



ROUS
COUNTY COUNCIL

Ordinary meeting business paper

Wednesday, 14 December 2022

commencing 10.00 am

Rous Administration Centre (L4), 218-232 Molesworth Street, Lismore

In accordance with clause 5.21 of the *Local Government Act 1993*, attendees at today's Council meeting are advised that this meeting is being 'live' streamed (except for the confidential session).

- All speakers should refrain from making any defamatory comments or releasing any personal information about another individual without their consent.
- Council accepts no liability for any damage that may result from defamatory comments made by persons attending meetings. All liability will rest with the individual who made the comments.
- This meeting must not be recorded by others without the prior written consent of the Council in accordance with Council's Code of Meeting Practice.

AGENDA

1. Opening of the meeting

2. Acknowledgement of Country

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.

3. Apologies and applications for a leave of absence or attendance by audio-visual link by councillors

4. Confirmation of Minutes of previous meeting

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5. Disclosure of Interest

6. Matters of urgency

7. Notices of motion / Questions with notice - Nil

8. General Manager reports - Nil.

9. Group Manager Corporate and Commercial reports

9.1	Retail Water Customer Account Assistance	7
9.2	Retail Water Bad Debt Write-off	8 - 10
9.3	Digital Strategy and Digital Transformation	11 - 19
9.4	Annual Financial Reports and Auditor's report for the year ending 30 June 2022	20 - 21

10.	Group Manager Planning and Delivery reports	
10.1	Development Servicing Plan 2022	22 - 139
10.2	Purified Recycled Water Pilot Plant	140 - 143
10.3	Future Water Project Stage 1 - Alstonville Groundwater Scheme Land Matters	144 - 147
11.	Group Manager People and Performance reports	
11.1	Strategic options and management of risk: flood mitigation	148 - 152
12.	Policies	
12.1	Policy: Customer feedback, complaints and unreasonable conduct	153 - 159
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13.4	Annual 'Model Code of Complaint Statistics'	186 - 188
13.5	Audit Risk and Improvement Committee 28 November 2022 - meeting update	189 - 200
13.6	Licence Agreement: Ngulingah Local Aboriginal Land Council - Level 2, 218-232 Molesworth Street, Lismore	201 - 202
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13.8	Draft Far North Coast Regional Water Strategy - shortlisted actions - consultation paper - Council submission	204
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15.	Confidential matters	
15.1	Future Water Project Stage 1 - Woodburn Groundwater Scheme Land Matters	206 - 209
16.	Close of business	
