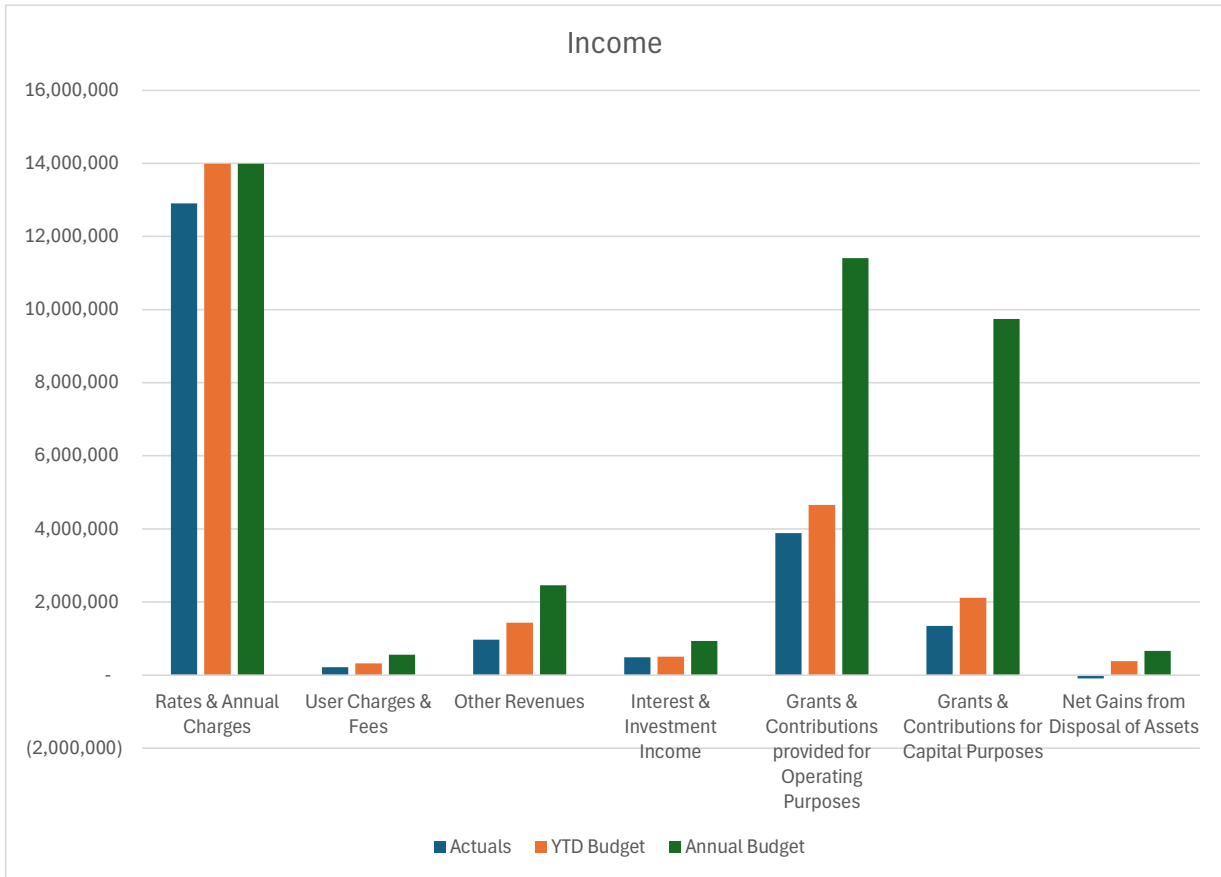
**For the period ended
31 January 2025**

Attachment No. 3

Narromine Shire Council
Income Statement
for the financial year to date 31 January 2025

Resource Group	Actual YTD	YTD Budget	YTD Budget Variance %	Annual Budget	Variance \$	Variance %
Income						
Rates & Annual Charges	12,902,637	13,990,603	92%	13,990,603	1,087,966	92%
User Charges & Fees	209,331	321,851	65%	551,744	342,413	38%
Other Revenues	968,372	1,434,775	67%	2,459,615	1,491,243	39%
Interest & Investment Income	481,269	504,749	95%	933,855	452,586	52%
Grants & Contributions provided for Operating Purposes	3,886,680	4,654,579	84%	11,407,849	7,521,169	34%
Grants & Contributions for Capital Purposes	1,347,277	2,117,629	64%	9,742,591	8,395,314	14%
<i>Other Income</i>					-	
Net Gains/(Losses) from Disposal of Assets	(95,223)	382,909	-25%	656,416	751,639	-15%
Income Total	19,700,343	23,407,095	84%	39,742,673	20,042,330	50%
Expenditure						
Employee Benefits & On-Costs	6,769,459	6,000,942	113%	9,258,757	2,489,298	73%
Borrowing Costs	15,447	16,944	91%	29,046	13,599	53%
Materials & Contracts	1,701,058	1,787,654	95%	3,064,550	1,363,492	56%
Other Expenses	4,675,291	4,645,369	101%	7,963,489	3,288,198	59%
Depreciation Amortisation & Impairment	6,046,052	5,372,225	113%	9,209,528	3,163,476	66%
Expenditure Total	19,207,307	17,823,133	108%	29,525,370	10,318,063	65%
Total	493,036	5,583,963	9%	10,217,303	9,724,267	5%
Net Operating Result Before Grants and Contributions Provided for Capital Purposes	(854,241)	3,466,334	-25%	474,712	1,328,953	-180%

Narromine Shire Council
Income and Expenses Summary
for the financial year to date 31 January 2025



**Narromine Shire Council
Budget 2024-25
BALANCE SHEET**

	Actual YTD \$'000	Budget 2024-25 \$'000	Variance %
ASSETS			
Current Assets			
Cash & cash equivalents	4,220	565	746.90%
Investments	20,000	19,000	105.26%
Receivables	5,844	1,358	430.34%
Inventories	8,147	5,618	145.02%
Contract assets	0	0	0.00%
Other	0	97	0.00%
Total Current Assets	38,211	26,638	143.45%
Non-Current Assets			
Infrastructure, property, plant & equipment	402,905	399,259	100.91%
Investments accounted for using the equity method	406	406	100.00%
Total Non-Current Assets	403,311	399,665	100.91%
TOTAL ASSETS	441,522	426,303	103.57%
LIABILITIES			
Current Liabilities			
Payables	617	1,103	55.94%
Contract liabilities	0	0	0.00%
Borrowings	1,120	1,105	101.36%
Employee benefit provision	1,582	1,789	88.43%
Total Current Liabilities	3,319	3,997	83.04%
Non-Current Liabilities			
Borrowings	3,080	2,532	121.64%
Employee benefit provisions	54	56	96.43%
Provisions	1,986	1,544	128.63%
Total Non-Current Liabilities	5,120	4,132	123.91%
TOTAL LIABILITIES	8,439	8,129	103.81%
Net Assets	433,083	418,174	103.57%
EQUITY			
Accumulated Surplus	175,048	183,966	95.15%
Revaluation Reserves	258,035	234,208	110.17%
Council Equity Interest	433,083	418,174	103.57%
Total Equity	433,083	418,174	103.57%

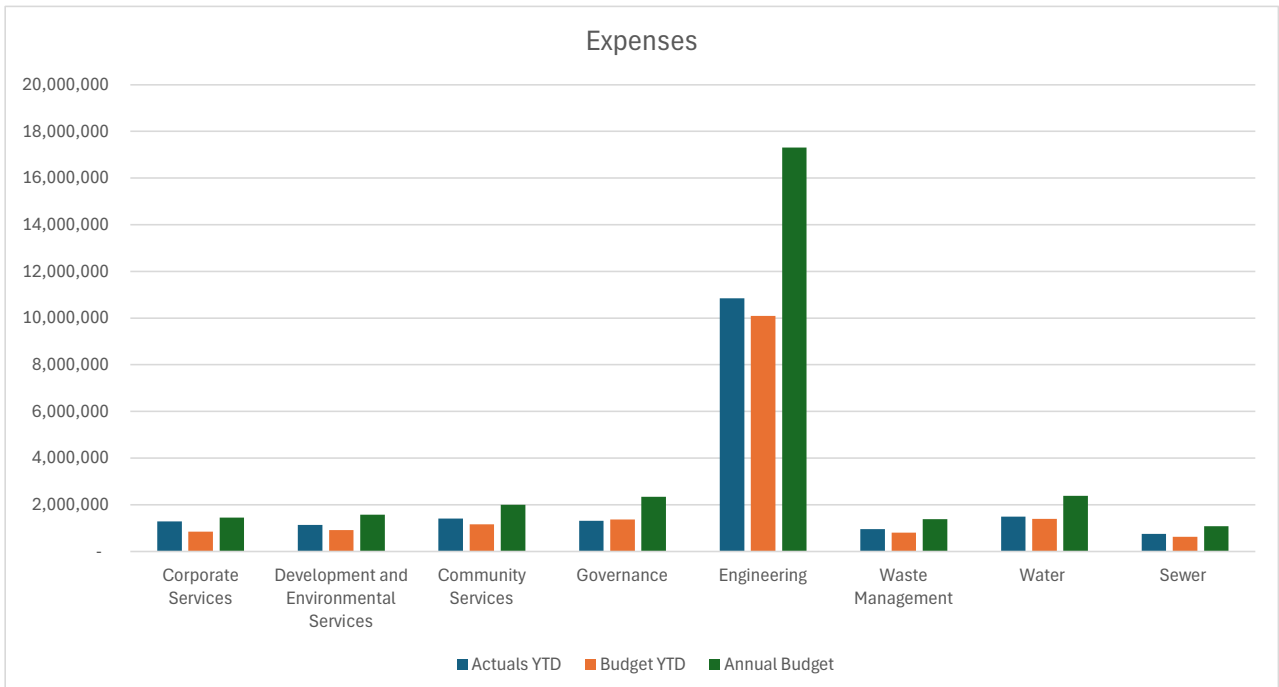
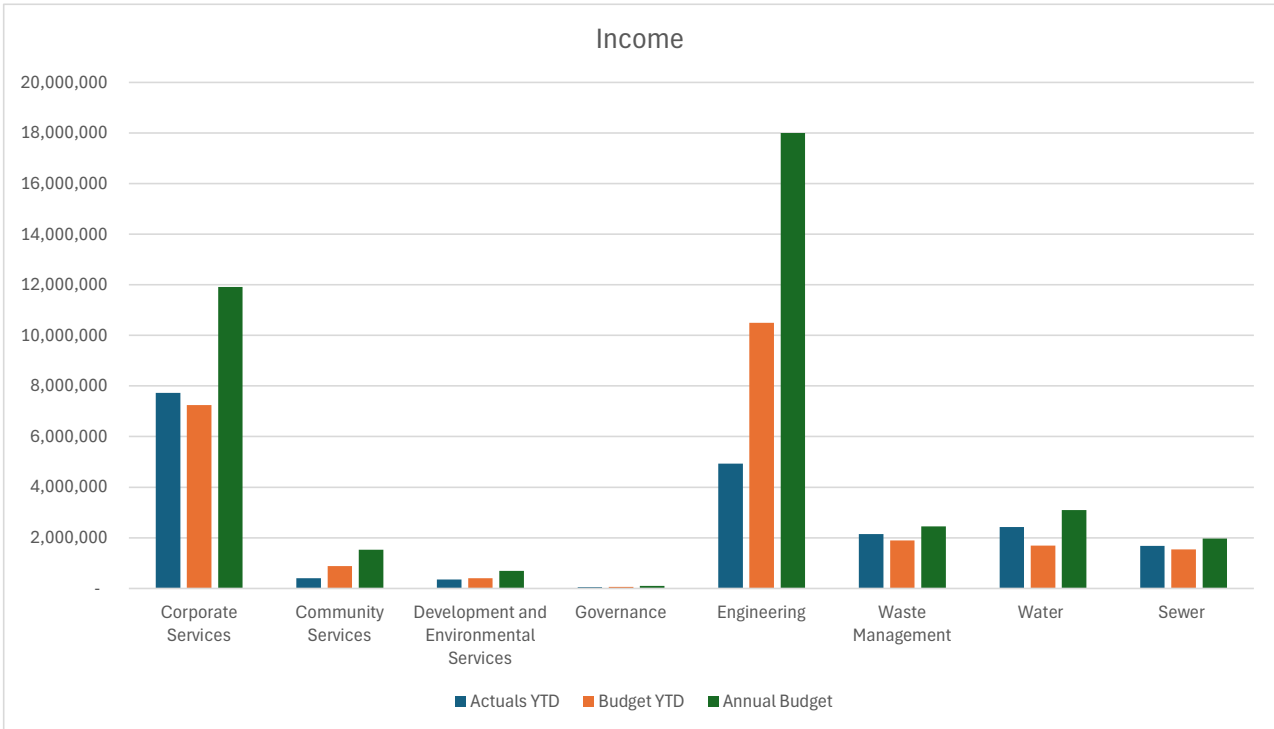
**Narromine Shire Council
Budget 2024-25
CASH FLOW STATEMENT**

	Actual YTD \$'000	Budget 2024-25 \$'000	Variance %
Cash Flows from Operating Activities			
Receipts:			
Rates & Annual Charges	7,106	11,631	61.10%
User Charges & Fees	2,023	836	241.99%
Interest & Investment Revenue Received	907	882	102.83%
Grants & Contributions	5,376	20,375	26.39%
Other	607	1,945	31.21%
Payments:			
Employee Benefits & On-Costs	(5,010)	(10,047)	49.87%
Materials & Contracts	(9,043)	(11,927)	75.82%
Borrowing Costs	(103)	(177)	58.19%
Other	(505)	(994)	50.80%
Net Cash provided (or used in) Operating Activities	1,358	12,524	10.84%
Cash Flows from Investing Activities			
Receipts:			
Sale of Real Estate Assets	0	2,212	0.00%
Sale of Infrastructure, Property, Plant & Equipment	81	285	28.42%
Payments:			
Purchase of Infrastructure, Property, Plant & Equipment	(6,826)	(20,675)	33.02%
Purchase of Real Estate Assets	0	0	0.00%
Net Cash provided (or used in) Investing Activities	(6,745)	(18,178)	37.11%
Cash Flows from Financing Activities			
Receipts:			
Proceeds from Borrowings & Advances	0	0	0.00%
Payments:			
Repayment of Borrowings & Advances	510	(1,405)	-36.30%
Net Cash Flow provided (used in) Financing Activities	510	(1,405)	-36.30%
Net Increase/(Decrease) in Cash & Cash Equivalents	(4,877)	(7,059)	69.09%
plus: Cash, Cash Equivalents & Investments - beginning of year	9,097	6,623	137.35%
Cash & Cash Equivalents - end of the year	4,220	(436)	-967.89%
Investments on hand at end of the year	20,000	20,000	100.00%
Total cash, cash equivalents & investments	24,220	19,564	123.80%
Representing:			
- External Restrictions	14,309	9,966	143.58%
- Internal Restrictions	5,957	5,917	100.68%
- Unrestricted	3,954	3,681	107.42%
	24,220	19,564	123.80%

Narromine Shire Council
Income Statement by Department
for the financial year to date 31 January 2025

	Actual YTD	Annual Budget	Variance \$	Variance %
Income				
Corporate Services	7,729,326	11,917,377	4,188,051	65%
Community Services	401,964	1,521,614	1,119,650	26%
Development and Environmental Services	355,015	686,280	331,265	52%
Governance	42,740	98,250	55,510	44%
Engineering	4,923,719	17,992,566	13,068,847	27%
Waste Management	2,141,363	2,454,235	312,872	87%
Water	2,426,489	3,097,030	670,541	78%
Sewer	1,679,727	1,975,321	295,594	85%
Income Total	19,700,343	39,742,673	20,042,330	50%
Expenditure				
Corporate Services	1,293,950	1,446,747	152,797	89%
Development and Environmental Services	1,133,928	1,570,733	436,805	72%
Community Services	1,410,309	2,005,658	595,349	70%
Governance	1,316,731	2,339,644	1,022,913	56%
Engineering	10,850,301	17,309,930	6,459,629	63%
Waste Management	958,995	1,384,583	425,588	69%
Water	1,486,217	2,389,085	902,868	62%
Sewer	756,876	1,078,990	322,114	70%
Expenditure Total	19,207,307	29,525,370	10,318,063	65%
Total	493,036	10,217,303	9,724,267	5%

Narromine Shire Council
Income Statement by Department
for the financial year to date 31 January 2025



Attachment No. 3

CAPITAL WORKS PROGRAM 2024/25						
Asset Class	Town	Project Description				
			Actuals	Annual Budget	Variance	Budget %
Corporate and Financial Services	Shire	Capital Contingency Fund	-	200,000	200,000	0%
Total Corporate and Financial Services			-	200,000	200,000	0%
Buildings	Narromine	Council Chamber - Rear Shed Flooring	-	20,000	20,000	0%
Buildings	Shire	Mungery Hall Upgrade (CAP 023)	-	278,964	278,964	0%
Buildings	Narromine	Narromine Sports Air Conditioner Replacement (CAP013)	19,821	19,384	- 437	102%
Buildings	Narromine	Narromine Rotary Park Furniture & Carpark Upgrade (CAP013)	99,146	98,862	- 284	100%
Buildings	Narromine	Cale Oval - CCTV Installation (Section 7.12 Contributions)	14,000	14,000	-	100%
Buildings	Narromine	Customer and Payment Centre - Awning (Roof Patio)	516	18,000	17,484	3%
Buildings	Narromine	Depot Upgrade - Improved Storage, Automated Gates, Awning, Generator, Switchboard	50,553	80,000	29,447	63%
Buildings	Trangie	Library Extension - Local Roads and Community Infrastructure Program Phase 4	20,274	220,000	199,726	9%
Buildings	Narromine	Library Upgrade - Local Roads and Community Infrastructure Program Phase 4	19,417	180,000	160,583	11%
Total Buildings			223,727	929,210	705,483	24%
Cemeteries	Narromine	Narromine Cemetery (Dappo Road) Toilet Block	-	11,746	11,746	0%
Cemeteries	Narromine	Baby Graves Upgrade	13,529	25,000	11,471	54%
Cemeteries	Narromine	Headstone Slabs	-	6,000	6,000	0%
Cemeteries	Trangie	Landscape and Upgrades	-	15,000	15,000	0%
Total Cemeteries			13,529	57,746	44,217	23%
IT Services	Narromine	Civica eServices	6,694	20,000	13,306	33%
IT Services	Narromine	Optic Fibre Cable Network - Stage 3	-	35,000	35,000	0%
IT Services	Narromine	Virtual Hardware Server Replacement - Main Site and Disaster Recovery Site	95,264	125,000	29,736	76%
IT Services	Narromine	Records System Upgrade to CM10	11,232	15,000	3,768	75%
IT Services	Narromine	UPS (Battery Back-up) Replacements	-	25,000	25,000	0%
IT Services	Narromine	Street Watch CCTV Server Upgrade	-	17,000	17,000	0%
Total IT Services			113,190	237,000	123,810	48%
Real Estate Development	Trangie	Subdivision & Development of Derribong St Trangie Land	249,340	239,057	- 10,283	104%
Real Estate Development	Narromine	Industrial Estate Land Development - Business Planning Freight Exchange	57,570	412,173	354,603	14%
Real Estate Development	Narromine	Residential Land Development - 36 Jones Circuit	1,177,342	1,300,000	122,658	91%
Total Real Estate Development			1,484,252	1,951,230	466,978	76%
Recreation Facilities	Narromine	Fowler Engine Restoration	-	5,000	5,000	0%
Recreation Facilities	Narromine	Pool Upgrade Works - Fencing, Benches & Seating, Entrance Landscaping	86,576	88,161	1,585	98%
Recreation Facilities	Trangie	Dandaloo Street - Public Toilets Screening (Section 7.12 Contributions)	-	5,000	5,000	0%
Recreation Facilities	Narromine	Stronger Country Communities Round 5 - SCCF5 - 00281 - Upgrade Public Facilities Dundas Park	70,681	7,387	- 63,294	957%
Recreation Facilities	Narromine	Narromine Sports Centre Roof and Gutter Capital Upgrade (CAP013)	5,925	5,925	0	100%
Recreation Facilities	Narromine	Dundas Park - Playground Upgrades	-	13,659	13,659	0%
Recreation Facilities	Trangie	Argonauts Park - Park and Area Upgrades	-	21,855	21,855	0%

Attachment No. 3

CAPITAL WORKS PROGRAM 2024/25						
Asset Class	Town	Project Description				
			Actuals	Annual Budget	Variance	Budget %
Total Recreation Facilities			163,182	146,987	- 16,195	111%
Saleyards	Narromine	Saleyards Redevelopment - Planning, Design and Consultation	-	50,000	50,000	0%
Total Saleyards			-	50,000	50,000	0%
Roads	Narromine	Rural Roads - Tomingley and Gainsborough Road Intersection Upgrade (Block Grant)	18,065	250,000	231,935	7%
Roads	Narromine	Gainsborough and Tullamore Roads Intersection Upgrade - Turning and Slip Lanes (LRCIP Phase 4)	2,289	1,887	- 402	121%
Roads	Narromine	Burraway Street Upgrade (Gravel Resheeting Program - LRCIP Phase 3)	54,963	12,650	- 42,313	434%
Roads	Shire	Rural Roads - Resources For Regions - Round 9 - R4R9 - Road Resheeting & Sealing Across The Shire	80,272	982,197	901,925	8%
Roads	Narromine	2023-24 FAGS - Narromine Foothpths - Cycleways - Pedestrian Facility (Budget Only)	-	87,926	87,926	0%
Roads	Trangie	2023-24 FAGS - Trangie Foothpths - Cycleways - Pedestrian Facility (Budget Only)	-	43,963	43,963	0%
Roads	Tomingley	2023-24 FAGS - Tomingley Foothpths - Cycleways - Pedestrian Facility (Budget Only)	-	14,654	14,654	0%
Roads	Narromine	2023-24 FAGS - Derribong Street - New Footpath Construction	35,755	289,425	253,670	12%
Roads	Shire	2023-24 FAGS - Rural Roads Gravel Resheet Program (Budget Only)	46,829	360,500	313,671	13%
Roads	Shire	Rural Roads - Rural Culvert Replacement Program	44,333	116,699	72,366	38%
Roads	Trangie	Truck Wash Upgrade - Restart NSW Funding (RNSW2331)	15,801	2,968	- 12,833	532%
Roads	Narromine	Tullamore Road (McGrane Way) Improvements - Reconstruction, Widening and Resealing 2km of Road (LRCIP Phase 4)	524,729	524,729	-	100%
Roads	Narromine	Upgrade of Bus Stops (Country Passenger Transport Infrastructure Funding)	5,646	15,000	9,354	38%
Roads	Shire	Betterment Improvement Program - Tomingley	6,879	490,326	483,447	1%
Roads	Shire	Betterment Improvement Funding - Momo Road	3,649	184,800	181,151	2%
Roads	Shire	Betterment Improvement Funding - Lincoln Lane	82,077	335,382	253,305	24%
Roads	Shire	Betterment Improvement Funding - Jobs Road	-	2,822	2,822	0%
Roads	Shire	Betterment Improvement Funding - Herrings Lane	2,726	132,199	129,473	2%
Roads	Shire	Betterment Improvement Funding - Hamilton's Road	53,108	231,441	178,333	23%
Roads	Shire	Betterment Improvement Funding - Fairview Road	-	365,257	365,257	0%
Roads	Shire	Betterment Improvement Funding - Haberworth Road	-	9,408	9,408	0%
Roads	Shire	Betterment Improvement Funding - Frecklingtons Road	195,663	249,026	53,363	79%
Roads	Shire	Betterment Improvement Funding - Farrendale Road	-	73,382	73,382	0%
Roads	Shire	Betterment Improvement Funding - Euromedah Road	-	24,460	24,460	0%
Roads	Shire	Betterment Improvement Funding - Eureka Road	-	22,848	22,848	0%
Roads	Shire	Gainsborough Road - Tomingley Intersection Widening and Land Acquisition	-	40,000	40,000	0%
Roads	Trangie	FAGS 2024-25 Main Street Kerb Upgrade	-	30,000	30,000	0%
Roads	Shire	FAGS 2024-25 Roads Reseal, Resheeting and Upgrades	38,216	1,000,000	961,784	4%
Roads	Shire	Roads Reseal, Resheeting and Upgrades (Regional and Local Roads Repair Program Funding)	1,316,151	2,000,000	683,849	66%
Roads	Shire	FAGS 2024-25 Guard Rails Replacement and Ugrades	-	200,000	200,000	0%
Roads	Narromine	Kerb and Gutter Upgrades	-	77,250	77,250	0%
Roads	Trangie	Kerb and Gutter Upgrades	-	51,500	51,500	0%
Total Roads			2,527,152	8,222,699	5,695,547	31%

Attachment No. 3

CAPITAL WORKS PROGRAM 2024/25						
Asset Class	Town	Project Description				
			Actuals	Annual Budget	Variance	Budget %
Sewer	Trangie	Sewer Treatment Plant Capital Upgrade - Trangie	-	247,774	247,774	0%
Sewer	Trangie	New Switch Boards - 4 Stations	104,616	240,000	135,384	44%
Sewer	Trangie	Upgrade of SPS 4	-	60,000	60,000	0%
Sewer	Shire	Minor Capital Works	-	24,487	24,487	0%
Sewer	Shire	Telemetry Upgrade High End Servers, Drives and Software	6,698	20,000	13,302	33%
Total Sewer			111,314	592,261	480,947	19%
Stormwater	Narromine	Drainage - Meringo Street Narromine	69,055	40,836	- 28,219	169%
Stormwater	Trangie	Trangie Lined and Unlined Open Channel Drain - Capital Program	-	150,000	150,000	0%
Stormwater	Tomingley	Lined & Outlined Open Channel Drain - Capital Program	-	10,000	10,000	0%
Stormwater	Narromine	Resources For Regions - Round 9 - R4R9 - Narromine Northern Catchment Storm Water Project - Stage 1	491,925	1,923,713	1,431,788	26%
Stormwater	Narromine	Roads to Recovery - Narromine Kerb & Gutter - A'Beckett St	3,070	82,750	79,680	4%
Total Stormwater			564,051	2,207,299	1,643,248	26%
Waste Management	Trangie	Trangie Transfer Station Design	22,218	25,000	2,782	89%
Waste Management	Narromine	Irrigation - Waste Facilities	-	36,850	36,850	0%
Waste Management	Narromine	2 X Fire fighting tanks including pumps and sprays - Waste Facilities	37,553	32,862	- 4,691	114%
Waste Management	Narromine	Security upgrades extra cameras - Waste Facilities	4,555	22,830	18,275	20%
Waste Management	Narromine	Security Fencing	-	50,000	50,000	0%
Waste Management	Narromine	CCTV	-	80,000	80,000	0%
Waste Management	Narromine	New Meals Room Facilities	-	60,000	60,000	0%
Waste Management	Tomingley	Waste Depot Improvements	-	50,000	50,000	0%
Total Waste Management			64,327	357,542	293,215	18%
Water Supply	Narromine	Resources For Regions Round 9 - R4R9 - Narromine Northern Zone Water Pressure Booster System	169,917	200,000	30,083	85%
Water Supply	Narromine	Concept and Detailed Design WTP	-	300,000	300,000	0%
Water Supply	Shire	Network Mains Replacement	5,433	202,155	196,722	3%
Water Supply	Trangie	Harris Street Main Replacement and Relocation of Treated Water Standpipe	-	67,980	67,980	0%
Water Supply	Shire	Water Quality Online Monitoring Systems	16,750	27,825	11,075	60%
Water Supply	Tomingley	Water Tank (Alkane Fund)	150,223	140,000	- 10,223	107%
Water Supply	Tomingley	Installation of Generator at Tomingley Water Treatment Plant (Alkane Fund)	14,272	15,000	728	95%
Water Supply	Tomingley	Installation of Smart Meter Receiver (Alkane Fund)	9,043	15,000	5,957	60%
Water Supply	Tomingley	Installation of Satellite Internet Connection (Alkane Fund)	2,588	12,000	9,412	22%
Total Water Supply			368,226	979,960	611,734	38%
Plant and Equipment	Narromine	New and Replacement - Plant and Vehicles 24/25	592,078	3,270,013	2,677,935	18%
Plant and Equipment	Trangie	New Loader for Waste Depot	-	380,000	380,000	0%
Total Plant and Equipment			592,078	3,650,013	3,057,935	16%
GRAND TOTAL			6,225,028	19,581,947	13,306,919	32%

Narromine Shire Council - Revenue and Expenditure Budget

Master Account	Actuals YTD 2025	Budget	Variance \$	Budget %
Income - Operating				
Community Services				
02400 - Saleyards	(800)	-	800	100%
02410 - Health Services	(67,435)	(116,889)	(49,454)	58%
02460 - Community Service	(435)	-	435	100%
02470 - Libraries	(82,479)	(86,549)	(4,070)	95%
02480 - Youth Services	(12,400)	(28,000)	(15,600)	44%
02600 - Tourism Operations	(32,885)	(4,846)	28,039	679%
02640 - Hub-N-Spoke	(39,365)	(11,256)	28,109	350%
02650 - Economic Development	(30,000)	-	30,000	100%
02700 - Real Estate Development	-	(182,937)	(182,937)	0%
Community Services Total	(265,799)	(430,477)	(164,678)	62%
Corporate Services				
01100 - Corporate Services Mgmt	66,843	(473,479)	(540,322)	-14%
01110 - Financial Services	(887,403)	(4,594,034)	(3,706,631)	19%
01130 - IT Services	(4,611)	8,120	12,731	-57%
01150 - Human Resources Mgmt	(23,118)	(25,000)	(1,882)	92%
01180 - Workers Compensation Claims Mgmt	(47,475)	(53,330)	(5,855)	89%
02240 - Corporate Administration Buildings	(4,471)	6,826	11,297	-66%
02990 - General Purpose Revenue	(6,776,412)	(6,786,480)	(10,068)	100%
Corporate Services Total	(7,676,649)	(11,917,377)	(4,240,728)	64%
Development and Environmental Services				
01210 - Noxious Weeds Operations	-	(74,435)	(74,435)	0%
02800 - Environment	(3,683)	-	3,683	100%
02810 - Animal & Pest Control	(14,899)	(17,710)	(2,811)	84%
02830 - Building Control Services	(209,011)	(457,348)	(248,337)	46%
02831 - Building Control Services - Swim Pool Compliance	(425)	(2,898)	(2,473)	15%
02840 - Health Administration & Inspection	(3,543)	(6,999)	(3,456)	51%
02850 - Rural Fire Service Administration	(330)	(536)	(206)	62%
02880 - Rural Fire Service Mtce	(123,124)	(126,354)	(3,230)	97%
Development and Environmental Services Total	(355,015)	(686,280)	(331,265)	52%
Engineering				
01200 - Engineering Mgmt	(592,281)	(89,790)	502,491	660%
01220 - Parks & Reserves	-	(32,562)	(32,562)	0%
01240 - Sports Grounds	(673)	(1,876)	(1,203)	36%
01290 - Mining	(165,760)	(168,000)	(2,240)	99%
01340 - Rural Roads	(150,193)	(1,917,360)	(1,767,167)	8%
01341 - Flood Damaged Roads ARGN	(1,158,660)	(3,902,097)	(2,743,437)	30%
01360 - Regional Roads	(1,227,240)	(1,278,774)	(51,534)	96%
01370 - Street Lighting	(49,000)	(111,780)	(62,780)	44%
02100 - Stormwater Mgmt	(205,662)	(53,444)	152,218	385%
02190 - Aerodrome Operations	(81,068)	(101,339)	(20,271)	80%
02200 - Quarry Operations	-	(1,051,652)	(1,051,652)	0%
02210 - Cemetery Operations	(60,613)	(101,172)	(40,559)	60%
02220 - Plant Operations	(2,385,504)	(2,366,604)	18,900	101%
02230 - Private Works	(113,364)	(292,690)	(179,326)	39%
02260 - Buildings - Halls	-	(335)	(335)	0%
02500 - Sports Centre	(55,683)	(88,656)	(32,973)	63%
02750 - Swimming Pools	(82,301)	(41,003)	41,298	201%
03200 - Water Supply	(2,217,863)	(3,077,926)	(860,063)	72%
03201 - Water Supply - Lease Income	(1,626)	(19,104)	(17,478)	9%
03300 - Sewerage Services	(1,679,727)	(1,975,321)	(295,594)	85%
03400 - Commercial Waste Operations	(383,959)	(715,984)	(332,025)	54%
03410 - Domestic Waste Operations	(1,584,212)	(1,558,585)	25,627	102%

Attachment No. 3

03420 - Waste Management	(173,192)	(179,666)	(6,474)	96%
Engineering Total	(12,368,581)	(19,125,720)	(6,757,139)	65%
Governance				
01010 - Elected Members Operations	(752)	-	752	#DIV/0!
01020 - Governance	(570)	(1,050)	(480)	54%
04110 - Alliance of Western Councils Operations	(1)	(65,000)	(64,999)	0%
04600 - NSRAC Operations	(25,387)	(28,519)	(3,132)	89%
04700 - TSRAC Operations	(15,811)	(3,681)	12,130	430%
04900 - Trangie Memorial Hall Operations	(218)	-	218	100%
Governance Total	(42,740)	(98,250)	(56,262)	44%
Income Total	(20,708,783)	(32,258,104)	(11,550,073)	64%
Expenditure				
Community Services				
02280 - Community Buildings	69,239	87,977	18,738	79%
02300 - Library Buildings	69,498	112,194	42,696	62%
02400 - Saleyards	51,184	67,056	15,872	76%
02410 - Health Services	127,806	203,624	75,818	63%
02460 - Community Service	41,743	59,313	17,570	70%
02470 - Libraries	347,315	446,311	98,996	78%
02480 - Youth Services	1,928	15,452	13,524	12%
02600 - Tourism Operations	258,327	351,292	92,965	74%
02640 - Hub-N-Spoke	1,165	1,768	603	66%
02650 - Economic Development	242,286	457,064	214,778	53%
02700 - Real Estate Development	199,818	203,607	3,789	98%
Community Services Total	1,410,309	2,005,658	595,349	70%
Corporate Services				
01100 - Corporate Services Mgmt	156,180	377,116	220,936	41%
01110 - Financial Services	(211,347)	(1,186,111)	(974,764)	18%
01130 - IT Services	542,591	915,679	373,088	59%
01140 - Records Services	110,632	156,578	45,946	71%
01150 - Human Resources Mgmt	451,649	975,784	524,135	46%
01180 - Workers Compensation Claims Mgmt	59,447	50,594	(8,853)	117%
02240 - Corporate Administration Buildings	184,798	157,107	(27,691)	118%
Corporate Services Total	1,293,950	1,446,747	152,797	89%
Development and Environmental Services				
01210 - Noxious Weeds Operations	178,451	224,345	45,894	80%
02800 - Environment	109,983	3,930	(106,053)	2799%
02810 - Animal & Pest Control	111,185	132,448	21,263	84%
02820 - Planning	214,872	290,576	75,704	74%
02830 - Building Control Services	11,161	16,765	5,604	67%
02840 - Health Administration & Inspection	71,895	105,471	33,576	68%
02850 - Rural Fire Service Administration	388,927	654,223	265,296	59%
02870 - State Emergency Service	12,129	16,633	4,504	73%
02880 - Rural Fire Service Mtce	35,323	126,342	91,019	28%
Development and Environmental Services Total	1,133,928	1,570,733	436,805	72%
Engineering				
01190 - Depot - Store Operations	226,727	264,225	37,498	86%
01200 - Engineering Mgmt	1,235,750	1,655,607	419,857	75%
01220 - Parks & Reserves	1,388,917	1,757,648	368,731	79%
01240 - Sports Grounds	219,623	204,087	(15,536)	108%
01250 - Bridges - Local Rds	113,691	159,403	45,712	71%
01270 - Bridges - Regional Rds	91,060	66,477	(24,583)	137%
01290 - Mining	75,678	50,000	(25,678)	151%
01320 - Urban Streets	911,315	887,605	(23,710)	103%
01340 - Rural Roads	2,342,115	3,256,940	914,825	72%
01341 - Flood Damaged Roads ARGN	1,719,678	3,902,099	2,182,421	44%

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01360 - Regional Roads	717,023	1,039,928	322,905	69%
01370 - Street Lighting	63,845	126,025	62,180	51%
01380 - Road Structures	8,282	13,025	4,743	64%
02100 - Stormwater Mgmt	319,683	474,995	155,312	67%
02110 - Public Amenities	93,471	146,297	52,826	64%
02190 - Aerodrome Operations	611,842	865,078	253,236	71%
02200 - Quarry Operations	452,060	1,274,852	822,792	35%
02210 - Cemetery Operations	111,052	119,995	8,943	93%
02220 - Plant Operations	1,432,991	2,140,850	707,859	67%
02230 - Private Works	176,957	145,010	(31,947)	122%
02260 - Buildings - Halls	167,438	232,089	64,651	72%
02320 - Depot Buildings	117,554	67,363	(50,191)	175%
02500 - Sports Centre	105,248	119,772	14,524	88%
02750 - Swimming Pools	504,020	598,582	94,562	84%
03200 - Water Supply	1,486,217	2,389,085	902,868	62%
03300 - Sewerage Services	756,876	1,078,990	322,114	70%
03400 - Commercial Waste Operations	159,527	190,636	31,109	84%
03410 - Domestic Waste Operations	731,900	1,111,631	379,731	66%
03420 - Waste Management	67,568	82,316	14,748	82%
Engineering Total	16,408,108	24,420,610	8,012,502	67%
Governance				
01000 - Executive Services	872,240	1,455,334	583,094	60%
01010 - Elected Members Operations	112,300	273,712	161,412	41%
01020 - Governance	294,392	539,532	245,140	55%
04110 - Alliance of Western Councils Operations	8,194	37,366	29,172	22%
04600 - NSRAC Operations	26,163	20,388	(5,775)	128%
04700 - TSRAC Operations	3,417	13,312	9,895	26%
04900 - Trangie Memorial Hall Operations	26	-	(26)	100%
Governance Total	1,316,731	2,339,644	1,022,913	56%
Expenditure Total	21,563,025	31,783,392	10,220,367	68%
Total	854,241	(474,712)	(1,329,707)	-180%
Income - Capital				
Community Services				
02700 - Real Estate Development	(43,871)	(412,173)	(368,302)	11%
02300 - Library Buildings	(84,283)	(400,000)	(315,717)	21%
02280 - Community Buildings	(8,011)	(278,964)	(270,953)	0%
Community Services Total	(136,165)	(1,091,137)	(954,972)	12%
Corporate Services				
02240 - Corporate Administration Buildings	(52,677)	-	52,677	100%
Corporate Services Total	(52,677)	-	52,677	100%
Engineering				
01340 - Rural Roads	(34,211)	(3,103,548)	(3,069,337)	1%
01360 - Regional Roads	(110,564)	(2,934,234)	(2,823,670)	4%
02100 - Stormwater Mgmt	(249,268)	(2,005,065)	(1,755,797)	12%
03200 - Water Supply	(207,500)	(425,000)	(217,500)	49%
02500 - Sports Centre	(126,504)	(151,394)	(24,890)	84%
01320 - Urban Streets	-	(15,000)	(15,000)	0%
01220 - Parks & Reserves	(63,384)	(17,213)	46,171	368%
01240 - Sports Grounds	(20,642)	-	20,642	100%
02190 - Aerodrome Operations	(170,100)	-	170,100	100%
02220 - Plant Operations	(176,263)	-	176,263	100%
Engineering Total	(1,158,436)	(8,651,454)	(7,493,018)	13%
Income Total	(1,347,277)	(9,742,591)	(8,395,313)	14%
Total	(493,036)	(10,217,303)	(9,725,019)	5%



Narrromine Shire Council

Quarterly Budget Review

2024-2025

Second Quarter (Q2)

31 December 2024



Narromine Shire Council

Quarterly Budget Review Statement

for the period 01/10/24 to 31/12/24

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Narromine Shire Council

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Report by responsible accounting officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2021:

31 December 2024

It is my opinion that the Quarterly Budget Review Statement for Narromine Shire Council for the quarter ended 31/12/24 indicates that Council's projected financial position at 30/6/25 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Signed:



date: 19/02/2025

Barry Bonthuys
Responsible accounting officer

Narromine Shire Council

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Income & expenditure budget review statement

Budget review for the quarter ended 31 December 2024

Income & expenses - Council Consolidated

(\$000's)	Original budget 2024/25	Approved changes					Revised budget 2024/25	Variations for this Dec Qtr	Notes	Projected year end result
		Carry forwards	Other than by QBRs	Sep QBRs	Dec QBRs	Mar QBRs				
Income										
Development and Environmental Services	-					-			-	
Building	460					460			460	
Fire Prevention & Emergency Services	127					127	26	6	153	
Planning	-					-			-	
Regulatory Services	92					92			92	
Manager Development & Environmental Services	-					-			-	
Environment	-					-			-	
Engineering	-					-			-	
Water	3,098					3,098			3,098	
Roads Bridges Footpaths	3,304			3,811		7,115	1,602	10,25	8,717	
Engineering Management	90					90			90	
Parks & Reserves	-					-			-	
Sport & Recreation Facilities	132					132			132	
Mining	168					168			168	
Street Lighting	112					112			112	
Stormwater Drainage	53			32		85			85	
Aerodrome	101					101			101	
Quarry Operations	1,052					1,052			1,052	
Cemeteries	101					101			101	
Plant Operations	2,366					2,366			2,366	
Private Works	293					293			293	
Sewer	1,975					1,975			1,975	
Waste Management	2,454					2,454			2,454	
Buildings and Property	-					-			-	
CEO Office	101					101			101	
Governance	1					1			1	
Corporate Services	467					467			467	
IT Services	(8)					(8)			(8)	
Finance	4,594					4,594			4,594	
Human Resources	78					78			78	
Rates & Annual Charges	6,786					6,786			6,786	
Economic Development	-					-			-	

Libraries	86					86			86
Saleyards	-					-			-
Public Health	7					7			7
Health Services	117					117			117
Children Youth and Family Services	28					28	5	7	33
Tourism and Events	5					5			5
Business and Economic Development	194					194			194
Community Services	-					-			-
Total income from continuing operations	28,434	-	-	3,843	-	32,277	1,633		33,910
Expenses									
Development and Environmental Services	4					4			4
Building	17					17			17
Fire Prevention & Emergency Services	797					797			797
Planning	291					291			291
Regulatory Services	357					357			357
Manager Development & Environmental Services	-					-			-
Environment	-					-			-
Engineering	-					-			-
Depot Operations	332					332			332
Water	2,389					2,389			2,389
Roads Bridges Footpaths	5,532			3,811		9,343	874	4,10	10,217
Engineering Management	1,655					1,655			1,655
Parks & Reserves	1,872					1,872	150	4	2,022
Sport & Recreation Facilities	922					922			922
Mining	50					50			50
Street Lighting	126					126			126
Stormwater Drainage	475			32		507			507
Aerodrome	866					866			866
Quarry Operations	1,275					1,275			1,275
Cemeteries	120					120			120
Plant Operations	2,141					2,141	15	8	2,156
Private Works	145					145			145
Sewer	1,079					1,079			1,079
Waste Management	1,384					1,384	64	1	1,448
Buildings and Property	232					232			232
Governance	2,269					2,269			2,269
Records Management	156					156			156
CEO Office	74					74			74
Corporate Services	534					534			534
IT Services	916					916	11	5	927
Finance	(1,186)					(1,186)			(1,186)
Human Resources	1,026					1,026			1,026

Attachment No. 4

Rates	-						-		-
Economic Development	-						-		-
Libraries	559						559		559
Saleyards	-						-		-
Public Health	105						105		105
Health Services	204						204		204
Children Youth and Family Services	15						15	5	20
Tourism and Events	351						351	7	351
Business and Economic Development	662						662		662
Community Services	214						214		214
Total expenses from continuing operations	27,960	-	-	3,843	-	-	31,803	1,119	32,922
Net operating result before Grants and Contributions provided for Capital Purposes	474	-	-	-	-	-	474	514	988
Grants & Contributions provided for Capital purposes	9,475	29		239			9,743	(15)	9,728
Net operating result from continuing operations	9,949	29	-	239	-	-	10,217	499	10,716

Narromine Shire Council

**Quarterly Budget Review Statement
for the period 1 October 2024 to 31 December 2024**

**Income & expenses budget review statement
Recommended changes to revised budget**

Budget Variations being recommended include the following material items:

note	WO Description	Comments	Total
Revenue			
3	Tullamore Road (McGrain Way) Curve Safety Improvements 30km-33km	Towards Zero Safer Roads Program RD2 (CAP)	386,400
6	Revenue NSW - Emergency Services Funding Reform (Preliminary Land Classifications)	Revenue NSW (OP)	25,443
7	Tomingley Gold Operations Grant - Youth Services School Holiday Programs	Tomingley Gold Operations Grant (OP)	5,000
10	Narromine Bridge Assessments	Restart NSW - RNSW2773 (OP)	443,686
13	Tomingley Road Upgrade	Betterment Improvement Funding (CAP)	(326,884)
15	Concept and Detailed Design - Narromine Water Treatment Plant	Safe and Secure Funding Program (CAP)	(225,000)
20	Council Chambers Roof Replacement	LRCIP Phase 4 Funding and General Fund (CAP)	150,000
25	Storm & Flood January 2021 Event - AGRN 948 - Euromedah Road (Kookaburra Creek)	Storm & Flood January 2021 Event - AGRN 948 (OP)	1,158,659
Revenue Total			1,617,304
Expenses			
1	Demolition and Asbestos Remediation Works	Funded from Reserves (Waste Fund)	63,637
4	Storm & Flood June 2022 Event - AGRN 1025 - Momo Road	Storm & Flood June 2022 Event - AGRN 1025	430,000
4	Storm & Flood June 2022 Event - AGRN 1025 - Rotary Park	Storm & Flood June 2022 Event - AGRN 1025	150,000
5	IT Software Upgrades	IT Software Upgrades	11,550
7	Tomingley Gold Operations Grant - Youth Services School Holiday Programs	Tomingley Gold Operations Grant	5,000
8	IT Software Upgrades	GPS Monitoring Systems	14,712
10	Narromine Bridge Assessments	Restart NSW - RNSW2773	443,686
Expenses Total			1,118,585

Narromine Shire Council

**Quarterly Budget Review Statement
for the period 1 October 2024 to 31 December 2024**

Capital budget review statement

Budget review for the quarter ended 31 December 2024

Capital budget - Council Consolidated

(\$000's)	Original budget 2024/25	Approved changes					Revised budget 2024/25	Variations for this Dec Qtr	Notes	Projected year end result	Actual YTD figures
		Carry forwards	Other than by QBRs	Sep QBRs	Dec QBRs	Mar QBRs					
Capital expenditure											
New assets											
- Land & buildings	1,951						1,951	247	9,20	2,198	1,484
- Plant & equipment	-						-			-	
Renewal assets (replacement)											
- Plant & equipment	3,270			380			3,650			3,650	592
- Land & buildings	797	25					822			822	224
- Aerodrome	-						-			-	
- Roads, bridges, footpaths	8,205	19		81			8,305	(644)	3,11,13	7,661	2,527
- Parks & Reserves	36			99			135	(36)	23,24	99	71
- Public Amenities & Saleyards	55						55	(55)	12,22	-	-
- Sporting and recreational facilities	93			21			114			114	93
- Cemeteries	58						58	(7)	21	51	14
- Stormwater Management	2,125						2,125	(135)	14	1,990	564
- Sewer	592						592			592	111
- Waste	357						357	(197)	16,17,18,19	160	64
- Information Technology	237						237			237	113
Water	940			40			980	(299)	15	681	368
Other expenditure	200						200			200	-
Total capital expenditure	18,916	44	-	621	-	-	19,581	(1,126)		18,455	6,225
Capital funding											
Rates & other untied funding	3,720	15					3,735	(305)	2,9,12,14,15, 20,21,22,23	3,430	2,983
Capital grants & contributions	9,475	29		201			9,705	(352)	3,13,15,20	9,353	1,347
Reserves:											
- External restrictions/reserves	1,323			380			1,703	(469)	11,13,16,17,18,1 9,20,22	1,234	544
- Internal restrictions/reserves	1,503			40			1,543			1,543	-
New loans	1,270						1,270			1,270	1,270
Receipts from sale of assets											
- Plant & equipment	1,625						1,625			1,625	81
- Land & buildings	-						-			-	
Total capital funding	18,916	44	-	621	-	-	19,581	(1,126)		18,455	6,225
Net capital funding - surplus/(deficit)	-	-	-	-	-	-	-	-		-	-

Narromine Shire Council

**Quarterly Budget Review Statement
for the period 1 October 2024 to 31 December 2024**

**Capital expenditure budget review statement
Recommended changes to revised budget**

Budget variations being recommended include the following material items:

Note	Description	Comments	Total
New			
9	Residential Land Development - 36 Jones Circuit	General Fund	(122,658)
12	Saleyards Upgrade	General Fund	(50,000)
14	Trangie Lined and Unlined Open Channel Drain	FAGS 2023-24	(135,395)
15	Concept and Detailed Design - Narromine Water Treatment Plant	Safe and Secure Funding Program	(298,909)
16	Irrigation - Waste Facilities Narromine	Waste Fund	(36,850)
17	Fencing - Waste Facilities Narromine	Waste Fund	(50,000)
18	New Meals Room - Waste Facilities Narromine	Waste Fund	(60,000)
19	Depot Improvements - Waste Facilities Narromine	Waste Fund	(50,000)
22	Public Amenities Toilet Screening - Dandaloo Street Trangie	Section 7.12 Contributions	(5,000)
Total - New Assets			(808,812)
Renew			
2	Trangie - Main Street Kerb Upgrade	FAGS 2024-25	(30,000)
2	170 Algalah Kerb and Gutter Remediation	FAGS 2024-25	30,000
3	Tullamore Road (McGrain Way) Curve Safety Improvements 30km-33km	Towards Zero Safer Roads Program RD2	50,000
11	Tomingley and Gainsborough Road Intersection Upgrade	Block Grant	(250,000)
13	Tomingley Road Upgrade	Betterment Improvement Funding	(444,349)
20	Council Chambers Roof Replacement	LRCIP Phase 4 Funding and General Fund	370,000
21	Narromine Cemetery Toilet Block Upgrade	General Fund	(7,000)
23	Argonauts Park Upgrade	General Fund	(21,855)
24	Dundas Park Playground Upgrade	General Fund	(13,659)
Total - Asset Renewals			(316,863)
Total Asset Expenditure			(1,125,675)

Narromine Shire Council
Quarterly Budget Review Statement
for the period 1 October 2024 to 31 December 2024

Cash & investments budget review statement

Budget review for the quarter ended 31 December 2024

(\$000's)	Original budget 2024/25	Approved changes					Revised budget 2024/25	Variations for this Dec Qtr	Notes	Projected year end result	Actual YTD figures
		Carry forwards	Other than by QBRS	Sep QBRS	Dec QBRS	Mar QBRS					
Externally restricted											
Developers Contributions - Section 7.12 [S94]	452					452	5	22		457	341
Developers Contributions - Section 7.11	19					19				19	129
Grants				37			1,208	3,4,6,7,10,11,13,15,20,25		1,208	373
Street Lighting (Unexpended loans)	5					5				5	-
Domestic Waste Management	789			(380)		409	133	1,16,17,18,19		542	766
Remediation Plan - Amortisation accumulated	541					541				541	541
OROC Surplus Operating Funds	30					30				30	-
NSRAC	138					138				138	134
NSRAC - Bonds	2					2				2	3
TSRAC	21					21				21	21
TSRAC - Bonds	5					5				5	10
Water Funds	615					615				615	909
Water Funds - s64 Contributions	222					222				222	215
Sewerage Funds	7,290					7,290				7,290	8,550
Sewerage Funds - s64 Contributions	181					181				181	366
Total externally restricted	10,310	-	-	(343)	-	9,930	1,346			11,276	12,358
Funds that must be spent for a specific purpose											
Internally restricted											
Executive Services											
Election Expenses	46					46				46	46
Financial Management											
Employee Leave Entitlements	572					572				572	572
OHS Bonus	133					133				133	133
FAGS Adv	3,912					3,912				3,912	1906
Operational Support											
Quarries	539					539				539	539
Mining											
Alkane - Community Contributions	475			(40)		435				435	169
Alkane - Roads Contribution	280					280				280	276
Total internally restricted	5,957	-	-	(40)	-	5,917	-			5,917	3,641
Funds that Council has earmarked for a specific purpose											

Attachment No. 4

Total restricted	16,267		15,847	1,346	17,193	15,999
Total Cash & Investments	19,948	(383)	19,565	1,624	21,189	24,220
Total Unrestricted Cash	3,681		3,718		3,996	8,221

Narromine Shire Council

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Contracts budget review statement

Budget review for the quarter ended 31 December 2024
Part A - Contracts listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract value	Start date	Duration of contract	Budgeted (Y/N)	Notes
5G Network Operations P/L	IT Hardware	122,764	11/12/24	1 Month	Y	
Stabilcorp Pty Ltd	Heavy Patching - Eumungerie Road	250,000	28/10/24	1 Month	Y	
Countrywide Asphalt Pty Ltd	Supply Bitumen	147,669	10/10/24	1 Month	Y	
Countrywide Asphalt Pty Ltd	Supply Bitumen	229,680	09/10/24	1 Month	Y	

Narromine Shire Council

Quarterly Budget Review Statement

for the period 01/10/24 to 31/12/24

Consultancy & legal expenses budget review statement

Consultancy & legal expenses overview

Expense	YTD expenditure (actual dollars)	Budgeted (Y/N)
Consultancies	-	N/A
Legal Fees	3,380	Y

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Comments

Expenditure included in the above YTD figure but not budgeted includes:

Details

Narromine Shire Council
Budget 2024-25
INCOME STATEMENT

	Original Budget	Adjustment	QBR 1	Adjustment	QBR 2
	\$	\$	\$	\$	\$
Income from Continuing Operations					
Revenue:					
Rates & Annual Charges	13,401,454	0	13,401,454	0	13,401,454
User Charges & Fees	1,344,580	0	1,344,580	0	1,344,580
Interest & Investment Revenue	897,400	0	897,400	0	897,400
Other Revenues	2,176,165	0	2,176,165	0	2,176,165
Grants & Contributions provided for Operating Purposes	7,592,402	3,843,549	11,435,951	1,632,788	13,068,739
Grants & Contributions provided for Capital Purposes	9,475,127	238,778	9,713,905	(15,484)	9,698,421
Other Income:					
Net gains from the disposal of assets	656,416	0	656,416	0	656,416
Total Income from Continuing Operations	35,543,544	4,082,327	39,625,871	1,617,304	41,243,175
Expenses from Continuing Operations					
Employee Benefits & On-Costs	8,625,017	1,153,065	9,778,082	232,000	10,010,082
Borrowing Costs	200,045	0	200,045	0	200,045
Materials & Contracts	6,579,445	2,690,484	9,269,929	886,585	10,156,514
Depreciation & Amortisation	9,209,532	0	9,209,532	0	9,209,532
Other Expenses	979,664	0	979,664	0	979,664
Total Expenses from Continuing Operations	25,593,703	3,843,549	29,437,252	1,118,585	30,555,837
Operating Result from Continuing Operations	9,949,841	238,778	10,188,619	498,719	10,687,338
Net Operating Result for the Year	9,949,841	238,778	10,188,619	498,719	10,687,338
Net Operating Result before Grants and Contributions provided for Capital Purposes	474,714	0	474,714	514,203	988,917

**Narromine Shire Council
Budget 2024-25
BALANCE SHEET**

	Original Budget	Adjustment	QBR 1	Adjustment	QBR 2
	\$	\$	\$	\$	\$
ASSETS					
Current Assets					
Cash & Cash Equivalents	19,947,538	(382,951)	19,564,587	1,624,394	21,188,981
Receivables	1,357,575	0	1,357,575	0	1,357,575
Inventories	5,618,315	0	5,618,315	0	5,618,315
Other	97,240	0	97,240	0	97,240
Total Current Assets	27,020,668	(382,951)	26,637,717	1,624,394	28,262,111
Non-Current Assets					
Infrastructure, Property, Plant & Equipment	398,637,494	621,729	399,259,223	(1,125,675)	398,133,548
Total Non-Current Assets	398,637,494	621,729	399,259,223	(1,125,675)	398,133,548
TOTAL ASSETS	425,658,162	238,778	425,896,940	498,719	426,395,659
LIABILITIES					
Current Liabilities					
Payables	1,102,994	0	1,102,994	0	1,102,994
Borrowings	1,105,010	0	1,105,010	0	1,105,010
Provisions	1,788,693	0	1,788,693	0	1,788,693
Total Current Liabilities	3,996,697	0	3,996,697	0	3,996,697
Non-Current Liabilities					
Borrowings	2,532,414	0	2,532,414	0	2,532,414
Employee benefit provisions	55,999	0	55,999	0	55,999
Provisions	1,543,557	0	1,543,557	0	1,543,557
Total Non-Current Liabilities	4,131,970	0	4,131,970	0	4,131,970
TOTAL LIABILITIES	8,128,667	0	8,128,667	0	8,128,667
Net Assets	417,529,495	238,778	417,768,273	498,719	418,266,992
EQUITY					
Accumulated Surplus	183,321,095	238,778	183,559,873	498,719	184,058,592
Revaluation Reserves	234,208,400	0	234,208,400	0	234,208,400
Council Equity Interest	417,529,495	238,778	417,768,273	498,719	418,266,992
Total Equity	417,529,495	238,778	417,768,273	498,719	418,266,992

Narromine Shire Council
Budget 2024-25
CASH FLOW STATEMENT

	Original Budget	Adjustment	QBR 1	Adjustment	QBR 2
	\$	\$	\$	\$	\$
Cash Flows from Operating Activities					
Receipts:					
Rates & Annual Charges	11,631,118	0	11,631,118	0	11,631,118
User Charges & Fees	836,167	0	836,167	0	836,167
Interest & Investment Revenue Received	882,289	0	882,289	0	882,289
Grants & Contributions	16,292,410	4,082,327	20,374,737	1,617,304	21,992,041
Other	1,944,741	0	1,944,741	0	1,944,741
Payments:					
Employee Benefits & On-Costs	(8,893,559)	(1,153,065)	(10,046,624)	(232,000)	(10,278,624)
Materials & Contracts	(9,236,418)	(2,690,484)	(11,926,902)	(886,585)	(12,813,487)
Borrowing Costs	(177,039)	0	(177,039)	0	(177,039)
Other	(994,359)	0	(994,359)	0	(994,359)
Net Cash provided (or used in) Operating Activities	12,285,350	238,778	12,524,128	498,719	13,022,847
Cash Flows from Investing Activities					
Receipts:					
Sale of Real Estate Assets	2,212,000	0	2,212,000	0	2,212,000
Sale of Infrastructure, Property, Plant & Equipment	285,000	0	285,000	0	285,000
Payments:					
Purchase of Infrastructure, Property, Plant & Equipment	(20,052,897)	(621,729)	(20,674,626)	1,125,675	(19,548,951)
Purchase of Real Estate Assets	0	0	0	0	0
Net Cash provided (or used in) Investing Activities	(17,555,897)	(621,729)	(18,177,626)	1,125,675	(17,051,951)
Cash Flows from Financing Activities					
Receipts:					
Proceeds from Borrowings & Advances	0	0	0	0	0
Payments:					
Repayment of Borrowings & Advances	(1,404,915)	0	(1,404,915)	0	(1,404,915)
Net Cash Flow provided (used in) Financing Activities	(1,404,915)	0	(1,404,915)	0	(1,404,915)
Net Increase/(Decrease) in Cash & Cash Equivalents	(6,675,462)	(382,951)	(7,058,413)	1,624,394	(5,434,019)
plus: Cash, Cash Equivalents & Investments - beginning of year	26,623,000	0	26,623,000	0	26,623,000
Cash & Cash Equivalents - end of the year	19,947,538	(382,951)	19,564,587	1,624,394	21,188,981
Representing:					
- External Restrictions	10,309,343	(342,951)	9,966,392	639,296	10,605,688
- Internal Restrictions	5,957,255	(40,000)	5,917,255	5,000	5,922,255
- Unrestricted	3,680,940	0	3,680,940	980,098	4,661,038
	19,947,538	(382,951)	19,564,587	1,624,394	21,188,981

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 31/12/2024 and should be read in conjunction with the total QBRS report

**Narromine Shire Council
Budget 2024-25
EQUITY STATEMENT**

	Original Budget \$	Adjustment \$	QBR 1 \$	Adjustment \$	QBR 2 \$
Opening Balance	402,352,472	0	402,352,472	0	402,352,472
a. Current Year Income & Expenses Recognised direct to Equity					
- Transfers to/(from) Asset Revaluation Reserve	5,712,400	0	5,712,400	0	5,712,400
- Transfers to/(from) Other Reserves	0	0	0	0	0
- Other Income/Expenses recognised	0	0	0	0	0
- Other Adjustments	0	0	0	0	0
Net Income Recognised Directly in Equity	5,712,400	0	5,712,400	0	5,712,400
b. Net Operating Result for the Year	9,464,623	238,778	9,703,401	498,719	10,202,120
Total Recognised Income & Expenses (c&d)	15,177,023	238,778	15,415,801	498,719	15,914,520
c. Distributions to/(Contributions from) Minority Interests	0	0	0	0	0
d. Transfers between Equity	0	0	0	0	0
Equity - Balance at end of the reporting period	417,529,495	238,778	417,768,273	498,719	418,266,992



POLICY – CUSTOMER SERVICE

Version No.	Adopted	Resolution
1	Council - 9 March 2016	2016/60
2	Council – 12 September 2018	2018/227
<u>3</u>	<u>Council – 19 February 2025</u>	<u>2025/???</u>

Narromine Shire Council – Customer Service Policy

Updated: Director of Finance & Corporate Strategy
Version No: 2.0
Adopted: 9 March 2016
Review Date: ~~30 August 2018~~ 19 February 2025

INTRODUCTION STATEMENT

Narromine Shire Council is committed to providing quality Customer Service that is equitable for all customers and reflect our vision and core values.

OBJECTIVES

- To ensure that Council responds to customers in a courteous, consistent, timely and fair manner.
- To ensure that Council resources are used efficiently and effectively when dealing with customers.

AIMS

~~Council aims to:~~

- ~~▪ Treat all customers with courtesy, impartiality and respect~~
- ~~▪ Assist customers with enquiries promptly and as completely as possible~~
- ~~▪ Listen carefully to customers~~
- ~~▪ Communicate clearly, accurately and in plain language~~
- ~~▪ Record all customers enquiries and requests~~
- ~~Ensure that all personal information is kept confidential~~

SCOPE

This policy applies to all Councillors, Council Staff, Volunteers and Contractors of Narromine Shire Council.

LEGISLATION

Local Government Act 1993
 Local Government (General) Regulation ~~2005~~ 2021-
 Privacy and Personal Information Protection Act 1998
 Health Records and Information Privacy Act 2002
 Government Information and Public Access Act 2009
 State Records Act 1998

RELATED DOCUMENTS

Council's ~~Complaints~~ Handling Policy
 Council's ~~Managing~~ Unreasonable ~~Complaint~~ Conduct by a Complainant Policy

DEFINITIONS

Customer	Shall mean any person or organisation that has any form of dealing with Council. This includes residents, ratepayers, business operators, Council Staff, Contractors, Volunteers and Elected Members.
Customer Service	Shall mean the assistance and advice provided by Council to its customers.
Complaints	Expression of dissatisfaction made to or about Council, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Council's Commitment to Standards of Customer Service

Council ~~will:~~ employees will uphold and maintain a professional and positive image of Council at all times through:

- ~~▪ Greet you in a polite and friendly manner, and identify ourselves.~~
- ~~▪ Answer and return phone calls promptly.~~
- ~~▪ Treat you with courtesy and respect.~~
- ~~▪ Listen and respond to your concerns within service standards.~~
- ~~▪ Communicate clearly, accurately and in plain language.~~
- ~~▪ Act on our commitments in a timely manner.~~
- ~~▪ Value your privacy by treating all personal information confidentially.~~
- ~~▪ Be punctual for meetings and appointments.~~
- ~~▪ Work with you to solve problems and refer you to an appropriate organisation if we are unable to meet your request.~~
- Demonstrating respect, courtesy, patience, attentiveness, consideration and sensitivity to our customers that is appropriate to their age, culture and linguistic background
- Demonstrating professionalism when dealing with customers
- Responding to customer enquiries promptly, efficiently and within allocated timeframes
- Identifying customer needs and expectations
- Providing customers with advice and information that is clear and concise
- Making decisions using processes that are consultative, impartial and ethical
- Ensuring all personal information is kept confidentially
- Acting in accordance with the law and Council's policies and procedures

Council's Expectation of the Customer

To assist Council to provide high quality and efficient customer services we request customers to:-

- Provide accurate and complete information so we can respond appropriately to your enquiry.
- Respect the privacy, safety, needs and rights of other customers.
- Treat Council staff and Councillors with courtesy and respect.
- Provide us with feedback so we can improve our service delivery.

Narromine Shire Council – Customer Service Policy

- Work with Council to solve problems
- Respect the community in which we live

Rude, abusive or aggressive customers~~Customer Relations~~

Rude, abusive or aggressive behaviour may include rude or otherwise vulgar noises, expressions or gestures, verbal abuse of a personal or general nature, threatening or offensive behaviour, physical violence against property or physical violence against a person.

If, in the opinion of any Council employee, rude, abusive or aggressive comments or statements are made by a customer, the employee will:

- Inform the customer if the behaviour continues the communication/interaction with them will be terminated.
- Terminate the communication/interaction if the rude, abusive or aggressive behaviour continues after a warning has been given.

Where communication/interaction with a customer has been terminated, the employee must notify their relevant manager/supervisor of the details as soon as possible.

If any staff member of Council or Councillors feel threatened by abusive or aggressive behaviour by a customer, the Police may be notified.

The General Manager may decide to limit or cease responses to a customer if they continue to be rude, abusive or aggressive in their dealings with Council in accordance with Council's Managing Unreasonable Complainant Conduct Policy.

~~It is expected that customers will engage with Council staff and Councillors in a courteous and polite manner. Likewise Council is committed to responding and engaging with customers in a courteous and professional manner.~~

~~However, if customers are abusive or use bad language, Council may cease engaging with the customer. If Council staff or Councillors feel threatened by inappropriate language or behaviour, the Police may be notified. The General Manager may decide to limit or cease responses to a customer if they continue to~~

Narromine Shire Council – Customer Service Policy

~~be abusive or use bad language in their dealings with Council in accordance with Council's Managing Unreasonable Complainant Conduct Policy.~~

Complaint Handling

All complaints will be dealt with in accordance with Council's Complaint Handling Policy.

Council's Customer Service Standards

REQUESTED SERVICE	OUR STANDARD
Return your phone call	At the first opportunity however where information is not readily available, within 5 working days
Respond to enquiries on Council's website	Within 3 working days
Respond to general requests for service	Within 7 working days. Further evaluation of the urgency and risk will be made with timeframe altering depending on resource availability
Acknowledge written correspondence	Within 5 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days
Complaint resolution	In accordance with Council's Complaint Handling Policy
Missed visits	A 'visit card' will be left with contact details following a visit to your residence if you are not home
Dogs Respond to urgent dog requests Respond to routine dog requests	24 hours Within 5 working days
Environmental Health Respond and investigate food complaints Respond and investigate noise complaints/ environmental nuisances	Within 5 working days Within 5 working days
Safety That places the community at a high risk That places the community at a medium risk	Immediately - within 2 hours 24 hours
Development Applications Determination of fully documented DA	40 days (60 days for designated and integrated development or development for which concurrence of another Authority is required).
Finance Payment of accounts	By due date
Governance Make available Council Meeting Agenda	Available 3 days prior to each Council meeting

Evaluating Council's Performance

Council welcomes ~~your~~ feedback at any time ~~as it assists the~~. ~~Your feedback helps~~ Council ~~in~~ monitoring ~~ing~~ and improv~~ing~~e its services.

Contact Details

In Person

Council's offices are open Monday to Friday from 8.30 am to ~~5.00~~4.30 pm ~~Chambers – 124 Dandaloo Street, Narromine~~
Customer Service and Payments Centre - 118 Dandaloo Street, Narromine

By Phone

02 6889 9999

By Fax

~~6889 9998~~

By Email

mail@narromine.nsw.gov.au

In Writing

General Manager, PO Box 115, Narromine, NSW, 2821

Councillors

Contact details for the Mayor and Councillors are located on Council's website www.narromine.nsw.gov.au

~~Customers Should you~~ not ~~be~~ satisfied with Council's responses, ~~can approach~~ a review body such as the NSW Ombudsman ~~which~~ may be able to ~~provide~~ assist~~ance: you~~.

Visit - www.ombo.nsw.gov.au

~~Email – nswombo@ombo.nsw.gov.au~~

Tel - ~~02 9286 1000~~ 1800 451 524

~~Fax – 02 9283 2911~~