
NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 10 JUNE 2020
QUESTIONS WITH NOTICE REPORT

The following questions have been received from Cr Jablonski:

1. Protocols for Significant Events

Is there a set of protocols/procedures in place (e.g. for lowering the flags to half-mast, wreaths etc) for the following significant events?

- Australia Day
- ANZAC Day
- Remembrance Day
- National Reconciliation
- NAIDOC Week
- Deaths of notable people/leaders of the community in the Narromine Shire
- Christmas (decorations)

(a) What are the lines of communication to ensure the community is notified of events, in other ways apart from Facebook and Council website?

(b) Is there a specific notation to the main entities involved?

(c) Is there follow up to ensure the person/persons have received a notification?

(d) What are the protocols in exceptional circumstances, unforeseen events (such as Coronavirus) which restrict or cancel events?

(e) Does Council ensure that a particular person is responsible for enacting these protocols/procedures, plus a 2nd in charge in case the first is on leave or otherwise indisposed?

Response from Director Community and Economic Development

- Australia Day - Council endorsed committee in place. Cr Chairs. Meets approx. September to Feb.
- ANZAC Day - Work with RSL reps/ TAG
- Remembrance Day - Work with RSL reps/ TAG. The Flying of Flags Policy also highlights how the flags should be flown on this day (Resolution No 2018/014)
- National Reconciliation - One of actions with MOU with Aboriginal Community - event can change in line with theme for the day/ year
- NAIDOC Week - One of actions with MOU with Aboriginal Community- event can change in line with theme for the day/ year
- Deaths of notable people/leaders of the community in the Narromine Shire - This protocol is covered in the Narromine Shire Council Flying of Flags policy which outlines that: The General Manager may direct the flags be flown at half-mast on the death of a prominent local citizen or on the day of their funeral.
- Christmas (decorations) - no protocol/ policy. Part of marketing/ community services role. Relies on funding.

In general, each event that Council is involved with will have an event plan attached and a run sheet to ensure the smooth organising and running of the event. This will pick up items such as the ordering of wreaths, lowering of flags, protocols for dignitaries, marketing, ordering of food, gifts etc.

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- (a) What are the lines of communication to ensure the community is notified of events, in other ways apart from Facebook and Council website?
Council website, FB and e notice board is available for events to be publicised. Needs organiser to fill out online form so Council staff are aware of events. Different events that Council is involved in choose to market in different ways. Some events also include flyers, print media, direct marketing, radio marketing etc.
- (b) Is there a specific notation to the main entities involved?
Communication between those holding the events and Council staff is important to ensure the smooth running of an event. In most cases Council staff are not involved with the detail of the event and the successful marketing of the event is the responsibility of the main organiser.
- (c) Is there follow up to ensure the person/persons have received a notification?
In general, there is a good communication between the organiser and Council staff.
- (d) What are the protocols in exceptional circumstances, unforeseen events (such as Coronavirus) which restrict or cancel events?
Generally, we all rely on good communication between the event organiser and Council. In some cases, events are cancelled/ changed at the last minute and this can cause some issue.
- (e) Does Council ensure that a particular person is responsible for enacting these protocols/procedures, plus a 2nd in charge in case the first is on leave or otherwise indisposed?
Each event will have a Council officer assigned as a primary contact. In general, planned leave can be factored.

2. Customer Request for Maintenance

What is the procedure for CRMs?

- A. Complainant does not receive a copy of the complaint they have put into Council.
- B. Council does not always advise the status of the complaint or the outcome.

Response from General Manager

A CRM is a Customer Request for Maintenance. A customer will submit their request over the phone or in person. This is then logged into the system and assigned to the responsible officer. The customer does not always require a response unless it was specifically requested. Customers do not receive a copy of their request, nor a reference number.

Complaints are handled separately and in accordance with Council's Complaints Handling Policy. The complaint is acknowledged within 5 working days, assessed in 10 working days, progress reports provided on a 10-working day basis in relation to matters not finalised in 10 working days of receipt, and the complainant is then provided with reasons for Council's decision etc.

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2. Monthly/Bi-Monthly Newsletter

Will Council consider putting out a monthly or bimonthly newsletter?
(Estimated cost \$0.36 two sides of A3 in Black and white. A4 500 B&W for \$540.
A4 colour at \$1.25 both sides \$1,875). I don't believe we need colour.
Council could place the newsletters around the towns of Tomingley, Trangie
and Narromine in various shops.

Response from Director Community and Economic Development

Council sends a quarterly newsletter to local residents now via email. This database is growing. We had decided to do this by digital means only however we can resume printing copies as well and review the take up of the newsletter in two years.