



## Agenda

### Ordinary Meeting

Notice is hereby given that a Ordinary Meeting of Council will be held at Council Chambers, 1 Belgrave Street, Manly, on:

**Monday 18 April 2005**

Commencing at 7:30 pm for the purpose of considering items included on the Agenda.

Persons in the gallery are advised that the proceedings of the meeting are being taped for the purpose of ensuring the accuracy of the Minutes. However, under the Local Government Act 1993, no other tape recording is permitted without the authority of the Council or Committee. Tape recording includes a video camera and any electronic device capable of recording speech.

*Copies of business papers are available at the Customer Services Counter at Manly Council, Manly Library and Seaforth Library and are available on Council's website:  
[www.manly.nsw.gov.au](http://www.manly.nsw.gov.au)*

# Seating Arrangements for Meetings

Staff      Staff      General  
                                 Manager      Chairperson      Staff      Minute  
   Taker



**Mayor** Dr Peter  
Macdonald

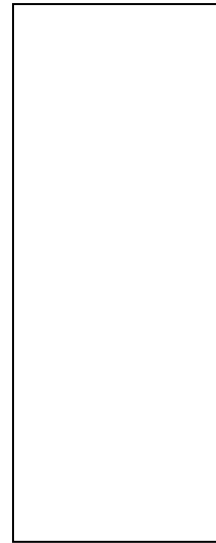
Clr Mark Norek

Clr Joanna Evans

Clr Barbara Aird

Clr Brad  
Pedersen

**Deputy Mayor**  
Clr Richard  
Morrison



Clr Jean Hay AM

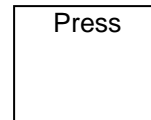
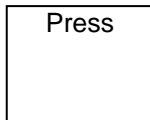
Clr Adele Heasman

Clr Dr Judy Lambert

Clr Simon Cant

Clr David Murphy

Clr Pat Daley



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Public  
Addresses

## Public Gallery

**Chairperson:** The Mayor, Dr Peter Macdonald  
**Deputy Chairperson:** Deputy Mayor Clr Richard Morrison

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**CLOSED SESSION**

**QUESTIONS WITHOUT NOTICE**

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(In accordance with Clause 14 of the Local Government (Meetings) Regulations, 1993)

**\*\*\*\*\* END OF AGENDA \*\*\*\*\***

**TO: Ordinary Meeting - 18 April 2005**  
**REPORT: Notice of Rescission No. 3**  
**SUBJECT: Manly Scenic Walkway - Removal of Car Parking and Car Access in the Reserve off Bolingbroke Pde**  
**FILE NO:**

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Councillor Norek, Councillor Macdonald, and Councillor Cant will move:

"That the Council's decision of 14 March 2005 being Item Corporate Planning and Strategy Division Report No. 12 in respect of Manly Scenic Walkway - Removal of Car Parking and Car Access to the Reserve Off Bolingbroke Parade be and is hereby rescinded."

The resolution passed on 14 March 2005 was in the terms of:

- "1. That Council note the intention to preclude illegal vehicle parking in the reserve off the end of Bolingbroke Parade.
2. That the walkway be upgraded in keeping with the rest of the Foreshore Scenic Walkway commencing after Easter 2005.
3. That provision be made for temporary access outside of weekend daylight hours for the servicing of these properties, for delivery and loading only.
4. That in introducing the Fairlight Resident Parking scheme, the end of Bolingbroke Ave be designated a Resident Only parking area.
5. That Council endorse the actions outlined for the management of vehicle parking in this area."

Alternate Motion:

That Council re-affirm its Resolution dated 22 August 1989

- i) That Council will take no further action to prevent unauthorized vehicle access at this time;
- ii) That Council will require any future development of the affected properties to provide vehicular access from Lauderdale Avenue.
- iii) That staff report back on the future upgrade of the walkway at this point in keeping with the rest of the Foreshore Scenic Walkway and consider in their report the possibility of residential contribution to provision of formalized residential parking in this area such to number ii) above.

Council may not lawfully resolve to bind the GM in the discharge of any lawful discretions or the exercise of his independent statutory powers.

**ATTACHMENTS**

There are no attachments for this report.

OM180405NR\_1

\*\*\*\*\* End of Notice of Rescission No. 3 \*\*\*\*\*

**TO: Ordinary Meeting - 18 April 2005**  
**REPORT: Notice of Motion No. 10**  
**SUBJECT: Food and Wine Festival - Current Arrangement**  
**FILE NO:**

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Councillor Heasman will move:

That the General Manager urgently bring a report back to Council outlining the concerns surrounding the current format of the Food & Wine Festival.

The report should also include various options that resolve (amongst other areas of concern) the waste management concerns of the Festival.

**ATTACHMENTS**

There are no attachments for this report.

OM180405NM\_1

\*\*\*\*\* End of Notice of Motion No. 10 \*\*\*\*\*

**TO:** Ordinary Meeting - 18 April 2005  
**REPORT:** Notice of Motion No. 11  
**SUBJECT:** Proposed Netball Court at Passmore and Nolan Reserves  
**FILE NO:**

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Councillor Aird will move:

That Manly Council:

1. formally inform the Administrator of Warringah Council that Manly Council is strongly opposed to locating 40 hard surfaced netball courts and associated parking for over 400 vehicles at Nolan and Passmore Reserves; and
2. write to the Environment Minister, Planning Minister and Local Government Minister informing each of Council's opposition and reasons for the opposition.

Note: The proposal is totally at variance with the works that have been undertaken jointly by Manly Council, Warringah Council and the State Government to remediate Manly Lagoon.

#### **ATTACHMENTS**

There are no attachments for this report.

OM180405NM\_2

\*\*\*\*\* End of Notice of Motion No. 11 \*\*\*\*\*

**TO:** Ordinary Meeting - 18 April 2005  
**REPORT:** Item For Brief Mention No. 3  
**SUBJECT:** Item for Brief Mention  
**FILE NO:**

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**1. Minutes Of Meetings:**

1. ACCESS COMMITTEE MINUTES OF MEETING HELD ON 17 MARCH 2005
2. COMMUNITY SAFETY COMMITTEE MINUTES OF MEETING HELD ON 17 MARCH 2005
3. MANLY YOUTH COUNCIL MINUTES OF MEETING HELD ON 14 MARCH 2005 RECEIVED 18 MARCH 2005
4. MANLY ART GALLERY & MUSEUM LIAISON COMMITTEE MINUTES OF MEETING HELD ON 9 FEBRUARY 2005
5. THE MANLY MEALS ON WHEELS SERVICE COMMITTEE MINUTES OF MEETING HELD ON 2 MARCH 2005
6. THE MANLY SISTER CITIES COMMITTEE MINUTES OF MEETING HELD ON 9 MARCH 2005
7. MANLY VISITOR AND COMMUNITY BOARD COMMITTEE MINUTES OF MEETING HELD ON 10 MARCH 2005
8. MANLY ARTS FESTIVAL COMMITTEE MINUTES OF MEETING HELD ON 31 MARCH 2005.
9. MANLY NEIGHBOURHOOD RENEWAL PROGRAM COMMITTEE HELD ON 9 MARCH 2005
10. 150 YEAR CELEBRATIONS OF MANLY WHARF AND THE CORSO REFERENCE GROUP HELD 2 MARCH 2005

**THE FOLLOWING MINUTES CONTAIN RECOMMENDATIONS OF A SUBSTANTIAL NATURE REQUIRING FORMAL COUNCIL ADOPTION AS FOLLOWS:**

**2. a) COMMUNITY SAFETY COMMITTEE MINUTES OF MEETING HELD ON 17 MARCH 2005**

**Item 11.1 General Business State Transit – Bus Driver Concerns**

The Mayor invited David Callahan to speak about issues being experienced by the drivers of the late night buses through Manly.

Mr Callahan explained that the worst problems occurred on the 151 bus between 3am and 3.30am with drunken passengers sitting in the gutter and causing fights etc. on the bus. This bus is a bendy bus, comes from Wynyard via Manly to Dee Why. Takes twenty minutes to board the bus which is when problems occur with the driver coping with money transactions with alcohol affected people. Then causes the whole run to be late.

Mr Callahan acknowledged the Pumpkin Bus was not a problem. It was agreed that this could be because as it is a more local run, has more community ownership attached to it and the fact it has security (paid for by council) attached to it for the peak weeks over summer for the past three years.

STA has roving security and spread across the northern beaches, not dedicated or tasked. Problems are also in other areas but peak in Manly at this time.

Current concerns that if the situation cannot be improved the drivers will take stop work action based on occupational health and safety grounds. Mr Callahan would like to cut the loading times, improve lighting, install barriers and would like to reduce security costs. Wants to explore who can pay for this.

Committee agreed that we need to find ways to avoid losing late night transport as this is a key to reducing problems.



**Item For Brief Mention No. 3 (Cont'd)**

Leanne Martin & Heidi Oates are scheduled to attend a meeting with STA and neighbouring councils to discuss this issue and will report back to the committee with the results next month.

**Committee Recommendation**

That the information be received and noted.

**b) MANLY VISITOR AND COMMUNITY BOARD COMMITTEE MINUTES OF MEETING HELD ON 10 MARCH 2005****Item 6 EVENTS AND TOURISM REPORT****Food and Wine Festival**

The format of this event is being reviewed with a view to delivering a more environmentally sustainable event. Council no longer allows take away food stalls. All food must be purchased within existing restaurant premises.

A meeting was held with restaurateurs two weeks ago to explain the reason for the new format and seek their ideas to show it could be run. Unfortunately their reaction to the change of format was not favourable. 20 restaurants were invited with 10 responding.

Discussion took place in relation to the idea of offering special menus and deals to patrons in-house and perhaps extending the outdoor dining sections.

Restaurants will soon be sent a letter providing full details and seeking their participation.

A fee of \$1000 would be charged to restaurants inside the road closure area along the beachfront and \$500 for those outside the area. A further fee of \$10 per chair per day would be charged for any additional chairs.

**Committee Recommendation**

That this report be received and noted.

**ITEM 12 Further Business****150 Year Celebrations**

The celebration of events will take place on 10<sup>th</sup> September 2005 between 1pm and 7pm. Barbara Todes, Manager Cultural and Information Services, informed the committee of some of the activities which are planned:

- Street Party for kids at Manly Library
- The James Craig will be berthed and open for tours and Kookaburra II rides
- Flotilla of ships by Sydney Amateur Sailing Club and Sydney Flying Squadron
- A program of entertainment in the Corso amphitheatre
- Future of The Corso marquee
- Horse and carriage rides
- Yea olde market stalls in front of the Town Hall
- Fireworks at Manly Cove

The committee is working closely with Sydney Ferries to encourage them to participate in the activities with entertainment on the ferries. The Chamber of Commerce will be asked to encourage businesses to decorate their shopfronts and ask their staff to dress up. Humphreys Newsagency staff were dressing up and having a display in their shop window.

**Committee Recommendation**

That this report be received and noted.

**Item For Brief Mention No. 3 (Cont'd)****c) MANLY ARTS FESTIVAL COMMITTEE MINUTES OF MEETING HELD ON 31 MARCH 2005.****Item 8 Funding**

The Committee was reminded that Council funding for the Arts Festival was only \$13,000 per year which had to cover costs for the printing of the program and invitation to the launch and distribution of the program. The Mayor suggested that there was a case for additional funding and as bids were still coming in for next year's budget there was still time to make a case for extra funding. Vicki McElveney agreed to officially write to the Mayor on behalf of the Committee putting forward the case for extra funding this year and in the future.

Committee Recommendation:

That this report be noted and received.

**RECOMMENDATION**

1. That the recommendations of **Minutes of Meetings, as listed in item 1, being 1 - 10**, as listed above, be **adopted**.
- 2a. That item 11.1 General Business State Transit - Bus Driver concerns of the Community Safety Committee Meeting held on 17 March 2005, and be adopted, as follows:  
  
That the information be received and noted.
- 2b. That Item 6 Events and Tourism Report and Item 12 Further Business 150 Years Celebrations of the Manly Visitor and Community Board Committee Meeting held on March 2005, and be adopted as follows:  
  
That the information be received and noted.
- 2c. That Item 8 Funding of the Manly Arts Festival Committee Meeting held on 31 March 2005, and be adopted as follows:  
  
That the information be received and noted.

**ATTACHMENTS**

There are no attachments for this report.

OM180405IBM\_1

\*\*\*\*\* End of Item For Brief Mention No. 3 \*\*\*\*\*

**TO:** Ordinary Meeting - 18 April 2005  
**REPORT:** General Manager's Office Report No. 10  
**SUBJECT:** Manly Council Customer Service Charter  
**FILE NO:**

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## REPORT

### Background

Council at its Ordinary Meeting held in November resolved to request the General Manager to provide a review of a Customer Service Charter put forward by Councillor Norek (AT1).

### Draft Customer Service Charter

Following discussions with staff, the draft generic charter provided by Councillor Norek was reviewed with minor amendments. This Draft Manly Charter is attached as (AT2).

In the same resolution, Council also requested the General Manager to take into account the following issues, which I have provided brief comments on.

- Customer Satisfaction Survey;
- Service Standard Monitoring, and
- Precinct matters

### Customer Satisfaction Survey

An annual customer satisfaction survey was already initiated at the time when Council considered Cllr Norek's Motion.

This survey was designed for use in conjunction with and in the evaluation of some of the programs in its Management Plan, in particular, program performance and benchmarking. The survey will be continued each year to form a time series over time to gauge the performance of Council's customer service delivery from year to year. A series of indices has been established for this purpose.

### Service Monitoring

There already exists a thorough range of customer service standards for each area of operation within Council. As council would already be aware, my managers and I monitor these issues regularly and I report these in my Monthly Reports for internal benchmarking and information purposes.

### Precinct Minutes

Action items from all the Precinct minutes are now being entered into a meta database for internal tracking and clearing. A summary report on the progress of requested matters has been provided to each precinct since the start of the year and listed matters as monitored regularly by staff and I obtain an oral briefing each week on such issues.

### Future Service Initiatives

In addition to the annual surveys, I intend to initiate a "Moment of Truth" customer satisfaction survey at the Town Hall for face-to-face customers, which will either be administered by self-completed or by interviewers as customer leave the premises.

**General Manager's Office Report No. 10 (Cont'd)**

**RECOMMENDATION**

That the draft Manly Council Customer Service Charter be adopted and posted at Council's service delivery points and on Council's website for public viewing.

**ATTACHMENTS**

- AT-1** Draft Customer Service Charter (Clr Norek) 2 page(s)
- AT-2** Draft Customer Service Charter (Manly Council) 2 page(s)

OM180405GMO\_1

\*\*\*\*\* End of General Manager's Office Report No. 10 \*\*\*\*\*



## Manly Council Customer Service Charter

Manly Council is committed to providing courteous, responsive and consistent service to its residents, businesses and visitors.

**We will continuously strive to meet or exceed the service standards and commitments set out in our Charter, we will also aim to:**

- Treat you courteously and with respect.
- Exceed your expectations.
- Act on our commitments as quickly as possible.
- Evaluate our service by asking you the customer.
- Use your feedback as an opportunity to continuously improve our operations.
- Value your privacy by treating confidentially all personal information which you provide.

**Face to face we will:**

- Greet you with a smile upon your arrival.
- Assist you with your enquiries promptly and completely by appropriately trained and qualified staff.
- Endeavour to establish your name and use it in all of our dealings wherever possible.
- Give you the relevant staff names in all dealings that we have.
- Listen carefully and identify your needs by asking questions and confirming details.
- Provide information in plain English.
- Make our forms easy for you to provide the information we need.
- Ensure our website is easy to navigate and can be searched effectively.
- Aim to meet or exceed service standards at all times.
- Always follow up on service commitments that we make on behalf of you.

**General Manager's Office Report No. 10  
Manly Council Customer Service Charter  
Draft Customer Service Charter (Clr Norek)**

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- Leave a "visit card" with our name and contact number if we should ever call at your residence.
- Be punctual for meetings and appointments.

**On the telephone we will:**

- Answer your call promptly and courteously.
- Introduce ourselves using first names and provide a direct contact number for further communications when necessary.
- Establish your concern and act accordingly to rectify the situation promptly.
- Maintain your personal privacy and confidentiality.
- Acknowledge your telephone call on the same day if possible, and certainly within two working days.
- Accurately record and monitor your query on our customer queries database.
- Where possible we will take personal responsibility for your enquiry to reduce transferred calls.

**In writing we will:**

- Write to you in clear and concise language.
- Acknowledge your letter, email or fax within 2 working days.
- Reply to your letter, email or fax within 14 working days.
- All responses we send will contain a contact name and telephone number.
- Forward you an interim letter updating progress whenever your letter or fax requires detailed investigation.

**We will meet our commitment to you by:**

- Providing cards at all Council customer service counters which enable you to make any comments, complaints or compliments.
- Conducting regular customer surveys and market research through questionnaires and telephone surveys.
- Conducting customer service training programs for staff.
- Assessing each staff member's responsiveness to our customers through regular reviews.
- Recruiting staff who have positive attitudes and skills in customer service.

**General Manager's Office Report No. 10  
Manly Council Customer Service Charter  
Draft Customer Service Charter (Clr Norek)**

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- Continue to improve access to services for people with disabilities.
- Making information available upon request for people from culturally and linguistically diverse backgrounds.
- Ensuring access to Council information through various media and publications.
- Annual reports to Council of customer service response times and evaluation of this Charter.

**If you can suggest ways in which we can serve you better, you can:**

- Fill in the customer feedback sheet available from our Customer Service Desk.
- Visit our website at [www.manly.nsw.gov.au](http://www.manly.nsw.gov.au).
- Write to the General Manager, Manly Council.



## Manly Council Customer Service Charter

Manly Council has introduced this Charter as an expression of commitment to improving our service and communication in the delivery of quality services to our community.

### The Purpose of our Service Charter

We believe that all customers have the right to be served in accordance with this Charter which reflects the Vision, Values and initiatives of the organisation, as expressed in the Management Plan.

This Charter sets out the minimum standards which you can expect from us, explains how you can obtain information, outlines how you can complain if the standards are not met and offers advice on how you can help us service you better.

### Service Standards

**We will provide all Council services in a friendly and professional manner by:**

- Treating you politely and with respect.
- Identifying ourselves when we talk with you.
- Listening carefully to what you say.
- Treating your personal information with confidentiality.
- Being helpful and sensitive to your needs.
- Being competent in providing the information and services Council has determined to provide to the community.

**We will make every effort to respond quickly and effectively to your service requests by:**

- Answering your phone calls within four rings.
- Acknowledging your letters within two working days.
- Acknowledging your emails within two working days.
- Welcoming you to our service desks within three minutes.
- Completing your customer action requests within fourteen working days.
- Providing appointments after hours as required
- Providing after hours service for emergencies.

**We will achieve quality customer service by:**

- Having defined service standards for most commonly occurring service situations.
- Making a commitment to “when” and “how” the service will happen.
- Providing clear outlines of our obligations, policies and having transparent processes.
- Notifying you if there is a delay in the service we promised.
- Preventing unnecessary return visits or calls to Council.
- Advising promptly of the outcome of your request.
- Referring you, where appropriate, to alternate places where the service might be available if Council is not able to provide the service you seek.

### Community Consultation



**General Manager's Office Report No. 10**  
**Manly Council Customer Service Charter**  
**Draft Customer Service Charter (Manly Council)**

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Council has built a strong relationship with our local community through extensive consultation and participation. Two-way communication between Council and the community is encouraged.

Residents are encouraged to:

- Attend Council meetings.
- Attend your local monthly Precinct Community Forum meeting.
- Attend a public meeting or forum to discuss special issues.
- Join a local volunteer or interest group.
- Make an appointment to speak with the Mayor or Councillors.
- Make an appointment to speak with the General Manager or the Divisional Directors.

### **Continual Improvement**

Our commitment is to embrace this Charter and we welcome your comments to help us improve our service.

If you have a comment please:

- Discuss the matter with a member of staff who will assist you or refer you to the appropriate person.
- Write, email or telephone the General Manager.
- Complete a Customer Satisfaction Feedback form at a service point or online.

### **Complaint Resolution**

If we should fall short in our service in any aspect, or we make a mistake, we encourage you to bring your complaint to us directly so that the matter can be resolved.

Council has a formal Complaints Management Policy which outlines the standards for the actioning of complaints quickly and effectively.

### **Assist us in Delivering better Service:**

- Treat our staff courteously.
- Respect the rights of other customers.
- Be honest and accurate in your dealings with us.
- Work with us to solve problems.
- Give us feedback.
- Respect our community.

### **Evaluation of our Performance**

The Charter commenced in \* 2005. We seek to improve our customer service and will independently assess our performance on an annual basis regarding our compliance with the key elements of this Charter in accordance with the Management Plan.

### **Contact Information**

**Location:**

Manly Council  
1 Belgrave Street  
Manly NSW 2095

**Correspondence:**

Mr Henry Wong  
General Manager  
PO Box 82  
Manly NSW 1655

**General Manager's Office Report No. 10**  
**Manly Council Customer Service Charter**  
**Draft Customer Service Charter (Manly Council)**

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DX 9205 Manly

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**TO: Ordinary Meeting - 18 April 2005**  
**REPORT: Corporate Services Division Report No. 6**  
**SUBJECT: Provision of Banking and Collection Services**  
**FILE NO:**

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## SUMMARY

1. Council's contract with its banker - Commonwealth Bank of Australia expires on 30<sup>th</sup> June 2005. In conjunction with the SHOROCS Councils - Mosman, Pittwater and Warringah Council, a joint tender was carried out for provision of banking and collection services for the next three (3) years with an option for a two (2) year extension available to individual SHOROC councils subject to agreement of the service provider(s)
2. The tenders were evaluated by a tender evaluation panel comprising the Finance Managers and/or their delegates of the four Councils.
3. It is recommended that Commonwealth Bank of Australia be appointed as Manly Council's banker and Cosmos Limited & Australia Post as Council's collection agencies for the period from 1<sup>st</sup> July 2005 to 30<sup>th</sup> June 2008.

## REPORT

The Commonwealth Bank of Australia has been Council's banker since 1st July 1999. The contract expires on 30th June 2005. Together with the other three SHOROC Councils – Mosman, Pittwater and Warringah, Council has jointly tendered for its banking services for the next three years starting 1 July 2005.

A tender specification was developed by the Tender Evaluation Panel comprising the Finance Managers and/or their delegates from the four Councils. The tender was split into two distinct functions:

1. Banking services i.e. transactional banking – cheque clearing, daily deposits, electronic fund transfers, payroll transactions, corporate credit card facilities, overdraft facility, interest offset, cash management and bank guarantees
2. Collection services - provision of payment facilities for rates & charges i.e. in-person bill payments, BPAY, locked bag and phone payments

Tenderers were given the option of tendering for banking services only, collection services in part or whole or both services.

Tenders were called on Tuesday 15 February, 2005 and closed 2PM on Tuesday 8 March, 2005.

Tenders were received from the following organisations:

- Westpac Banking Corporation (WBC)
- National Australia Bank (NAB)
- Commonwealth Bank of Australia (CBA)
- Cosmos Limited (Cosmos)
- Australia Post (Aust Post)
- Commsecure - LGSA (Commsecure)
- Bill Express Limited (Bill Express)

A detailed analysis of the tenderers was undertaken by the Tender Evaluation Panel initially on Wednesday 9 March, 2005 and further on Friday 18 March, 2005. The evaluation is based on the

**Corporate Services Division Report No. 6 (Cont'd)**

criteria set out in Part 3 - clause 8 of the Request for Tender (RFT) documents. An evaluation summary ranking of the tenders received is contained in the **Confidential Attachment**.

Following this evaluation process, it was unanimously agreed by the Tender Evaluation Panel that the **CBA** be recommended for the provision of banking services to each of the SHOROC Councils and **Cosmos** and **Aust Post** be recommended for the collection agency services.

The **CBA** is Council's current banking service provider and has three (3) branches in the Manly municipality - Manly, Seaforth and Balgowlah. Its banking services are very competitively priced. Additional cost savings and competitive pricing has been achieved through the SHOROC group tender. The CBA software interfaces well with Council's Civica Authority system. There are no implementation issues or conversion cost and some establishment costs on new services have been waived eg sweep facility, money market information services, bank guarantees, loans.

**CBA** also offer rate payments (collection) services through their 'locked-bag' system as well as a participant in the BPay system.

**Cosmos** and **Australia Post** offer distinct and separate collection services. Cosmos provide a 'payment by phone' service whereas Aust Post provides an 'in-person' across the counter payment service. (Internet payments are provided by Council's eServices facility and does not form part of this tender.)

**Cosmos** currently provides Council's rates payment by phone service using an automated integrated voice response (IVR) system. This service was introduced only recently and has proven extremely popular with our ratepayers. Payments are by credit card. Payers also have the ability to talk to an operator to assist them with their payment should they have difficulties. Again costs savings have been delivered through the SHOROC group tender.

**Australia Post** currently provides Council with an alternative rates payment counter service to Council's Customer Service counter and has proved popular. There are 32 licensed post office outlets in the SHOROC region with 5 located in the Manly municipality.

By using Commonwealth Bank's banking services and Cosmos' and Aust Post collection services this is expected to result in cost savings of at least \$5,000 per annum.

**RECOMMENDATION**

1. That the Commonwealth Bank of Australia (CBA) be appointed to provide the banking services to Council for the period 1<sup>st</sup> July 2005 to 30<sup>th</sup> June 2008 with an option for a two (2) year extension available to Council subject to agreement of the service provider(s)
2. That Cosmos Limited (Cosmos) and Australia Post (Aust Post) be appointed to provide collection services to Council for the period 1<sup>st</sup> July 2005 to 30<sup>th</sup> June 2008 with an option for a two (2) year extension available to Council subject to agreement of the service provider(s)

**ATTACHMENTS**

<b>AT-1</b>	Tender Selection Criteria	2 page(s)
<b>AT-2</b>	Banking Tender Weighting - <i>CONFIDENTIAL ATTACHMENT - for the information of Councillors</i>	1 page(s)

OM180405CSD\_1

\*\*\*\*\* End of Corporate Services Division Report No. 6 \*\*\*\*\*

## ATTACHMENT 1

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### Corporate Services Division Report No. 6 Provision of Banking and Collection Services Tender Selection Criteria

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#### Attachment

#### Service Experience and Referees

Provide details of at least three referees for which banking and/or collection services were provided. The required details are:

1. The name of the referee.
2. The name, address and telephone number of an authoritative person at each of the referee.
3. The value, scope and complexity of the services provided to each referees.
4. The period over which the services were provided to each referee.

#### Accessibility of Facilities to Council's Customers

Provide details of how you will assist SHOROC Member Councils in improving services to their customers/residents. The required details include:

1. Location of all branches within each Council's area (including those at which payment of rates can be made).
2. Operating hours of each of the individual branches.
3. Statement or policy on planned changes to operating hours or branch closures in the next 5 years.
4. Controls to ensure the recording of payments by Council's customers is complete and correct.

#### Focus on Customer Service

Provide details of the level of service the tenderer will provide to Council. The required details include:

1. Principle branch and contact officer/personal that each Council will deal with on a day to day basis
2. Access to higher level support from a business relationship manager or similar to deal with more complex matters or service issues. Include a statement on how the continuity of the service will be maintained in the absence of the business relationship manager.
3. The number of annual hours allocated by the business relationship manager to each Council to provide the required services
4. Service guarantees on response times to enquiries
5. The level of support Council can expect in the event of the detection of a fraudulent transaction.

#### Additional Services and Service Processing

Provide details of additional services available and the tenderer's service processing requirements. The required details include:

## ATTACHMENT 1

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### Corporate Services Division Report No. 6 Provision of Banking and Collection Services Tender Selection Criteria

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1. The deadline for receipt of electronic funds transfer for third party accounts to ensure the transaction is processed the same day.
2. The tenderer's transaction processing time before money is credited to Council's account.
3. The tenderer's coding requirements for inclusion on Council payments (ie rates notices).
4. Details of additional features available as part of the electronic facilities other than those described in Clause 2.1(7) of the Contract Specification.
5. Whether an annual statement of charges paid and transactions can be provided.
6. For Collection Services do you have a recovery of Merchant Service Fee (MSF) at point of sale, rather than from Council.

#### **Contract Implementation**

Provided details of your plan for the implementation of the Contract. Details are to include:

1. Your plan for taking over from the current Service Provider including dealing with the following matters during the transition period:
  - (a) Unidentified deposits
  - (b) Dishonoured cheques
2. Your plan for Council and customer coordination and liaison during the transition.
3. Contact details of the principal officer responsible for the implementation of the contract.

#### **Pricing Adjustments**

Tenderers are required to provide fixed pricing for the first 12 months of the contract. Please provide details of the process through which amendments to pricing will be proposed including justifications for any increase in fees in years 2 & 3 of the contract.

Tenderers are also required to provide details of the process for amending fees under the additional 2 year options allowed under the tender.

**TO: Ordinary Meeting - 18 April 2005**  
**REPORT: Corporate Services Division Report No. 7**  
**SUBJECT: Report on Council Investment as at 31 March, 2005**  
**FILE NO: A2/12**

## SUMMARY

Latest accounting statements for the period to 31 March, 2005.

1. Statement showing general fund bank account balance as at 31 March, 2005.
2. Cash investments as at 31 March 2005.

## REPORT

### 1. Statement Showing General Fund Bank Account Balance as at 31 March 2005.

Limit of overdraft arranged with bank	<b>\$400,000.00 Dr</b>
Bank Balance as at 31 March, 2005	<b>\$441,095.65 Cr</b>

### 2. Details of Council Investments Pursuant to the Financial Regulation as at 31 March, 2005.

In accordance with clause 16 of the Local Government (Financial Management) Regulation 1999, a report setting out the details of money invested must be presented to Council on a monthly basis.

For the information of Councillors, the following cash investments were held by Council as at 31 March, 2005.

Invest Date	Maturity/ Call date	Institution	Term (Days)	Rate	Amount	Interest
11/10/01	02/08/05	WBC	1391	6.06	1,005,003.08	15,149.99 <sup>(1)</sup>
15/07/02	15/07/07	HSBC	1826	6.11	1,000,000.00	15,274.99 <sup>(2)</sup>
15/08/02	15/07/07	HSBC	1795	6.11	2,008,481.93	30,549.99 <sup>(2)</sup>
30/07/02	12/12/06	Bendigo Bank	1596	7.82	510,200.00	9,779.12 <sup>(3)</sup>
14/10/02	12/12/06	Bendigo Bank	1520	7.82	504,476.45	9,779.12 <sup>(3)</sup>
08/08/02	08/08/07	Bank of Qld	1826	6.84	1,000,000.00	17,099.99 <sup>(4)</sup>
02/09/02	28/09/06	Suncorp Metway	1487	6.75	1,005,210.00	33,750.00 <sup>(5)</sup>
18/02/03	18/02/08	Macquarie Bank	1826	5.75	1,000,000.00	28,750.00 <sup>(6)</sup>
02/04/04	02/04/09	Adelaide Bank	1826	6.38	500,000.00	7,974.99 <sup>(7)</sup>
03/12/04	03/12/09	NM R'child & Son (Aust)	1826	6.78	700,000.00	11,870.77 <sup>(8)</sup>
15/12/04	15/12/09	ACCU	1826	7.01	1,000,000.00	17,533.25 <sup>(9)</sup>
21/05/04	21/05/07	CBA	1095	6.20	719,877.16	44,632.38 <sup>(10)</sup>
10/01/05	12/04/05	Aust Central C/U	92	5.73	1,000,000.00	14,442.74
24/01/05	26/04/05	Aust Central C/U	92	5.72	1,000,000.00	14,417.53
10/03/05	12/04/05	IMB	33	5.74	1,250,000.00	6,486.99
10/03/05	08/06/05	IMB	90	5.91	1,000,000.00	14,572.60
10/01/05	12/04/05	Bank West	92	5.48	2,000,000.00	27,625.71
		IMB	@CALL	5.45	600,000.00	
		CBA	@CALL	5.45	<u>3,670,923.77</u>	
					<b>21,474,172.39</b>	

- 1) Interest to 02 May, 2005 only
- 2) Interest to 15 April, 2005 only
- 3) Interest to 12 June, 2005 only
- 4) Interest to 8 May, 2005 only
- 5) Interest to 28 March, 2005 only
- 6) Interest to 18 August, 2005 only
- 7) Interest to 2 April, 2005 only

**Corporate Services Division Report No. 7 (Cont'd)**

- 8) Interest to 3 June, 2005 only
- 9) Interest to 15 June, 2005 only
- 10) Interest to 21 May, 2005.

Except for (5), (6) and (10) interest is calculated at a floating rate, fixed for the duration of each subsequent quarter, based on the prevailing interest rates at the quarterly reset date(s).

<b>Investment Performance</b>	<b>Council</b>	<b>Benchmark*</b>	<b>90 day BBSW**</b>
Returns - March 2005 [%pa]:	6.04	6.06	5.81

\* benchmark is 90day BBSW plus 0.25%pa

\*\* 90 day BBSW is the average 90 day bank bill rate for the month.

**Certification – Responsible Accounting Officer**

The Chief Financial Officer hereby certifies that the investments listed above have been made in accordance with Section 625 of the Local Government Act 1993, clause 16 of the Local Government (Financial Management) Regulation 1999 and Council's Investment Policy.

**RECOMMENDATION**

That the statement of General Fund Bank Account balance as at 31 March, 2005 be received and noted.

That the certification by the Chief Financial Officer be noted.

That details of Council's cash investments as at 31 March, 2005 be received and noted.

**ATTACHMENTS**

There are no attachments for this report.

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\*\*\*\*\* End of Corporate Services Division Report No. 7 \*\*\*\*\* .