



**MOREE PLAINS SHIRE COUNCIL**

**21 MARCH 2019**

**FINANCE AND GOVERNANCE  
COMMITTEE MEETING**

**PUBLIC BUSINESS PAPER**

Monday, 18 March 2019

- TO:
- Councillors
  - General Manager
  - Director – Corporate Services
  - Director – Planning and Community Development
  - Director – Engineering Services
  - Manager – Water and Waste
  - Manager – Executive Projects

Notice is hereby given that the **Finance and Governance Committee Meeting** will be held in the Council Chamber, the Max Centre, 30 Heber Street, Moree, on **Thursday, 21 March 2019** commencing at **2pm**.

Please note that all Council meetings are recorded.

Yours sincerely



Mitchell Johnson  
**DIRECTOR OF CORPORATE SERVICES**

#### **Agenda**

1. Open Meeting
2. Apologies
3. Confirmation of Minutes
4. Leave of Absence requests
5. Declarations of Interest
6. Reports
  - a) Procurement Presentation
  - b) Introduction of Mobile Customer Service Model
  - c) National General Assembly Motions Discussion
7. Standing agenda item: New Questions on Notice
8. Standing agenda item: Strategic Planning Proposals and Current Project Updates
9. Standing agenda item: Overseas Trade and Investment
10. Responses to Previous Questions on Notice
11. Closed Committee/Confidential Reports
12. Close Meeting

# Finance and Governance Committee Meeting Public Business Paper

21 FEBRUARY 2019

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<b>Report Title</b>	<b>1. Procurement Presentation</b>
<b>Report by</b>	Corporate Services
<b>Contact</b>	Director Corporate Services
<b>Attachments</b>	One (1) attachment; refer to Attachments section
<b>File</b>	FILE 13/1090

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## COMMITTEE RECOMMENDATION

**That the Committee receive the presentation for information.**

As per council resolution on 19 February 2019 a procurement presentation will be provided on Thursday 21 March 2019 Finance and Governance Committee meeting.

*19/02/21 RESOLVED (SMITH/TRAMBY)*

- 1. The procurement policy be reviewed with a balanced approach to economic necessity and local suppliers.*
- 2. Council be notified by email, if necessary, of a potential project cost overrun (including contingency) on any project over the nominal amount of \$50,000 by more than 10% of the original budget.*
- 3. That the below be workshopped within 30 days;*
  - a) All tenders and procurements of assets, services and consultants be approved by the elected Councillors that are in excess of \$20,000.*
- 4. The General Manager provide a report to Council to identify the practical implementation of the above points.*

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<b>Report 1</b>	<b>Procurement Presentation</b>
<b>Attachment 1</b>	Draft Procurement Policy

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**(To be provided under separate cover)**



A review of the existing service model for council services across Moree Plains Shire Council (MPSC) highlights that the existing model services the communities of Moree, Mungindi & Boggabilla, resulting in all other residents across the Shire required to access services from these 3 main locations either in person, via phone or online.

In recent times however the considerable reduction in enquiries in the Boggabilla Office raises questions about its long term viability and the return on Council's investment in a static service point, see Table 1 below.

**Table 1. In person transactions undertaken at Boggabilla Office**

In person Transactions		
Period	Total Number in person Transactions per period	No. of Transactions per week
Sept 2017 – Sept 2018	69	1.3

Originally instigated to be a portal to Council services such as rates payments, dog registrations and general enquiries, the Boggabilla Office has morphed into a joint service point for both MPSC and Tafe in Boggabilla. Yet even with this joint venture, foot traffic is still minimal.

The provision of equitable access to Council services is paramount to ensuring our community is able to prosper and grow and that residents are able to access the information they need to actively participate in society.

Rather than a static model, the introduction of a mobile model that delivers a range of Council services including, customer service/administration, library services and community engagement and education services provides an outstanding opportunity for Council to modernise its customer service delivery model into the future.

**The current model**

As previously mentioned the current service model consists of 3 service points within MPSC including:

- Boggabilla – joint MPSC & Tafe office
- Moree – Administration and Moree Community Library building
- Mungindi – joint MPSC & Mungindi CTC

As highlighted above in Table 1 the Boggabilla Office is experiencing declining face to face transactions. This downward trend can be attributed to a range of issues including but not limited to:

- the declining population in this part of the shire
- Boggabilla's proximity to Goondiwindi
- a more mobile workforce
- the reduction in face to face service delivery by Tafe
- the growing trend to move to online service delivery by government agencies.

Currently the Boggabilla Office is being staffed by a casual employee as a result of the resignation of the part-time employee that was employed to deliver services 15hrs/week. The concept of the joint Tafe & MPSC office as a means of satisfying the needs of both organisations has not been fulfilled. Boggabilla Campus has not been able to deliver courses onsite and the number of transactions and foot traffic is minimal for MPSC.

### Proposed alternative service model

It is being proposed that an innovative mobile customer service model be developed that delivers services across MPSC to residents in outlying communities. A hybrid mobile service that has the capacity to deliver for example:

- undertake payments for rates and dog registrations as well as other general enquiries
- deliver library services, such as storytime & tech savvy seniors
- undertake community engagement activities such as forums and meetings
- deliver pop-up offices at local events such as Moree Show to support Tourism
- allow community education and engagement opportunities

It would be in the form of a customised vehicle (small commercial van) such as the example in Attachment 1. It would travel to outlying communities and stop at designated locations such as the community halls and small schools to deliver Council services.

Specific visitation sites would be determined through community consultation however it is expected to include but not limited to visits to schools, preschools, aged care facilities and community halls across the Shire area. It is clear from the map below that the current model strongly services the northern area of the MPSC and that through the introduction of a mobile model a much more equitable service can be provided.



### What are the benefits of a mobile service model?

- Supports Community Strategic Plan goal, C3 – Making our Shire more liveable.
- Provides a more equitable service to all residents of MPSC across the Shire.
- Provides a visible access point for village and rural communities to access Council and community information and selected Council services.
- Contributes to literacy development in remote and isolated communities.
- Bridges the digital divide by providing free access to computers and the Internet.

- Provides equal access to information, skills development and educational support for people of all ages from rural, remote and disadvantaged backgrounds.
- Fosters positive face to face rapport between residents and Council staff.
- Promote & celebrate MPSC at community events eg: Jellicoe Park Markets.
- Increased use of the Community Halls.
- Increased community engagement across the whole Shire.

#### **How would it operate?**

The mobile service has the potential to be an additional touch point in our service model. Given the reduced community engagement with our northern static offices, the mobile model could become a viable alternative that delivers a range of services across the whole MPSC.

The vehicle and its fit-out would be funded from the Plant fund and the operational costs for the vehicle would be funded through redirected operational funds. It would initially be staffed primarily by the existing staff within the Moree Community Library & Customer Service Teams and be supported by other departments across Council as the opportunity arises.

### **FINANCIAL IMPACT TO COUNCIL**

#### **Purchase and fit out of vehicle**

- The purchase of the vehicle including all fit out is estimated to be \$150,000 - \$160,000
  - Fit out includes all internal shelving and cupboards, wheelchair access, powered side step and awning, aux power supply, computer equipment and painting.
- It is proposed to fund the purchase from the plant fund. The balance in the plant reserve is estimated to be \$1M at the end of this financial year.

#### **Operating costs**

- As the purchase is proposed to be made from the plant fund all operating costs of the vehicle will be the responsibility of the plant fund.
- These cost will be recouped by charging an hourly rate to the Library (or any other section wishing to use the vehicle).
- It is estimated that the hourly charge will be \$35 per hour.

#### **Current Budget**

- Currently in the budget for 2019/2020 is \$38,000 for the Northern Area Office operating costs (Including salaries and wages).
- By reallocating this budget Council would be able to operate the vehicle for approximately 20 hours per week with no increase to the budget.

## STATUTORY AND POLICY IMPLICATIONS

The *Library Act 1939 (NSW)* and the *Library Regulation 2010 (NSW)* provide guidance for the delivery of public library services in New South Wales and any services delivered by the mobile service would need to comply with this legislation.

As the service model being proposed is a mobile service incorporating a vehicle the following Council policies are also relevant:

- Risk Management Policy
- Procurement Policy

## RISK IMPLICATIONS

Maintain Existing model					
Risk Name	Owner	Likelihood	Impact	Risk Rating	Risk Treatment Actions
Officer injured whilst working alone	MPSC	Moderate	Major	High	Reduce staffing hours to match onsite hours with other services so not working alone.  Implement Working Alone Policy & procedures
Continued decrease in transactions for both Customer Service & Library resulting in decrease in MPSC return on investment	MPSC	Likely	Moderate	High	Reduce service hours to meet the reduced demand for services  Continued support for online services to provide 24/7 access  Provide alternative model (mobile) to provide services
Continued inequity of customer interaction with MPSC across the shire.	MPSC	Almost Certain	Minor	High	Acknowledge and accept the inequity of service delivery across MPSC  Introduce more equitable mobile model

Mobile service model					
Risk Name	Owner	Likelihood	Impact	Risk Rating	Risk Treatment Actions
Service demand may exceed service delivery capacity	MPSC	Unlikely	Minor	Medium	Review service delivery usage data and review after initial 12mth period
Service demand may not meet anticipated demand	MPSC	Unlikely	Minor	Medium	Reduce service hours to meet the reduced demand for services  Continued support for online services to provide 24/7 access  Provide opportunities for repurposing mobile model to provide additional MPSC services
Scheduled timetable unable to be met due to weather/road conditions	MPSC	Unlikely	Insignificant	Low	Offer alternative service delivery eg through online services 24/7
Injury to staff due to traffic accident or other incident	MPSC	Moderate	Major	High	Implement MPSC Working Alone Policy & procedures  Implement MPSC Motor Vehicle Policy  Implement MPSC Drug & Alcohol Policy
Technology not available to deliver services onsite	MPSC	Unlikely	Insignificant	Low	Paper based alternative procedure in place if required  Phone support provided by Moree Community Library  IT Support provided by MPSC IT department

Likelihood	5 Almost Certain	M	H	H	E	E
	4 Likely	M	M	H	H	E
	3 Moderate	L	M	M	H	E
	2 Unlikely	L	M	M	H	H
	1 Rare	L	L	M	M	H
		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
		Impact				

### ASSET MANAGEMENT IMPLICATIONS

The mobile service vehicle would be purchased new and as such it would be covered by the standard warranty for new vehicles. It would be serviced as per the dealer's warranty requirements.

It would become part of the Council Fleet and therefore become a part of the rolling replacement of vehicles as determined by the Fleet Manager.

### PREVIOUS COUNCIL DECISIONS

Whilst this is the first time this matter has come before Council it does relate to previous motions of Council as noted below.

*18/12/09 RESOLVED (TRAMBY/CASSELLS)*

*That Council confirm its commitment to working with local education and service providers to promote and enhance education opportunities in the Shire.*

### ATTACHMENTS

**Attachment 1** Example Mobiles

**Attachment 2** Communities Visited

1. Wollondilly Mobile Service



2. Lake Macquarie Mobile Service



The exact visit times/days would be determined after consultation with the community at each location and the funding allocated for operational costs of the vehicle and it would be trialled and refined over the first 12 months.

The very nature of a Mobile Service allows it to be flexible to meet demand and should the interest increase or decrease at various sites across MPSC then the timetable could be adjusted accordingly.

Communities visited may include for example:

- Bullarah
- Mallawah
- Pallamallawah
- Gurley
- Boggabilla
- Tulloona
- Ashley
- Garah
- Boomi
- Terry Hie Hie

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<b>Report Title</b>	<b>3. National General Assembly Motions Discussion</b>
<b>Report by</b>	Executive
<b>Contact</b>	Lester Rodgers
<b>Attachments</b>	No attachment
<b>File</b>	FILE 12/1781

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