



13 February 2026

SUPPLEMENTARY AGENDA:

(1) BUSINESS OF WHICH WRITTEN NOTICE HAS BEEN GIVEN

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Notices Of Motion

Report No. BN1/2026

General Manager's Unit



NOTICES OF MOTION No. BN1/2026

SUBJECT: *REINSTATEMENT OF THE CESSNOCK WASTE FACILITY REUSE (DUMP) SHOP*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council notes that Council has previously identified the reinstatement of a reuse (dump) shop at Council's waste facilities as a planned or proposed initiative, consistent with Council's waste minimisation and circular economy objectives.
2. That Council notes that reuse shops:
 - reduce the volume of material sent to landfill,
 - extend the life of Council's waste facilities,
 - provide low-cost goods to the community, and
 - can generate modest but ongoing revenue while lowering disposal costs.
3. That Council acknowledges strong and ongoing community support for the return of a dump shop within the Cessnock Local Government Area.
4. That Council requests that the General Manager provide a report to Council outlining:
 - the current status of Council's plans to reinstate a dump shop,
 - a proposed timeline for implementation,
 - operational and staffing requirements,
 - estimated costs and anticipated benefits, and
 - any regulatory or risk considerations.
5. That Council further requests that this report include options for a staged or pilot reopening if immediate full implementation is not feasible.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

Council has previously recognised the value of reuse initiatives as part of its waste management strategy. The reinstatement of a dump shop aligns with Council's stated commitments to sustainability, waste reduction, and responsible financial management.

Reopening a reuse shop represents a practical, community-supported action that delivers environmental, social and economic benefits while directly supporting Council's strategic objectives.

Notices Of Motion

Report No. BN1/2026

General Manager's Unit



SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 5 February 2026

Director's Commentary

Council has over time explored a range of reuse initiatives as part of the broader waste minimisation and circular economy initiatives. The current *Waste & Resource Recovery Strategy 2026-2031* was adopted by Council (W12/2025) after an appropriate community survey, waste audit and public exhibition periods. This Strategy includes a detailed Action Plan outlining Council's waste and resource recovery objectives. While the Strategy recognises reuse as a critical component of the waste hierarchy and circular economy, it does not include the establishment or operation of a Council-run reuse shop within its Action Plan. Accordingly, Council does not currently identify the reinstatement of a reuse shop at its waste facilities as a planned initiative

Reuse shops can, in principle, contribute to waste minimisation and circular economy outcomes. However, industry practice has shifted away from councils operating reuse shops within waste management centres. This is due to safety, compliance, security and financial risks inherent in such environments.

Council previously operated a reuse shop at the Cessnock Waste Management Centre (CWMC) under a License Agreement from 1992 to 2016. Our experience and evidence suggests the community support was more for disposal and dumping of unwanted products. The shop was frequently used for drop off, but was not well supported by purchasing customers. In 2015, aligning with the transfer station development and with land assigned for a reuse facility, Council went to tender (T1516/08) for operation of a reuse shop. In 2016, following evaluation of submissions against environmental, social and financial criteria, Council rejected all tenders and subsequently closed the existing facility, having determined that the risks and costs outweighed the benefits.

Notices Of Motion

Report No. BN1/2026

General Manager's Unit



Neighbouring councils have typically followed suit with their waste centres. For example:

- Central Coast: Buttonderry and Woy Woy Landfills- no reuse shop.
- Lake Macquarie: no reuse shop. Awaba Tip Shop closed 2011.
- Maitland: no reuse shop.
- Newcastle: Summerhill Landfill- no reuse shop.
- Port Stephens: no Council reuse shop. Salamander Bay Recycling is a privately owned/operated facility located next door to Council's transfer station.
- Singleton: Council's own Burragan Recycle Shop (opens limited hours, project was funded by the NSW EPA's Waste Less Recycle More initiative funded from the waste levy).

Typically, these low-cost goods are best handled by local charities and "Op-shop" outlets who also rely on volunteer and not-for-profit support. Unfortunately, reuse shops also tend to attract unapproved dumping with large volume loads dropped off after-hours. These unapproved loads are subject to weather and pilfering before site staff can handle the material so are typically considered as illegal dumping and sent to the waste facility for disposal. Despite signage and site security this is an ongoing issue for these outlets to manage.

Community consultation undertaken through the Community Waste Survey and, as published in the *Community Waste Survey Results October 2024*, received support for reuse outcomes. It included comments supportive of a reuse centre or "Men's Shed" style arrangement for repair and resale of items.

As an alternative to a reuse centre, Council continues to promote reuse through our Sustainability Team and their education programs with organised events such as "Repair Cafes" and reuse education programs aimed at changing consumer mindset and directing reusable items towards a charity or Op-shop rather than considering it as waste.

In addition, Council participates in the Hunter Joint Organisation's "ReUse Hunter" Knowledge Hub and mapping tool, which enables residents to locate reuse, repair, donation and purchase opportunities by product type and location. This solution has been developed over time as a joint project with input from various local council's sustainability teams, and was supported by NSW EPA funding. It provides a sound and practical reuse solution for residents without adding any cost to Council.

The reinstatement of such a facility is not included in the adopted Delivery Program or Operational Plan. Based on previous experience and industry practice, operation of a reuse shop at a waste facility would require:

- A minimum of two staff at all times for safety and security
- Reallocation of staff from existing operational duties
- Security systems and after-hours patrols
- Electrical test and tag compliance
- Product safety and liability management
- Point-of-sale systems and transaction costs
- Ongoing compliance with Environment Protection Licence conditions

Capital costs would include civil works, construction of a dedicated structure, fencing and security infrastructure. Operating costs would include staffing, utilities, security monitoring, compliance activities and potential waste levy exposure associated with illegal dumping.

Notices Of Motion

Report No. BN1/2026

General Manager's Unit



While the Notice of Motion lists funding as “N/A”, implementation of the requested actions would require officer time, contractor support and/or direct financial outlays. These activities are not currently provided for within adopted budgets or work programs. Should Council resolve to proceed, resources would need to be redirected from existing priorities, resulting in the deferral, reduction or cancellation of other planned projects and services. Any additional works also carry an opportunity cost and may create further budget pressures in future years if not offset by new funding or reprioritisation within the Delivery Program and Operational Plan.

A lower risk more financially sustainable reuse option may be for Council to facilitate reuse through partnerships with local charities and Op-shops rather than operating a retail outlet.

For these reasons the notice of motion as submitted is not supported and an alternate motion is provided for Councils consideration.

Alternate Motion

1. That Council notes the Directors commentary.
2. That the General Manager commence actions to facilitate reuse through partnerships with local charities and op-shops rather than operating a retail outlet and that this action be incorporated in the Waste & Resource Recovery Strategy 2026-2031.

ENCLOSURES

There are no enclosures for this report

Notices Of Motion

Report No. BN2/2026

General Manager's Unit



NOTICES OF MOTION No. BN2/2026

SUBJECT: *DEVELOPER CONTRIBUTIONS TRANSPARENCY REPORT*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council acknowledges Cessnock City Council's current Local Infrastructure Contributions framework, including the City-Wide Section 7.11 Infrastructure Contributions Plan (amended 2025) and Section 7.12 Levy Contributions Plan as mechanisms to manage developer contributions for local infrastructure.
2. That Council notes that Council currently publishes the Contributions Register and annual statement detailing contributions received and expenditure in accordance with the Environmental Planning and Assessment Act 1979 and related regulations.
3. That Council further notes that community understanding of how developer contributions are collected and spent could be improved through clearer, more accessible reporting. This includes information on:
 - total contributions received by financial year,
 - identification of projects funded (by suburb or catchment),
 - timing and status of infrastructure delivery,
 - comparisons of forecast infrastructure costs vs actual costs,
 - any funding shortfalls and how they are to be addressed.
4. That Council requests that the General Manager prepare a report for Council outlining options to enhance transparency and accessibility of developer contributions reporting. The report should include:
 - a proposed format for a Developer Contributions Transparency Report aimed at the community,
 - an analysis of resource requirements for publishing this report (e.g., staff time, publication platforms),
 - potential staging (e.g., quarterly, annual) and integration with existing financial reporting.
5. That Council further requests that the report consider including the above information on Council's website in an easy-to-navigate format so that residents can readily understand how development contributions are applied across the LGA.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

Notices Of Motion

Report No. BN2/2026

General Manager's Unit



RATIONALE

Developer contributions are a key funding source for local infrastructure required by new development, including roads, parks, community facilities, drainage and traffic management. While Council complies with statutory requirements in publishing the Contributions Register and annual statement, local residents often cannot easily interpret how and where contributions are applied, how soon infrastructure will be delivered, and how funding gaps are managed. Improved transparency supports accountability, assists planning, builds community confidence, and reinforces Council's governance standards.

SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 6 February 2026

Director's Commentary

As noted in the Notice of Motion, Council currently provides a summary of contributions received and expenditure incurred as part of its Annual Financial Statement. In addition to this, Council prepares an Annual Contributions Statement that details contributions collected and expended on a project-by-project basis. Both reports are publicly available and are requirements under NSW State Government legislation. Collectively, these existing reports already address a number of the matters identified in Point 3 of the Notice of Motion.

However, several of the items listed in Point 3 of the Notice of Motion are inherently difficult to forecast with any degree of accuracy. These include the timing of infrastructure delivery, comparisons between forecast and actual infrastructure costs, and the identification of how any funding shortfalls may be addressed. These matters are often influenced by factors outside of Council's direct control and are therefore subject to a high level of uncertainty. Such factors include changes in infrastructure priorities over time, inflationary pressures and escalating costs of materials and labour, and the availability and timing of State and Federal Government grants to support or co-fund infrastructure projects.

Notwithstanding the above, it is acknowledged that the current annual reporting format may not be easily understood by members of the public. While the reports meet statutory requirements, the level of technical detail required impacts the readability. There is an opportunity for Council to reformat its Annual Contributions Statement to improve clarity and readability for the broader community, while still complying with NSW State Government reporting obligations.

Notices Of Motion

Report No. BN2/2026

General Manager's Unit



Council's Infrastructure Contributions Team is currently undertaking a major project to implement a dedicated software system for managing local infrastructure contributions. Historically, councils across NSW have not had access to a software platform specifically designed for this purpose and have therefore relied heavily on spreadsheets to store, manage, and report contribution data. This reliance has increased the administrative burden on staff and limited the ability to easily generate reports.

The implementation of the new software requires a significant volume of historical and current data to be entered, reviewed, and verified. Due to the scale and complexity of this task, it is anticipated that the project will not be fully finalised until mid to late 2026. However, once implemented, the software will allow data to be automatically extracted into reports and summary snapshots. In principle, this would enable Council to publish up-to-date, graphically-based, information on local infrastructure contributions on its website, potentially on a monthly basis.

It is anticipated that this information will include a snapshot of contributions collected across the LGA. It may also be possible for the software to provide information relating to how and where contributions funding has been expended; although, it is worth noting that this information is already readily available to the public within Council's adopted Delivery Program and Operational Plan. Council is also working toward delivering a long-term financial plan, which aims to schedule the delivery of projects within the contributions plans.

The availability of regularly updated, publicly accessible information would significantly improve transparency for the community and Councillors. Importantly, the automation of reporting through the software will reduce staff time currently spent compiling and reconciling data from spreadsheets, resulting in improved efficiency and allowing the Infrastructure Contributions Team to focus on higher-value strategic and planning activities.

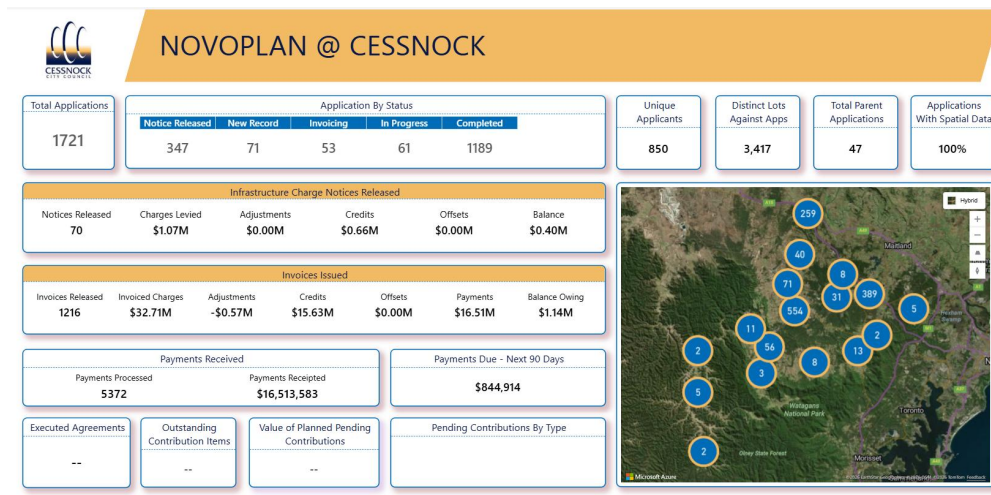
Several examples of the graphically-based contributions reports, capable of being provided on Council's website through this software, are provided in **Enclosure 1**. The reports demonstrate the capability of Council's new contributions software, which will allow members of the public to 'drill down' on specific contributions projects.

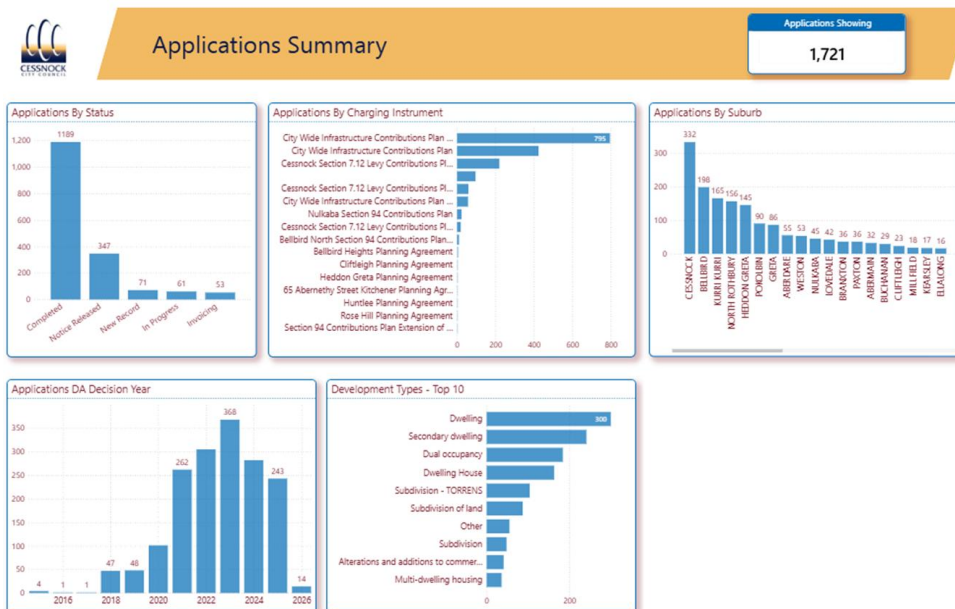
ENCLOSURES

[1](#) Graphically Based Contributions Reports

Enclosure 1

Graphically-Based Contributions Reports





Cessnock City Council

Development Contributions - Public Register

Application Status: **All** | Search: DA/DC ID Number | Street Address | Suburb | Development Type | Catchment | Lot/Plan

Notice	DA/DC ID Number	Development Type	Charging Instrument	DA Decision Date	First Address	Suburb	First Lot/Plan
New Record	000/2015/00000	Subdivision - TORRENS	City Wide Infrastructure Contributions Plan Amendment 1	10/4/2024	0 Avery Lane	HEDDON GRETA	570/DP130488
Completed	000/2025/00000	Secondary dwelling	City Wide Infrastructure Contributions Plan Amendment 1	6/2/2025	1 Alandale Street	KESSLEY	1/6/DP138555
Notice Released	000/2025/00000	Subdivision - TORRENS	City Wide Infrastructure Contributions Plan Amendment 1	1/20/2025	1 Anst Street	GRETA	2/DP102117
Completed	000/2024/00003	Dual occupancy (strata)	City Wide Infrastructure Contributions Plan Amendment 1	6/26/2024	1 Barnbougle Street	HEDDON GRETA	539/DP139609
Completed	000/2024/00000	Subdivision - TORRENS	City Wide Infrastructure Contributions Plan Amendment 1	3/27/2024	1 Barnoung Street	CUFFLEIGH	1/DP130648
Notice Released	000/2018/00000	Commercial Premises	Cessnock Section 7.12 Levy Contributions Plan Amendment 1	3/21/2019	1 Cedar Door Way	NORTH	291/DP122978
Completed	000/2020/00000	Alterations and additions to commercial	Cessnock Section 7.12 Levy Contributions Plan Amendment 1	11/23/2022	1 Cessnock Street	CESSNOCK	1/DP139523
Notice Released	000/2024/00003	Dwelling House	City Wide Infrastructure Contributions Plan Amendment 1	6/21/2024	1 Chestnut Crescent	NORTH	19/DP137159

Infrastructure Charge Notice Details

Charge Type	Charge Levied	Offsets	Adjustments	Credits	Balance
Bellbird Playground	\$55,533.54	\$0.00	\$0.00	\$524.59	\$55,039.45
Brown Street Drainage Line	\$40,332.00	\$0.00	\$0.00	\$409.80	\$40,741.80
Bus Bay	\$111,188.20	\$0.00	\$0.00	\$1,588.20	\$112,776.40
Carmichael Park Upgrades	\$53,792.78	\$0.00	\$0.00	\$598.63	\$54,391.41
Carnegie Performing Arts Centre	\$28,099.59	\$0.00	\$0.00	\$29.43	\$28,129.02
City Library Facilities	\$40,255.88	\$0.00	\$0.00	\$947.80	\$41,203.68
Total	\$62,462,576.16	\$0.00	\$0.00	\$16,901,813.21	\$45,560,762.95

Proposed Development Quantities

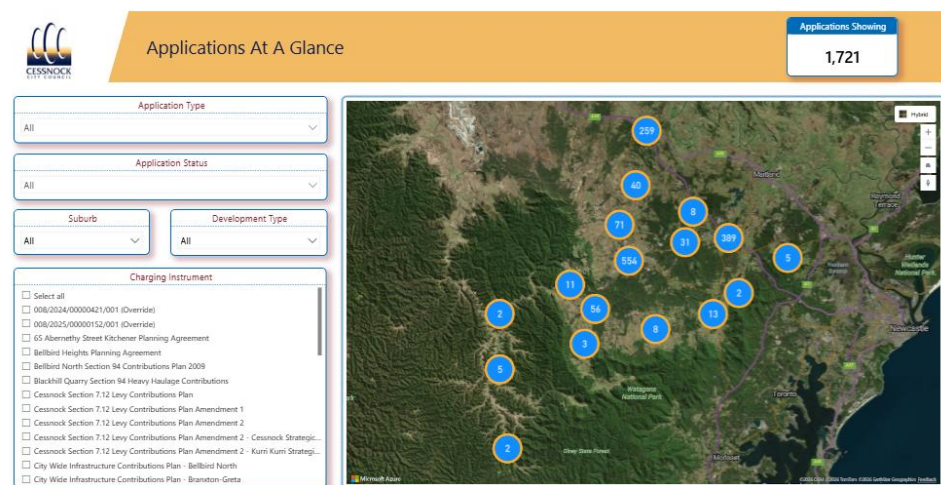
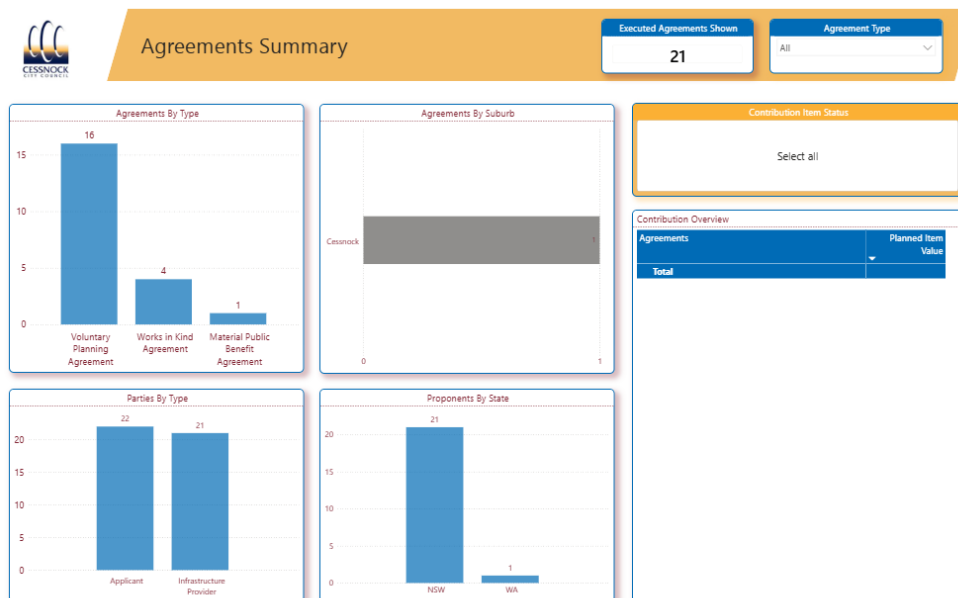
Development Type	Charge Levied	Offsets	Adjustments	Balance
Not Applicable	0	0	\$45,560,762.95	\$45,560,762.95
Residential	0	0	1360	1360
Lot - Residential	0	0	7030	7030
Detached Dwelling	595	595	1760	1760
Multiple Dwelling	415	1000	887	1302
Multiple Dwelling	11	1225	1214	1214

Payment Details

Invoice #	Payment Date	Amount Paid	Balance
INV000000010	6/19/2018	\$900.00	\$0.00
INV000000020	9/15/2018	\$2,640.00	\$0.00
INV000000034	4/2/2020	\$16,644.77	\$0.00
INV000000042	9/16/2020	\$3,976.52	\$0.00
INV000000059	7/15/2020	\$1,400.72	\$0.00
INV000000067	7/24/2020	\$4,184.16	\$0.00
Total		\$18,515,581.06	\$1,779,711.66

Invoice Offsets

Invoice #	Offset Amount	DA/DC ID Number	Contribution Item	Offset Count
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Notices Of Motion

Report No. BN3/2026

General Manager's Unit



NOTICES OF MOTION No. BN3/2026

SUBJECT: *FOOTPATH GAP AUDIT AND PRIORITY WORKS PROGRAM*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council notes that safe, continuous footpaths are essential infrastructure for pedestrians, including children, older residents, people with disability, and those accessing schools, shops, public transport and community facilities.
2. That Council acknowledges that parts of the Cessnock Local Government Area contain incomplete or missing footpath links ("footpath gaps") that limit accessibility and create safety risks.
3. That Council requests that the General Manager prepare a report to Council identifying and mapping key footpath gaps across the LGA, with priority given to locations:
 - within walking distance of schools, childcare centres and sporting facilities,
 - near town centres, shops and community facilities,
 - connecting to public transport stops, and
 - identified as high pedestrian-risk areas.
4. That Council further requests that the report include:
 - an indicative prioritisation framework based on safety, accessibility, usage and equity,
 - high-level cost estimates for priority footpath connections, and
 - options for delivery through existing capital works programs, grant funding, or staged implementation.
5. That Council further requests that the outcomes of the audit be used to inform future capital works planning, grant applications and Council's Delivery Program and Operational Plan.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

Footpaths are a fundamental but often overlooked component of local infrastructure. Addressing missing links improves pedestrian safety, encourages walking, supports public health outcomes, and improves access for people of all ages and abilities.

Notices Of Motion

Report No. BN3/2026

General Manager's Unit



A structured audit allows Council to prioritise investment based on need and risk, ensures transparency in decision-making, and supports more effective use of limited capital funds.

SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 6 February 2026

Director's Commentary

Council's Asset Planning team conducted a condition assessment on the entire network of footpaths within the LGA between December 2023 and March 2024. The current network is 183km. The re-evaluation of Council's footpaths was completed by June 2024 and has a current replacement value of over \$90m. Over the last year Council has been dedicated over 6km of new footpath as part of asset transfer from completed developments/subdivisions.

Within Council's Asset Management Strategy, footpaths are recognised as a core infrastructure asset class. Council's Asset Management Plans and more importantly the Roads and Road Infrastructure has a matrix for decision making regarding prioritisation for footpaths.

Budgeting constraints and the limited availability of capital funds means that footpaths compete with Councils other road infrastructure for priority. Therefore, a focus on maintenance works to the existing network is prioritised. Grants are continually applied for to improve the active transport network. Council has been successful with Get Active funding (100% funded) for projects such as:

- Kitchener Public School – shared path Richmond Street
- Bellbird Public School – shared path, pedestrian refuge, walking path
- The Esplanade Weston – existing shared path connection from Weston PS to Weston CBD

Council also uses developer contributions were identified to implement prioritised footpath improvements such as Crawfordville Park shared path at Millfield.

Notices Of Motion

Report No. BN3/2026

General Manager's Unit



Works & Infrastructure Directorate are initiating an update and integration of the current Pedestrian Access and Mobility Plan (PAMP) and the Cycling Strategy using more recent data used to implement the Traffic and Transport Strategy. The existing strategies were created using investigations and data from a previous audit of all road safety infrastructure across the LGA. This information has been used to identify current gaps within Council's active transport network (including footpaths). The associated capital projects identified as part of the audit have been prioritised to be included in past and current Delivery Plans.

Included within the update of these strategic documents will be a proposed list of capital projects to improve connectivity and safety throughout the LGA (including school zones). An audit at this point in time would amount to a duplication of works already underway to inform the updated plan.

While the Notice of Motion lists funding as "N/A", implementation of the requested actions would require officer time, contractor support and/or direct financial outlays. Any additional works proposed outside the current plan may also carry an opportunity cost and would create further budget pressures in future years if not offset by new funding or reprioritisation within the Delivery Program and Operational Plan.

It may be more appropriate that this matter is best considered as part of the Operational Plan or Delivery Program development to ensure a cohesive approach with Council's existing strategies, priorities and financial sustainability initiatives.

Alternate Motion

1. **That Council notes that safe, continuous footpaths are essential infrastructure for pedestrians, including children, older residents, people with disability, and those accessing schools, shops, public transport and community facilities.**
2. **That Council acknowledges that parts of the Cessnock Local Government Area contain incomplete or missing footpath links ("footpath gaps") that limit accessibility and create safety risks.**
3. **That Council notes the Directors commentary and that Council receives a report on the updated Active Transport Plan when completed which will be used to inform future capital works planning, grant applications and Council's Delivery Program and Operational Plan.**

ENCLOSURES

There are no enclosures for this report

Notices Of Motion

Report No. BN4/2026

General Manager's Unit



NOTICES OF MOTION No. BN4/2026

SUBJECT: *INVESTIGATION OF TEMPORARY MODULAR HOUSING OPTIONS ON COUNCIL OWNED LAND*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council notes the increasing demand for short-term and crisis accommodation within the Cessnock Local Government Area, including pressures associated with housing affordability, domestic violence, and homelessness.
2. That Council acknowledges that local government has a role in facilitating solutions in partnership with State Government, community housing providers and support services, while recognising that Council is not a housing authority.
3. That Council requests that the General Manager prepare a report to Council investigating the feasibility of temporary or modular housing options on suitable Council-owned land, to be used for short-term or crisis accommodation purposes.
4. That Council further requests that the report address:
 - identification of any Council-owned land potentially suitable for temporary modular housing,
 - relevant planning, zoning and regulatory considerations,
 - partnership opportunities with State Government agencies, community housing providers and support organisations,
 - potential funding sources, including State and Federal grants,
 - governance, management and exit strategies to ensure sites remain temporary in nature, and
 - indicative costs, risks and benefits.
5. That Council further requests that the report make clear that any proposal would be subject to a further Council resolution prior to implementation.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

The Cessnock LGA, like many regional communities, is experiencing increased housing stress. Temporary and modular housing solutions are being used in other local government areas as a short-term response in partnership with State agencies and community housing providers.

Notices Of Motion

Report No. BN4/2026

General Manager's Unit



SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 6 February 2026

Director's Commentary

In response to the request for a report, it is understood that Councillors' recognise this is a very complex matter and while Council is well placed to advocate for the support to those finding housing too difficult or out of reach, this must be balanced with Council's legal obligations and fiscal responsibility.

With the time available to provide a response to this NOM, initial brief responses are provided below with a further comprehensive report to be provided once investigations and research into the various subject matters within this NOM are completed.

Council is aware that there is a growing demand for the provision of temporary housing for those in need and Council officers (and Councillors) have seen media in the recent past referencing work being initiated by other Hunter councils, predominantly City of Newcastle and Lake Macquarie Council. Officers have been liaising with Lake Macquarie Council who, in August 2025, announced a trial to provide Council land for the installation of two tiny houses provided and managed by a recognised service provider (Allambi Care). We understand that this trial has not commenced. We will continue to liaise with Lake Macquarie Council to better understand the possible opportunities, costs, risks, and benefits, as considered by them and any other learnings they can share.

The work toward social housing within City of Newcastle has been more specific to recognised 'service providers' and formal approved developments. Newcastle also has requirements within their contribution plans for affordable housing initiatives within their key city areas.

The NSW planning legislation provides multiple planning pathways under the State Environmental Planning Policy Housing 2021 (Housing SEPP) for temporary housing accommodation in either existing buildings to be retrofitted or on vacant land. Some of these pathways are only available to specific relevant authorities as these providers have established connections to vulnerable community members and are in the best position to provide operational stability and management services during temporary occupation.

Notices Of Motion

Report No. BN4/2026

General Manager's Unit



While planning pathways may be available for some forms of accommodation that are referenced in the Notice of Motion, it is recognised that the planning pathway can, of itself, be a limitation to options to provide accommodation, especially temporary accommodation. Considerable additional work is required to work through the various options available in the planning regime and the potential land that may be available and suitable.

While the Notice of Motion lists funding as “N/A”, implementation of the requested actions will require officer time and potential external contractor support/direct financial outlays. These activities are not currently provided for within adopted budgets or work programs. Should Council resolve to proceed, resources will need to be redirected from existing priorities, resulting in the deferral of other planned projects and services. This should be identified and prioritised by Council as part of the decision.

Council may seek to include this research to be included in the next Operational Plan and Delivery Program development to ensure a cohesive approach with Council’s existing strategies, priorities and financial sustainability initiatives.

ENCLOSURES

There are no enclosures for this report.

Notices Of Motion

Report No. BN5/2026

General Manager's Unit



NOTICES OF MOTION No. BN5/2026

SUBJECT: *AUDIT AND IMPROVEMENT OF SCHOOL DROP-OFF AND PICK-UP SAFETY ZONES*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council notes ongoing community concerns regarding traffic congestion, pedestrian safety and driver behaviour during school drop-off and pick-up times at schools across the Cessnock Local Government Area.
2. That Council acknowledges that unsafe conditions around school zones increase risks for children, families and school staff, and place additional pressure on local roads.
3. That Council requests that the General Manager prepare a report to Council identifying high-risk school drop-off and pick-up locations within the LGA, in consultation with relevant schools and traffic authorities.
4. That Council further requests that the report include:
 - a high-level safety audit of identified school zones,
 - recommended traffic and pedestrian safety improvements (including signage, line marking, crossing facilities, parking management or physical traffic-calming measures where appropriate),
 - indicative cost estimates for priority improvements, and
 - potential funding sources, including existing traffic programs, grant funding or partnerships with State Government agencies.
5. That Council further requests that priority locations be considered for staged implementation, commencing with low-cost and high-impact safety measures.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

School drop-off and pick-up periods create concentrated traffic and pedestrian movements that require targeted safety planning. A structured audit allows Council to identify priority risk areas, work collaboratively with schools, and implement cost-effective safety improvements that protect children and improve traffic flow.

SOURCE OF FUNDING:

N/A

Notices Of Motion

Report No. BN5/2026

General Manager's Unit



DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 6 February 2026

Director's Commentary

Works & Infrastructure are initiating an update and integration of the current Pedestrian Access and Mobility Plan (PAMP) and the Cycling Strategy using more recent data used to implement the Traffic and Transport Strategy. The existing strategies were created using investigations and data from a previous audit of all road safety infrastructure across the LGA. Capital projects identified as part of the audit have been prioritised to be included in past and current Delivery Plans.

The updated PAMP will include alignment with NSW school safety initiatives from the Centre for Road Safety. Council has a dedicated Road Safety Officer who is in regular communication with all 28 schools within the LGA, rolling out educational programs and undertakes reviews of current drop-off and pick-up arrangements. Working with TfNSW, School Infrastructure NSW, Independent Schools NSW and Catholic Schools NSW, ensures that appropriate and successful investment in the delivery of safe school zone infrastructure is business as usual. Safety around schools remains the primary KPI of Council's Traffic and Transport team.

The Traffic and Transport team have a comprehensive knowledge base of our entire LGA school zones road infrastructure. An audit at this point in time would amount to a duplication of works already underway to inform the updated PAMP.

Council has completed a number of safety improvement projects from the existing PAMP and Road Safety plans when grant funding has been secured. These projects have specifically focused on safety around schools as the grant criteria allocate greater weighting to roads and footpaths adjacent to schools.

By way of example, recent successful grant funding applications relevant to school zones include the following:

Road Safety Program – School zone infrastructure sub program – Total grant \$149,000 for works at the following schools (construction completed):

- Kurri Kurri Public School - wombat crossing, accessible parking space on road and kiss & drop No Parking zone – these works were completed in conjunction with the Kurri Kurri Town Centre upgrade.
- Stanford Merthyr Public School – children's crossing and bus stop upgrade.
- Paxton Public School – children's Crossing and pathway construction.
- Weston Public School – kerb extensions at crossing point.

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General Manager's Unit



- Holy Spirit Primary School – new children's crossing and pedestrian refuge.
- Kurri Kurri High School – new pedestrian refuge.

Active Transport – Walking & Cycling and Get NSW Active – Total grant \$1,214,932 for works at the following schools (construction completed):

- Kitchener Public School – shared path Richmond Street – underway for delivery 2026.
- Bellbird Public School – shared path, pedestrian refuge, walking path – underway for delivery 2026.

Get NSW Active: Active travel to School – total grant \$1,011,135 for works at the following schools (construction completed):

- East Esplanade Weston – connection of shared path route to Weston Public School – Completed.
- Anderson Avenue Paxton – walking path route connection to Paxton Public School – Completed.

Much of the bad behaviour referenced in the Notice of Motion is driver related and this is a matter for NSW Police, not Council. However, Council has been successful in applying for funding under the Local Government Road Safety Program for 7 Radar Courtesy Speed Check units which are installed in school zones throughout the LGA with identified systemic vehicle speeding issues. In order to encourage voluntary compliance with the *Road Rules* we have installed signage, as well as fence banners in school zones, highlighting the parking & driving rules and penalties for relevant school zone driving offences.

Congestion and competition for limited parking spaces around schools is not confined to Cessnock LGA. These issues are exacerbated by an increasing overreliance on the use of private motor vehicles for school journeys. School zone congestion can be alleviated by increased use of public transport services, as well as adoption of alternative active transport options.

Alternate Motion

1. **That Council notes ongoing community concerns regarding traffic congestion, pedestrian safety and driver behaviour during school drop-off and pick-up times at schools across the Cessnock Local Government Area.**
2. **That Council acknowledges that unsafe conditions around school zones increase risks for children, families and school staff, and place additional pressure on local roads.**
3. **That Council requests that priority locations be considered for an update to the Road Safety Strategic Plan that identifies staged implementation, commencing with low-cost and high-impact safety measures.**

ENCLOSURES

There are no enclosures for this report.

Notices Of Motion

Report No. BN6/2026

General Manager's Unit



NOTICES OF MOTION No. BN6/2026

SUBJECT: *SHADE AND TREE CANOPY PRIORITISATION IN PUBLIC SPACES*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council notes that increasing temperatures and heatwaves present growing risks to public health, particularly for older residents, children and people with existing health conditions.
2. That Council acknowledges that shade provision and urban tree canopy are cost-effective measures that improve comfort, reduce urban heat, and enhance the usability of parks, playgrounds, town centres and walking routes.
3. That Council requests that the General Manager prepare a report to Council outlining options to prioritise shade and tree canopy provision across Council-owned public spaces, with a focus on:
 - parks, playgrounds and sporting facilities,
 - town centres and high-use public areas, and
 - pedestrian routes, footpaths and public transport access points.
4. That Council further requests that the report include:
 - an assessment of existing shade and tree canopy coverage in key public spaces,
 - criteria for prioritising future shade and planting works based on heat exposure, usage and equity,
 - indicative costs and maintenance considerations, and
 - opportunities to integrate shade and tree planting into existing capital works, renewals and grant-funded projects.
5. That Council further requests that the outcomes of this work inform future planning, capital works programs and open space upgrades.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

Shade and tree canopy are essential elements of climate-resilient communities. Increasing shade improves public health outcomes, supports active transport, and increases the use of community spaces, particularly during warmer months. Integrating shade and canopy planning into existing works allows Council to deliver long-term benefits while managing costs.

Notices Of Motion

Report No. BN6/2026

General Manager's Unit



SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 6 February 2026

Director's Commentary

Council's adopted [Tree Strategy \(2023\)](#) provides the overarching framework for how Council manages its trees in public, with a key objective of the Strategy being to investigate opportunities to increase tree canopy cover and species diversity.

The Strategy provides a canopy cover percentage for each township/suburb within the LGA however assessment of canopy coverage has not been conducted at individual public spaces. This assessment has historically been undertaken through the development of site-specific Masterplans for open space areas where tree planting is a key element considered.

Township/suburb Masterplans for where street tree plantings may be undertaken have been developed within the Strategy, as well as priority planting plans with a focus on:

- Gateway roads and township entries including infill tree planting.
- Secondary link roads.
- Vacant sites.
- Infill existing road and avenue planting.
- Parks and open space.

Council does not have an identified budget allocation for new tree plantings and as such, the priority plans identified in the Strategy are not attached to any time frames or allocated budgets in the Operational Plan. However, the Strategy is used as a guide when seeking funding for tree planting in specific townships. As an example, the Strategy was recently utilised to inform a Greening our City Grant application that Council was successful in acquiring \$250,000 from the grant funding authority. The funding will enable Council to undertake street tree planting and maintenance of 200 trees in the townships of Aberdare, East Branxton, Kurri Kurri, Pelaw Main and Cessnock.

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General Manager's Unit



Council officers continue to investigate external funding opportunities as they arise to implement the Tree Strategy. However, it should be noted that Councils work in preparing the Tree Strategy (2023) included assessments of existing shade and tree canopy coverage across Councils open spaces and public places. It also identifies options to prioritise shade tree implementation within Councils projects. The more detailed and site specific Town Tree Masterplans have assessed existing coverage and provide recommendations on town entry and street tree species and locations etc.

While the Notice of Motion lists funding as "N/A", implementation of the requested actions would require extensive resource allocation such as officers time, contractor support and/or direct financial outlays. These activities are not currently provided for within adopted budgets or work programs. Should Council resolve to proceed, resources would need to be redirected from existing priorities, resulting in the deferral, reduction or cancellation of other planned projects and services. This should be identified and prioritised by Council as part of the decision. Any additional works also carry an opportunity cost and may create further budget pressures in future years if not offset by new funding or reprioritisation within the Delivery Program and Operational Plan.

The existing Strategy already guides and informs the planning and works program for consideration for inclusion in Operational Plan. This also provides a lever to access grant funding opportunities. For these reasons it is recommended that an alternate motion be considered by Council.

Alternate Motion

1. **That Council notes that increasing temperatures and heatwaves present growing risks to public health, particularly for older residents, children and people with existing health conditions.**
2. **That Council acknowledges that shade provision and urban tree canopy are cost-effective measures that improve comfort, reduce urban heat, and enhance the usability of parks, playgrounds, town centres and walking routes.**
3. **That Council notes that the existing strategies informs the future planning, capital works programs and open space upgrades.**

ENCLOSURES

There are no enclosures for this report.

Notices Of Motion

Report No. BN7/2026

General Manager's Unit



NOTICES OF MOTION No. BN7/2026

SUBJECT: *AUDIT AND IMPROVEMENT OF PUBLIC TOILET FACILITIES*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council notes the importance of accessible, clean and well-maintained public toilet facilities to community health, dignity, tourism and economic activity.
2. That Council acknowledges community concerns regarding the availability, condition and opening hours of public toilets across the Cessnock Local Government Area.
3. That Council requests that the General Manager prepare a report to Council providing:
 - an audit of Council-owned public toilet facilities, including location, condition, accessibility and hours of operation,
 - identification of gaps in provision, particularly in town centres, parks and high-use public areas,
 - priority maintenance, upgrade or access improvements, and
 - indicative costs and opportunities to deliver improvements through existing maintenance or capital works programs.
4. That Council further requests that the audit be used to inform future asset management and renewal planning.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

Public toilet facilities are essential public infrastructure that support community health, dignity and inclusion, particularly for older residents, people with disability, families with young children, people with medical needs, and people experiencing homelessness.

For people experiencing homelessness, access to clean, safe and consistently available public toilets is a basic matter of dignity, health and personal safety. Limited access can contribute to public health risks and place pressure on emergency services, businesses and community facilities.

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General Manager's Unit



Accessible and well-maintained public toilets also support:

- town centre activity and local businesses,
- tourism and visitor experience,
- the use of parks, playgrounds and community facilities, and
- broader community wellbeing.

Across the Cessnock Local Government Area, residents and visitors have raised concerns regarding the availability, condition, accessibility and opening hours of public toilets. In some locations, a lack of facilities or restricted access limits the use of public spaces and creates challenges for vulnerable members of the community.

An audit of Council-owned public toilets will allow Council to:

- understand the current condition and distribution of facilities,
- identify gaps and priority upgrade needs,
- target maintenance and renewal funding more effectively, and
- improve service delivery while managing safety, cleanliness and operational considerations.

Undertaking this work supports Council's asset management responsibilities and contributes to safer, more inclusive and healthier public spaces for the whole community.

SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 6 February 2026

Director's Commentary

The actions proposed in the Notice of Motion are largely covered by existing strategic documents. Council's adopted [Public Amenities Strategy 2023](#) (Strategy) reviews the provision, maintenance and management of public amenities in public open space. The Strategy also outlines gaps in provision and opportunities to rationalise facilities according to community needs.

Notices Of Motion**Report No. BN7/2026****General Manager's Unit**



The Strategy identifies, at a high level, a number of gaps in the provision of public toilet facilities across the Cessnock, Kurri Kurri, Rural West, and Branxton–Greta Planning Areas. It outlines where additional facilities are required to meet current and future community needs and provides a strategic framework for improving equitable access across the LGA. While this high-level assessment establishes the broad spatial need for new amenities, it is at the concept and Masterplan stage that more detailed analysis is undertaken.

Concept/Masterplans have been completed at several open spaces and community facilities. Examples of these include Carmichael Park, Booth Park, Miller Park and Margaret Johns Park. These Concept/Masterplans identify site-specific considerations such as exact facility locations, design requirements, estimated capital costs, and provides for ongoing operational and maintenance implications to be examined in greater detail. This level of planning is essential to ensure that any proposed new public toilet facilities are appropriately located, fit-for-purpose, and financially sustainable. Without this detailed work, Council is unable to accurately forecast the long-term resource implications associated with expanding the public toilet network.

An accessibility audit has been completed on all public amenities within the Strategy with a number of recommendations identified. Council continues to investigate external funding opportunities to implement these.

Although these accessibility improvements are currently unfunded, they represent an important step toward ensuring Council's facilities are inclusive and compliant with contemporary standards. Council will continue to explore external funding opportunities to support the delivery of these upgrades.

A review of Council's asset database has not identified any public toilet facilities requiring high-priority maintenance or upgrade. While this indicates that the network is generally functioning as intended, a key focus for Council moving forward is the implementation of actions arising from the accessibility audit undertaken as part of the Public Amenities Strategy. This audit assessed public toilet facilities against the technical requirements of AS 1428.1:2009 *General Requirements for Access*, providing an understanding of compliance gaps and opportunities to improve accessibility for all users.

Public amenity buildings continue to be inspected and managed in line with Council's Buildings Asset Management Plan. Although a range of maintenance needs have been documented (totaling approximately \$130,000), they fall into the category of routine or low-risk works and therefore do not meet the threshold for priority allocation within the current capital and operational work programs.

A significant risk for Council's public toilet facilities is the persistent vandalism, graffiti, and damage to fixtures within public toilet facilities. These incidents create a substantial and unplanned maintenance burden, as repairs must be carried out quickly to ensure facilities remain safe and operational. Reactive repairs add an additional strain to existing maintenance budgets. In addition to the direct cost of replacing broken fixtures, doors, dispensers, and lighting, frequent graffiti removal and increased use of consumables place further pressure on limited resources.

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Over the past two years, Council has assumed responsibility for cleaning a number of additional public toilets and BBQ facilities across the LGA without any additional increase to operational budgets to clean and maintain them. New amenities at the Neville Tomlinson BMX Facility in Bellbird and at Cliftleigh Meadows, along with new BBQ installations at the Cessnock Regional Skatepark, have stretched existing cleaning resources. Council has also taken on additional responsibilities at Ellalong Hall following the collapse of the Section 355 Committee, and at Cessnock Civic Indoor Sports Centre due to changes in site usage. Each of these additions has also increased demand on existing cleaning resources and intensified pressure on already constrained budgets.

A comprehensive cleaning services review is currently underway to assess the efficiency and effectiveness of Council's cleaning operations. However, given current staffing levels and financial constraints, there is no capacity to absorb further public toilet facilities into the cleaning program at this time. Any additional assets would require increased resourcing to maintain appropriate service standards and ensure facilities remain safe, clean, and accessible for the community.

The overall condition of Council's public toilet facilities is directly influenced by the level of funding available for maintenance and renewal. While no high-priority renewal items have been identified at this stage, a number of facilities would benefit from planned upgrades to improve functionality, accessibility, and amenity. At present, however, there is no dedicated funding available to progress these works.

Council's public toilet facilities currently operate between 6.00am and 6.00pm. While these hours are generally adhered to, variations do occur in response to local circumstances such as organised activities within parks, seasonal patterns of use, weather conditions, and differing demand between winter and summer.

The existing operating hours reflect a historical service level rather than a contemporary assessment of need. As part of the broader cleaning services review (now underway) these hours will be examined to determine whether they remain appropriate, efficient, and sustainable. Any future adjustments will need to consider community expectations, safety, usage patterns, and the resource implications for Council's cleaning and maintenance teams.

While the Notice of Motion lists funding as "N/A", implementation of any additional audit actions beyond those contained within the existing Public Amenities Strategy 2023 would involve resource allocations which are not currently provided for within adopted budgets or work programs. Should Council resolve to proceed, resources would need to be redirected resulting in the deferral, reduction or cancellation of other planned projects and services.

For the reasons detailed above an alternate motion is provided for Council's consideration.

Notices Of Motion

Report No. BN7/2026

General Manager's Unit



Alternate Motion

1. That Council notes the importance of accessible, clean and well-maintained public toilet facilities to community health, dignity, tourism and economic activity.
2. That Council notes the Directors commentary in the report.
3. That Council notes that the Public Amenities Strategy 2023 is used to inform future asset management and renewal planning.

ENCLOSURES

There are no enclosures for this report.

Notices Of Motion

Report No. BN8/2026

General Manager's Unit



NOTICES OF MOTION No. BN8/2026

SUBJECT: *IDENTIFICATION OF STATE AND FEDERAL COST SHIFTING IMPACTS*

COUNCILLOR: *Jessica Jurd*

MOTION

1. That Council notes increasing financial pressures on local government associated with responsibilities and service expectations transferred from State and Federal governments without corresponding funding.
2. That Council acknowledges the importance of transparency in identifying the drivers of Council expenditure and the impacts on local ratepayers.
3. That Council requests that, where practicable, future Council reports identify:
 - any costs arising from State or Federal government policy, legislative or regulatory requirements, and
 - whether these costs are fully funded, partially funded, or unfunded.
4. That Council further requests that this information be used to support Council advocacy to other levels of government for appropriate funding.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

Understanding where costs originate helps Council make better decisions and advocate more effectively. Identifying cost shifting improves transparency for Councillors and residents, without attributing blame.

SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Sgd: Jessica Jurd

Date: 6 February 2026

Notices Of Motion

Report No. BN8/2026

General Manager's Unit



Director's Commentary

Cost shifting impacts on Council operations are already considered when reports to Council are presented and in the formulation of Council's Operational Plan. Additionally, as part of any grant funding opportunities, the consideration of future operational budget impacts are required to be considered and factored into the Long Term Financial Plan, in a practice to ensure ongoing financial sustainability is not adversely impacted. Similarly, the type of grant funding sought is a high priority with an emphasis on non-contributory grants and funding for projects already designated with the Asset Management Plans and Delivery Program.

As part of ongoing advocacy efforts, LGNSW conducts a periodic Cost Shifting Survey to ascertain the extent of cost shifting by the federal and state governments on to NSW local government.

Survey results show that cost shifting continues to place a significant burden on NSW councils. Cost shifting is estimated to have imposed a cumulative burden of more than \$11.3 billion on councils over the past decade.

For Cessnock, it is estimated that the impact of cost shifting is currently \$15 million on an annual basis, which impacts a range of Council operations including library services, development assessment and regulatory services, emergency services obligations and the waste levy. This estimated amount is largely direct payments or reduced funding, Council also incurs other indirect costs and work roles that also impact capacity to deliver services to the community.

The financial implications section of Council reports, can be expanded to include required commentary in regards to the Notice of Motion, where practicable.

ENCLOSURES

There are no enclosures for this report.

Notices Of Motion

Report No. BN9/2026

General Manager's Unit



NOTICES OF MOTION No. BN9/2026

SUBJECT: ***COUNCILLOR-COMMUNITY COMMUNICATION FOLLOWING INVESTIGATIONS***

COUNCILLOR: ***Jessica Jurd***

MOTION

1. That Council notes the importance of transparency, fairness and community trust in Council's governance processes.
2. That Council acknowledges that councillors are often asked by residents about the outcome of complaints or investigations once those matters have been finalised.
3. That Council requests that the General Manager provide a report to Council clarifying:
 - what information councillors are permitted to share with the community following the conclusion of a Code of Conduct or similar investigation,
 - any confidentiality obligations that continue to apply after matters are finalised, and
 - whether existing policies or guidance materials require clarification or updating.
4. That Council further requests that any updated guidance be provided to councillors in plain English to support consistent and lawful communication with residents.

It is my intention to move the above motion at the next Ordinary Meeting of Council on 18 February 2026.

RATIONALE

When matters are finalised but can't be explained, rumors fill the gap. Clear guidance allows Councillors to explain outcomes appropriately, which helps stop the complaints process being misused as an ongoing form of pressure or bullying.

SOURCE OF FUNDING:

N/A

DELIVERY PROGRAM:

Our community vision: Cessnock will be a cohesive and welcoming community living in an attractive and sustainable rural environment with a diversity of business and employment opportunities supported by effectively meet the community needs.

Notices Of Motion

Report No. BN9/2026

General Manager's Unit



Sgd: Jessica Jurd

Date: 6 February 2026

Director's Commentary

Whilst noting the intent of the Notice of Motion is to receive a report, matters under the Code of Conduct are required to be managed in accordance with the mandated Code and Procedures, which has an emphasis on maintenance of confidentiality.

The Code is prescribed by legislation and sets the minimum requirements of conduct for Councillors, Council staff and other Council officials (contractors and volunteers) to act with integrity in the course of carrying out official duties. As part of the review of the Councillor conduct framework being undertaken by the Office of Local Government it is expected that proposed changes will be enacted in the next few months as to how Code complaints are managed. Information as to how that process will work will be reported to Council and the community, and consideration as to the need for further Councillor training will be incorporated into each Councillor's professional development plan.

Other complaints are managed in accordance with Council's Complaint Handling Policy. As a general rule, Councillors should encourage a resident to contact Council direct in the first instance rather than via the Councillor lodging the complaint, so as to avoid duplication of responses. In a number of cases, a matter received via a Councillor has already been dealt with by officers, and in some cases a resident may not be satisfied with the outcome, but has not elected to escalate the matter as per the Policy. In this way the matter is effectively being managed twice. Responses to complaints lodged via a Councillor also involve a range of privacy considerations, which can restrict what information can be shared with a Councillor.

A project is currently underway within the Corporate Governance team in regards to complaint management and the impacts of changes to the Code of Meeting Practice. An update on our Complaints Management Systems and the revised Complaints Handling Policy is to be presented to the Executive Team in the coming months prior to going to consideration by the elected Council.

As matters have now evolved with briefings to Councillors, it presents an opportunity to support Councillors further on the Complaints Management System and how that operates at Council, their role, and importantly managing community expectations. This gives us the ability to put some additional context and reporting to Councillors to assist their understanding of processes and have an opportunity to address any concerns they may raise in the future report to Council.

It is therefore the intention to put both the Complaint Handling Policy and the Unreasonable Conduct by Customers Policy to Council at the same time. The risk of putting the policies to Council separately is that one may receive more scrutiny than the other, without reference to the totality of the system.

Notices Of Motion

Report No. BN9/2026

General Manager's Unit



For the reasons outlined above, it is considered that, pending the finalisation of the above processes already underway, the Notice of Motion should be resubmitted at a later time if the Councillor remains unsure of the process and requirements of the systems and legislative framework in operation.

ENCLOSURES

There are no enclosures for this report.