

**Ordinary meeting business paper**

**Wednesday, 4 December 2024**

commencing 10.00 am

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

## **OPENING OF THE MEETING**

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In accordance with clause 236 of the *Local Government (General) Regulation 2021*, attendees at today's Council meeting are advised that this meeting is being recorded (except for the confidential session) and will be made publicly available.

- 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.

Please ensure that mobile phones and other electronic devices are turned off or are in silent mode for the duration of the meeting.

## **STATEMENT OF ETHICAL OBLIGATIONS**

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In accordance with clause 3.23 of Council's Code of Meeting Practice, councillors are reminded of their Oath or Affirmation of Office made at or before their first meeting of the council made under section 233A of the Act, to undertake their civic duties in the best interests of the people they represent and to faithfully and impartially carry out the functions, powers, authorities and discretions vested in them under the *Local Government Act 1993* or any other Act, to the best of their ability and judgement.

## **CONFLICTS OF INTEREST**

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Councillors are reminded of their obligations under Council's Code of Conduct to disclose and appropriately manage conflicts of interest in matters being considered at council meetings. All declarations of conflicts of interest will be recorded in the minutes of the meeting at which the declaration was made.

## **APPLICATIONS TO ATTEND BY AUDIO VISUAL LINK**

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In accordance with clause 5.18 and 5.19 of Council's Code of Meeting Practice, Councillors may attend and participate in meetings by audio-visual link with the approval of the Council.

Requests by Councillors for approval to attend a meeting by audio-visual link must be made in writing to the General Manager prior to the meeting in question and provide reasons why the Councillor will be presented from attending the meeting in person.

Councillors attending a meeting by audio-visual link are reminded that they must ensure that no other person is within sight or hearing of the meeting at any time that the meeting is closed to the public under section 10A of the *Local Government Act 1993*.

Note: Consistent with clause 5.44 of Council's Code of Meeting Practice, attendance by Council staff at meetings of the Council by audio-visual link shall be with the approval of the General Manager.

**Copy of: CODE OF MEETING PRACTICE / CODE OF CONDUCT**

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# AGENDA

1. **Opening of the meeting**
  2. **Acknowledgement of Country**  
*Council would like to show its respect and acknowledge the Traditional Custodians of the Land, of Elders past and present on which this meeting takes place.*
  3. **Apologies and Leave of Absence**
  4. **Confirmation of Minutes of previous meeting**
    - 4.1 Ordinary meeting held 30 October 2024 ..... 1 - 15
    - 4.2 Extraordinary meeting held 27 November 2024 ..... 16 - 17
  5. **Disclosure of Interest**
  6. **Chair's Minute**
  7. **Matters of urgency / Questions with notice**
  8. **Notices of Motion**
  9. **Length of Service Recognition Awards for 2024**
  10. **General Manager reports**
    - 10.1 Rous' meeting schedule for 2025 ..... 18
  11. **Group Manager Organisational Services**
    - 11.1 Delegation - General Manager ..... 19 - 29
  12. **Group Manager Planning and Delivery reports**
    - 12.1 Update on the Lismore Levee Scheme ..... 30 - 31
  13. **Group Manager Operations reports**
  14. **Policies**
    - 14.1 Customer Feedback Complaints and Unreasonable Conduct ..... 32 - 35
  15. **Information reports (cover report) ..... 36**
    - 15.1 Annual Report/State of Region Report ..... 37
    - 15.2 Investments - October 2024 ..... 38 - 43
    - 15.3 Investments November 2024 (late report) ..... 44 - 49
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15.4	Annual 'Model Code of Complaint Statistics' .....	50 - 53
15.5	Reports - Actions pending .....	54
<b>16.</b>	<b>Confidential matters</b>	
<b>17.</b>	<b>Close of business</b>	