



ATTACHMENTS

UNDER SEPARATE COVER

Ordinary Council Meeting

19 July 2022

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Development Application 4.15 Assessment Report

PART ONE: GENERAL ADMINISTRATION						
DA No	DA-055-2021-2022					
Property Information	100-106 East Street NARRANDERA NSW 2700					
	Lot	1	Section	-	DP	187804
Applicant's Details	CSKY Services Pty Ltd PO Box 8058 GRIFFITH NSW 2680					
Land Owner's Details (if different)	Hall & O'Hare Pty Ltd 27 Bolton Street NARRANDERA NSW 2700					
Proposed Development	Change of use – from existing hotel (public bar) to professional consulting rooms & internal alterations & additions					
Type of Development	Local					
BCA Class	5					
Other Approvals Section 68 - Local Government Act 1993	Nil					
Lodgement Date	Received 07 June 2022, Lodged 09 June 2022					
Statutory Timeframe	40 days					
Stop the Clock	Nil					
Value of Development	\$ 70,000.00					
Report Author/s	Shane Wilson					
Report Date	28 June 2022					

PART TWO: SITE HISTORY & CHARACTERISTICS	
Current land use	Mixed Use – first floor is a Hotel (disused) and offices (no approval located) and the upper level is accommodation.
Previous approvals	MagiQ folder #99814 – DA-054-2005-2006 – internal renovations
Site inspection	27 June 2022

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Proposed location of new entrance doorway.



Internal looking to the front

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Existing bar



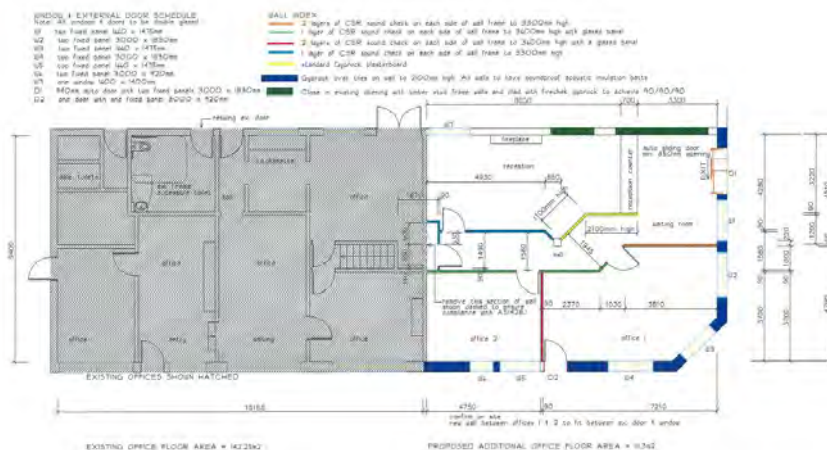
Looking toward the rear of the building

Characteristics

The building is a mixed use, with the proposed changes to be undertaken in the public bar area. See photos above.

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Images – Existing & Proposed



PART THREE: MATTERS FOR CONSIDERATION																											
SECTION 4.15 (1)(a)(i) any environmental planning instrument																											
State Environmental Planning Policies	<p>List applicable to NSC</p> <p>The following SEPPS considered applicable to this development are indicated with a <input checked="" type="checkbox"/></p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Biodiversity and Conservation)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Building Sustainability Index: BASIX)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Exempt and Complying Development Codes) The proposed development cannot be classed as exempt or complying development as it does not meet all of the relevant development requirements.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Housing)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Industry and Employment)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy No 65 – Design Quality of Residential Apartment Development</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Planning Systems)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Planning Systems)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Precincts – Regional)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Primary Production)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Resilience and Hazards)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Resources and Energy)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>State Environmental Planning Policy (Transport and Infrastructure)</td> </tr> </table>	<input type="checkbox"/>	State Environmental Planning Policy (Biodiversity and Conservation)	<input type="checkbox"/>	State Environmental Planning Policy (Building Sustainability Index: BASIX)	<input type="checkbox"/>	State Environmental Planning Policy (Exempt and Complying Development Codes) The proposed development cannot be classed as exempt or complying development as it does not meet all of the relevant development requirements.	<input type="checkbox"/>	State Environmental Planning Policy (Housing)	<input type="checkbox"/>	State Environmental Planning Policy (Industry and Employment)	<input type="checkbox"/>	State Environmental Planning Policy No 65 – Design Quality of Residential Apartment Development	<input type="checkbox"/>	State Environmental Planning Policy (Planning Systems)	<input type="checkbox"/>	State Environmental Planning Policy (Planning Systems)	<input type="checkbox"/>	State Environmental Planning Policy (Precincts – Regional)	<input type="checkbox"/>	State Environmental Planning Policy (Primary Production)	<input type="checkbox"/>	State Environmental Planning Policy (Resilience and Hazards)	<input type="checkbox"/>	State Environmental Planning Policy (Resources and Energy)	<input type="checkbox"/>	State Environmental Planning Policy (Transport and Infrastructure)
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Narrandera Local Environmental Plan 2013	<ul style="list-style-type: none"> • The subject site is zoned <ul style="list-style-type: none"> <input type="checkbox"/> RU1 Primary Production <input type="checkbox"/> RU4 Primary Production <input checked="" type="checkbox"/> RU5 Village <input type="checkbox"/> R5 Large Lot Residential <input type="checkbox"/> IN1 General Industrial <input type="checkbox"/> IN2 Light Industrial <input type="checkbox"/> Other - under the provisions of the Local Environmental Plan. • The proposed development and subsequent use is permitted with consent under the land use table. • The proposed development meets both the plan and zone objectives 																										

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	<p>Part 1 Preliminary</p> <p>Clause 1.2 - Aims of Plan</p> <p>The plan objectives:</p> <ul style="list-style-type: none"> a. to protect, enhance and conserve agricultural land through the proper management, development and conservation of natural and man-made resources, b. to encourage a range of housing, employment, recreation and community facilities to meet the needs of existing and future residents of Narrandera, c. to promote the efficient and equitable provision of public services, infrastructure and amenities, d. to conserve environmental heritage <p>Generally, the development complies with the above Plan objectives.</p> <hr/> <p>Part 2 Permitted or prohibited development</p> <p>The subject land is zoned</p> <ul style="list-style-type: none"> <input type="checkbox"/> RU1 Primary Production <input type="checkbox"/> RU4 Primary Production <input checked="" type="checkbox"/> RU5 Village <input type="checkbox"/> R5 Large Lot Residential <input type="checkbox"/> IN1 General Industrial <input type="checkbox"/> IN2 Light Industrial <input type="checkbox"/> Other - <p>under NLEP 2013. The proposed development is defined as ‘professional consulting rooms’ under the LEP and is permissible in the zone with consent.</p> <hr/> <p>Part 3 Exempt or complying development</p> <p>The proposed development does not satisfy the required provisions to be defined as Exempt and/or Complying Development, and therefore development consent has been sought.</p> <hr/> <p>Part 4 Principal development standards</p> <p>No Principal Development Standards are applicable to the proposed development.</p> <hr/> <p>Part 5 Miscellaneous provisions</p> <p>No Miscellaneous Provisions are applicable to the proposed development.</p>
	<p>Part 6 Additional Local Provisions</p> <p>6.1 Earthworks – not applicable to this development</p> <p>6.2 Repealed</p> <p>6.3 Stormwater management – not applicable to this development</p> <p>6.4 Terrestrial biodiversity – not applicable to this development</p> <p>6.5 Groundwater vulnerability – not applicable to this development</p>

	<p>6.6 Riparian land and watercourses – not applicable to this development</p> <p>6.7 Wetlands – not applicable to this development</p> <p>6.8 Salinity – not applicable to this development</p> <p>6.9 Development on river front areas – not applicable to this development</p> <p>6.10 Development on riverbeds and banks – not applicable to this development</p> <p>6.11 Airspace operations – not applicable to this development</p> <p>6.12 Development in areas subject to aircraft noise – not applicable to this development</p> <p>6.13 Essential services – Council is satisfied that the following essential services are available or not required to the development</p> <ul style="list-style-type: none"> a) the supply of water b) the supply of electricity c) the disposal and management of sewage d) stormwater drainage or on-site conservation e) suitable vehicular access
<p>SECTION 4.15 (1)(a)(ii) any proposed instrument</p>	<p>There are no draft amendments NLEP 2013 that have been identified changing the planning the provisions affecting the subject land.</p>
<p>SECTION 4.15(1)(a)(iii) any development control plan</p>	<p>The following parts of the DCP have been considered in the assessment of the proposed development:</p>
	<p>Part A - Introduction</p> <ul style="list-style-type: none"> • Noted, the DCP is relevant to this application. <p>Part B - Strategic Land Use Plans for Shire</p> <ul style="list-style-type: none"> • Noted, no relevant impact to this application <p>Part C - Controls Applying to All Development</p> <p>5.1 On-site effluent Disposal for land without reticulated sewer – not applicable</p> <p>5.2 Parking</p> <ul style="list-style-type: none"> • The carparking requirements for the professional consulting rooms are the same that applied for the previous use; thus no additional parking is required to be provided. <p>Part D - Land Use Based Controls</p> <p>Chapter 6 - Rural Residential / Large Lot Residential Development - not applicable</p> <p>Chapter 7 - Residential Development - not applicable</p> <p>Chapter 8 - Narrandera Business Centre – the proposal is not inconsistent with the requirements of this part.</p> <p>Chapter 9 - Industrial Development - not applicable</p> <p>Part E - Planning for Natural Hazards</p> <p>Chapter 10 - Flood Liable Land</p> <p>Chapter 11 - Bushfire Prone Land</p>

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	<ul style="list-style-type: none"> Noted, not applicable to this development
	<p>Part F - Natural Resources</p> <p>Chapter 12 - Sensitive Land Chapter 13 - Sensitive Water</p> <ul style="list-style-type: none"> Noted, not applicable to this development
	<p>Part G - Heritage Controls</p> <p>Chapter 14 - Heritage Items</p> <ul style="list-style-type: none"> Noted, not listed as a heritage significant item in the NLEP
	<p>Part H - Notification of Development</p> <p>Chapter 15 - Notification</p> <ul style="list-style-type: none"> The development was notified in accordance with the CPP – Community Participation Plan. Seven (7) submissions received at the close of the exhibition period. These are considered within Sec 4.15(d) below.
SECTION 4.15 (1)(a)(iiia) any planning agreement	No planning agreement relates to the site or to the proposed development.
SECTION 4.15(1)(a) (iv) the regulations	<p>There are no matters prescribed by the Regulations applicable to this development.</p> <p>Section 79C(1)(a)(iv) requires Council to take into consideration the provisions of clauses 92-94 of the Environmental Planning and Assessment Regulations, 2000.</p> <p>Clause 92(1)(b) of the Environmental Planning & Assessment Regulations, 2000 requires the consent authority to consider the provisions of Australian Standard AS 2601-1991: The demolition of Structures.</p>
SECTION 4.15(1)(b) the likely impacts of the development	See attached Table 1.
SECTION 4.15(1)(c) the suitability of the site	The subject land is considered suitable for the proposed development having regard to the site attributes and generally being in accordance with Council’s policies.
SECTION 4.15 (d) any submissions made in accordance with the Act or the Regulations	<p>The application was placed on notification for a period of 21 days.</p> <p>Seven (7) submissions were received during the exhibition period, redacted copies of these submissions have been attached to this assessment, which is forwarded by a combined extract of all submissions.</p> <p>These submissions were largely stating their dissatisfaction on the Hotel not operating any longer and loss of a building of historical nature that could be better used for the community and social benefit.</p> <p>These concerns are considered within the report below and although they may have merit in their concerns, there are no planning ground on which to refuse or alter the application as submitted.</p>

<p>SECTION 4.15(1) (e) the public interest</p>	<p>The public interest is a broad consideration relating to many issues and is not limited to effect upon the streetscape. In this case the public interest relates to the loss of a social venue and the history which has been formed around it. The hotel has been closed for over 10 years and while it was seen by members of the community to be of substantial social and community benefit, there are no protections in place to require the reopening or preventing the change of use. It is noted that there are 4 existing closed hotels and 2 remaining operational.</p> <p>Taking into account the full range of matters for consideration under Section 4.15 of the Environmental Planning and Assessment 1979 (as discussed within this report) it is considered that on balance, approval of the application is consistent with the public interest.</p>
<p>Part 7 Biodiversity Conservation Act 2016 – Clause 7.3 Test for determining proposed development likely to significantly affect threatened species.</p>	<p>1. The following is to be taken into account for the purposes of determining whether a proposed development or activity is likely to significantly affect threatened species or ecological communities, or their habitats:</p> <p>a. in the case of a threatened species, whether the proposed development or activity is likely to have an adverse effect on the life cycle of the species such that a viable local population of the species is likely to be placed at risk of extinction,</p> <p><i>The proposed development will not have any effect upon threatened species. The site is within a developed area and the development is an approved use in this zone.</i></p> <p>b. in the case of an endangered ecological community or critically endangered ecological community, whether the proposed development or activity:</p> <p>i. is likely to have an adverse effect on the extent of the ecological community such that its local occurrence is likely to be placed at risk of extinction</p> <p><i>No endangered ecological community or critically endangered ecological community is identified within the site of the development.</i></p> <p>ii. is likely to substantially and adversely modify the composition of the ecological community such that its local occurrence is likely to be placed at risk of extinction,</p> <p><i>The site of the proposed development is within an existing developed area and will not lead to any modification of habitat.</i></p> <p>c. in relation to the habitat of a threatened species or ecological community:</p> <p>i. the extent to which habitat is likely to be removed or modified as a result of the proposed development or activity</p> <p><i>No endangered ecological community or critically endangered ecological community is identified within the site of the development.</i></p> <p>ii. whether an area of habitat is likely to become fragmented or isolated from other areas of habitat as a result of the proposed development or activity.</p> <p><i>No. The site of the proposed development is within an existing developed area and will not lead to any modification or fragmentation of habitat.</i></p>

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	<p>iii. the importance of the habitat to be removed, modified, fragmented or isolated to the long-term survival of the species or ecological community in the locality</p> <p><i>No endangered ecological community or critically endangered ecological community is identified within the site of the development.</i></p> <p>d. whether the proposed development or activity is likely to have an adverse effect on any declared area of outstanding biodiversity value (either directly or indirectly)</p> <p><i>No declared area of outstanding biodiversity value was identified within the study area.</i></p> <p>e. whether the proposed development or activity is or is part of a key threatening process or is likely to increase the impact of a key threatening process.</p> <p><i>The development is an approved use of the land and as such is not considered as part of a key threatening process.</i></p>
<p>Part 7 Biodiversity Conservation Act 2016 7.7 Biodiversity assessment for Part 4 development (other than State significant development or complying development)</p>	<p>2. If the proposed development is likely to significantly affect threatened species, the application for development consent is to be accompanied by a biodiversity development assessment report.</p> <p><i>The development will not affect any threatened species.</i></p>

<p>PART FOUR: STATUTORY REFERRALS</p>																			
<p>Referrals</p>	<p>The application has been considered with regard to Section 91 of the Environmental Planning and Assessment Act, 1979 and whether or not the proposal was integrated development. The following table identifies whether or not there were any other statutory referrals required in terms of relevant State Environmental Planning Polices.</p>																		
<table border="1"> <thead> <tr> <th data-bbox="343 1348 580 1413">AGENCY</th> <th data-bbox="580 1348 1187 1413">LEGISLATION</th> <th data-bbox="1187 1348 1380 1413">APPLIES</th> </tr> </thead> <tbody> <tr> <td data-bbox="343 1413 580 1641">DPI</td> <td data-bbox="580 1413 1187 1641">Fisheries Management Act, 1994 Mines Subsidence Compensation Act, 1961 Mining Act, 1992 Petroleum (Onshore) Act, 1991 National Parks, & Wildlife Act, 1974</td> <td data-bbox="1187 1413 1380 1641">No No No No No</td> </tr> <tr> <td data-bbox="343 1641 580 1771">OEH</td> <td data-bbox="580 1641 1187 1771">Protection of the Environment Operations Act, 1997 Water Management Act, 2000</td> <td data-bbox="1187 1641 1380 1771">No No</td> </tr> <tr> <td data-bbox="343 1771 580 1834">NSW Heritage</td> <td data-bbox="580 1771 1187 1834">Heritage Act, 1977</td> <td data-bbox="1187 1771 1380 1834">No</td> </tr> <tr> <td data-bbox="343 1834 580 1897">TfNSW (RMS)</td> <td data-bbox="580 1834 1187 1897">Roads Act, 1993</td> <td data-bbox="1187 1834 1380 1897">No</td> </tr> <tr> <td data-bbox="343 1897 580 1960">RFS</td> <td data-bbox="580 1897 1187 1960">Rural Fires Act, 1997</td> <td data-bbox="1187 1897 1380 1960">No</td> </tr> </tbody> </table>	AGENCY	LEGISLATION	APPLIES	DPI	Fisheries Management Act, 1994 Mines Subsidence Compensation Act, 1961 Mining Act, 1992 Petroleum (Onshore) Act, 1991 National Parks, & Wildlife Act, 1974	No No No No No	OEH	Protection of the Environment Operations Act, 1997 Water Management Act, 2000	No No	NSW Heritage	Heritage Act, 1977	No	TfNSW (RMS)	Roads Act, 1993	No	RFS	Rural Fires Act, 1997	No	
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RFS	Rural Fires Act, 1997	No																	

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	The application is local development as defined Section 91 of the Environmental Planning and Assessment Act, 1979.
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PART FIVE: CONTRIBUTIONS	
Section 94 & Section 94A Contributions (Environmental Planning & Assessment Act, 1979)	<ul style="list-style-type: none"> ▪ Section 7.12 Fixed Development Consent Levy is not applicable.
Section 64 Contributions (Local Government Act, 1993)	<ul style="list-style-type: none"> • Section 64 Contributions are not applicable to this development

PART SIX: DETERMINATION	
<p>The development application has been analysed and evaluated as per Section 4.15 of the Environmental Planning and Assessment Act, 1979.</p>	<p>The assessment has identified that:</p> <ul style="list-style-type: none"> ▪ the proposed development is permissible within the zone under NLEP 2013 and is consistent with the aims, objectives and special provisions of that environmental planning instrument ▪ the proposed development is unlikely to have any unreasonable impact on the environment, and where an adverse impact has been identified appropriate conditions have been imposed to mitigate the effects ▪ the subject site is suitable for the proposed development ▪ the proposed development does not on balance, raise any matter contrary to the public interest <p>Having regard to NLEP 2013, NDCP 2013 and the matters discussed within this report and the relevant matters for consideration listed under Section 4.15 of the Environmental Planning & Assessment Act 1979, this assessment considers the development should be supported.</p>
Recommendation	That consent be granted to Development Application DA-055-2021-2022 for Change of Use – from existing hotel (public bar) to professional consulting rooms & internal alterations & additions at 100-106 East Street Narrandera subject to conditions set out in attachment A.

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Table 1:					
Section 4.15(1)(b) – Any likely impacts of that development					
Attributes	Satisfactory	Satisfactory if conditioned	Not Satisfactory	Not Relevant	Comment
Context & setting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The use of professional consulting rooms is consistent with similar buildings within the East Street area.
Streetscape	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The only change to the streetscape is the addition of an accessible doorway within the existing window on the East St frontage.
Traffic, access and parking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No increase in traffic expected as a result of the development, with the existing carparking being adequate.
Public domain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Utilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No changes to the existing arrangements.
Environmental heritage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is not a heritage listed item in Schedule 5 of the NLEP 2013.
Aboriginal cultural heritage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No external changes to the existing building.
Other land resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Water quality & stormwater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Soils, soil erosion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Air and microclimate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Flora and fauna	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Biodiversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Waste	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Existing waste arrangements to remain unchanged.
Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Noise & vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Hours of operation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural hazards - Flooding - Bushfire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Technological hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Safety, security and crime prevention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The proposal does not increase or impact the current safety or alike within this area. It could be argued that the change of use reduces any potential incidents as the service of alcohol will be no longer able to occur.
Social impact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	As suggested within the submissions there is a potential impact to the social benefit because of the change of use. This impact is not defined or substantiated to be of a detrimental nature. With the loss of a long term closed licensed venue being a potential positive social impact.
Economic impact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Potential positive impact due to the increased occupancy of East Street buildings.

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Table 1:					
Section 4.15(1)(b) – Any likely impacts of that development					
Attributes	Satisfactory	Satisfactory if conditioned	Not Satisfactory	Not Relevant	Comment
Site design and internal design	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The proposed design of the office space has little to no impact.
Overlooking - overshadowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Construction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A construction certificate and compliance with the National Construction Code is required for this development.
Private open space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Cumulative Impacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Disabled access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The proposed change of use will need to comply with the Disability (Access to Premises - buildings) Standards 2010, to ensure that dignified, equitable, cost-effective and reasonably achievable access to buildings, and facilities and services within buildings, is provided for people with disability.
Signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No additional signage has been identified within the application.
Setbacks, building envelopes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Easements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

SCHEDULE 1

CONDITIONS OF CONSENT DA-055-2021-2022

Cond #	Details	Met															
GENERAL																	
1.	<p>Approved Plans and Documentation</p> <p>The development shall be undertaken in accordance with the stamped approved plans detailed as follows, the application form, Statement of Environmental Effects and other approved documentation except where modified in red or by any of the following conditions:</p> <table border="1" data-bbox="274 685 1321 920"> <thead> <tr> <th>Ref No</th> <th>Drawing/Document Title</th> <th>Prepared by</th> <th>Version</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>Proposed new office fitout 100 East Street Narrandera NSW 2700 4 pages</td> <td>Sherene Blumer</td> <td></td> <td>12 May 2022</td> </tr> <tr> <td>-</td> <td>Statement of Environmental Effects</td> <td>CSKY Services Pty Ltd</td> <td>-</td> <td>Undated</td> </tr> </tbody> </table> <p>Note 1: Modifications to the approved plans and/or documents will require the lodgement and consideration by Council of a modification pursuant to section 4.55 of the Environmental Planning and Assessment Act, as amended.</p> <p>REASON: To enable the construction of the buildings to be in accordance with the development approval. (Section 4.15 of the Environmental Planning and Assessment Act, 1979, as amended).</p>	Ref No	Drawing/Document Title	Prepared by	Version	Date	-	Proposed new office fitout 100 East Street Narrandera NSW 2700 4 pages	Sherene Blumer		12 May 2022	-	Statement of Environmental Effects	CSKY Services Pty Ltd	-	Undated	
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-	Proposed new office fitout 100 East Street Narrandera NSW 2700 4 pages	Sherene Blumer		12 May 2022													
-	Statement of Environmental Effects	CSKY Services Pty Ltd	-	Undated													
2.	<p>Lapsing of Consent</p> <p>This Consent is valid for a period of five years from the date of consent. It will lapse if the approved use of any land or construction work has not commenced prior to that date. No further extensions will be granted.</p> <p>REASON: To comply with Section 4.53(1) of the Environmental Planning and Assessment Act, 1979, as amended.</p>																
3.	<p>Compliance with Building Code of Australia</p> <p>All aspects of the building design are to comply with the applicable performance requirements of the National Construction Code so as to achieve and maintain acceptable standards of structural sufficiency, safety (including fire safety), health and amenity for the on-going benefit of the community. Compliance with the performance requirements can only be achieved by:</p> <ul style="list-style-type: none"> a. Complying with the deemed to satisfy provisions, or b. Formulating an alternative solution which: <ul style="list-style-type: none"> i. Complies with the performance requirements, or ii. Is shown to be at least equivalent to the deemed to satisfy provision, or c. A combination of a. and b. <p>REASON: Statutory requirement of Clause 145 of the Environmental Planning and Assessment Regulation 2000.</p>																

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4.	<p>Amenity - General</p> <p>The development is to be conducted in a manner that will not interfere with the amenity of the locality by Reason of the emission of noise, vibration, smell, fumes, smoke, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil, by causing interference to television or radio reception or otherwise.</p> <p><i>REASON: So that the development does not reduce the amenity of the area. Section 4.15 of the Environmental Planning and Assessment Act, 1979, as amended.</i></p>	
5.	<p>Amplification of Services</p> <p>Any amplification, extension or relocation of any service is the responsibility of the applicant at their own expense. The work is to be in accordance with Council’s standards and any other service provider.</p> <p><i>REASON: It is in the public interest that all costs associated with upgrading Public Infrastructure as a result of the development are borne by the applicant.</i></p>	
6.	<p>Aboriginal Heritage</p> <p>Should any Aboriginal relics be encountered during any works for this development, then all excavation or disturbance to the area is to cease immediately and the Office of Environment and Heritage is to be informed in accordance with Section 91 of the National Parks and Wildlife Act, 1974.</p> <p><i>REASON: OEH requirement under the National Parks and Wildlife Act 1974 and Threatened Species Conservation Act 1995.</i></p>	
7.	<p>Damage to Council Infrastructure</p> <p>Any damage to Council infrastructure as a result of construction or associated works is to be rectified at the cost of the developer and to the satisfaction of Council. It is therefore requested that any damage that is obvious before work commences is notified to Council to avoid possible later conflict.</p> <p><i>REASON: To ensure that any damage to Council infrastructure as a result of the development is repaired or made good by the developer.</i></p>	
8.	<p>Work Near Power Lines</p> <p>All works near power lines are to be to be undertaken in accordance with the requirements of Essential Energy, SafeWork NSW and the Code of Practice – Work near Overhead Power Lines (Workcover 2006).</p> <p><i>REASON: To ensure no person, plant or thing comes within an unsafe distance of any overhead or underground electric line.</i></p>	
PRIOR TO THE ISSUE OF A CONSTRUCTION CERTIFICATE		
9.	<p>Construction Certificate</p> <p>A Construction Certificate is to be obtained prior to any building works being commenced.</p> <p><i>REASON: Statutory requirement for certification to be obtained prior to works commencing.</i></p>	
10.	<p>Premises Standards</p> <p>Prior to the issuing of a Construction Certificate, plans are to be provided that the proposed change of use and subsequent works comply with the Disability (Access to Premises - buildings) Standards 2010.</p> <p><i>REASON: To ensure the building works are able to meet the required legislated requirements.</i></p>	

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11.	<p>Activity On-Site</p> <p>No activity is to be carried out on site until the Construction Certificate has been issued, other than:</p> <ul style="list-style-type: none"> a. Site investigation for the preparation of the construction, and/or b. Implementation of environmental protection measures, such as erosion control, etc that are required by this consent. <p><i>REASON: To ensure the construction certificate is issued prior to the commencements of works.</i></p>	
PRIOR TO THE COMMENCEMENT OF WORKS		
12.	<p>Notification of Principal Certifying Authority</p> <p>The Construction Certificate for the building work is to be issued and the person having the benefit of the development consent shall appoint a Principal Certifying Authority prior to the commencement of any building works.</p> <p>The Principal Certifying Authority (if not the Council) is to notify Council of their appointment and notify the person having the benefit of the development consent of any critical stage inspections and other inspections that are to be carried out in respect of the building work no later than two (2) days before the building work commences.</p> <p><i>REASON: Compliance with section 6.6 of the Environmental Planning & Assessment Act 1979, as amended.</i></p>	
13.	<p>Erection of Signs for Development</p> <p>Appropriate signs are to be erected in accordance with Section 98A Environmental Planning & Assessment Regulation 2000 as follows. A sign must be erected in a prominent position on any site on which building work is being carried out:</p> <ul style="list-style-type: none"> a. Showing the name, address and telephone number of the Principal Certifying Authority for the work, and b. Showing the name of the principal contractor (if any) for the building work and a telephone number on which that person may be contacted outside working hours, and c. Stating that unauthorised entry to the work site is prohibited. <p>Any such sign is to be maintained while the construction work is being carried out, but must be removed when the work has been completed.</p> <p><i>REASON: This is a prescribed condition of consent under the Environmental Planning and Assessment Regulation 2000, as amended.</i></p>	
14.	<p>DA Record to be Kept On-Site</p> <p>The builder shall at all times maintain on the job a legible copy of the plan and specifications approved with the Construction Certificate endorsement of the certifying authority.</p> <p><i>REASON: To ensure all contractors have access to an approved plan.</i></p>	
15.	<p>Public Access to Site</p> <p>Public access to the site is to be prevented when construction work is not in progress or the site is unoccupied.</p> <p><i>REASON: To ensure that the construction and excavation works and all associated work practices are undertaken in a safe manner complying with the requirements of SafeWork NSW.</i></p>	

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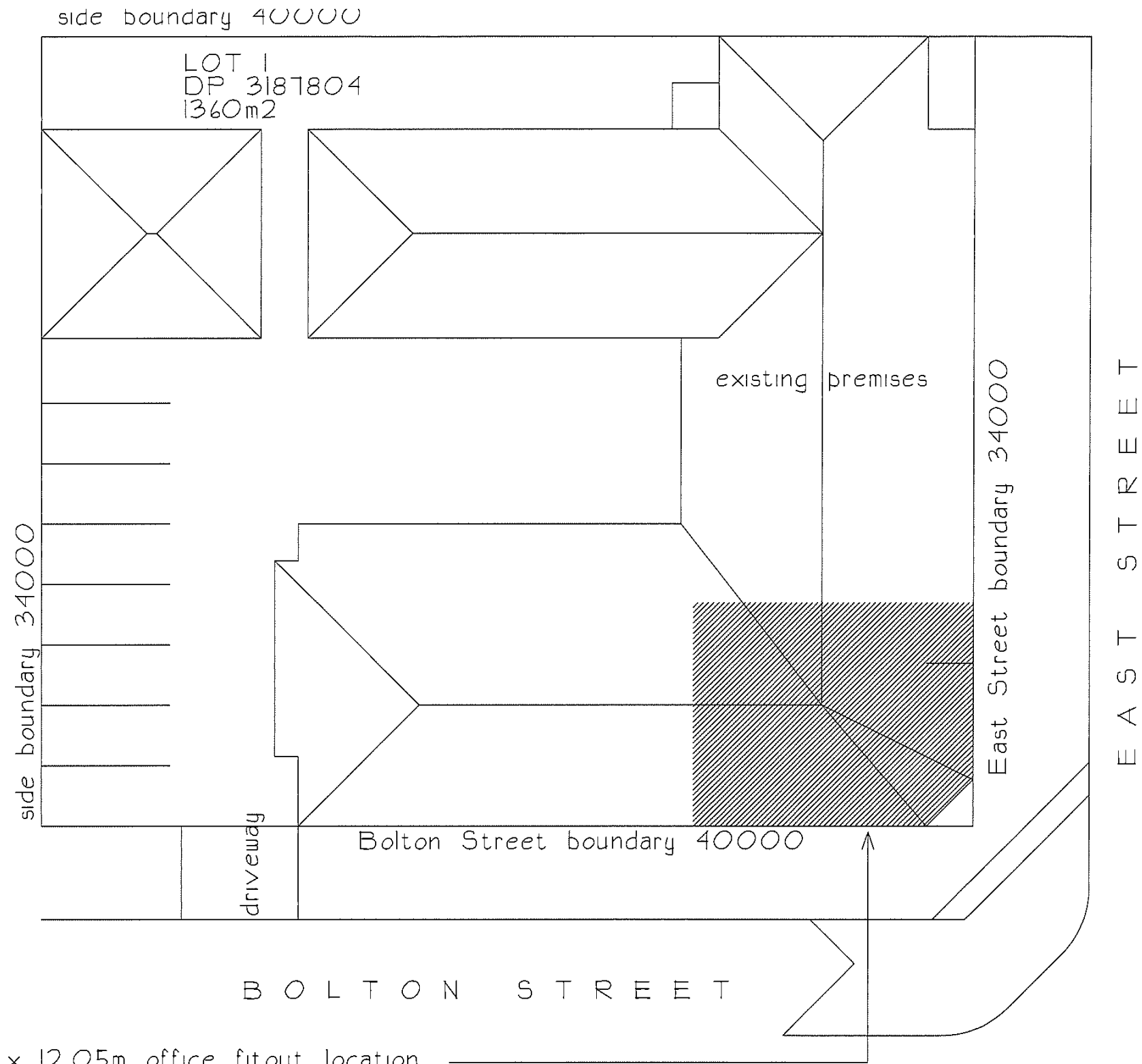
16.	<p>Suitable Hoarding</p> <p>A suitable hoarding or fence is to be erected between the building or site of the proposed building and any public place to prevent any materials from or in connection with the work, falling onto the public place.</p> <p>If it is intended or proposed to erect the hoarding or fence on the road reserve or public place, a separate application made under the Roads Act 1993 will need to be lodged with Council together with the associated fee.</p> <p>REASON: <i>To ensure the protection of the surrounding public from all building related materials.</i></p>	
DEMOLITIONS		
17.	<p>Demolition</p> <p>Any demolition must be carried out in accordance with AS 2601—2001, The demolition of Structures.</p>	
18.	<p>Waste Management</p> <p>a. A waste management plan for the demolition must be prepared before work commences on site.</p> <p>b. The waste management plan must:</p> <ul style="list-style-type: none"> i. identify all waste (including excavation, demolition and construction waste material) that will be generated by the work on the site, and ii. if waste material is to be reused or recycled on-site—specify how the waste material will be reused or recycled on-site, and iii. if waste material is to be disposed of or recycled off-site—specify the contractor who will be transporting the material and the waste facility or recycling outlet to which the material will be taken. 	
19.	<p>Hours of Operation - Demolition</p> <p>Building work involving the use of electric or pneumatic tools or other noisy operations shall be carried out only between 7:00am and 6:00pm Monday to Friday, with no work to be undertaken on weekends and public holidays. Variation to these times may be permitted on submission of a written request to Council indicating the date/s and time/s of the proposed variation/s.</p> <p>NOTE: The Protection of the Environment Operations Act 1997 and the Protection of the Environment Operations (Noise Control) Regulation 2008 contain provisions relating to noise.</p> <p>REASON: <i>To protect the amenity of the area.</i></p>	
DURING WORKS		
20.	<p>Building Inspections</p> <p>The following Critical Stage Inspections are required to be carried out by the Principal Certifying Authority to enable the issue of an Occupation Certificate:</p> <ul style="list-style-type: none"> a. After excavation for, and prior to the placement of, any footings (if applicable). b. Prior to pouring any in-situ reinforced concrete building element (if applicable). c. Prior to covering of the framework for any floor, wall, roof or other building element. d. During the placement of any Fire Rated wall sheeting, prior to painting (if applicable) e. Prior to covering waterproofing in any wet areas. f. After the building work has been completed and prior to any occupation certificate being issued in relation to the building work. 	

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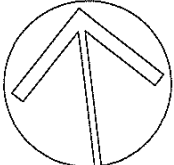
	<p>NOTE: If Council is nominated as the Principal Certifying Authority, at least forty-eight (48) hours' prior notice for all of the above inspections (where applicable) shall be given by contacting Narrandera Shire Council by telephone 02 6959 5510.</p> <p>NOTE: An Occupation Certificate in relation to the building will not be issued unless all of the above stages have been inspected.</p> <p>REASON: Section 6.5 of the Environmental Planning & Assessment Act 1979 requires that critical stage inspections are carried out prior to the issue of an Occupation Certificate.</p>	
21.	<p>Hours of Operation - Construction</p> <p>Building work involving the use of electric or pneumatic tools or other noisy operations shall be carried out only between 7:00am and 6:00pm Monday to Friday, with no work to be undertaken on weekends and public holidays. Variation to these times may be permitted on submission of a written request to Council indicating the date/s and time/s of the proposed variation/s.</p> <p>REASON: To protect the amenity of the area.</p>	
22.	<p>Rubbish and Debris</p> <p>All building rubbish and debris, including that which can be wind-blown, shall be contained on site at all times prior to disposal at Council's Waste Management Centre.</p> <p>NOTE: No building rubbish or debris shall be placed or be permitted to be placed on any adjoining public reserve, footway or road.</p> <p>REASON: To ensure that the building site and adjoining public places are maintained in a clean and tidy condition so as not to interfere with the amenity of the area. Section 4.15 of the Environmental Planning and Assessment Act 1979, as amended.</p>	
23.	<p>Termite Protection</p> <p>The building shall be protected from termite attack in accordance with the requirements of AS3660.1.</p> <p>REASON: To provide a level of protection against termite infestation and to comply with the requirements of the Australian Standard AS3660.1.</p>	
24.	<p>Works in the Road Reserve</p> <p>An approval from Council to carry out work, construct/alter vehicle crossovers and the installation of kerb and gutter and concrete footpath or any other structures within the road reserve for this development is required prior to issue of any Construction Certificate. This application shall be accompanied by engineering design plans, reports, calculations and any other relevant documents. All design for and works undertaken in Council's road reserve are to be at the cost of the developer.</p> <p>REASON: to ensure that the required consent is obtained prior to undertaking work on a public road reserve. Roads Act 1993 Section 138.</p>	
PRIOR TO THE ISSUE OF AN OCCUPATION CERTIFICATE		
25.	<p>Fire Safety - Certificate</p> <p>Prior to occupation of the building, a Fire Safety Certificate issued by an appropriately qualified person shall be obtained for all the Essential Fire Safety Measures forming part of this consent. A copy of the Fire Safety Certificate shall be submitted to the Commissioner of NSW Fire Brigade and Council and prominently displayed in the building.</p> <p>REASON: To ensure compliance with Regulations 149 and 171 of the Environmental Planning and Assessment Regulation 2000.</p>	

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26.	<p>Occupation Certificate Application</p> <p>Once all conditions have been met, application for an Occupation Certificate shall be submitted to and approved by the Principal Certifying Authority prior to occupation of the building.</p> <p><i>REASON: Compliance with section 6.9 of the Environmental Planning & Assessment Act 1979, as amended.</i></p>	
27.	<p>Occupation</p> <p>The use or occupation of the subject premises shall not commence until the Principal Certifying Authority has issued an Occupation Certificate.</p> <p><i>REASON: Statutory requirement to ensure the building is fit for occupation.</i></p>	
ONGOING		
28.	<p>Hours of Operation</p> <p>The approved hours of operation for this development are:</p> <ul style="list-style-type: none"> a. Monday - Friday 7:00am - 7:00pm b. Saturday 8:00am - 5:00pm <p><i>REASON: To protect the amenity of the area.</i></p>	
29.	<p>Annual Fire Safety Statement</p> <ul style="list-style-type: none"> a. Within twelve (12) months following the completion of the building and every year thereafter, the owner of the building shall ensure the Essential Fire Safety Measures are inspected and an Annual Fire Safety Statement(s) issued. b. Copies of the subject Annual Fire Safety Statements must also be forwarded by the owner to Council and the Commissioner of the Fire and Rescue NSW and displayed within the subject building in a prominent position. <p>NOTE: Fire and Rescue NSW has requested that only electronic copies of the statement be forwarded, with their dedicated email address for such Statements being: afss@fire.nsw.gov.au</p> <p><i>REASON: To ensure compliance with Regulations 149 and 171 of the Environmental Planning and Assessment Regulation 2000.</i></p>	
ADVISORY AND ANCILLARY MATTERS		
30.	<p>Compliance</p> <p>It is the responsibility of the applicant to check, understand and seek assistance where needed so as to ensure full compliance with the conditions of this Development Consent. Please contact the Narrandera Shire Council on 02 6959 5510 if there is any difficulty in understanding or complying with any of the above conditions.</p>	
31.	<p>Process for Modification</p> <p>The plans and/or conditions of the consent are binding and may only be modified upon written request to Council under section 4.55 of the <i>Environmental Planning and Assessment Act, 1979</i> (as amended).</p> <ul style="list-style-type: none"> a. The request shall be accompanied by the appropriate fee and application form. b. Action, works, contractual negotiations or the like shall not commence on the requested modification unless and until the written authorisation of Council is received by way of an amended consent. 	

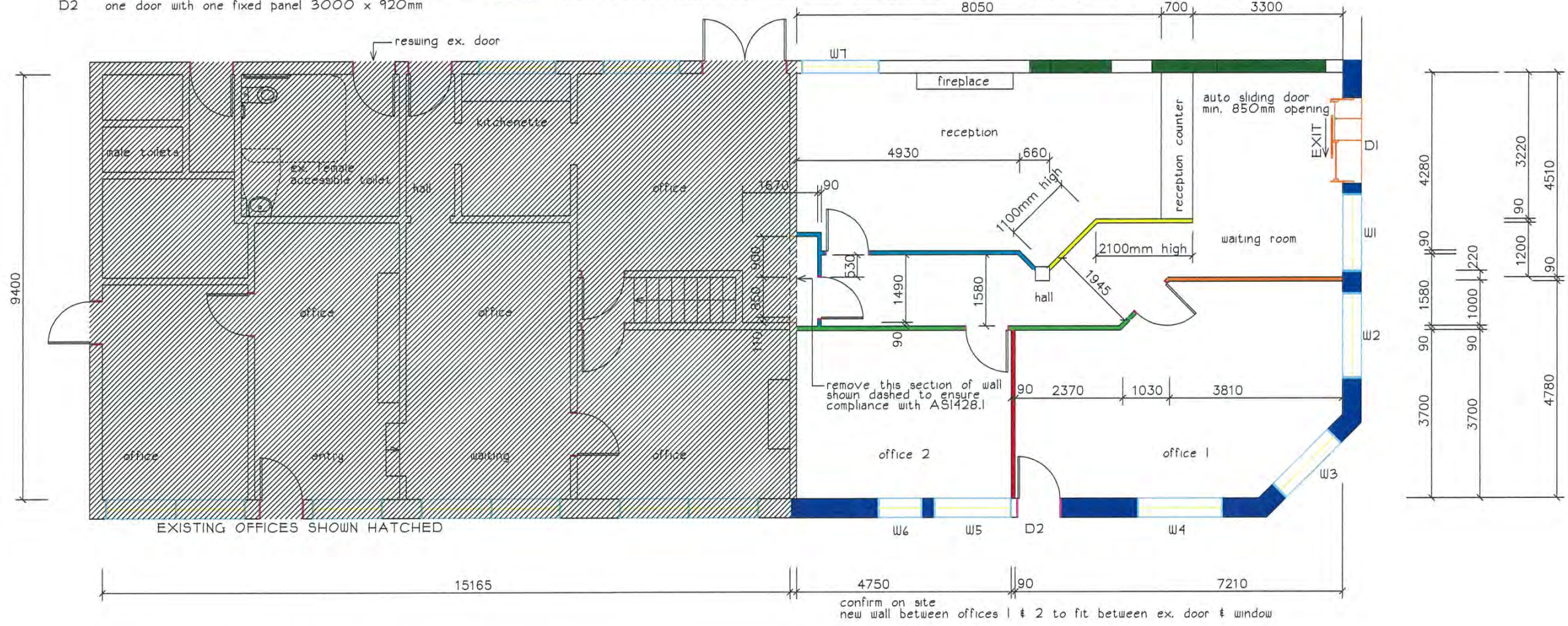


Proposed new 9.4 x 12.05m office fitout location.
Refer to details

<p>ALL DIMENSIONS AND NOTES ARE TO BE CONFIRMED BY BUILDER AND/OR OWNER BEFORE COMMENCING WORKS. DO NOT SCALE FROM DRAWINGS. USE FIGURED DIMENSIONS ONLY. ALL CONSTRUCTION WORK IS TO BE IN ACCORDANCE WITH THE BUILDING CODE OF AUSTRALIA AND ALL RELEVANT CODES AND GOVERNING BODIES. TIMBER FRAMING IS TO BE COMPLETED IN ACCORDANCE WITH THE NATIONAL LIGHT TIMBER FRAMING CODE SAA 1684. CONCRETE SLABS AND FOOTINGS ARE TO BE IN ACCORDANCE WITH SAA 2870.1. ANY DISCREPANCIES FOUND IN THESE DRAWINGS MUST BE REPORTED TO SHERENE BLUMER BEFORE WORKS BEGIN. ALL NATURAL GROUND LINES, SITE CUTS, INDICATED LEVELS, DRIVEWAYS, LIGHTPOLES AND ALL OTHER GRAPHICALLY REPRESENTED SYMBOLS ARE INDICATIVE ONLY AND MUST BE VERIFIED ON SITE BY THE BUILDER AND PROFESSION APPLICABLE BEFORE WORKS BEGIN. COPYRIGHT SHERENE BLUMER B. Sc (ARCH) B ARCH 2022</p>	NO.	AMENDMENT	DATE	PROJECT	DESIGN & DOCUMENTATION BY				
				PROPOSED NEW OFFICE FITOUT	SHERENE BLUMER				
	LEGEND				LOCATION	12 WHITTON STREET GRIFFITH NSW 2680			
					100 EAST STREET NARRANDERRA NSW 2700	PH: 02 69644465			
				CLIENT	MOBILE: 0438 295862				
				MURRAY HALL	E-MAIL: sherene@blumer.net.au				
				DRAWING	SCALE	DATE	DRAWN	NUMBER	
				PROPOSED SITE PLAN	1:200@A3	12 MAY 2022	SB	01	

- WINDOW & EXTERNAL DOOR SCHEDULE**
 Note: All windows & doors to be double glazed
- W1 two fixed panel 1660 x 1475mm
 - W2 two fixed panel 3000 x 1830mm
 - W3 two fixed panel 1660 x 1475mm
 - W4 two fixed panel 3000 x 1830mm
 - W5 two fixed panel 1660 x 1475mm
 - W6 two fixed panel 3000 x 920mm
 - W7 one window 1600 x 1400mm
 - D1 940mm auto door with two fixed panels 3000 x 1830mm
 - D2 one door with one fixed panel 3000 x 920mm

- WALL INDEX**
- 2 layers of CSR sound check on each side of wall frame to 3300mm high
 - 1 layer of CSR sound check on each side of wall frame to 3600mm high with glazed panel
 - 2 layers of CSR sound check on each side of wall frame to 3600mm high with a glazed panel
 - 1 layer of CSR sound check on each side of wall frame to 3300mm high
 - standard Gyprock plasterboard
 - Gyprock over tiles on wall to 2100mm high. All walls to have soundproof acoustic insulation batts
 - Close in existing opening with timber stud frame walls and clad with firechek gyprock to achieve 90/90/90



EXISTING OFFICE FLOOR AREA = 142.25m²

PROPOSED ADDITIONAL OFFICE FLOOR AREA = 111.3m²

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				DRAWING	SCALE	DATE	DRAWN	NUMBER	
				PROPOSED FLOOR PLAN	1:100@A3	12 MAY 2022	SB	02	

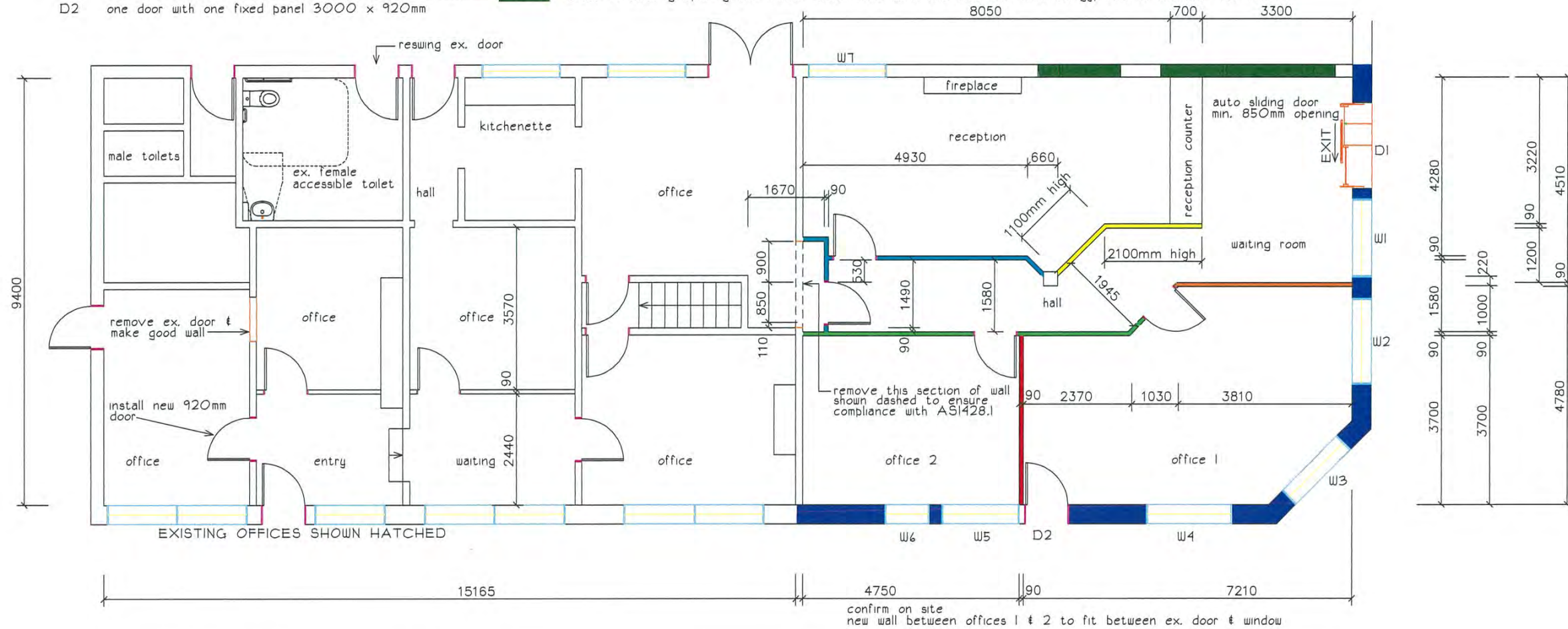
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WALL INDEX

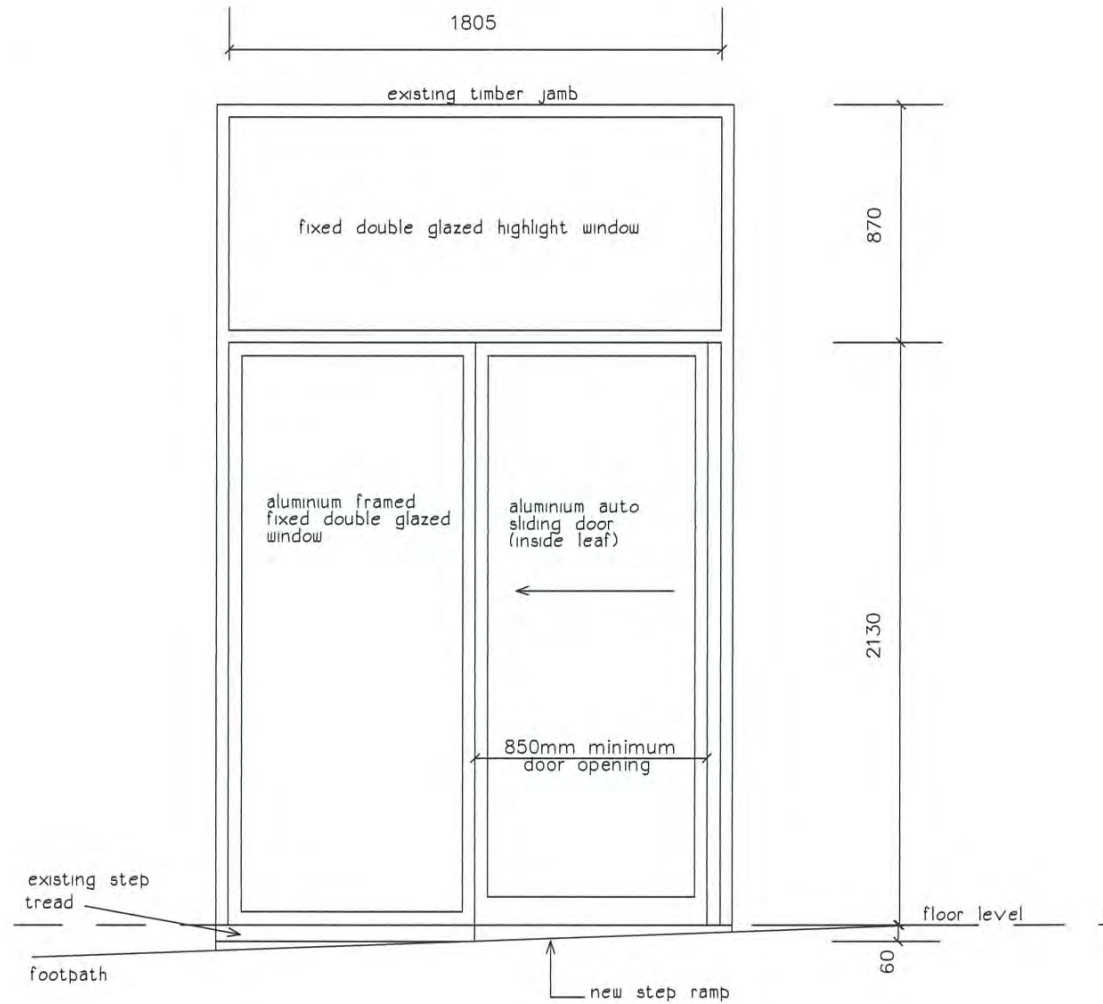
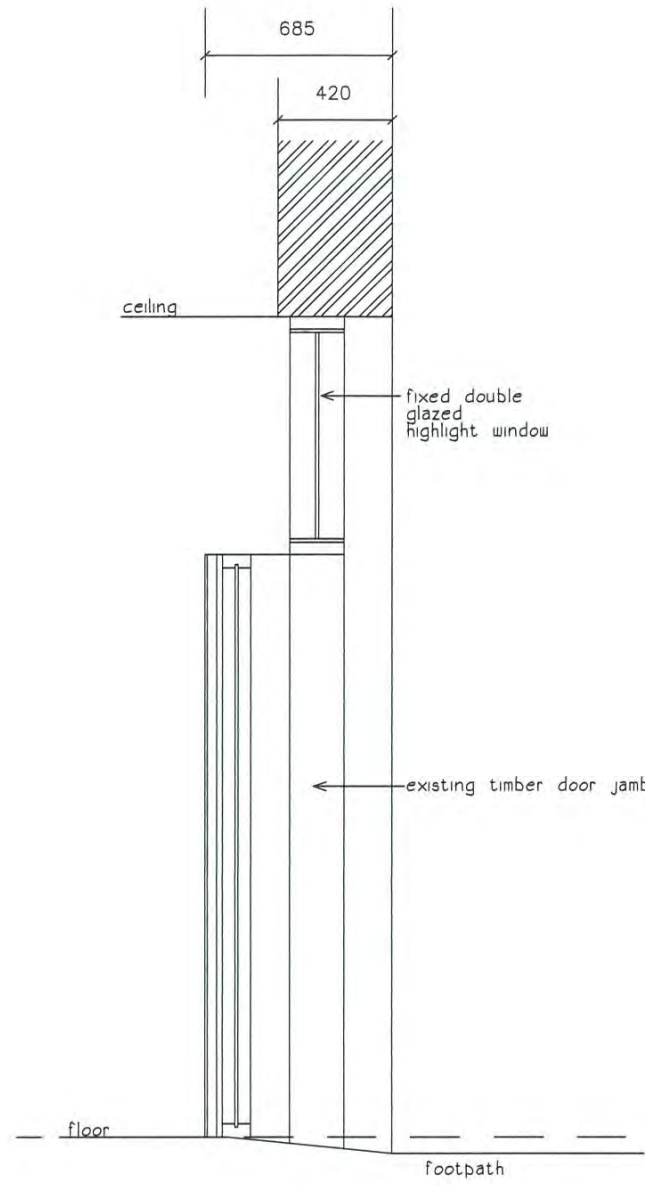
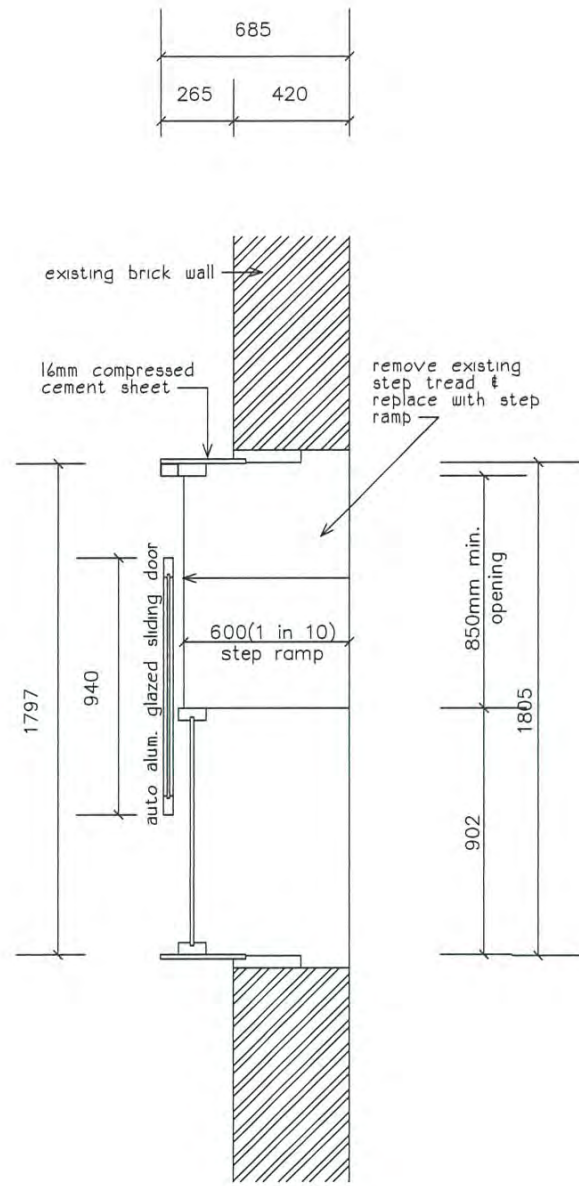
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				MURRAY HALL	MOBILE: 0438 295862				
				DRAWING	E-MAIL: sherene@blumer.net.au				
				PROPOSED FLOOR PLAN WITH AMENDED FLOOR PLAN	SCALE	DATE	DRAWN	NUMBER	
					1:100@A3	12 MAY 2022	SB	02A	



DI PLAN

DI SECTION

EAST STREET DOOR & WINDOW ELEVATION (DI)

<p>ALL DIMENSIONS AND NOTES ARE TO BE CONFIRMED BY BUILDER AND/OR OWNER BEFORE COMMENCING WORKS. DO NOT SCALE FROM DRAWINGS. USE FIGURED DIMENSIONS ONLY. ALL CONSTRUCTION WORK IS TO BE IN ACCORDANCE WITH THE BUILDING CODE OF AUSTRALIA AND ALL RELEVANT CODES AND GOVERNING BODIES. TIMBER FRAMING IS TO BE COMPLETED IN ACCORDANCE WITH THE NATIONAL LIGHT TIMBER FRAMING CODE SAA 1684. CONCRETE SLABS AND FOOTINGS ARE TO BE IN ACCORDANCE WITH SAA 2870.1. ANY DISCREPANCIES FOUND IN THESE DRAWINGS MUST BE REPORTED TO SHERENE BLUMER BEFORE WORKS BEGIN. ALL NATURAL GROUND LINES, SITE CUTS, INDICATED LEVELS, DRIVEWAYS, LIGHTPOLES AND ALL OTHER GRAPHICALLY REPRESENTED SYMBOLS ARE INDICATIVE ONLY AND MUST BE VERIFIED ON SITE BY THE BUILDER AND PROFESSION APPLICABLE BEFORE WORKS BEGIN.</p> <p>COPYRIGHT SHERENE BLUMER B. Sc (ARCH) B ARCH 2022</p>	NO.	AMENDMENT	DATE	PROJECT	DESIGN & DOCUMENTATION BY				
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				CLIENT	MOBILE: 0438 295862				
				MURRAY HALL	E-MAIL: sherene@blumer.net.au				
				DRAWING	SCALE	DATE	DRAWN	NUMBER	
				PROPOSED ENTRY DOOR DETAILS	1:25@A3	12 MAY 2022	SB	03	

CSKY Services Pty Ltd

ACN: 641370498

Statement of Environmental Effects



**Alterations and additions to a commercial premises
100-106 East Street
Narrandera NSW 2700**

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1. INTRODUCTION

2

This statement of environmental effects has been prepared to support a development application for alterations and additions to a business premises at 101-106 East Street Narrandera NSW. The proposal has been designed to achieve the relevant provisions of Section 4.15 of the Environmental Planning and Assessment Act 1979 and the Narrandera Local Environment Plan 2013.

The statement has been prepared based on drawings prepared by Sherene Blumer and is submitted for and on behalf of Halls Accounting.



Street view Image of 100-106 East Street Narrandera (Source: Google Maps)

2. SITE DESCRIPTION AND ANALYSIS

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2.1 Location and property description

The development site is Lot 1 Deposited Plan 187804 known as 100-106 East Street Narrandera New South Wales. The site is located in the Narrandera business area and is zoned RU5 Village in the Narrandera Local Environmental Plan 2013.



Site location (Source: LPI Six Maps)

2.2 Site characteristics

The site has a fall of 500mm from north to south, is rectangular in shape and 1360m² in area. The site contains and is dominated by a commercial building with a car parking spaces on the rear western boundary. The site is on the corner of East Street which provides pedestrian access and Bolton Street which has pedestrian and vehicle access to the carparking.

2. SITE DESCRIPTION AND ANALYSIS

4

2.3 Surrounding development

The development immediately surrounding the site is characterized by commercial premises.



Development surrounding 100-106 East Street Narrandera (Source: LPI Six Maps)

3. DETAILS OF PROPOSAL

5

3.1 Proposed works and ongoing use

The development is the proposed following alterations and additions to the existing offices in the rear south western corner and construction of new offices in the vacant south eastern corner of the building at 100-106 East Street Narrandera.

- The existing offices have an internal floor area of 9.38m x 15.165m. Portions of the external northern wall and the length of the southern wall will be gyprock clad over the existing render and around new double glazing. An existing door on the northern wall will be re-swung internally and an existing door will be infilled.
- The vacant front south eastern corner of the building has an internal floor area of 9.38m x 12.05m and will be reconfigured to;
 - Install a 1.83m wide automatic sliding door with disabled access on the front eastern wall replacing the existing step into a swinging door.
 - Infill the northern wall to divide the adjoining New Criterion hotel.
 - Gyprock over the existing external southern and eastern walls and install new double glazing in the windows.
 - Remove a central portion of the dividing wall between the existing and vacant space creating a hallway into the new space.
 - Create a reception/waiting room on the northern side of the new area behind the new front sliding door and leading into the new hallway.
 - Construct two offices on the southern side of the hallway.

Once constructed the existing and new offices will be used by Halls Accounting to continue an expanded office premises.

3.2 Services

Sewage

The development will not require any new connections to the existing sewage system.

Electricity, water and communications

Services supply the site and new internal connections can be established during construction works.

4. MATTERS FOR CONSIDERATION

6

The following provides an assessment of the proposal against the provisions of Clause 4.15 of the Environmental Planning and Assessment Act 1979 (as amended).

4.1 State Environmental Planning Policies (SEPP's)

SEPP	Title	Compliance	Comment
SEPP	(Biodiversity and Conservation) 2021	Not applicable	
SEPP	Building Sustainability Index: (BASIX) 2004	Not applicable	
SEPP	(Exempt and Complying Development Codes) 2018	Not applicable	
SEPP	(Housing) 2021	Not applicable	
SEPP	(Industry and Employment) 2021	Not applicable	
SEPP 65	Design Quality of Residential Apartment Development	Not applicable	
SEPP	(Planning Systems) 2021	Not applicable	
SEPP	(Precincts-Central River) 2021	Not applicable	
SEPP	(Precincts-Eastern Harbour City) 2021	Not applicable	
SEPP	(Precincts-Regional) 2021	Not applicable	
SEPP	(Precincts-Western Parkland) 2021	Not applicable	
SEPP	(Primary Production) 2021	Not applicable	
SEPP	(Resilience and Hazards) 2021	Not applicable	Not a change of use.
SEPP	(Resources and Energy) 2021	Not applicable	
SEPP	(Transport and Infrastructure) 2021	Not applicable	

The vacant area was previously occupied by the New Criterion hotel whose use of the site was as a retail premises. The proposed use is as an office premises and both uses are defined as a 'commercial premises' under the LEP.

4. MATTERS FOR CONSIDERATION

7

4.2 Local Environmental Plan

Narrandera Local Environmental Plan 2013

The subject site is zoned RU5 Village under the provisions of the Narrandera Local Environmental Plan 2013. Office premises are not prohibited development at the site and the site is not identified as a heritage item in Schedule 5 of the LEP.

4.3 Development control plans (DCP's)

Table A – Compliance with the Narrandera DCP 2013

Criteria	Compliance	Comment
Part A & B Chapter 1, 2, 3 & 4	Noted	
Part C Chapter 5	Not applicable	
Part D Chapter 6	Applies	No change of use and 3 carparking spaces per 100m ² continues to be met
Chapter 7	Not applicable	
Chapter 8	Not applicable	
Chapter 9	Applies	Section 9.2 key action met, filling vacancies.
Part E Chapter 10	Not applicable	
Part F Chapter 11	Not applicable	
Chapter 12	Not applicable	
Part G Chapter 13	Not applicable	
Part H Chapter 14	Not applicable	
Chapter 15	Not applicable.	Not listed as a heritage item.

5. OTHER CONSIDERATIONS

8

5.1 Air quality

The proposed development has minor potential to generate dust during the construction stage only and no mitigation measures are proposed.

5.2 Noise impacts

The construction works will generate noise impacts from vehicle movements and the use of power tools. The works will be limited to day time hours only. The ongoing use is not noise generating.

5.3 Waste

Waste generated from the development construction will be removed by contractors to facilities which can lawfully receive the waste. General waste collection is existing.

5.4 Water quality & stormwater

The proposed development will not impact on water quality and stormwater collection movement to existing stormwater infrastructure is unchanged.

5.5 Traffic

There will be a minor increase in vehicle movements during construction works. The proposed ongoing use of the development is not significantly traffic generating.

5.6 Visual impacts

The development's visual impact is consistent with the business area locality.

5.7 Business – hours, access, employees, parking & signage

The development does not change the operating hours and improves existing access to the site. The existing employee numbers will be unchanged (3 full time & 2 part time) with the new offices to improve existing arrangements and there will be additional storage in the new reception room. Existing staff will utilize the existing amenities, there is no additional parking required with no change of use to the site and no external signage is proposed.

6. CONCLUSION

9

The proposed development meets the requirements of all the matters for consideration at Section 4.15 of the Environmental Planning and Assessment Act 1979 including the obligations of all the relevant environmental planning instruments that apply to the land. The proposed office premises expansion is not prohibited development at the location and we seek approval from Narrandera Shire Council as the consent authority for the proposed development.

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DA 055-2021-2022 Summary of submission comments	
1	There are plenty of other vacant buildings more appropriate to turn into office spaces... do not turn an icon of a building with so much potential into offices. Keep the heritage of Narrandera alive.
2	<p>No objections</p> <p>Writing in support of the change of use for the New Criterion as i saw someone thinking of starting a petition in opposition due to history. I dont think that the progress of this town should be hampered by people wanting nostalgia for a building that'll remain empty as it has for years if it were to remain a pub.</p> <p>That and i dont own the building so if the owner wishes to change its use they should be able to regardless of anyones opinion.</p>
3	This building need to be saved and the New Criterion Hotel needs to be back, bigger and better that ever before
4	When you continually allow white privileged power money and social ineptitude to make rescuing and buy prime real rattle for their own betterment instead of social change and community orientation you allow the annihilation of an entire generation!!
5	<p>It is my opinion that the Criterion Hotel is a well placed historical building, prime for use by the community of Narrandera for a variety of socially beneficial purposes. This historical space could potentially be utilised and managed in a manner not dissimilar to Leetons historical Roxy Theatre. By allowing the space to be redeveloped into professional rooms and office spaces, council would be ensuring the building would continue to appear unused, resulting in the centre of our town appearing lacklustre and unwelcoming to newcomers.</p> <p>When surrounding towns are currently working to improve their cbd in ways that welcomes tourists and newcomers, Narrandera moving away from our heritage is a sorry state of affairs.</p> <p>It is my hope that the town comes together to find a solution that restores our heritage spaces for community use, and finds better spaces to use as offices than this.</p>
6	Any Alterations to this building will destoy more of Narrandera heritage and history, plus the main street of Narrandera should be reserved for hospitality and retail inline with tourism.
7	Petition to save the criterion

Development Proposal 100-106 East Street: Submission #23



The View page displays a submission's general information and data.

▼ SUBMISSION INFORMATION

Submission Number: 23
 Submission ID: 78
 Submission UUID:
 Submission URI: </development-proposal-100-106-east-street>

Created: Tue, 06/21/2022 - 11:54
 Completed: Tue, 06/21/2022 - 11:54
 Changed: Tue, 06/21/2022 - 11:54

Remote IP address: 172.16.1.5
 Submitted by: [Anonymous](#)
 Language: English

Is draft: No
 Webform: [Public Exhibition](#)
 Submitted to: [Development Proposal 100-106 East Street](#)

[Delete submission](#)

Your Name

Your Email

Subject

Cri

Message

There are plenty of other vacant buildings more appropriate to turn into office spaces... do not turn an icon of a building with so much potential into offices. Keep the heritage of Narrandera alive.

Attachments

{Empty}

Development Proposal 100-106 East Street: Submission #22

②

The View page displays a submission's general information and data.

▼ SUBMISSION INFORMATION

Submission Number: 22
 Submission ID: 73
 Submission UUID:
 Submission URI: </development-proposal-100-106-east-street>

Created: Thu, 06/16/2022 - 11:34
 Completed: Thu, 06/16/2022 - 11:34
 Changed: Thu, 06/16/2022 - 11:34

Remote IP address: 172.16.1.5
 Submitted by: [Anonymous](#)
 Language: English

Is draft: No
 Webform: [Public Exhibition](#)
 Submitted to: [Development Proposal 100-106 East Street](#)

[Delete submission](#)

Your Name

Your Email

Subject

New Criterion change of use to office space

Message

No objections

Writing in support of the change of use for the New Criterion as i saw someone thinking of starting a petition in opposition due to history. I dont think that the progress of this town should be hampered by people wanting nostalgia for a building that'll remain empty as it has for years if it were to remain a pub.

That and i dont own the building so if the owner wishes to change its use they should be able to regardless of anyones opinion.

Attachments

{Empty}

Development Proposal 100-106 East Street: Submission #20

3

The View page displays a submission's general information and data.

▶ SUBMISSION INFORMATION

Your Name

Your Email

Subject

Petition to save the iconic New Criterion Hotel

Message

This building need to be saved and the New Criterion Hotel needs to be back, bigger and better that ever before

Attachments

{Empty}

From: councilwebenquiries@narrandera.nsw.gov.au on behalf of
<councilwebenquiries@narrandera.nsw.gov.au>
Sent: Tuesday, 14 June 2022 10:03 PM
To: Council Web Enquiries
Subject: Mrs criterion hotel

4

When you continually allow white privileged power money and social ineptitude to make rescuing and buy prime real rattle for their own betterment instead of social change and community orientation you allow the annihilation of an entire generation!!

From: councilwebenquiries@narrandera.nsw.gov.au on behalf of
<councilwebenquiries@narrandera.nsw.gov.au>
Sent: Tuesday, 14 June 2022 8:06 PM
To: Council Web Enquiries
Subject: Criterion Hotel DA

(5)

Please redact any personal details, including but not limited to name and contact details.
Attn George Cowen, General Manager Narrandera Shir Council.

It is my opinion that the Criterion Hotel is a well placed historical building, prime for use by the community of Narrandera for a variety of socially beneficial purposes. This historical space could potentially be utilised and managed in a manner not dissimilar to Leetons historical Roxy Theatre. By allowing the space to be redeveloped into professional rooms and office spaces, council would be ensuring the building would continue to appear unused, resulting in the centre of our town appearing lacklustre and unwelcoming to newcomers.

When surrounding towns are currently working to improve their cbd in ways that welcomes tourists and newcomers, Narrandera moving away from our heritage is a sorry state of affairs.

It is my hope that the town comes together to find a solution that restores our heritage spaces for community use, and finds better spaces to use as offices than this.

From: councilwebenquiries@narrandera.nsw.gov.au on behalf of
<councilwebenquiries@narrandera.nsw.gov.au>
Sent: Tuesday, 14 June 2022 5:02 PM
To: Council Web Enquiries
Subject: New Critirion

(6)

Any Alterations to this building will destoy more of Narrandera heritage and history, plus the main street of Narrandera should be reserved for hospitality and retail inline with tourism.

From: councilwebenquiries@narrandera.nsw.gov.au on behalf of
<councilwebenquiries@narrandera.nsw.gov.au>
Sent: Tuesday, 14 June 2022 11:26 PM
To: Council Web Enquiries
Subject: Criterion

7

Petition to save the criterion

Ageing and Aged Care



Australian Government
Department of Health

Support at Home Program Overview

January 2022

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Purpose of this Paper

This Paper provides an overview of the proposed design for the new Support at Home Program. Support at Home will start in July 2023 and replace the

1. Commonwealth Home Support Programme (CHSP)
2. Home Care Packages (HCP) Program
3. Short Term Restorative Care (STRC) Programme.¹

This is in line with the Royal Commission in Aged Care Quality and Safety's (the Royal Commission's) recommendation 35, to implement a new aged care program, and recommendation 118, to introduce a new funding model for care at home.

While the Royal Commission included a number of detailed recommendations about aged care support in the home, it also recognised that considerable work needed to be undertaken before the implementation of a new aged care program.

Before settling the details of the administrative and funding arrangements for the care at home category, or finalising the scope of this category, the System Governor should complete its work on the optimal design for the integration of the Commonwealth Home Support Programme and Home Care Package Program. The most recent report of this work provides preliminary support for a model of scalable or 'proportionate' assessment, with classification and funding dependent on a triage or 'screening' process during assessment. Options then would include people being 'classified and funded using only service events', receiving a more complex assessment that would result in classification of the person to a particular level of funding entitlement.

This should include a study to ascertain the need characteristics, service usage patterns and resource requirements of people who access care at home. In light of this study, the System Governor should develop a classification system with distinct classes of need within categories based on clinically meaningful differences in service usage patterns and resource requirements. The study should address whether individualised budgets, casemix funding levels, or some other mechanism for funding, such as direct grants, are appropriate. It should identify whether different funding mechanisms should be used for certain service types or different needs classifications.

In conducting this work, the System Governor should consult with the aged care sector and older people who use the relevant services, and should conduct any trials it deems necessary.²

The department will consult on aspects of the Support at Home Program in early 2022.

Sign up to the [Ageing and Aged Care Engagement Hub](#) to be notified when these consultations are commencing.

Why are we moving to Support at Home?

In home aged care services support almost one million senior Australians. Research shows that senior Australians want to remain at home for as long as possible before entering a residential aged care facility.

¹ The new assessment system under Support at Home will better integrate residential respite into home care assessments and service plans. Residential respite funding will be delivered through the residential Australian National Aged Care Classification framework (AN-ACC).

² Royal Commission into Aged Care Quality and Safety Volume 3A page 174.

Improved supports in the home would prevent senior Australians from having to enter residential aged care prematurely and against their wishes. If done well, it may mean people don't need to enter residential aged care at all. Older Australians would be supported to manage the risks associated with staying at home, while the assessment process would ensure that anyone who needs to relocate to residential aged care is able to do so.

In home aged care currently consists of several programs which have different approaches to assessment, eligibility, service providers, funding and fees. The system can lead to inequitable outcomes for senior Australians, as people with the same needs receive different supports, and not enough funding is spent on direct care. As a result, the system is complicated and can be confusing for senior Australians and their families.

The HCP Program has a history of long wait times, high overhead costs charged by some providers, and high levels of unspent funds. The CHSP has variable service availability by location.

In its response to the Royal Commission, the Australian Government announced a commitment to establish a new Support at Home Program in consultation with senior Australians and community stakeholders. The design of the program will be finalised following sector consultation and detailed model development. The program will address several of the Royal Commission's recommendations to improve the support for senior Australians to remain independent and in their own homes for longer.

How would the proposed Support at Home Program improve services?

The proposals for a new Support at Home Program would reform all aspects of the delivery of in-home aged care including assessment, reablement and restorative care, to individualised support plans, clarity on service inclusions, funding of providers, and regulation of the market.

Senior Australians would receive individualised service approvals, based on their assessed aged care needs and personal circumstances, rather than being placed in one of the four broad home care package levels.

Senior Australians would have access to a new program for goods, equipment, assistive technologies, and home modifications needed to live safely and independently, rather than needing to 'save up' package funds for these purchases.

A new funding model would support point-of-delivery payments for service providers, while reducing their reporting burden. This would enable greater transparency for senior Australians and reduce fees and administrative costs.

Support at Home assessments would focus on independence, providing senior Australians with guidance and support to delay functional decline.

Senior Australians would have greater choice between providers to deliver their care.

A risk-proportionate regulation model is being developed to support care businesses and care workers to participate in the delivery of safe and high-quality aged care services in a home environment.

Consistent assessment and better service recommendations

Aged care assessments are currently completed by the Regional Assessment Services (RAS) and the Aged Care Assessment Teams (ACATs) using the National Screening and Assessment Form (NSAF). A new assessment tool would be introduced in July 2023 under a single assessment system.

A new assessment tool

An **Integrated Assessment Tool** is being developed to better match services to a person's aged care support needs. The tool will assess eligibility for all aged care programs, including home care, residential care, transition care, multi-purpose services and respite. A suite of assessment instruments will be combined to cover several domains that identify a person's aged care needs. These include:

- General and personal health
- Functional decline
- Cognition and behaviour
- Psychological condition
- Community engagement and support
- Medical conditions
- Home and personal safety
- Carer support

Recognising that not all senior Australians need intensive assessments, the new tool will have four levels of assessment. Each level of assessment will build on the previous, using trigger points to guide assessors to the most appropriate assessment level for each person.

In addition to assessing a senior Australian's eligibility for the Support at Home Program the new tool would also identify the home care services that are most appropriate to meet their aged care needs using a new classification system.

The assessment process will identify if a senior Australian's needs would be best met in residential aged care and provide their funding approval as part of the assessment outcome.

The Integrated Assessment Tool has been developed through research in which 2,500 senior Australians were assessed using a prototype tool. This tool will be further refined through an iterative 'Living Lab' trial in 2022

Consistent assessment that aligns to client needs

In the proposed new program, people with low-level needs would be assigned one or two services at assessment.

Others would enter a new classification system, which is being developed to convert the results of the Integrated Assessment Tool into a service offer. Clients with similar characteristics identified at assessment will have access to different services within a class that aligns to their broad support needs. Assessors would then determine the tailored mix of services that the person requires within the range permitted for the class, taking account the client's needs, individual circumstances and personal preferences. This will be summarised in an Individualised Support Plan.

A data study of 2,500 existing aged care clients is being undertaken to develop the classes where:

- Services are based on the needs of the client (including their living circumstances) rather than the provider delivering the services.
- The cost of providing support to consumers within any one class is similar (within a range).
- The classes reflect characteristics that make sense to clients and their family/ carers, and people working in aged care.

Figure 1 describes what the classes might look like based on the results of the data study. For example, one class would include people with cognitive issues and significantly reduced physical function; another would cover people with no cognitive issues and moderately reduced physical function. The classes also take account of the complexity of the clients in terms of issues such as incontinence, health conditions, social connection and whether they have had recent falls.

This framework will continue to be modified during the Living Lab trial of the assessment tool and processes in 2022.

An example of the what the Framework may look like is shown in Figure 1.

Figure 1: An Example Classification Framework

Care needs	Complexity
Low needs (e.g. minor reduction in physical function)	One or two services
Restorative care	Time limited services focussing on allied health
Moderate reduction in physical function	Low complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone
	Medium complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, living alone
	High complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone
Significant reduction in physical function	Low complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone
	Medium complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone
	High complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone
Cognitive issues AND Significant reduction in physical function	Low complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone
	Medium complexity in terms of frailty, incontinence, health conditions, recent falls, swallowing, psychological issues, social connection, living alone

Care needs	Complexity
	High complexity in terms of frailty, incontinence, recent falls, swallowing, psychological issues, social connection, living alone

Individualised assessment outcomes

Following assessment, senior Australians would receive an Individualised Support Plan. The Plan would outline the service types the senior Australian is eligible for and the frequency and duration in which they should receive them. The senior Australian and the assessor would work together to adjust the service mix within the Individualised Support Plan, to ensure that it best reflects the client’s support needs, individual circumstances and personal preferences, within the bounds of the senior Australian’s assessed class.

An illustrative example of an Individualised Support Plan is shown in Figure 2.

Figure 2: Example of an Individualised Support Plan

	Service	Frequency
1. Independence at home	Domestic Assistance	- 1.5hrs pw
	Home Maintenance Meals	- 1.5hrs pf - 1 meal pf
2. Social Connections	Social Support	- 2hrs pw
	Transport	- 2 trips pm
3. Personal Care	Personal Care	- 1.5hrs pw
4. Allied Health & Specialised Support	Physiotherapy	- 1.2 hrs pm
5. Respite Care	Respite Care	- 1.5hrs pw
6. Equipment and Home modifications	Aids and Equipment	- \$300
7. Care management	Care Manager	- 1hr pm

A Service List for clarity and efficiency

The CHSP has an established Service Catalogue, which groups services into different types. In the HCP program, providers display prices for some common services, however there is no service list and senior Australians, and providers are instead guided by the Aged Care Act as to which services may be accessed. There is great discrepancy among providers as to the type of services offered.

The Support at Home Program would use a **Service List** to provide greater clarity to senior Australians and providers as to the services available in the new Program. Services included on the Service List would be available to senior Australians at a Commonwealth Government subsidised cost. Providers may choose to offer additional services to senior Australians; however, these would not receive Commonwealth Government funding and would be at the person's own cost.

Services on the Service List would be grouped into Service Categories. Categories would be composed of alike services, which would give people similar outcomes. To ensure that senior Australian's can have their support preferences reflected in their aged care services, people would be able to swap services they have been approved for and that are within the same service category. This will also enable providers to adjust a person's support plan if they have minor changes in their aged care needs.

Figure 3 is a draft of the proposed Service List. The department will be undertaking consultation on the Service List in early 2022, focussing on the Service Categories, the granularity of service types and reablement and restorative care services.

Subsidies set by service type

Under a fee-for-service funding model, a price schedule would be developed by Government, with support from the Independent Hospital and Aged Care Pricing Authority. The price schedule would determine the price of each service type in the Service List.

The set price would include the government subsidy which would reflect the cost of delivering the service, including administrative overheads. The Independent Hospital and Aged Care Pricing Authority would, over time, set prices to reflect the efficient cost of delivering the services.

Figure 3: Draft Service List for the Support at Home Program

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
1 Independence at Home	Domestic assistance	General house cleaning, Linen services, Shopping delivery	Supports the care recipient with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and healthy home environment.	✓	✓	✓	
	Home maintenance	Gardening Maintenance and repairs	Assists care recipients to maintain their home in a safe and habitable condition. Includes services such as repair of flooring, yard maintenance such as pruning and clearance, gutter cleaning.	✓	✓	✓	
	Meals	Meal delivery Meal preparation	Provides access to nutritional meals for care recipients. Also includes support to increase knowledge, skills, confidence and or safety.	✓	✓	✓	
	Digital monitoring, education, and support	Digital remote monitoring Digital education and support services	Education, assistance or advice to support consumers to use digital technologies effectively, or subscription- based monitoring of consumers using digital technologies.				NEW – proposed service type to enable remote monitoring
2 Social Connections	Social support	Visiting in person Accompanied shopping Accompanied attendance at appointments & social engagements Group social activities	Services that support a person’s need for social contact and or company and participation in community life.	✓	✓	✓	

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
	Transport	Direct Transport (driver and car provided) Indirect Transport (supported through supply of taxi vouchers)	Includes group and individual transport services to connect care recipients with their usual activities such as accessing the community or medical appointments.	✓	✓	✓	
3 Personal Care	Personal care	Assistance with self-care Assistance with client self-administration of medications	Assistance with activities of daily living and self care tasks to help maintain appropriate standards of hygiene and grooming. Includes support with eating, bathing, toileting, and dressing.	✓	✓	✓	
	Nursing	Nursing - high care Nursing - standard	Clinical care provided by a Registered Nurse, Enrolled Nurse or an Assistant in Nursing. Includes the assessment, treatment and monitoring of medically diagnosed clinical conditions. Includes wound care.	✓	✓	✓	
4 Health and Specialised Support	Allied health	Aboriginal and Torres Strait Islander Health Worker, Diversional Therapist, Exercise Physiologist, Dietitian, Occupational Therapist, Physiotherapist, Podiatrist, Social Worker, Speech Pathologist, Audiologist, Pharmacist, Psychologist, Assistants in Allied Health	To assist older people to regain or maintain physical, functional and cognitive abilities which support them to either maintain or recover a level of independence, allowing them to remain living in the community.	✓	✓	✓	

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
	Specialised supports	Continance advisory services Specialist behavioural intervention support Psychosocial recovery coaching Vision and hearing services Sign language and interpreting supports	Specialised or tailored services for a specific condition. Supports the care recipient to manage these conditions and maximise independence. Includes direct services and expert advice.	✓			NEW – All specialised supports now available to all eligible home care consumers
	Assistance with care and housing	Squalor and hoarding supports	Some existing CHSP housing supports to be provided by Care Finders.	✓			
5 Care Management	Care management	Care management	Coordination with multiple providers, connect to assistance outside of aged care and conduct check-ins. Clinical oversight - monitor care needs, coordinate with the health system and conduct check ins.		✓	✓	NEW – Quarantined funding for care management

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
6 Digital technologies, equipment, and home modifications	Digital technologies	Digital technology	Acquisition and installation of digitally-enabled technologies that use software for the purpose of supporting consumer independence, care, monitoring, functioning, risk management or social support.				NEW – digital technologies
	Goods, equipment and assistive technologies (non-digital)	Short term and ongoing support through supply of equipment and aids to assist with mobility, communication, reading and personal care.	Goods, equipment and assistive technologies to assist with mobility, communication, reading and personal care, and maintain independence.	✓	✓	✓	
	Home modifications		Where clinically justified or required for safety, alterations to the home to improve safety and accessibility and maintain independence for the care recipient.	✓	✓	✓	
7 Respite Care	Respite	In-home respite (day and overnight), community and centre based respite, host family respite, cottage based respite.	Provides supervision and assistance to the care recipient by a person other than the care recipient's usual informal carer.	✓	✓	✓	

Service category	Service types	Sub-categories	Description	Service available in			Potential new service types
				CHSP	HCP	STRC	
	Residential respite		Respite provided in a residential aged care setting.				

Care management

In the Support at Home Program, care management would be included as a service type. Care Management would be offered to senior Australians who have a more complex mix of services and need oversight and coordination of their care. Funding for care management would be restricted, so that people are not able to swap their care management for any other service type.

The department will undertake consultation with stakeholders in early 2022 to define:

- the roles and responsibilities of the care manager,
- providers' accountability for client care outcomes, including where a senior Australian opts to use multiple providers,
- sharing of client information between care managers and providers,
- how care managers engage with other actors in the aged care system, and
- how care managers are represented in the regulatory framework.

Expressions of interest in engaging in this process are welcome. Let us know by registering your interest on the [Engagement Hub](#).

Access to goods, equipment, assistive technologies and home modifications to support independence

Goods, equipment, and assistive technologies (GEAT) and home modifications are essential supports for many senior Australians living in the community. Simple supports, such as handrails, home monitoring devices, and shower chairs can minimise safety risks and help senior Australians to maintain independence without the need for expensive ongoing services. However, access to these supports is limited under the current in-home programs.

Recipients of the CHSP can currently access up to \$1000 for GEAT and up to \$10,000 for home modifications. Availability is limited by the low proportion of grant funding available for this purpose. Senior Australians receiving an HCP may access any GEAT or home modifications as required using package funds, but must first 'save' enough subsidy funding to make the purchase.

It is intended that the new assessment process would consider a person's need to access GEAT that would improve or maintain their independence. The need for minor home modifications would also be assessed.

The assessor would determine if the person has a need for low-level, mid-level, or high-level GEAT or home modifications that would maintain or retain their mobility, independence, and ability to remain living at home. Senior Australians would have access to the support they are assessed as needing for both GEAT and home modifications without needing to save funds.

The department will undertake co-design activities with stakeholders to continue developing and refining the approach to providing GEAT and home modifications in the Support at Home Program.

Further work is needed on how best to provide access to GEAT and home modifications, including higher cost items, under the Support at Home Program. Consultation will be undertaken in 2022. If you are interested in being involved in this consultation, please let us know by registering on the [Aged Care Engagement Hub](#).

Supporting senior Australians to self-manage their care

Under the current *Aged Care Act 1997*, recipients of a HCP must select one Approved Provider to take full responsibility for the delivery of care under their package. This can involve delivering the full suite of care in-house or managing a series of sub-contractors to deliver care.

The **new regulatory model** under the Support at Home Program would enable clients to self-manage their care, including by using multiple service providers if they choose to do so.

The Approved Provider model is under review, with alternative approaches with risk- proportionate regulation and market-entry requirements under development. The intent is to assure safe and quality care can be delivered with appropriate oversight, including by small businesses, without undue administrative burden.

Self-management under Support at Home would be enabled by a **new ICT payments** platform which would allow senior Australians and providers to view the person's entitlements and book and pay for services at the point of delivery.

Consistent funding arrangements

Home care providers are currently under different funding arrangements, depending what program they operate under. CHSP providers are currently paid in block grant arrangements, with agreed prices for services, target levels of activities and quarterly reporting which leads to adjustments if there is significant under-delivery. HCP providers receive subsidies based on the package levels of how many people are under their care each month, with payments made against services delivered.

Support at Home would bring all in home aged care providers under one funding model. Building on changes already introduced to the CHSP and the HCP Program, Support at Home providers would be paid on a fee-for-service basis. Payments would be made based on the agreed prices for the service list, once services specified in a person's support plan have been delivered.

A **Point of Delivery Payment Platform** is being developed to enable providers to receive payments in real time, from both government and senior Australians. The Platform would also assist in capturing information from providers about service delivery and their clients, automating reporting on service provision.

Support at Home would not allow providers and senior Australians to accrue unspent funds, with providers paid as services are delivered. For example, if a person goes on holiday and does not require their cleaning services, the provider would not receive payment for them, and the senior Australian would not accrue their entitlement.

The needs of senior Australians can change often and rapidly. Support at Home would need to enable providers to respond to changing needs in a timely fashion, without creating excessive reassessment requirements.

One option being considered is to allow each service provider to deliver minor additional services across their clients up to a capped amount per month. Providers would need to allocate the additional services between people as their needs change. Providers would receive the additional funding once they have delivered the services. Additional services would need to be consistent with the senior Australian's Support Plan, included on the Service List and paid based on the pricing schedule.

Senior Australians whose needs change significantly would have to be independently reassessed into a new class.

Support for providers operating in thin markets

The Support at Home Program intends to offer services and a choice of provider, where possible, to all senior Australians, regardless of their geographic location. To facilitate this, it is proposed that a grant program be run to offer financial support to providers operating in thin markets. This includes providers operating in regional, rural, and remote areas, as well as providers who deliver services to small cohorts of senior Australians who have unique aged care support needs that can't be met elsewhere.

The grants would provide supplementary funding to providers who can demonstrate that they have legitimate grounds for additional support to service a small cohort of people.

The department is currently developing guidelines for the grant program to help support providers with small cohorts to remain viable.

Better support for all senior Australians, including specific cohorts

Reablement and restorative care

The STRC program offers people eight weeks of restorative care. The program targets senior Australians who can restore skills or capabilities and is limited to people outside of the HCP program.

Support at Home will integrate the existing STRC program and offer short-term or reablement services to all senior Australians who would benefit from them. Short-term services would be available for up to 12 weeks to help people improve or maintain independence without the reliance on ongoing services. Following the 12-week period, people would be reassessed to determine whether they need ongoing services.

Dementia

The Support at Home Program will continue to have a focus on supporting senior Australians living with dementia and their carers.

The new assessment Tool includes a focus on dementia and psychosocial factors with the aim of better supporting both senior Australians who have a formal diagnosis, and people who may be exhibiting early signs consistent with dementia. Referrals to services such as memory clinics and GP diagnostic pathways would support more timely diagnosis and enable people with dementia and their carers to access early intervention supports. The Service List may offer specialised support services which includes dementia advisory services.

The Support at Home Program complements other reforms so that dementia-related needs are identified early, and access to post-diagnostic support is improved, in both the health and aged care systems.

Aboriginal and Torres Strait Islander peoples

The Australian Government is implementing a new national support service for senior Aboriginal and Torres Strait Islander people to access a range of services, including Support at Home. The new service will offer intensive face-to-face support for senior Indigenous Australians and their families to help them access care, make sure that care is delivered in an environment of cultural safety, and provide guidance to providers on cultural safety and working with Indigenous clients. The service will include end-to-end support to navigate and access aged care services, and assistance to connect with other community supports.

The department will shortly approach the market to seek interest from Aboriginal community-controlled organisations to deliver this service. Recognising different approaches will be needed in different locations, the department is looking to co-design the model with Aboriginal community-controlled organisations from across Australia. The new service is expected to commence early 2022 in a staged roll-out and offer employment to around 250 Indigenous Australians nationally.

The department is also working to establish an Indigenous single assessment system delivered by Indigenous specific organisations, to support Aboriginal and Torres Strait Islander elders to access the aged care services that they need. Recognising different approaches will be needed in different locations, the department is looking working with Aboriginal organisations from across Australia to co-design the model with Aboriginal community-controlled organisations from across Australia.

Carers

The Support at Home Program is supporting informal carers through the assessment process and improved integration between My Aged Care and the Carer Gateway.

The **Carer Gateway** will enable carers to book respite services in advance and provide assistance through counselling, coaching, peer support and skills training. There is also access to specialised dementia carer education through the Carer Gateway.

The new assessment tool would compile information about the carer and their identity. The outcomes of a senior Australian's assessment and their service recommendations will be reflective of the support provided by their informal carer.

Next steps

As mentioned throughout this update **the department will undertake consultation in 2022** to inform the design of the Support at Home Program. The department is seeking to engage with:

- senior Australians, their families, and informal carers
- aged care providers
- aged care and health professionals
- aged care assessors
- peak bodies
- the general public, and
- experts in target areas.

Consultation will include workshops, focus group sessions and bilateral discussions.

A draft consultation timeline has been developed by the Department as below:

		Consultation Area	Topics	Audience
Codesign	November 2021 – August 2022	Aged Care for Aboriginal and Torres Strait Islander Peoples	Assessment tools and assessment processes for Aboriginal and Torres Strait Islander Peoples	<ul style="list-style-type: none"> Indigenous organisations NAGATSIAC Aboriginal and Torres Strait Islander communities States/territories Broader public
	February – March 2022	Care Management	<ul style="list-style-type: none"> Definition of care management Responsibilities of care managers Self-management Regulating care management 	<ul style="list-style-type: none"> Consumers, carers Providers and peaks Aged care professionals Experts
	February – March 2022	Service List	<ul style="list-style-type: none"> Appropriate categorisation of service types Granularity of service types Reablement services 	<ul style="list-style-type: none"> Consumers, carers Providers and peaks Aged care professionals NDIS, DVA Assessors
	February – March 2022	Price List for Support at Home	Testing an initial draft price list	<ul style="list-style-type: none"> Consumers, carers Providers Peaks NDIS, DVA
	February – March 2022	Funding Model	<ul style="list-style-type: none"> Overview of model Testing ideas on flexibility for minor changes in needs Self management 	<ul style="list-style-type: none"> Consumers, carers Providers Peaks
	February – March 2022	Evaluation Framework for Support at Home	Led by Health Policy Analysis <ul style="list-style-type: none"> Measures of success for the Support at Home Program Methodology for monitoring and evaluation 	<ul style="list-style-type: none"> Consumers, carers Providers and peaks Aged care professionals Regulators NDIS, DVA

	Consultation Area	Topics	Audience
	March – April 2022	Point of Delivery Payment Platform	<ul style="list-style-type: none"> • Providers • Consumers, carers
	March – June 2022	Assessment Model Living Lab Trial testing the appropriateness and validity of <ul style="list-style-type: none"> – The assessment Tool – Assessment process – Assessment outcomes 	<ul style="list-style-type: none"> • Living Lab trial partners • Assessors • Providers • Consumers, carers
Codesign	May 2022	Goods, equipment, assistive technologies, and home modifications <ul style="list-style-type: none"> – Designing the new schemes for timely access to GEAT and home modifications 	<ul style="list-style-type: none"> • Providers • Aged care professionals • State and Territories • NDIS, DVA • Consumers, carers

To get updates on these consultations and the latest information on the aged care reforms:

- subscribe to Your Aged Care Update (previously called the Information for the Aged Care Sector newsletter) at health.gov.au/aged-care-newsletter-subscribe
- sign up to engage with us through the Engagement Hub at agedcareengagement.health.gov.au
- download resources at health.gov.au/aged-care-reforms.

If you have any questions regarding this update, please send us an email at careathome@health.gov.au. Additionally, if there is any feedback you would like to share before formal consultations in 2022, you can also send this to our email address.



Rates and Charges Financial Hardship Policy 202X

POL019



NARRANDERA SHIRE COUNCIL

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Policy No: POL019
Policy Title: Name Policy
Section Responsible: Finance
Minute No/Ref: XXXXXXX
Doc ID: 403794

1. INTENT

- To establish a decision-making framework for the assessment of financial hardship applications.
- To establish guidelines for the General Manager and staff when dealing with ratepayers suffering genuine financial hardship with the payment of their rates and charges.
- To fulfil the statutory requirements of the Local Government Act, 1993 with respect to the ability to grant provision and give special consideration to ratepayers subject to financial hardship.

2. SCOPE

This policy applies to eligible ratepayers within the Narrandera Shire Council Local Government area who are experiencing genuine financial difficulties in paying their rates and charges.

3. OBJECTIVE

To provide financial assistance to ratepayers who are experiencing genuine financial hardship with the payment of Council's rates and charges.

4. POLICY STATEMENT

Council recognises there are cases of genuine financial hardship requiring respect and compassion in special circumstances. This policy establishes guidelines for assessment of a hardship application applying the principles of fairness, integrity, confidentiality and compliance with statutory requirements. It applies to all applications for alternative payment arrangements or writing off rates, fees, annual charges and interest accrued on such debts.

The General Manager has the delegated authority to assess applications due to hardship and payment arrangement plans from any customer after receiving a written request. In cases of genuine hardship, each case is to be referred to Council for consideration in accordance with Council's adopted policy.

5. PROVISIONS

5.1 DETERMINATION OF ELIGIBILITY

The criterion for financial hardship involves an inability of the ratepayer to pay their rates, rather than an unwillingness to do so. Hardship may result from any of, but is not limited to, the following:

- Loss of employment by ratepayer or family member.
- Family breakdown.
- Ongoing or long-term illness of the ratepayer or family member.
- Death in the family.
- Loss of income due to natural disasters or drought.
- High-rate levy increase due to revaluation.

5.2 APPLICATION

To request consideration for a concession under Council's hardship policy, the ratepayer must submit in writing a signed and dated application stating the nature of the hardship and the estimated period over which the hardship will be experienced.

Evidence confirming the ratepayer's hardship status must accompany the application in one of the following forms:

- Evidence in writing from a third party such as the ratepayer's bank manager or accountant
- Copy of recent bank statements for all accounts
- Evidence in writing from a recognised financial counsellor
- Statutory declaration from a person familiar with the ratepayer's circumstances who is qualified to provide Council with a clear, unbiased assessment of the ratepayer's hardship status, such as a Carer, power of attorney or a medical practitioner.

Council may request additional information to confirm the ratepayer's hardship status if deemed necessary and may also request the ratepayer attend an interview to assist Council in the understanding of the issues causing hardship. Interviews, if required, will be conducted in Council's offices. However, alternate locations may be agreed if requested by the ratepayer.

5.3 HARSHIP CONCESSION PROVISIONS

Once the ratepayer has submitted the application, the Revenue Officer will make an assessment based on the merit of the individual case against the eligibility conditions

within this policy and will make a recommendation to the General Manager regarding the actions that may be taken in relation to the particular hardship case. Available options are:

5.3.1 Defer outstanding amounts for a set period of time – periodic payment arrangements

Section 564 of the Local Government Act provides that Council may enter into a formal agreement with a ratepayer eligible for alternative periodical payments for due and payable rates and charges. A periodic payment agreement will be offered in accordance with Council's Debt Recovery Policy. Interest will apply unless specifically stated otherwise on outstanding balances but allow ratepayers the required time to make payments without any legal action being undertaken by Council to recover rates and charges.

5.3.2 Interest rate of 0% on overdue amounts for a set period of time – writing off accrued interest and costs

Accrued interest on rates or charges payable by a person may be written off under Section 567 of the Local Government Act 1993, if:

- The person was unable to pay the rates or charges when they became due for reasons beyond the person's control
- The person is unable to pay accrued interest for reasons beyond the person's control
- Payment of the accrued interest would cause the person hardship.

5.3.3 Extend pensioner concession to avoid hardship

Section 577 of the Local Government Act, 1993 enables Council to make an order deeming certain persons who are jointly liable with an eligible pensioner(s) or solely liable, but who are not themselves eligible, to be eligible pensioners for the purpose of a mandatory reduction in rates and charges to avoid hardship.

5.3.4 Pensioner abandonments

Section 582 of the Local Government Act, 1993 enables Council to waive or reduce rates, charges and accrued interest due by any person prescribed by the regulations who is in receipt of a pension, benefit or allowance under the Social Security Act 1991. Thus, council may, in its absolute discretion, further reduce on a voluntary basis (with no subsidy from the state government) rates and charges otherwise payable by an eligible pensioner. Council may also agree to allow the remainder of pensioners' rates, after concessions have been deducted, to accrue against the future estate or sale of the land in appropriate cases.

5.3.5 General revaluation of the Local Government Area

- Section 601 of the Local Government Act, 1993 provides that where any ratepayer who suffers substantial hardship as the consequence of the making and levying of a rate following a new valuation, may apply to Council for rate relief.
- Council will not consider hardship applications under this provision, as valuations are independently determined by the NSW Valuer General. Council will encourage

ratepayers to make an appropriate application under the appeal provision of the NSW Valuation of Land Act 1916.

5.4 ASSESSMENT PROCESS

Each case will be considered individually on its merits and will take into account, but will not be limited to:

- The property for which the hardship application applies must be the principal place of residency of the applicant/s if categorised as “Residential” for rating purposes.
- The property for which the hardship application applies must be categorised as “Residential” or “Farmland” for rating purposes.
- The applicant must be the owner or part owner of the property and be liable for the payment of rates on the property.
- The ratepayer’s financial circumstances, including income and expenses from all sources.
- The amount of rates levied compared to the average rates levied of the rate category or sub-category.
- Repayment history, including any previous defaults or arrangements.

Council will consider hardship applications in closed meetings and personal information will remain confidential. The ratepayer will be informed of Council’s decision in writing and if not satisfied with the outcome can request the Council to reconsider its decision.

If the ratepayer continues to experience hardship after the concession period approved by Council has expired, then a new application must be made by the ratepayer. In such circumstances evidence provided with the initial application may be used to confirm the ratepayer’s hardship status, however Council may request additional information to confirm the ratepayer’s current hardship status if deemed necessary.

5.5 HARDSHIP CONCESSION TERMINATION

The concessions granted may be withdrawn for any of the following reasons:

- The ratepayer no longer owns the land.
- The ratepayer advises Council that the hardship no longer applies.
- The ratepayer defaults on a payment arrangement if a payment arrangement has been entered into,
- Council receives information that proves the hardship no longer exists.

Where property ownership changes on any assessment with a rate deferral agreement in place, all rates and charges must be fully paid at the point of this change. Hardship concessions are not transferable.

6. DEFINITIONS

- **Debtor in hardship:** Someone who is identified either by themselves or an independent accredited financial counsellor as having the intention, but not the financial capacity, to make the required payments within the timeframe detailed within any account issued by Council.
- **Farmland:** Land categorized as farmland under Local Government Act 1993 Section 515
- **Residential:** Land categorized as Residential under Local Government Act 1993 Section 516

7. ROLES AND RESPONSIBILITIES

7.1 GENERAL MANAGER

- Implement the provisions of the Local Government Act to provide relief to ratepayers deemed to be suffering financial hardship as assessed under this policy.

7.2 REVENUE OFFICER

- Facilitate ratepayers use of this policy through the determination of financial circumstance and substantiating evidence to make a determination as to eligibility for relief.
- Assess each application on its individual merits to determine assistance available under this policy.
- Where assistance is provided monitor the ratepayers progress to ensure arrangements are adhered to and that the circumstances leading to financial hardship persist.

8. RELATED LEGISLATION

- Local Government Act 1993
- Local Government General Regulation 2020

9. RELATED POLICIES AND DOCUMENTS

- Office of Local Government “Debt Management & Hardship Guidelines” November 2018 ISBN 978-1-922001-76-4
- POL017 Debt Recovery

10. VARIATION

Council reserves the right to review, vary or revoke this policy in accordance with legislation, regulation and award changes, where applicable. Council may also make changes to this policy and the relevant procedures from time-to-time to improve the effectiveness of its operation.

11. PREVIOUS VERSIONS

Reference to a superseded policy number and/or name is also considered a reference to the new policy number. This policy was previously named:

- CS300 Rates and Charges Financial Hardship Policy 2019
- CS170 Debt Recovery and Hardship Policy 2011

POLICY HISTORY

Responsible Officer	Deputy General Manager Corporate & Community		
Approved by	General Manager		
Approval Date	DD Month 202Y		
GM Signature <i>(Authorised staff to insert signature)</i>			
Next Review	DD Month 202Y		
Version Number	Endorsed by ELT	Endorsed by Council	Date signed by GM
1 Adopted	-	20/03/2012	20/03/2012
2 Reviewed	-	11/12/2013	11/12/2013
3 Reviewed	29/01/2019	21/05/2019	3/06/2019
4 Reviewed	DD/MM/YYYY	DD/MM/YYYY	DD/MM/YYYY

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NARRANDERA SHIRE COUNCIL – Policy Document

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Policy No: CS300
Policy Title: Rates and Charges Financial Hardship Policy
Section Responsible: Corporate Services
Minute No: 19/096
MagiQ Document No: 403794
Next Review Date: June 2021

Objective

To provide financial assistance to ratepayers who are experiencing genuine financial hardship with the payment of Council's rates and charges.

To establish a decision making framework for the assessment of financial hardship applications

Policy Statement

Council recognises there are cases of genuine financial hardship requiring respect and compassion in special circumstances. This policy establishes guidelines for assessment of a hardship application applying the principles of fairness, integrity, confidentiality and compliance with statutory requirements. It applies to all applications for alternative payment arrangements or writing off rates, fees, annual charges and interest accrued on such debts.

The General Manager has the delegated authority to assess applications due to hardship and payment arrangement plans from any customer after receiving a written request and in cases of genuine hardship each case is to be referred to Council for consideration in accordance with Councils adopted policy.

To establish guidelines for the General Manager and staff when dealing with ratepayers, suffering genuine financial hardship, with the payment of their rates and charges.

To fulfil the statutory requirements of the Local Government Act, 1993 with respect to the ability to grant provision and give special consideration to ratepayers subject to financial hardship.

Determination of Eligibility

The criterion for financial hardship involves an inability of the ratepayer to pay their rates, rather than an unwillingness to do so. Hardship may result from any of, but is not limited to, the following:

- Loss of employment by ratepayer or family member.
- Family breakdown.
- Ongoing or long term illness of the ratepayer or family member.
- Death in the family.
- Loss of income due to natural disasters or drought.
- High rate levy increase due to revaluation.

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To request consideration for a concession under the hardship policy, the ratepayer must submit in writing a signed and dated application stating the nature of the hardship and the estimated period over which the hardship will be experienced.

- Evidence confirming the ratepayer's hardship status must accompany the application in one of the following forms:
 - Evidence in writing from a third party such as the ratepayer's bank manager or accountant;
 - Copy of recent bank statements for all accounts.
 - Evidence in writing from a recognised financial counsellor;
 - Statutory declaration from a person familiar with the ratepayer's circumstances who is qualified to provide Council with a clear, unbiased assessment of the ratepayer's hardship status, such as a Carer, power of attorney or a medical practitioner.

Council may request additional information to confirm the ratepayer's hardship status if deemed necessary and may also request the ratepayer attend an interview to assist Council in the understanding of the issues causing hardship. Interviews if required will be conducted in Council's offices. However; alternate locations may be agreed if requested by the ratepayer.

Hardship Concession Provisions

Once the ratepayer has submitted the application, the Revenue Officer will make an assessment based on the merit of the individual case against the eligibility conditions within this policy, and will make a recommendation to the General Manager regarding the actions that may be taken in relation to the particular hardship case. Available options are:

Defer outstanding amounts for a set period of time**Periodic Payment Arrangements**

Section 564 of the Local Government Act provides that Council may enter into a formal agreement with a ratepayer eligible for alternative periodical payments for due and payable rates and charges. A periodic payment agreement will be offered in accordance with Council's Debt Recovery Policy. Interest will apply unless specifically stated otherwise on outstanding balances but allow ratepayers the required time to make payments without any legal action being undertaken by Council to recover rates and charges.

Charge interest rate of 0% on overdue amounts for a set period of time**Writing off accrued interest and costs**

Accrued interest on rates or charges payable by a person may be written off under Section 567 of the Local Government Act 1993, if:

- The person was unable to pay the rates or charges when they became due for reasons beyond the person's control,
- The person is unable to pay accrued interest for reasons beyond the person's control, or
- Payment of the accrued interest would cause the person hardship.

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**Extend pensioner concession to avoid hardship**

Section 577 of the Local Government Act, 1993 enables Council to make an order deeming certain persons who are jointly liable with an eligible pensioner(s) or solely liable, but who are not themselves eligible, to be eligible pensioners for the purpose of a mandatory reduction in rates and charges to avoid hardship.

Pensioner Abandonments

Section 582 of the Local Government Act, 1993 enables Council to waive or reduce rates, charges and accrued interest due by any person prescribed by the regulations who is in receipt of a pension, benefit or allowance under the Social Security Act 1991. Thus, council may, in its absolute discretion, further reduce on a voluntary basis (with no subsidy from the state government) rates and charges otherwise payable by an eligible pensioner. Council may also agree to allow the remainder of pensioners' rates, after concessions have been deducted, to accrue against the future estate or sale of the land in appropriate cases.

General Revaluation of the Local Government Area

- Section 601 of the Local Government Act, 1993 provides that where any ratepayer who suffers substantial hardship as the consequence of the making and levying of a rate following a new valuation, may apply to Council for rate relief.
- Council will not consider hardship applications under this provision, as valuations are independently determined by the NSW Valuer General. Council will encourage ratepayers to make an appropriate application under the appeal provision of the NSW Valuation of Land Act 1916.

Assessment Process

Each case will be considered individually and on its merits and will take into account, but will not be limited to:

- The property for which the hardship application applies must be the principal place of residency of the applicant/s if categorised as "Residential" for rating purposes.
- The property for which the hardship application applies must be categorised as "Residential" or "Farmland" for rating purposes.
- The applicant must be the owner or part owner of the property and be liable for the payment of rates on the property.
- The ratepayer's financial circumstances, including income and expenses from all sources.
- The amount of rates levied compared to the average rates levied of the rate category or sub-category.
- Repayment history, including any previous defaults or arrangements.

Council will consider hardship applications in closed meetings and personal information will remain confidential. The ratepayer will be informed of Council's decision in writing and if not satisfied with the outcome can request the Council to reconsider its decision.

If the ratepayer continues to experience hardship after the concession period approved by Council has expired, then a new application must be made by the ratepayer. In such circumstances evidence provided with the initial application may be used to confirm the

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ratepayer's hardship status, however Council may request additional information to confirm the ratepayer's current hardship status if deemed necessary.

Hardship Concession Termination

The concessions granted may be withdrawn for any of the following reasons:

- The ratepayer no longer owns the land.
- The ratepayer advises Council that the hardship no longer applies.
- The ratepayer defaults on a payment arrangement if a payment arrangement has been entered into,
- Council receives information that proves the hardship no longer exists.

Where property ownership changes on any assessment with a rate deferral agreement in place, all rates and charges must be fully paid at the point of this change. Hardship concessions are not transferable.

Scope (who does the policy apply to?)

This policy applies to eligible ratepayers within the Narrandera Shire Council Local Government area who are experiencing genuine financial difficulties in paying their rates and charges.

Definitions

"Farmland" Land categorized as farmland under Local Government Act 1993 Section 515

"Residential" Land categorized as Residential under Local Government Act 1993 Section 516

Related Legislation/Guidelines/Narrandera Policies and Associated Procedures (List them)

- Local Government Act 1993
- Office of Local Government "Debt Management & Hardship Guidelines" November 2018 ISBN 978-1-922001-76-4

Policy History

Adopted by ELT 29 January 2019

Adopted by Council 21 May 2019

Reviewed

Amended

Signed: General Manager

Date: 3 June 2019.....

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Policy No: CS340
Policy Title: Rates and Charges Financial Hardship Policy (Covid 19)
Section Responsible: Corporate Services
Minute No: 20/060
MagiQ Document No: 504123
Next Review Date: At the conclusion of the Covid 19 pandemic

Objective

To provide financial assistance to ratepayers who are experiencing genuine financial hardship with the payment of Council's rates and charges during the Covid 19 pandemic.

To establish a decision making framework for the assessment of financial hardship applications

Policy Statement

Council recognises there are cases of genuine financial hardship requiring respect and compassion during the Covid 19 pandemic. This policy establishes guidelines for assessment of a hardship application applying the principles of fairness, integrity, confidentiality and compliance with statutory requirements. It applies to all applications for alternative payment arrangements for the payment of rates, fees, annual charges and interest accrued on such debts.

The General Manager has the delegated authority to assess applications due to hardship and payment arrangement plans from any customer after receiving a written request.

To establish guidelines for the General Manager and staff when dealing with ratepayers, suffering genuine financial hardship, with the payment of their rates and charges.

To fulfil the statutory requirements of the Local Government Act, 1993 with respect to the ability to grant provision and give special consideration to ratepayers subject to financial hardship.

Determination of Eligibility

The criterion for financial hardship involves an inability of the ratepayer to pay their rates, rather than an unwillingness to do so. Hardship may result from any of, but is not limited to, the following:

- Loss of employment by ratepayer or family member.
- Family breakdown.
- Ongoing or long term illness of the ratepayer or family member.
- Death in the family.
- Loss of income due to natural disasters or drought.
- High rate levy increase due to revaluation.

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To request consideration for a concession under the hardship policy, the ratepayer must submit in writing a signed and dated application stating the nature of the hardship and the estimated period over which the hardship will be experienced.

Council may request additional information to confirm the ratepayer's hardship status if deemed necessary and may also request the ratepayer attend an interview to assist Council in the understanding of the issues causing hardship. Interviews if required will be conducted in Council's offices. However; alternate locations may be agreed if requested by the ratepayer.

Hardship Concession Provisions

Once the ratepayer has submitted the application, the Revenue Officer will make an assessment based on the merit of the individual case against the eligibility conditions within this policy, and will make a recommendation to the General Manager regarding the actions that may be taken in relation to the particular hardship case. Available options are:

Defer outstanding amounts for a set period of time**Periodic Payment Arrangements**

Section 564 of the Local Government Act provides that Council may enter into a formal agreement with a ratepayer eligible for alternative periodical payments for due and payable rates and charges. A periodic payment agreement will be offered in accordance with Council's Debt Recovery Policy. Interest charges will be suspended on outstanding balances where hardship has been determined. Periodic payments allow ratepayers the required time to make payments without any legal action being undertaken by Council to recover rates and charges.

Charge interest rate of 0% on overdue amounts for the period of the Covid 19 pandemic.**Writing off accrued interest and costs**

Accrued interest on rates or charges payable by a person may be written off under Section 567 of the Local Government Act 1993, if:

- The person was unable to pay the rates or charges when they became due for reasons beyond the person's control,
- The person is unable to pay accrued interest for reasons beyond the person's control, or
- Payment of the accrued interest would cause the person hardship.

Extend pensioner concession to avoid hardship

Section 577 of the Local Government Act, 1993 enables Council to make an order deeming certain persons who are jointly liable with an eligible pensioner(s) or solely liable, but who are not themselves eligible, to be eligible pensioners for the purpose of a mandatory reduction in rates and charges to avoid hardship.

Pensioner Abandonments

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Email: council@narrandera.nsw.gov.au **Fax:** 02 6959 1884



Section 582 of the Local Government Act, 1993 enables Council to waive or reduce rates, charges and accrued interest due by any person prescribed by the regulations who is in receipt of a pension, benefit or allowance under the Social Security Act 1991. Thus, council may, in its absolute discretion, further reduce on a voluntary basis (with no subsidy from the state government) rates and charges otherwise payable by an eligible pensioner. Council may also agree to allow the remainder of pensioners' rates, after concessions have been deducted, to accrue against the future estate or sale of the land in appropriate cases.

General Revaluation of the Local Government Area

- Section 601 of the Local Government Act, 1993 provides that where any ratepayer who suffers substantial hardship as the consequence of the making and levying of a rate following a new valuation, may apply to Council for rate relief.
- Council will not consider hardship applications under this provision, as valuations are independently determined by the NSW Valuer General. Council will encourage ratepayers to make an appropriate application under the appeal provision of the NSW Valuation of Land Act 1916.

Assessment Process

Each case will be considered individually and on its merits and will take into account, but will not be limited to:

- The applicant must be the owner or part owner of the property and be liable for the payment of rates on the property.
- The ratepayer's financial circumstances, including income and expenses from all sources.
- Repayment history, including any previous defaults or arrangements.

In considering hardship applications personal information will remain confidential.

If the ratepayer continues to experience hardship after the concession period approved by Council has expired, then a new application must be made by the ratepayer. In such circumstances evidence provided with the initial application may be used to confirm the ratepayer's hardship status, however Council may request additional information to confirm the ratepayer's current hardship status if deemed necessary.

Hardship Concession Termination

The concessions granted may be withdrawn for any of the following reasons:

- The ratepayer no longer owns the land.
- The ratepayer advises Council that the hardship no longer applies.
- The ratepayer defaults on a payment arrangement if a payment arrangement has been entered into,
- Council receives information that proves the hardship no longer exists. (Pandemic concludes)

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Where property ownership changes on any assessment with a rate deferral agreement in place, all rates and charges must be fully paid at the point of this change. Hardship concessions are not transferable.

Scope (who does the policy apply to?)

This policy applies to eligible ratepayers within the Narrandera Shire Council Local Government area who are experiencing genuine financial difficulties in paying their rates and charges during the Covid 19 pandemic.

Related Legislation/Guidelines/Narrandera Policies and Associated Procedures

- Local Government Act 1993
- Office of Local Government “Debt Management & Hardship Guidelines” November 2018 ISBN 978-1-922001-76-4

Policy History

Adopted by ELT
 Adopted by Council 21 April 2020
 Reviewed
 Amended

Signed: General Manager

Date: 27 April 2020.....