
NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 11 JULY 2018
REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY

1. INVESTMENT REPORT AS AT 30 JUNE 2018

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.

Report

Under the Local Government Act 1993 and Local Government (General) Regulation 2005, the Responsible Accounting Officer is required to report on Council's Investment portfolio on a monthly basis.

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

Council's current investment portfolio is diversified across a number of investment types and institutions. This includes term deposits, on-call accounts and managed funds. Investments are in accordance with the Office of Local Government's Guidelines and Council's Investment Policy.

The Government Guarantee on aggregated Investments up to \$1 million per account holder per institution expired 1 February 2012 and the new cap is \$250,000.

The investment portfolio increased **\$2,472,207** during the reporting period. This increase is due mostly to the advanced receipt of half of the 2019 financial year FAGS grant.

Financial Implications

The 2017/18 Budget estimates the total Investment Revenue as \$410,590 which represents an estimated return of 2.5% and is split proportionally across General, Water and Sewer Funds and changes on a monthly basis in accordance with cash flow requirements.

The market value of Council's Investments held as at 30 June 2018 is **\$24,388,249**. The full list of investments is in **Attachment No. 1**.

1. INVESTMENT REPORT AS AT 30 JUNE 2018 (Cont'd)

Legal and Regulatory Compliance

- Local Government Act, 1993 – Section 625
- Local Government (General) Regulation, 2005 – Clause 212
- Council Investment Policy adopted 11 March 2015
- 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 in order 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 2005 and Council's Investment Policy.

Attachments

– Investments

RECOMMENDATION

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

2. NARROMINE SHIRE COUNCIL ANNUAL SATISFACTION SURVEY

Author	Director Finance & Corporate Strategy
Responsible Officer	Director Finance & Corporate Strategy
Link to Strategic Plans	CSP – SP 30 - Effective Council Organisational Capability and Capacity. DP - 4.2.4.2 Customer service standards – provide annual satisfaction survey.

Executive Summary

Council conducted its first annual Satisfaction Survey over May and June 2018. The results of the survey are included in **Attachment No 2**.

Report

A survey was conducted online by inviting all residents of the Shire to go to our website and answer a set of questions. Shire residents were made aware of the survey through the regular Council column, Council's website, Facebook™ posts and sponsored Facebook™ advertising.

A total of 184 completed answers were achieved and the Survey was conducted in the period from 16 May to 26 June 2018. The survey is the first of its kind and so the 2018 results cannot yet be compared with previous years. The key findings and recommendations are included in **Attachment No 2**.

Financial Implications nil

Legal and Regulatory Compliance nil

Risk Management Issues nil

Attachments

– NSC Satisfaction Survey

RECOMMENDATION

1. That the report regarding Council's annual satisfaction survey be received and noted.

John Sevil
Director Finance & Corporate Strategy
Responsible Accounting Officer

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REPORTS TO COUNCIL – FINANCE & CORPORATE STRATEGY

Attachment 1 Investments

Financial Institution	Bank Rating	Investment Type/Maturity Date	Investment Rating	Current Rate	Term	Amount (\$)	Comment
Cash & At Call							
CBA	AA-	Business Online Saver - at call	A-1+	1.10%	N/A	973,818.88	S&P Short Term
CBA	AA-	Business Online Saver - at call	A-1+	1.10%	N/A	95,441.63	S&P Short Term
TOTAL						1,069,260.51	
Percentage Exposure of Total Portfolio						4.38%	
Average Investment Yield (annualised)						1.10%	
Term Deposits							
NAB	AA-	Term Deposit - 10/07/2018	A-1+	2.50%	181 Days	500,000.00	S&P Short Term
NAB	AA-	Term Deposit - 19/07/2018	A-1+	2.58%	120 Days	1,000,000.00	S&P Short Term
CBA	AA-	Term Deposit - 17/08/2018	A-1+	2.55%	271 Days	1,000,000.00	S&P Short Term
CBA	AA-	Term Deposit - 21/08/2018	A-1+	2.56%	274 Days	1,000,000.00	S&P Short Term
CBA	AA-	Term Deposit - 06/09/2018	A-1+	2.58%	273 Days	1,000,000.00	S&P Short Term
AMP Bank	A	Term Deposit - 12/09/2018	A-1	2.40%	279 Days	1,000,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 12/09/2018	A-1+	2.55%	180 Days	1,000,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 03/10/2018	A-1+	2.70%	177 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 10/10/2018	A-1+	2.65%	183 Days	1,000,000.00	S&P Short Term
Bankwest	AA-	Term Deposit - 24/10/2018	A-1+	2.80%	124 Days	1,000,000.00	S&P Short Term
AMP Bank	A	Term Deposit - 14/11/2018	A-1	2.75%	182 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 21/11/2018	A-1+	2.75%	182 Days	1,000,000.00	S&P Short Term
AMP Bank	A	Term Deposit - 28/11/2018	A-1	2.75%	181 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 05/12/2018	A-1+	2.75%	196 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 12/12/2018	A-1+	2.75%	188 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 12/12/2018	A-1+	2.76%	182 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 19/12/2018	A-1+	2.75%	195 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 16/01/2019	A-1+	2.81%	208 Days	1,000,000.00	S&P Short Term
NAB	AA-	Term Deposit - 23/01/2019	A-1+	2.85%	210 Days	750,000.00	S&P Short Term
TOTAL						18,250,000.00	
Percentage Exposure of Total Portfolio						74.83%	
Average Investment Yield (annualised)						2.67%	
Pooled Managed Investments							
TCorp	AAA	T-CorpIM Long Term Growth Fund				5,068,988	5,000,000
Percentage Exposure of Total Portfolio						20.78%	
Average Investment Yield (simple)						2.23%	
Average Investment Yield (annualised)						6.06%	
Total Investment Portfolio						24,388,249	



2018 Community Satisfaction Survey Results



Narromine Shire Council 2018 Satisfaction Survey

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Narromine Shire Council 2018 Satisfaction Survey

BACKGROUND AND OBJECTIVES

Welcome to the report of findings and recommendations for the 2018 Narromine Shire Council Community Satisfaction Survey. In accordance with our Delivery Program each year Narromine Shire Council will conduct a Customer Satisfaction Survey and share the results and recommendations with the community.

The Survey has been developed to gain a better understanding of how residents feel about our service delivery and identifying possible areas for improvement. Participation in Community Satisfaction Survey is optional by members of the community and conducted online.

The main objectives of the survey are to assess the performance of Narromine Shire Council across a range of measures, to gain a better understanding of how residents feel and to seek insight into ways to provide improved or more effective service delivery. The survey also provides Council with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism.

SURVEY METHODOLOGY AND SAMPLING

This survey was conducted online by inviting all residents of the Shire to go to our website and answer a set of questions. The answers were summarised and are included in this report in **Appendix A**. Shire residents were made aware of the survey through the regular Council column, Council's website, Facebook™ posts and sponsored Facebook™ advertising.

A total of n=184 completed answers were achieved and the Survey was conducted in the period between 16 May to 26 June 2018. This survey is the first of its kind and so the 2018 results cannot yet be compared with previous years.

The questions asked ratepayers to rate the importance of an area and then asked to rate their satisfaction with the Council's performance in that area.

For example:

3. Footpaths, cycleways and roads

	Importance 1 - not important 5 - extremely important	Satisfaction 1 - dissatisfied 5 - extremely satisfied
Condition of footpaths	<input type="text"/>	<input type="text"/>
Condition of the cycleway network	<input type="text"/>	<input type="text"/>
Condition of the roads (sealed and unsealed)	<input type="text"/>	<input type="text"/>
Condition of the streets (residential)	<input type="text"/>	<input type="text"/>

Narromine Shire Council 2018 Satisfaction Survey

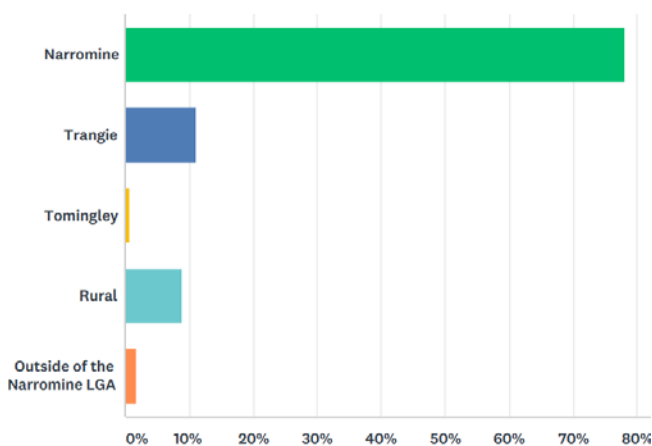
SURVEY METHODOLOGY AND SAMPLING – cont'd

Our survey uses the Likert¹ scale which SurveyMonkey™ state is the most reliable way to measure opinions, perceptions and behaviours. This scale gives a choice of 5 ratings for each question.

Council is pleased with the number and the variety of residents who completed the survey. As can be seen from the answers below that we received feedback from a wide cross section of the community.

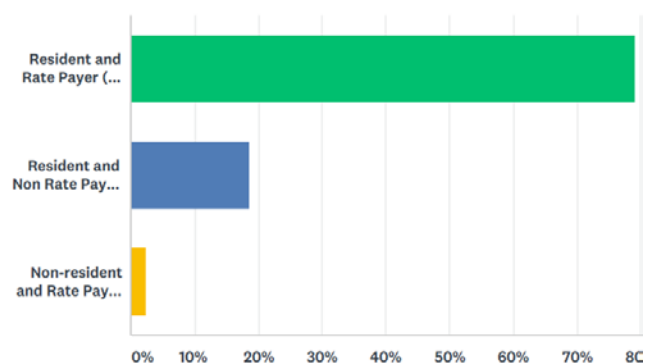
Q1 Where do you live?

Answered: 182 Skipped: 2



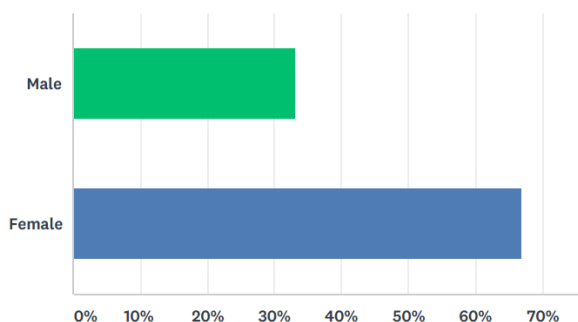
Q2 Select which description fits you

Answered: 182 Skipped: 2



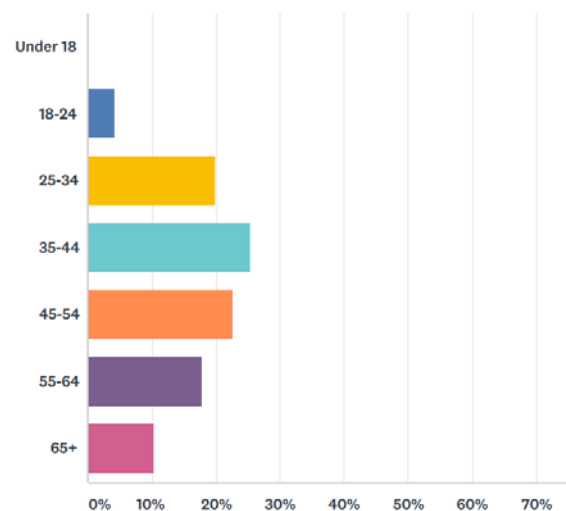
Q11 What is your gender?

Answered: 145 Skipped: 39



Q12 What is your age?

Answered: 146 Skipped: 38



¹ Named after their creator, American social scientist Rensis Likert

KEY FINDINGS AND RECOMMENDATIONS

Overall Council Performance

Around two-thirds (68%) of residents had a positive response to questions about Council's overall performance.

Top 3 Performing Areas

- Household General Waste
- Household Recycling Services
- Sewer Services

Residents were significantly **satisfied** with Council's household waste management services and sewerage services.

Top 3 Areas of Dissatisfaction

- Water quality
- Condition of Roads
- Condition of Streets

More work is required to improve the Residents level of satisfaction of Council's water quality. Also, Council received a low level of satisfaction of its condition of roads and streets.

Summary of Recommendations

The following areas were identified as key challenges for Narromine Shire Council LGA for the next 5-10 years:

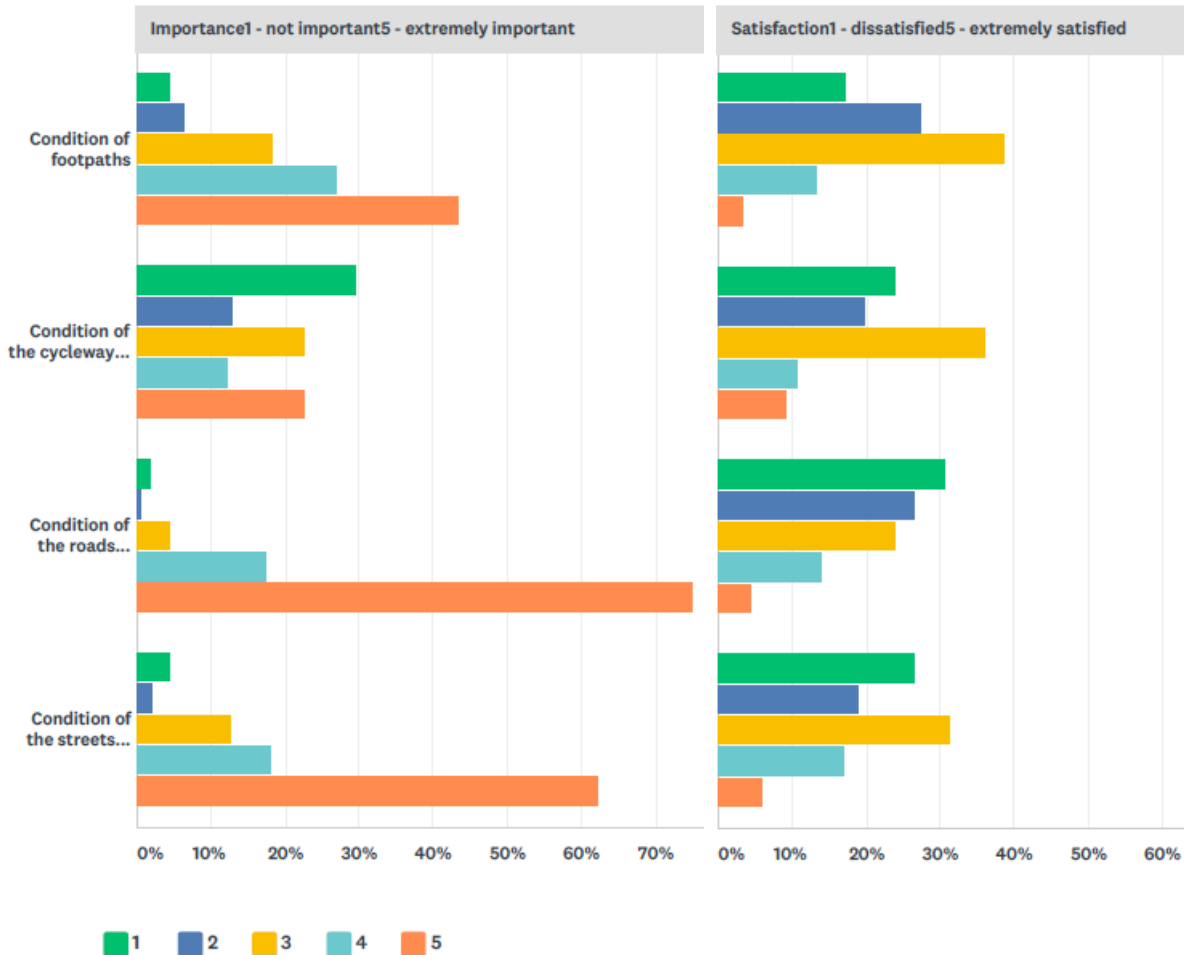
- Maintaining Council's roads and streets in accordance with asset management plans, including roads hierarchy, within our existing budgets;
- Potential to reduce other levels of service in order to increase roads budget;
- Continue to lobby government departments for increased roads funding;
- Encourage residents to report issues with water quality through Council's CRM system;
- Continue with Council's capital and maintenance work in accordance with the Australian Drinking Water Guidelines and Council's 30 year Strategic Plan for Water and Sewer;
- Continue to lobby the state government for funding for construction of a water treatment plant to provide a sustainable water supply for the town of Narromine.

Council will continue to work with the community to explore the issues and challenges raised in this survey. The research will be used to inform ongoing operational and strategic planning purposes.

DETAILED FINDINGS

Footpaths, Cycle ways and Roads

Answered: 153 Skipped: 31



The **Condition of Roads** had the highest level of importance and second lowest level of satisfaction among respondents.

The **Condition of Streets** was next important and the level of satisfaction was low.

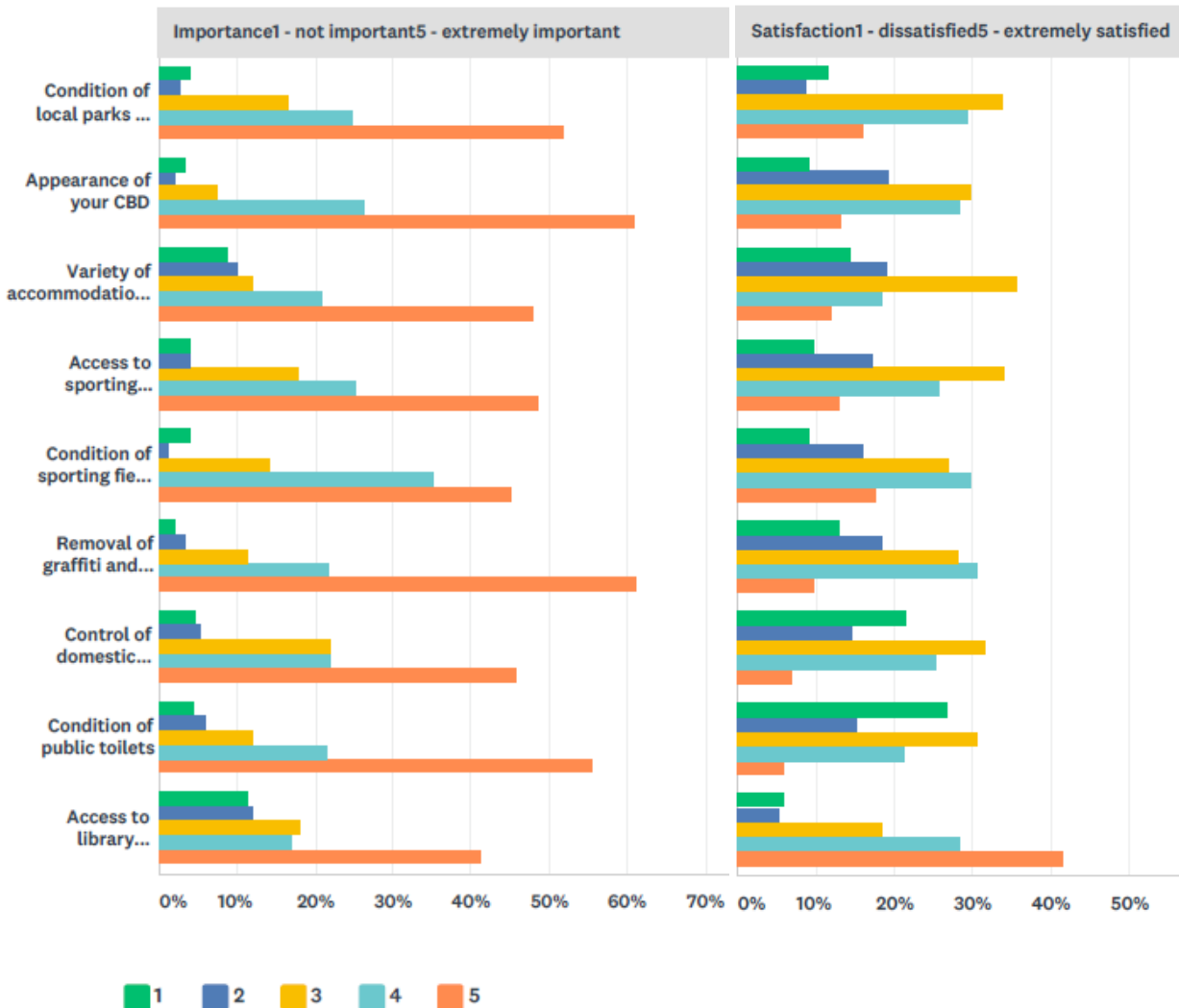
Recommendations

- Continue with Council's adopted Long Term Financial Plans in accordance with the relevant Asset Management Plans ie Capital works 2018/19 (Regional Roads \$1,214,528, Rural Roads \$1,577,079, and Urban Streets \$138,385);
- Continue to lobby State and Federal Government departments for increased roads funding.

DETAILED FINDINGS – cont'd

Parks, Gardens and Facilities

Answered: 152 Skipped: 32



The **Condition of Sporting Fields** was of high importance and most respondents were **satisfied** with their condition. **Access to a Library** was of high importance and most respondents were **highly satisfied** with access.

The **condition of public toilets** was of high importance and respondents were mostly **dissatisfied** with their condition.-

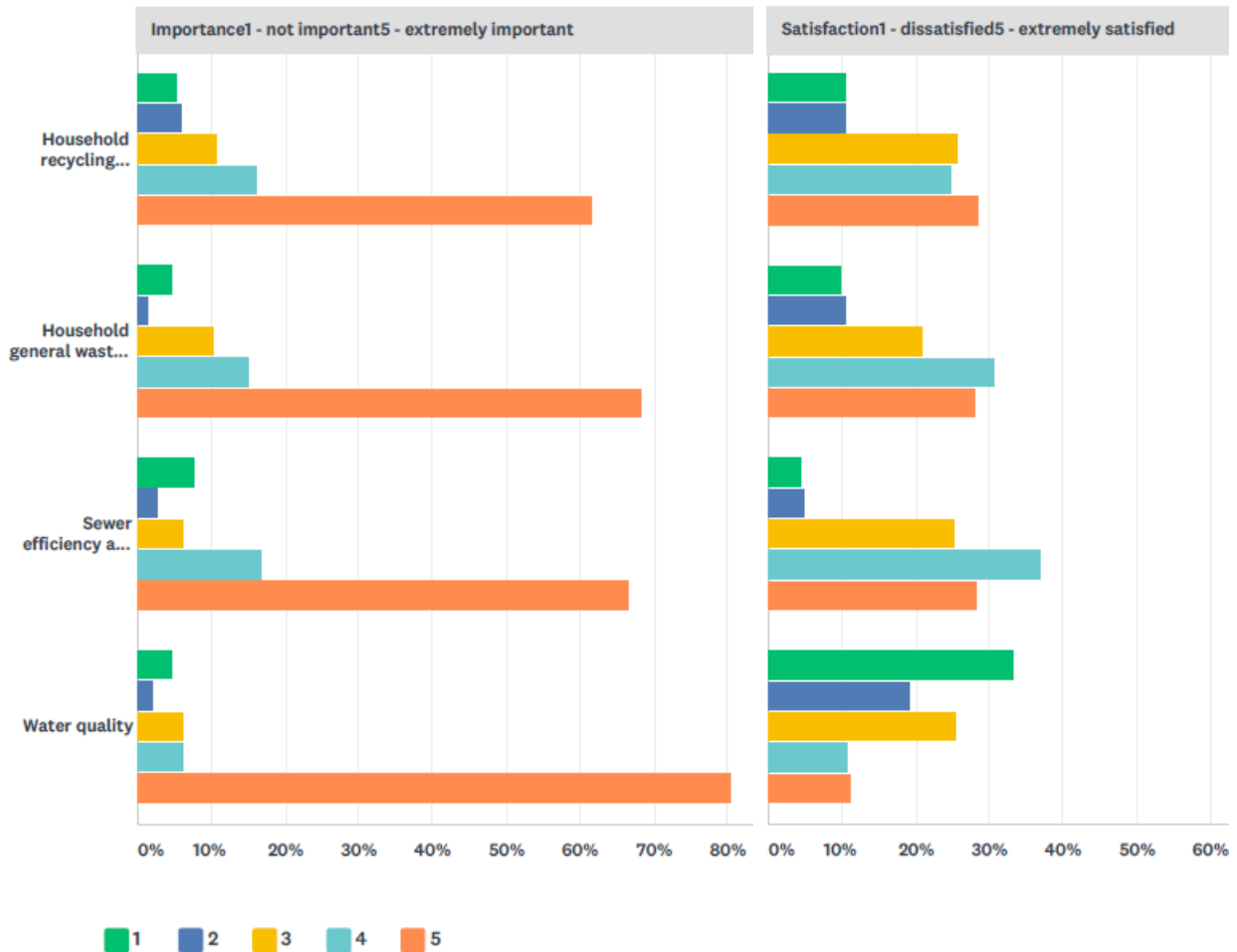
Recommendations

- Continue with improvements as per Long Term Financial Plan - \$29,115 (2018/19);
- Review relevant maintenance schedule.

DETAILED FINDINGS – cont'd

Waste Collection

Answered: 149 Skipped: 35



An area well Council is regarded well is **Household Recycling services** with high importance and respondents were mostly **satisfied**. Similarly, **Household general waste services** were of high importance and respondents were also mostly **satisfied**. **Sewer services** were of high importance and respondents were mostly **satisfied**.

Water services were of very high importance and respondents were mostly **dissatisfied**.

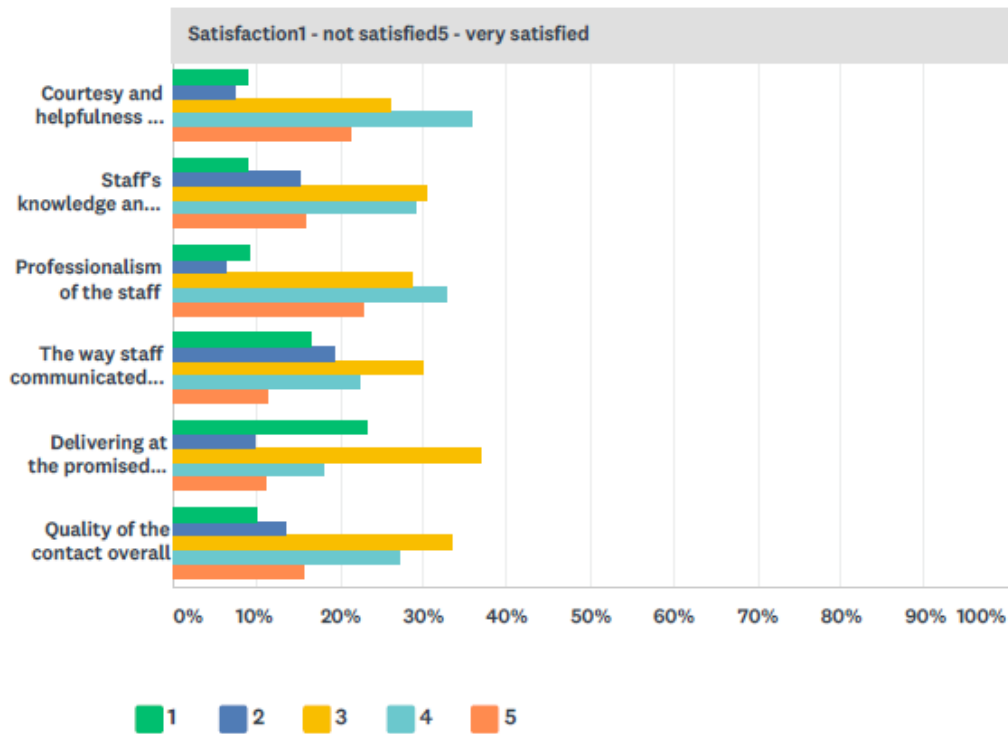
Recommendations

- Encourage submission of CRM's in relation to quality of water and services provided;
- Continue with improvements as per Long Term Financial Plan - \$2,148,701 (2018/19).

DETAILED FINDINGS – cont'd

Council Employee Service

Answered: 145 Skipped: 39



Contact with Council staff is a pleasing survey result as the overall level of satisfaction with Council staff was **satisfied** or higher.

The area requiring the most improvement is **Delivering on the Promised Time**.

Recommendations

- Encourage submission of CRM's by Residents using Council website form;
- Ensure all promised times are recorded in internal call logging processes

CONCLUSIONS

The area that stands out as being most in need of Council attention is the **Quality of Water**. While Council has made some gains in this service area recently, it remains Council's lowest performing area.

Another underperforming core performance area for Narromine Shire Council in 2018 is **the Condition of Roads** followed closely by **the Condition of Streets**.

For the coming 12 months, Narromine Shire Council will pay particular attention to the areas where performance ratings are lower than what Council had expected.

On the positive side, Council should maintain its relatively strong performance in the areas of **Public Library access, Condition of Local Parks and Sporting Fields** and **Staff Contact**.

Council is grateful to the members of the Community that took the time to complete the 2018 survey.

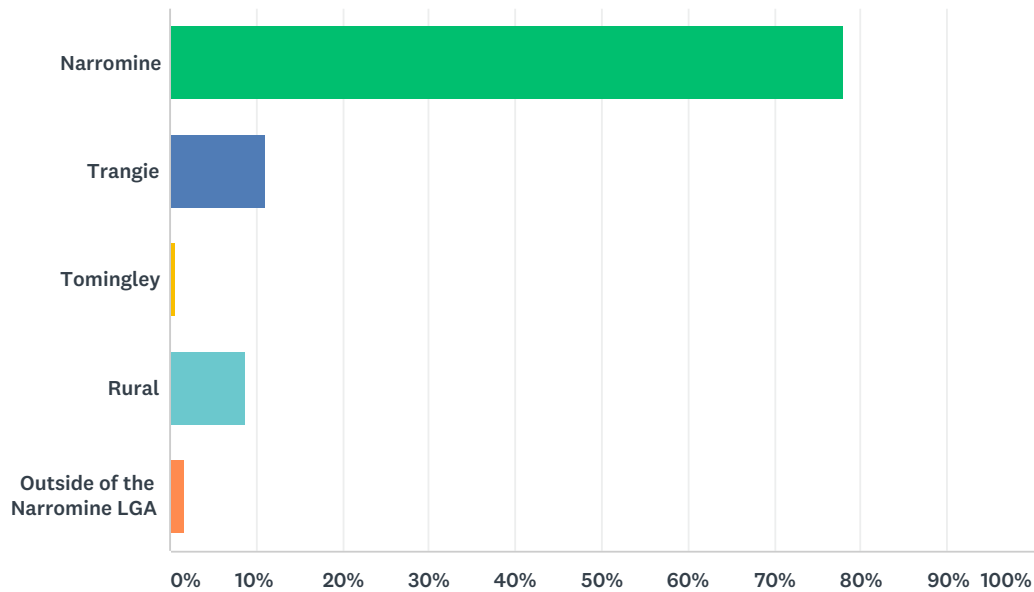
[Appendix A](#)

Customer Satisfaction Survey Results in detail

Narromine Shire Council Satisfaction Survey 2018

Q1 Where do you live?

Answered: 182 Skipped: 2

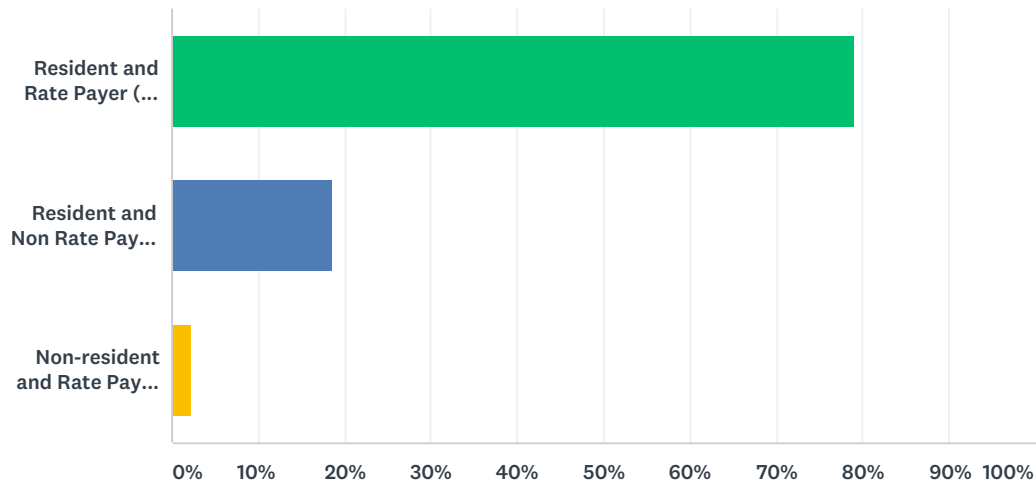


ANSWER CHOICES	RESPONSES	
Narromine	78.02%	142
Trangie	10.99%	20
Tomingley	0.55%	1
Rural	8.79%	16
Outside of the Narromine LGA	1.65%	3
TOTAL		182

Narromine Shire Council Satisfaction Survey 2018

Q2 Select which description fits you best

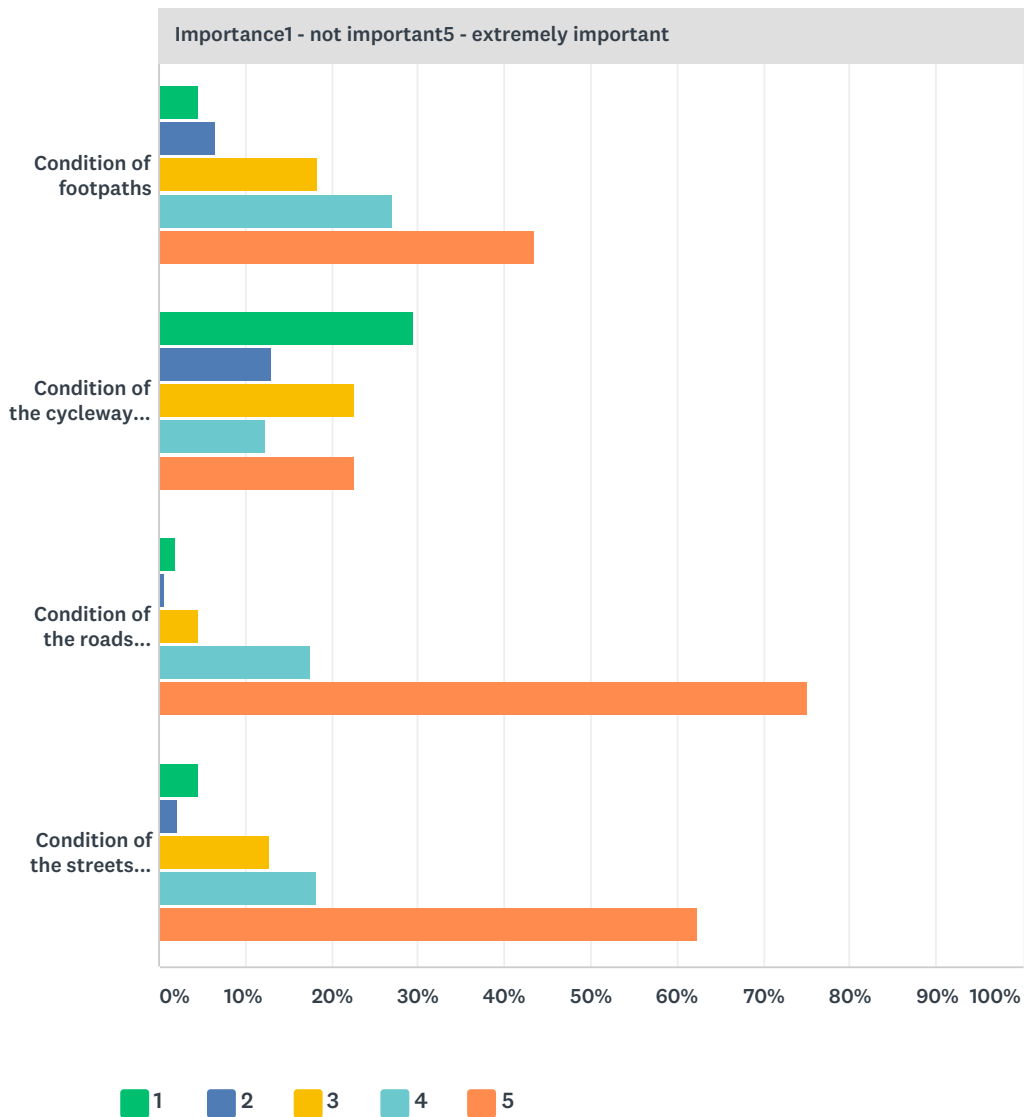
Answered: 182 Skipped: 2



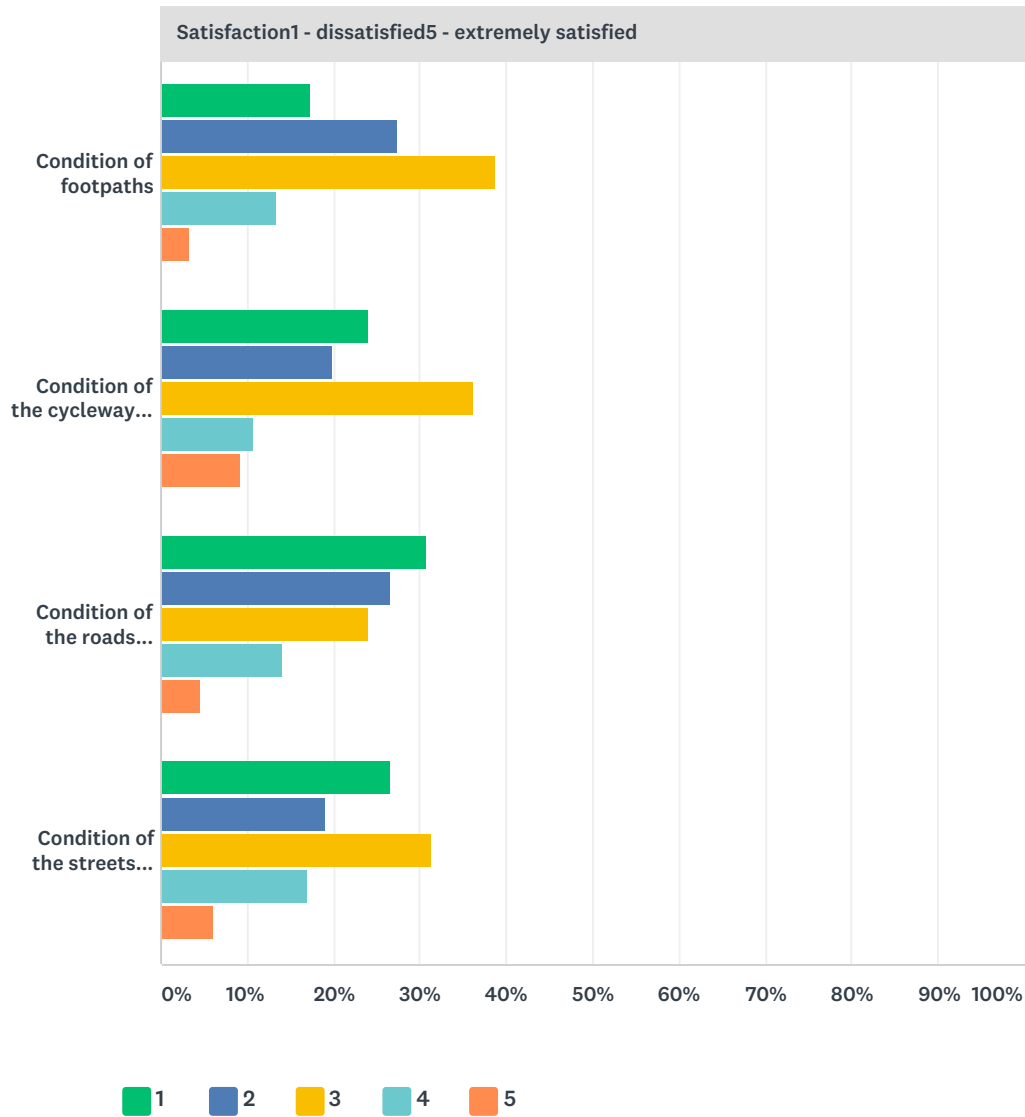
ANSWER CHOICES	RESPONSES	
Resident and Rate Payer (ie owner occupier)	79.12%	144
Resident and Non Rate Payer (ie renting)	18.68%	34
Non-resident and Rate Payer (ie own a house in Narromine, Trangie or Tomingley but live in another postcode)	2.20%	4
TOTAL		182

Q3 Footpaths, cycleways and roads

Answered: 153 Skipped: 31



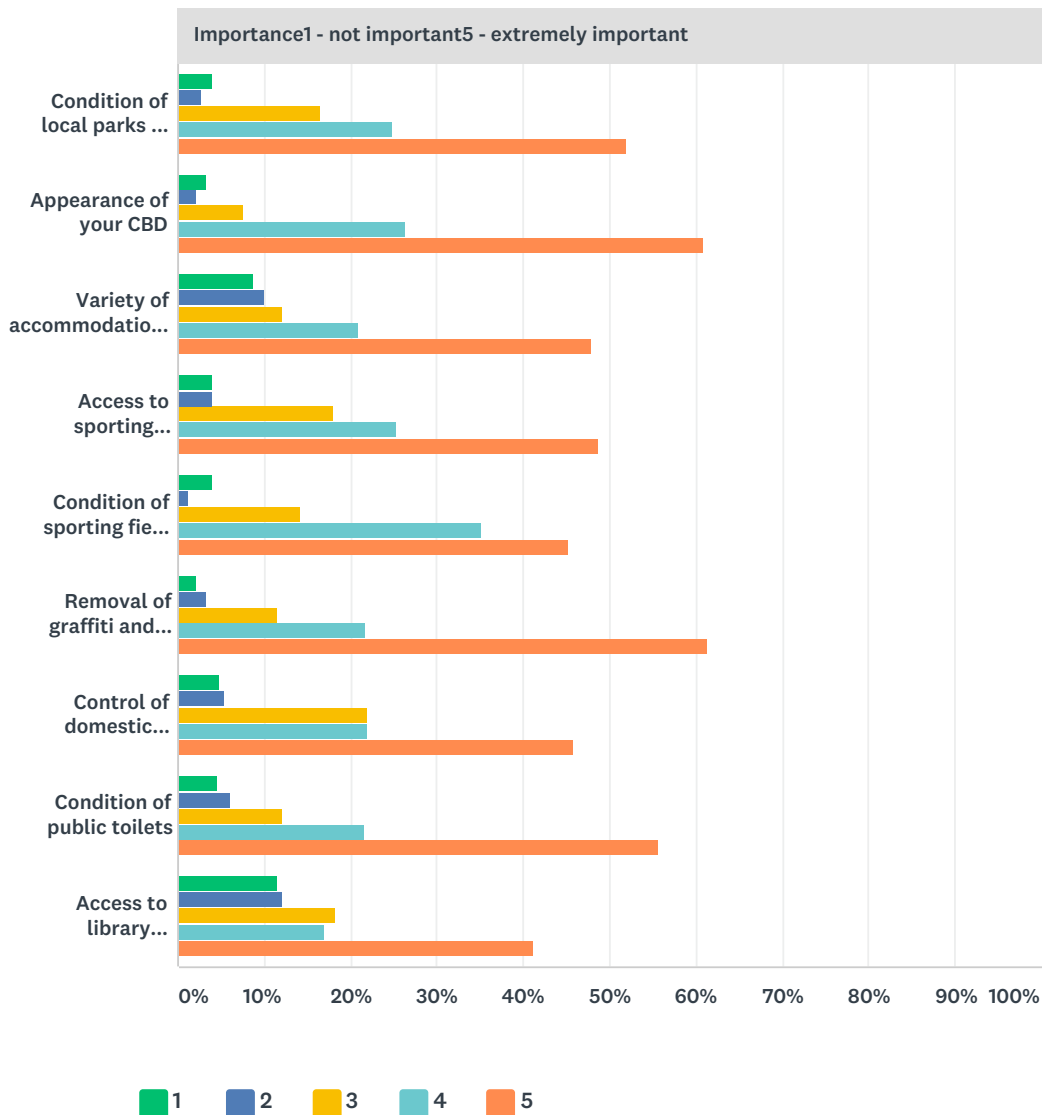
Narromine Shire Council Satisfaction Survey 2018



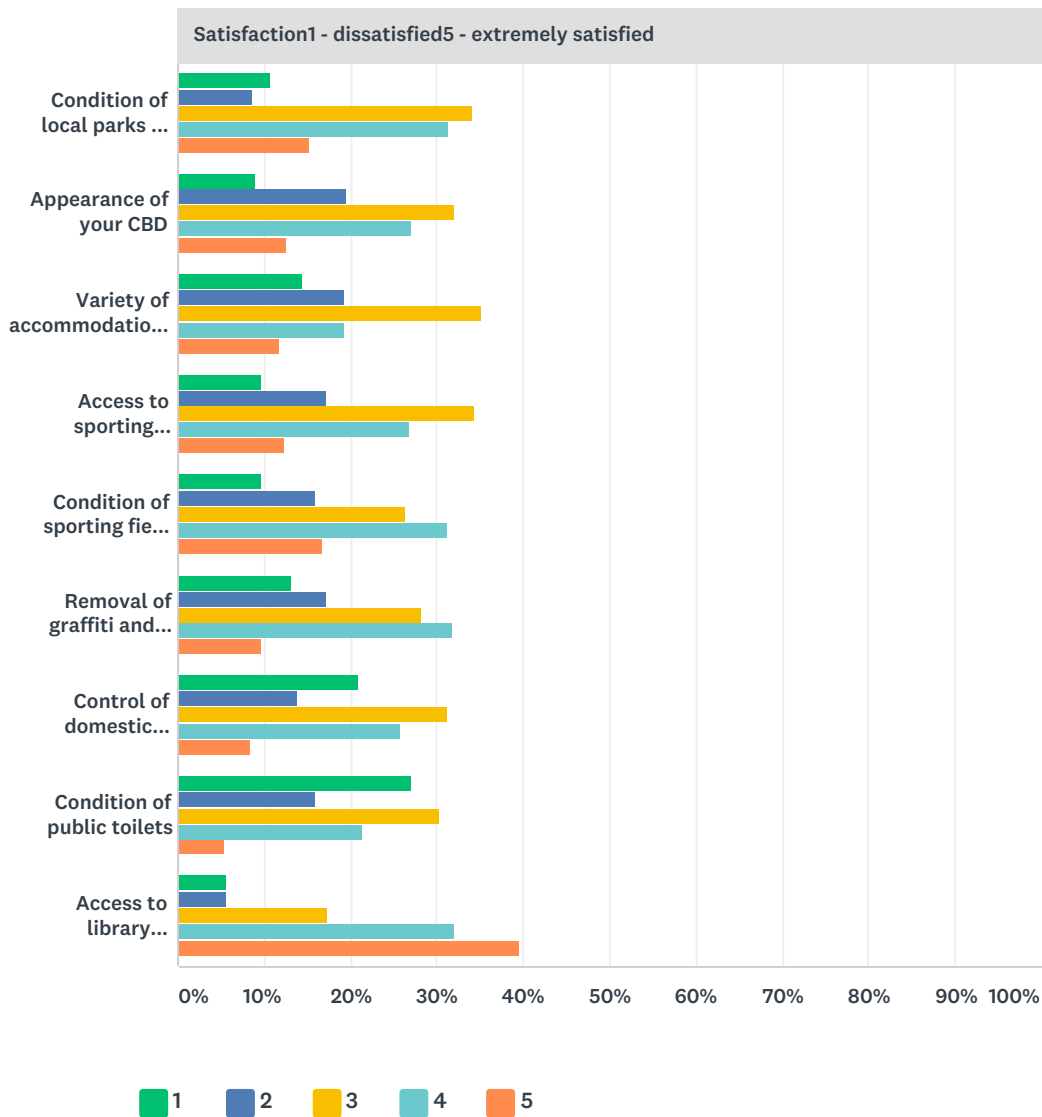
Importance1 - not important5 - extremely important						
	1	2	3	4	5	TOTAL
Condition of footpaths	4.61% 7	6.58% 10	18.42% 28	26.97% 41	43.42% 66	152
Condition of the cycleway network	29.45% 43	13.01% 19	22.60% 33	12.33% 18	22.60% 33	146
Condition of the roads (sealed and unsealed)	1.96% 3	0.65% 1	4.58% 7	17.65% 27	75.16% 115	153
Condition of the streets (residential)	4.70% 7	2.01% 3	12.75% 19	18.12% 27	62.42% 93	149
Satisfaction1 - dissatisfied5 - extremely satisfied						
	1	2	3	4	5	TOTAL
Condition of footpaths	17.33% 26	27.33% 41	38.67% 58	13.33% 20	3.33% 5	150
Condition of the cycleway network	24.11% 34	19.86% 28	36.17% 51	10.64% 15	9.22% 13	141
Condition of the roads (sealed and unsealed)	30.67% 46	26.67% 40	24.00% 36	14.00% 21	4.67% 7	150
Condition of the streets (residential)	26.53% 39	19.05% 28	31.29% 46	17.01% 25	6.12% 9	147

Q4 Parks, gardens and facilities

Answered: 152 Skipped: 32



Narromine Shire Council Satisfaction Survey 2018



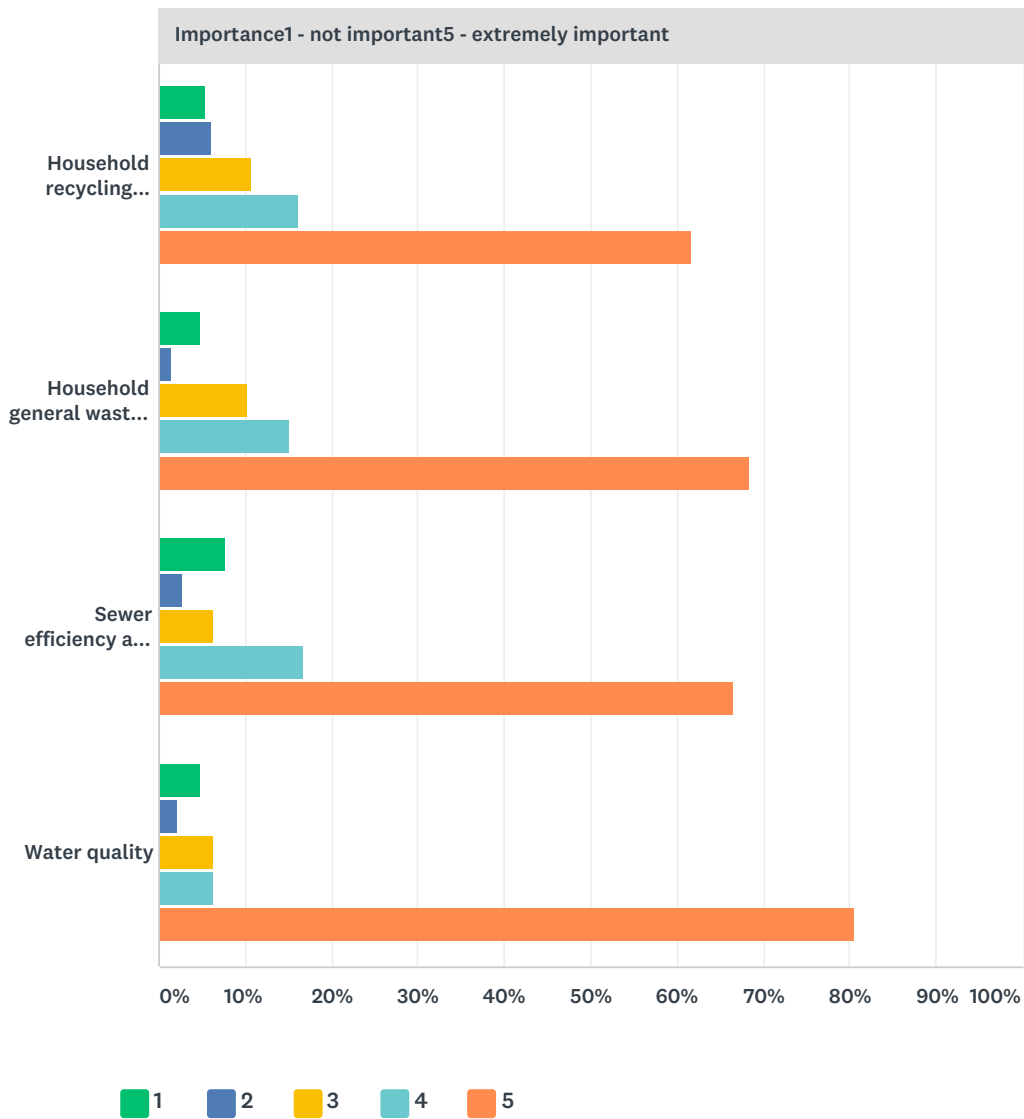
Importance1 - not important5 - extremely important						
	1	2	3	4	5	TOTAL
Condition of local parks and gardens	3.95% 6	2.63% 4	16.45% 25	25.00% 38	51.97% 79	152
Appearance of your CBD	3.38% 5	2.03% 3	7.43% 11	26.35% 39	60.81% 90	148
Variety of accommodation for Aged Care	8.78% 13	10.14% 15	12.16% 18	20.95% 31	47.97% 71	148
Access to sporting facilities	4.00% 6	4.00% 6	18.00% 27	25.33% 38	48.67% 73	150
Condition of sporting fields and facilities	4.05% 6	1.35% 2	14.19% 21	35.14% 52	45.27% 67	148
Removal of graffiti and rubbish from public places	2.04% 3	3.40% 5	11.56% 17	21.77% 32	61.22% 90	147
Control of domestic animals	4.79% 7	5.48% 8	21.92% 32	21.92% 32	45.89% 67	146
Condition of public toilets	4.70% 7	6.04% 9	12.08% 18	21.48% 32	55.70% 83	149
Access to library facilities	11.49% 17	12.16% 18	18.24% 27	16.89% 25	41.22% 61	148
Satisfaction1 - dissatisfied5 - extremely satisfied						
	1	2	3	4	5	TOTAL

Narromine Shire Council Satisfaction Survey 2018

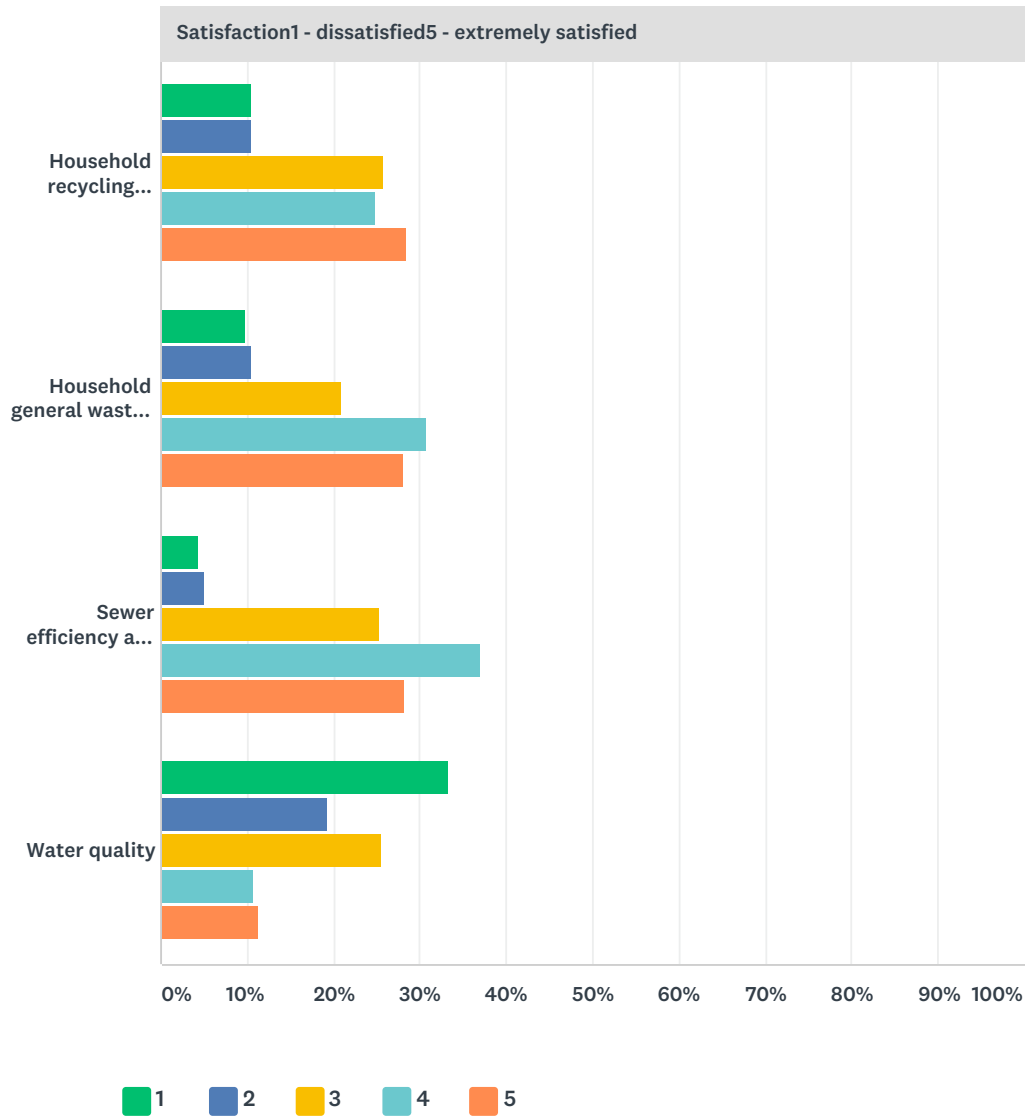
Condition of local parks and gardens	10.67% 16	8.67% 13	34.00% 51	31.33% 47	15.33% 23	150
Appearance of your CBD	9.03% 13	19.44% 28	31.94% 46	27.08% 39	12.50% 18	144
Variety of accommodation for Aged Care	14.48% 21	19.31% 28	35.17% 51	19.31% 28	11.72% 17	145
Access to sporting facilities	9.59% 14	17.12% 25	34.25% 50	26.71% 39	12.33% 18	146
Condition of sporting fields and facilities	9.72% 14	15.97% 23	26.39% 38	31.25% 45	16.67% 24	144
Removal of graffiti and rubbish from public places	13.10% 19	17.24% 25	28.28% 41	31.72% 46	9.66% 14	145
Control of domestic animals	20.83% 30	13.89% 20	31.25% 45	25.69% 37	8.33% 12	144
Condition of public toilets	26.90% 39	15.86% 23	30.34% 44	21.38% 31	5.52% 8	145
Access to library facilities	5.56% 8	5.56% 8	17.36% 25	31.94% 46	39.58% 57	144

Q5 Domestic, commercial and liquid waste collection

Answered: 149 Skipped: 35



Narromine Shire Council Satisfaction Survey 2018

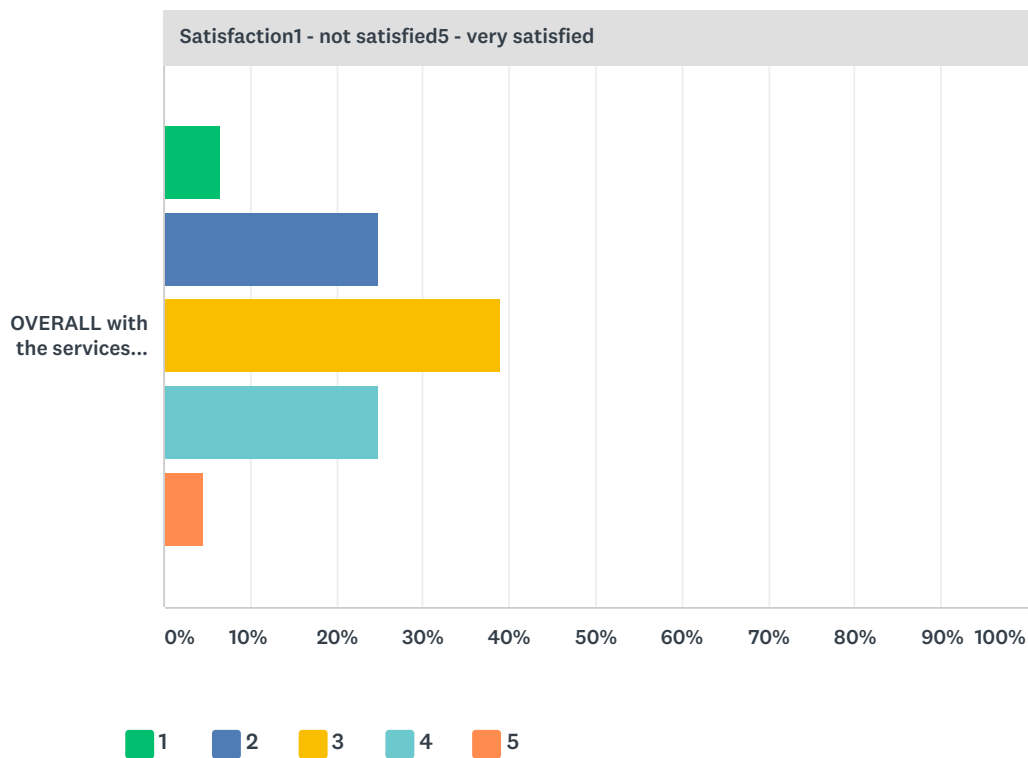


Importance1 - not important5 - extremely important						
	1	2	3	4	5	TOTAL
Household recycling service	5.37% 8	6.04% 9	10.74% 16	16.11% 24	61.74% 92	149
Household general waste service	4.79% 7	1.37% 2	10.27% 15	15.07% 22	68.49% 100	146
Sewer efficiency and capacity	7.69% 11	2.80% 4	6.29% 9	16.78% 24	66.43% 95	143
Water quality	4.86% 7	2.08% 3	6.25% 9	6.25% 9	80.56% 116	144
Satisfaction1 - dissatisfied5 - extremely satisfied						
	1	2	3	4	5	TOTAL
Household recycling service	10.42% 15	10.42% 15	25.69% 37	25.00% 36	28.47% 41	144
Household general waste service	9.79% 14	10.49% 15	20.98% 30	30.77% 44	27.97% 40	143
Sewer efficiency and capacity	4.35% 6	5.07% 7	25.36% 35	36.96% 51	28.26% 39	138
Water quality	33.33% 47	19.15% 27	25.53% 36	10.64% 15	11.35% 16	141

Narromine Shire Council Satisfaction Survey 2018

Q6 To end this section of the survey please rate how satisfied you are

Answered: 152 Skipped: 32

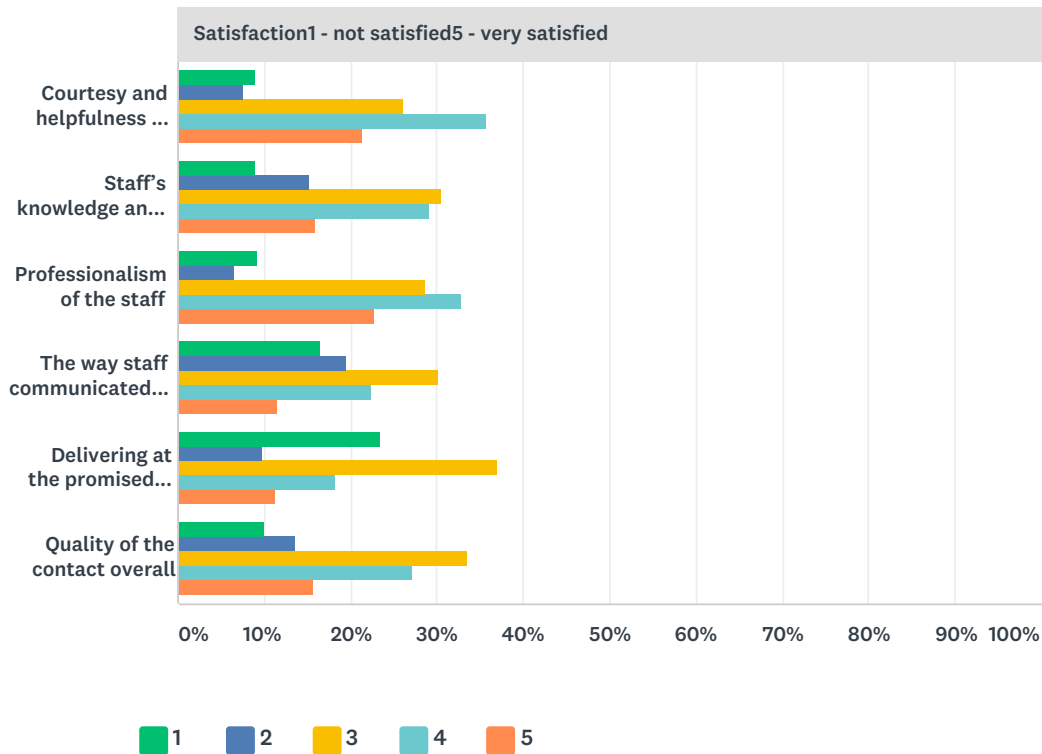


Satisfaction1 - not satisfied5 - very satisfied						
	1	2	3	4	5	TOTAL
OVERALL with the services and facilities provided by Narromine Shire Council	6.58%	25.00%	38.82%	25.00%	4.61%	152
	10	38	59	38	7	

Narromine Shire Council Satisfaction Survey 2018

Q7 How satisfied were you with the following aspects of your most recent contact with a Council employee?

Answered: 145 Skipped: 39

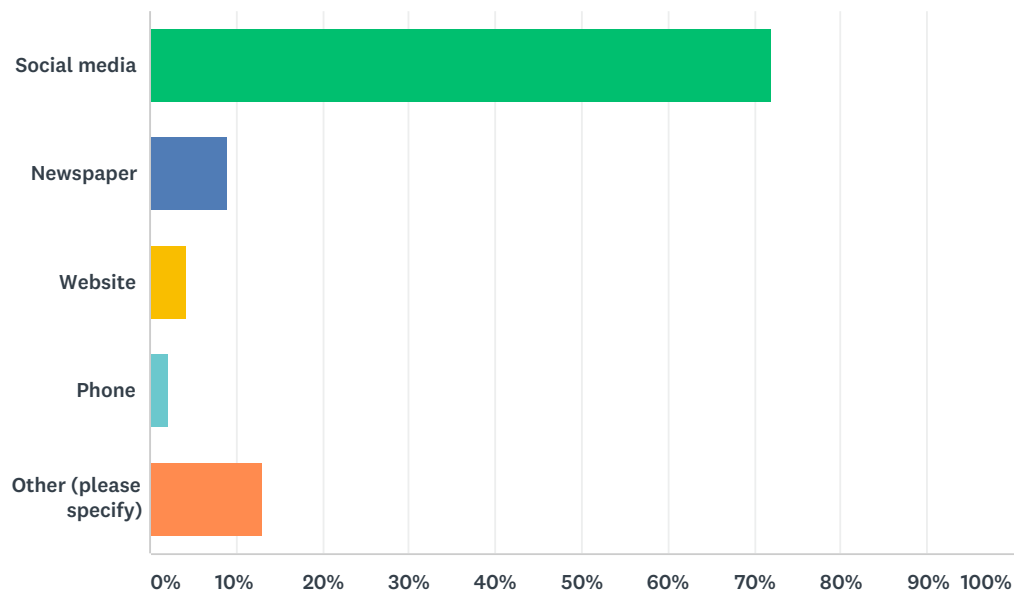


Satisfaction1 - not satisfied5 - very satisfied						
	1	2	3	4	5	TOTAL
Courtesy and helpfulness of the staff during your contact with them	8.97% 13	7.59% 11	26.21% 38	35.86% 52	21.38% 31	145
Staff's knowledge and expertise	9.03% 13	15.28% 22	30.56% 44	29.17% 42	15.97% 23	144
Professionalism of the staff	9.29% 13	6.43% 9	28.57% 40	32.86% 46	22.86% 32	140
The way staff communicated or kept you informed	16.55% 23	19.42% 27	30.22% 42	22.30% 31	11.51% 16	139
Delivering at the promised time	23.48% 31	9.85% 13	37.12% 49	18.18% 24	11.36% 15	132
Quality of the contact overall	10.00% 14	13.57% 19	33.57% 47	27.14% 38	15.71% 22	140

Narromine Shire Council Satisfaction Survey 2018

Q8 What are the main ways you find out information about Council and its activities?

Answered: 146 Skipped: 38

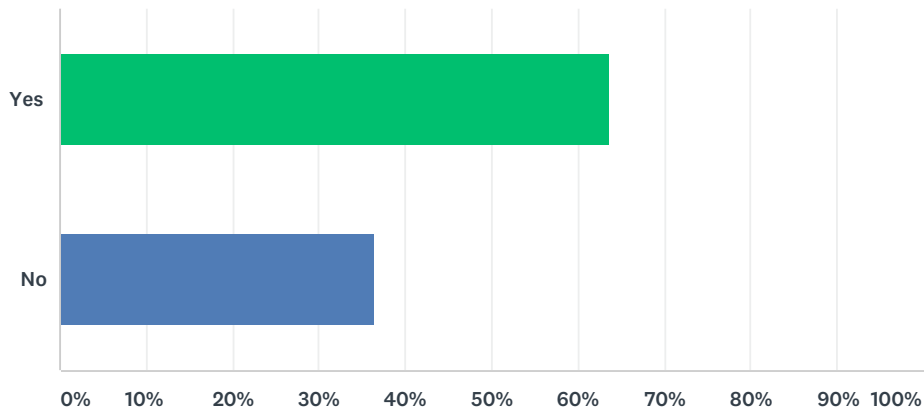


ANSWER CHOICES	RESPONSES	
Social media	71.92%	105
Newspaper	8.90%	13
Website	4.11%	6
Phone	2.05%	3
Other (please specify)	13.01%	19
TOTAL		146

Narromine Shire Council Satisfaction Survey 2018

Q9 Do you currently read the quarterly newsletter sent to residents?

Answered: 148 Skipped: 36

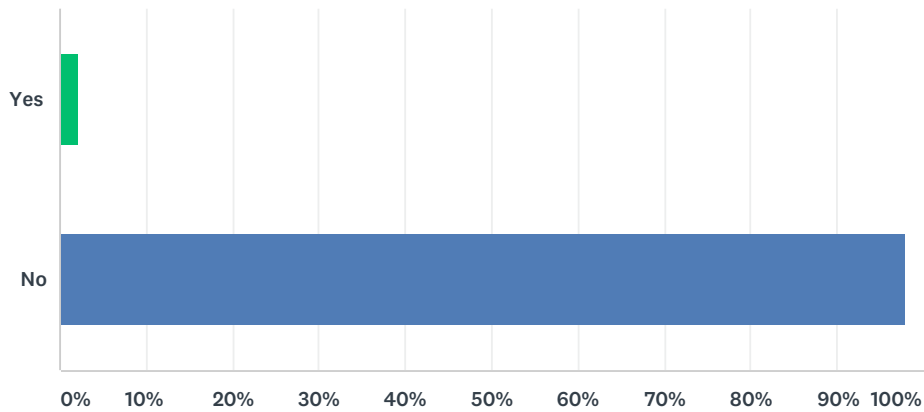


ANSWER CHOICES	RESPONSES	
Yes	63.51%	94
No	36.49%	54
TOTAL		148

Narromine Shire Council Satisfaction Survey 2018

Q10 Have you registered to receive the newsletter electronically?

Answered: 148 Skipped: 36

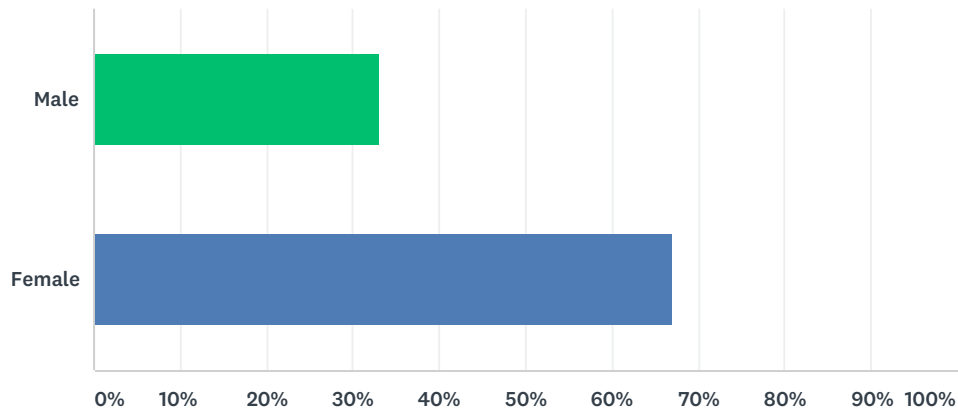


ANSWER CHOICES	RESPONSES
Yes	2.03% 3
No	97.97% 145
TOTAL	148

Narromine Shire Council Satisfaction Survey 2018

Q11 What is your gender?

Answered: 145 Skipped: 39

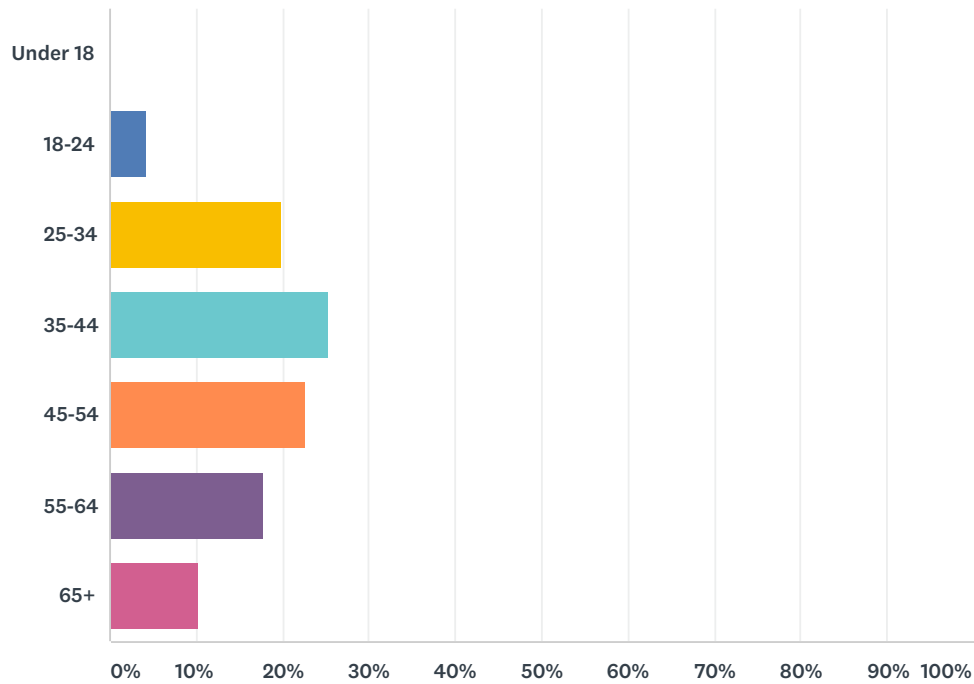


ANSWER CHOICES	RESPONSES	
Male	33.10%	48
Female	66.90%	97
TOTAL		145

Narromine Shire Council Satisfaction Survey 2018

Q12 What is your age?

Answered: 146 Skipped: 38



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	4.11%	6
25-34	19.86%	29
35-44	25.34%	37
45-54	22.60%	33
55-64	17.81%	26
65+	10.27%	15
TOTAL		146