



# **Ordinary Meeting of Council**

**26 June 2019**

**UNDER SEPARATE COVER  
ATTACHMENTS**

**ITEMS 10.21, 10.22, 10.23,  
11.6 AND 14.1**



**QUEANBEYAN-PALERANG REGIONAL COUNCIL**

**ORDINARY MEETING OF COUNCIL**

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# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.21      ADOPTION OF COUNCIL POLICIES - SECOND TRANCHE

ATTACHMENT 1      SUMMARY OF SUBMISSIONS AND STAFF  
RECOMMENDATIONS

**Attachment 1: Summary of Submissions and Staff Recommendations**

Submission Issue	Staff Recommendation	Staff Comment
<p><b>Parking Enforcement Priority Policy Submission 1</b></p> <p>Does the Parking Enforcement Policy include the parking of a vehicle on a footpath, it now seems it has become a common practice and it does not seem to be policed, I did see in a City News that doing such a thing damages infrastructure that is placed on the footpath area.</p>	<p><b>Agree</b></p>	<p>Yes, Section 6.1.3 – Public Complaints will generally include parking on the verge infringements. Councils rangers currently undertake an education program and enforcement of parking on the verge. Rangers will actively enforce parking on the verge when observed, otherwise they will act upon public complaints.</p> <p><b>Recommendation: No change required</b></p>
<p><b>Street Verge Maintenance Policy Submission 2</b></p> <p>Remove the use of gender “he is to immediately notify” to “they”</p> <p>6.2.6.2 Hedges, other than low (500mm high) box hedges, are not permissible as Council encourages an open streetscape environment. Make this clear, is it preferred or not allowed under any circumstances?</p> <p>6.2.6.3 Plants which shall not be planted on the verge include root invasive plants, prickly or thorny plants, plants with spiked leaves or fronds, plants carrying large, heavy fruit (e.g. coconuts) and declared weed species. Maybe replace coconut with something more likely to grow or be grown in Queanbeyan, such as heavy fruits (pine cones).</p> <p>6.7.4 Where Council identifies that a verge treatment is an environmental hazard e.g. toxic fertilizer, eroding/ washing into the stormwater system, the owner will be given 28 days to rectify the issue.</p> <p>Maybe merge this with 6.7.5. 28 days is too long, especially if toxic chemicals are entering the waterway and surrounding environment or could wash into neighbouring property, this should be less than seven days. Crosscheck with the EPA requirement.</p>	<p><b>Agree</b></p> <p><b>Noted</b></p> <p><b>Agree</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>	<p>Gender specific language to be removed from the policy</p> <p>6.2.6.2 – Hedges are undesirable as they act as barriers and obscure pedestrians. Low hedges maybe permitted but resident should consult Councils Urban Landscapes section prior to commencement.</p> <p>Will replace with native example (eg. bunya nuts)</p> <p><b>Recommend changing reference to coconuts to bunya nuts</b></p> <p>28 days ok for this clause. If it’s toxic chemicals, other legislation overrides this policy if circumstances dictate.</p> <p><b>Recommend no change</b></p> <p><b>No change – see comment above</b></p>

<p><b>Street Verge Maintenance Policy Submission 3</b></p> <ul style="list-style-type: none"> <li>I would love to see consideration for food production on street verges and Council developing some sort of design guidelines for street gardens. We live in a time where there has been an upsurge of interest in home food production in cities and towns and QPRC has an opportunity to support this practice so it is safe and encouraged.</li> <li>There are obviously some concerns that Council would have about verge gardening but I believe QPRC could develop some design considerations with engagement and involvement of citizens that would overcome many of the reservations.</li> </ul>		
<p><b>Street Verge Maintenance Policy Submission 4</b></p> <ul style="list-style-type: none"> <li>I want to know if this policy is applicable to people in rural areas, where verge needs mowing. Currently council will come and mow the large verge on Bungendore Rd (which we don't live on) so we can safely walk from the bus stop to our road. It is safer for us to walk next to the fence which is much farther from the road but the risk of snakes in long grass is an issue hence council has been asked (and does) mow this for us.</li> <li>I want to know with this new policy if it will still occur as it is a massive verge. The policy indicates that council expects residents to mow verges but in rural areas this is just not possible, particularly with this large one, which isn't my verge.</li> <li>For our safety the verge needs to be mowed by council but will this policy stop this?</li> </ul>	<p><b>Noted</b></p>        <p><b>Noted</b></p>        <p><b>Noted</b></p>	<p>Food sources on verges need to be assessed on a case by case basis, it will depend on what is proposed and capacity of specific site. Staff would look at pedestrian access through the site, type of garden proposed and impact on neighbours etc. I include a clause on Verge gardens, it should state approval is required prior to commencement.</p> <p>Rural verges are a different situation. As a rule, council does not mow rural verges, only essential sight distances at intersections or for specific safety reasons from time to time. Often rural verges contain the only remaining habitat for endangered species and council manage roadside vegetation with this in mind.</p> <p><b>Recommend no change</b></p>
<p><b>Street Verge Maintenance Policy Submission 5</b></p> <ul style="list-style-type: none"> <li>It would be interesting to understand how Council intends to apply this new shared policy, given Elmslea Estate in</li> </ul>	<p><b>Noted</b></p>	<p>Council uses a level of discretion when enforcing any policy. If verges are wide and traffic</p>

<p>Bungendore appears to have little or no monitoring of street verges in place. There are a number of properties where verges are fenced off; trailers, cars and caravans are parked on the verges; garden beds have been planted right down to the edge of the road; verges are sign-posted as business customer parking - all of which force pedestrians and young cyclists on to the road. There is a lack of any consistency or uniformity in the Estate, a lot of verges are unkempt and the variety of surfaces in use make the terrain difficult for cyclists and pedestrians. In view of this and the speed and lack of regard of drivers, it would be good to see Council enforcing these regulations and placing footpaths throughout the Estate.</p>		<p>volumes are low, council will assess the risk presented by the verge treatment. Pedestrian safety takes highest priority.</p> <p><b>Recommend no change</b></p>
<p><b>Bus Stop Policy Submission 6</b></p> <ul style="list-style-type: none"> <li>• Submission from service provider outlining how existing policy makes it extremely difficult to get agreement from property owners over the location of bus stops. Cited the example of getting bus stops in place in Jerrabomberra.</li> <li>• Opposed to the policy as it is set out – believes it to be unworkable and would be detrimental to providing effective public transport across the region.</li> </ul>	<p><b>Agree</b></p>          <p><b>Agree</b></p>	<p>After consideration of the submission it is recommended that the Bus Stop Policy be rescinded and be replaced with a Directive with the following requirements:</p> <ul style="list-style-type: none"> <li>• Requiring developers of new subdivisions to liaise with bus companies to identify the locations of bus stops and to have these flagged in the subdivision plan.</li> <li>• In those areas outside of new subdivisions require the relevant staff to work in partnership with bus companies to identify potential sites for future bus stops across the local government area.</li> <li>• Once suitable sites have been identified Council will undertake a community engagement process to seek feedback from affected residents on potential locations.</li> <li>• The engagement process will set out for the affected community the criteria for the siting of bus stop locations. In particular safety, the servicing of the</li> </ul>



		<p>transport network and the hierarchy of the street network must be considered.</p> <ul style="list-style-type: none"> <li>Once feedback from the community has been received, and the essential criteria taken into consideration, the location will be reported back to Council for decision.</li> </ul> <p><b>Recommend policy be rescinded and replaced with a Directive</b></p>
<p><b>Street Names for New Subdivisions Policy Submission 7</b></p> <ul style="list-style-type: none"> <li>Internal submission from staff <ul style="list-style-type: none"> <li>I wanted to clarify why this policy is 'Street Names' rather than Road Naming in general. The same rules apply to road naming whether it is rural or urban, the only difference comes when assigning house numbers. Rural numbers must be measured, while urban number can be counted. Why does this policy only address urban based develop? If Council want to harmonise their policies, it would be better to call this policy 'Road Naming for QPRC' and allow it to cover road naming in general?</li> <li>In the policy, point 6.1 talks about keeping a road names register for use in all road naming in the LGA. I am wondering who exactly is expected to create and then maintain this register?</li> <li>Further into the report there is mention that the names will be prepared by an officer from Council's Development Control Section (see point 6.5). This is incorrect, as [REDACTED] and [REDACTED] are not actually a part of the Development Control Section, we are both LIS Officers. Point 6.9 then states that the Natural Built Character Portfolio shall be responsible for maintaining the Street Naming Register. I feel this is rather ambiguous, and leaves too much room for misinterpretation. If there are specific staff, in a specific team, who deal with this task they should be referred to in the policy so that there are no grey areas.</li> <li>In point 6.11 of the draft report it states that a copy of the road name register</li> </ul> </li> </ul>	<p><b>Agree</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>	<p>Policy should be renamed to reflect the broader mandate for naming streets and roads across the whole LGA. Suggest that the policy be renamed – <b>QPRC Road/Street Names Policy</b></p> <p>Comments set out in the submission have been considered and have been added as edits to the policy.</p> <p><b>Recommendation: Numerous edits have been made to the policy to reflect the internal submission. These are highlighted in RED in the text of the policy</b></p>

<p>should be available for public viewing in the libraries. Why does the public need to see this register? What purpose does this serve? All road names are advertised for 28 days to allow the public to make comment and view the suggested name in context to an actual development. I feel a constant display of possible road names would be a wasted exercise when new names are already put on public display before they are made official. It would be more prudent to have a list of currently used road names in the LGA so that residents can see through Council's website what street names already exist.</p> <ul style="list-style-type: none"> <li>I point 6.13 it states that developers are encouraged to list possible street names when they lodge their subdivisions. To me this contradicts the need for a register at all. Most developers do provide Council with suggested names based on the guidelines set down by the State Government. With that being the case, why are we proposing to expend extra energy maintaining a formal register for possible future use? Would it not be simpler to add new road names as they are required? I also feel that including the public and the developers into the naming process is a show of good faith from Council to the residents by allowing them to be included in choosing a possible road name based on the State Government guidelines. In my experience, this simple gesture means a lot to people and they feel as though they have had a chance to be heard. It looks much better then Council telling people that this is how it will be whether they like it or not. To me that is a very archaic way to do business, and Council can do much better.</li> <li>I feel that this policy does not accurately represent all the intricacies of the road naming process. This draft policy glosses over several areas that need further explanation, especially if staff are expected to turn to the policy as a guideline. At this point in time the draft policy contains several gaping holes that need to be addressed before</li> </ul>	<p><b>Noted</b></p>	
	<p><b>Noted</b></p>	

<p>this is made official, otherwise there will be misinterpretations and mistakes into the future. I'd also like to point out that the LIS Officers, who deal with this particular task, were at no point consulted about the re-writing of this policy. Had we been advised, I believe our input would have been highly valuable to the outcome of this draft policy. I am disappointed that we were left out of this process and feel that the policy would be far more comprehensive if we had been given the chance to include our expertise.</p> <ul style="list-style-type: none"><li>• I feel that this policy has been poorly considered and poorly written, and it does not accurately reflect what actually happens with regards to the road naming in this LGA.</li></ul>	<b>Noted</b>	
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# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.21      ADOPTION OF COUNCIL POLICIES - SECOND TRANCHE

ATTACHMENT 2    PARKING ENFORCEMENT PRIORITY POLICY

# **Parking Enforcement** **Priority Policy**

<b>Date policy was adopted:</b>		<b>CEO Signature and date</b>
<b>Resolution number:</b>		
<b>Next Policy review date:</b>		
<b>Reference number:</b>		
<b>Strategic Pillar</b>		
<b>Responsible Branch</b>		DD/MM/YYYY

## 1. OUTCOMES:

- 1.1 To provide a publicly available hierarchy of parking enforcement priorities throughout the Local Government Area.

## 2. POLICY:

- 2.1 That the priorities for parking enforcement will be:
1. School Areas
  2. Public Safety
  3. Public Complaints
  4. Parking Access
  5. Loading Zones

## 3. SCOPE OF THE POLICY:

- 3.1 Council is vested with the authority to enforce parking restrictions around the Queanbeyan-Palerang Region. This enforcement will be done in accordance with the priorities set out in this policy.

## 4. DEFINITIONS:

- 4.1 **School Area:** is to include public roads and open space in the immediate proximity of a public or private school.

## 5. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS:

- 5.1 Council rangers are authorised officers – class 12 under Schedule 2 of the *Road Transport (General) Regulation 2005 NSW*.
- 5.2 Local Government Act, 1993

## 6. CONTENT:

- 6.1 Priorities for Parking Enforcement across the Queanbeyan-Palerang Local Government Area are:
- 6.1.1. **Schools:** To ensure the safety of children on their way to and from school. The recent increase in parking offence penalties, (including the addition of demerit points) for all parking offences around schools, demonstrate the community's concern about the danger to children from unlawful parking around schools.
- 6.1.2 **Public Safety:** To discourage any parking offences which may compromise the safety of other road users, these offences may include;
- No Stopping signs
  - Double parking
  - Stop in or near bus zone
  - Disabled restriction parking
  - Uncovered loads
- 6.1.3 **Public Complaints:** To investigate complaints from the community concerning alleged unlawful parking.
- 6.1.4 **Parking Access:** To ensure the equitable and efficient use of on-street and council free car parks, limited stay parking in the CBD of Queanbeyan and other high use areas with parking restrictions across the region. This can also include private car parks where Council has a parking enforcement agreement with the carpark owners/administrators.

- 6.1.5 **Loading Zones:** To control the use of loading zones so service vehicles can obtain more efficient access and the use of loading zones by non-delivery vehicles is discouraged.
- 6.2 Other associated issues pertaining to parking enforcement which this policy addresses are:
- 6.2.1 Rangers in Queanbeyan-Palerang and throughout NSW regularly use cameras to gather evidence regarding parking violations. This evidence is stored in Council's electronic records management system and is not available for access outside the ranger's team, management and legal support.
- 6.2.2 Rangers occasionally perform covert operations for offences which involve danger to the safety of other road users or pedestrians.
- 6.2.3 Rangers are required at all times to ensure that the highest standards of professional behaviour are met. This includes being in uniform, driving and behaving professionally.
- 6.2.4 Parking officers will comply with the requirements as set out in the Road Rules 2008 whilst undertaking enforcement action.
- 6.2.5 Council has a Complaints Management policy which is available on Council's website.
- 6.2.6 Council regularly issues information to the community on an on-going basis about parking issues around the region. This information includes media releases, Mayoral columns, the community newsletter, input into school newsletters, education programs delivered by Council's road safety officer.
- 6.2.7 Council supports the development of staff through ongoing training, mentoring and development. All previously untrained parking officers, who are employed, are given comprehensive training before they are expected to undertake parking duties. This training includes;
- Self Enforcement Infringement Notice Scheme training which is accessed on line.
  - On the job training and mentoring by experienced staff.
  - All rangers are enrolled in the Certificate IV in Local Government (law enforcement).

## 7. REVIEW

- 7.1 This policy is a local policy and accordingly will be **reviewed or confirmed within the first 12 months** after the declaration of the poll for the next NSW general local government election, unless revoked sooner by Council. [**Note:** automatic revocation of this policy is provided for under s.165(4) of the *Local Government Act 1993*. The next general local government election is scheduled to be held in September 2020].

This policy may be reviewed and updated as necessary if:

- (a) legislation requires it, or
- (b) Council's functions, structure or activities change.



# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.21      ADOPTION OF COUNCIL POLICIES - SECOND TRANCHE

ATTACHMENT 3    STREET VERGE MAINTENANCE POLICY

# **Street Verge** **Maintenance Policy**

<b>Date policy was adopted:</b>		<b>CEO Signature and date</b>
<b>Resolution number:</b>		
<b>Next Policy review date:</b>		
<b>Reference number:</b>		
<b>Strategic Pillar</b>		
<b>Responsible Branch</b>		DD/MM/YYYY

**1. OUTCOMES:**

In setting out these guidelines Councils objectives are:

- 1.1 To provide a corridor for safe and convenient access by pedestrians as well as a service corridor for public utilities and Council;
- 1.2 To reduce silt load into the environment and;
- 1.3 To reduce silt build-up in Council's stormwater network.

**2. POLICY:**

- 2.1 The aim of this policy is to set out the roles and responsibilities of both Council and Queanbeyan-Palerang residents/business owners in relation to the maintenance of the street verge.

**3. SCOPE OF THE POLICY:**

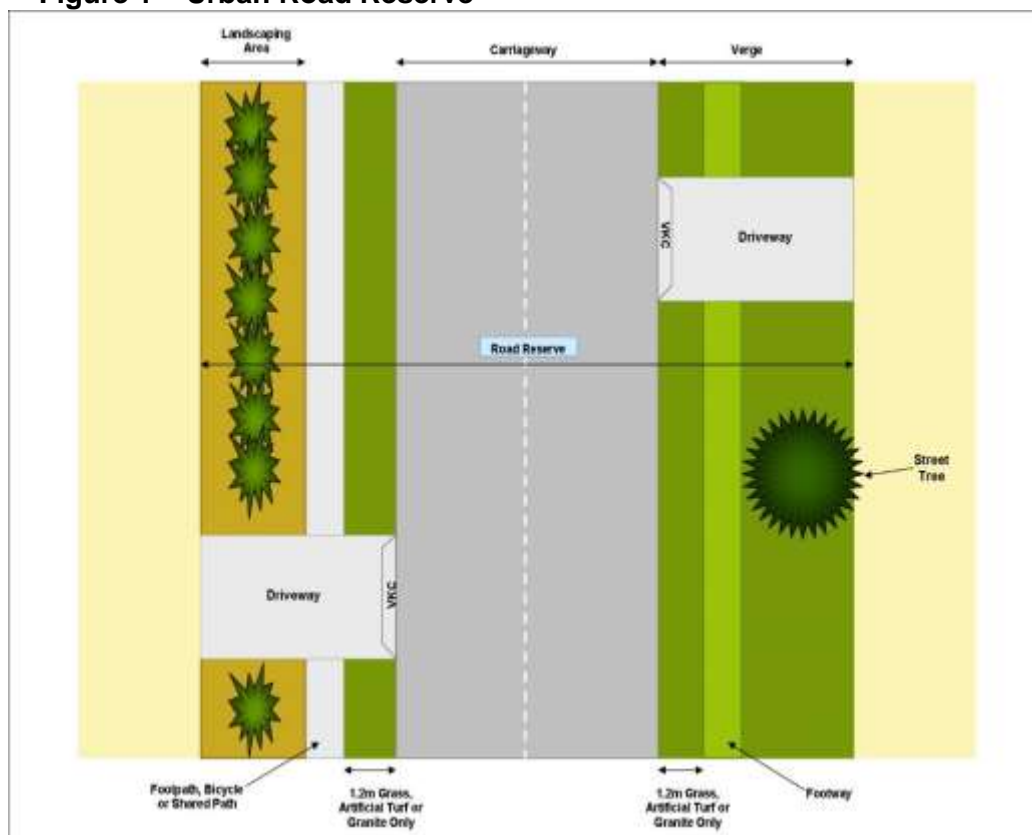
- 3.1 This policy applies to all road and road related areas of the Queanbeyan-Palerang Local Government area except for Crown road reserves.

**4. DEFINITIONS:**

- 4.1 **Bicycle Path** – A formed path along the verge set aside for bicycle access.
- 4.2 **Carriageway** – The portion of road reserve formed for vehicular traffic.
- 4.3 **Council** – Queanbeyan-Palerang Regional Council.
- 4.4 **Development Consent** - a consent issued pursuant to the provisions of the NSW *Environmental Planning and Assessment Act 1979*
- 4.5 **Driveway** – The unobstructed strip along the verge set aside for vehicular access between the carriageway and the adjacent property.
- 4.6 **Footpath** – A formed path along the verge set aside for pedestrian access.
- 4.7 **Footway** – The unobstructed strip along the verge set aside for pedestrian access which has not been formed. Its width is dependent on whether a footpath, bicycle path or shared path is proposed for the street and it begins 1.2m from the back of the kerb or edge of carriageway.
- 4.8 **Googong township** – the area of land at Googong to which Queanbeyan Local Environmental Plan (Googong) 2009 applies.
- 4.9 **Hard Landscaping** – Refers to retaining structures or edging/borders including bricks, stones, rocks or railway sleepers, but does not include concrete paving, asphalt or pavers.
- 4.10 **Heritage Conservation Area** - an area of land that is shown as a heritage conservation area on the Queanbeyan Local Environmental Plan 1998 Heritage Map (including any heritage items situated on or within that conservation area), or a place of Aboriginal heritage significance shown on the Heritage Map.
- 4.11 **Heritage Item** – a building, work, archaeological site, tree, place or aboriginal object specified in an inventory of heritage items that is available at the office of the Council and the site and nature of which is described in Schedule 4 (and shown on the Heritage Map) of the Queanbeyan Local Environmental Plan 1998.
- 4.12 **Local Environmental Plan** – an environmental planning instrument made in accordance with Part 3 of the Environmental Planning and Assessment Act 1979
- 4.13 **Queanbeyan CBD** – the area of land within the Queanbeyan Central Business District as identified in Map 1 of Part 7 of the Queanbeyan Development Control Plan 2012
- 4.14 **Roads Authority** - means a person or body that is, by or under the Roads Act 1993, declared to be a roads authority. Queanbeyan City Council is the roads authority for all public roads within the Queanbeyan local government area.

- 4.15 Road Reserve** – The strip of public land between abutting property boundaries and includes the carriageway, footpaths, bicycle paths, shared paths, footways and verges. See Figure 1 below.

**Figure 1 – Urban Road Reserve**



- 4.16 Services** – Can be above or underground and includes gas, electricity, telecommunication, water, sewer and stormwater.
- 4.17 Shared Path** – A formed path along the verge set aside for pedestrian and bicycle access.
- 4.18 Soft Landscaping** – Refers to grass, ground covers and shrubs.
- 4.19 Street Tree** – A tree planted in the verge, of a species and location approved by Council.
- 4.20 Trailer** – Refers to a vehicle that is built to be towed, or is towed, by a motor vehicle including caravans, camper trailers, tent trailers, horse floats, boats, boat trailers or box trailers.
- 4.21 Vehicle** – Refers to or a combination of, a motor vehicle, trailer, tram, bicycle, motorbike, animal-drawn vehicle, an animal that is being ridden or drawing a vehicle or a motorised wheelchair that can travel at or over 10km/h.
- 4.22 Vehicle Kerb Crossing (VKC)** - A vehicle kerb crossing is a modified section of kerb adjacent to a driveway designed to allow vehicles to cross from the road to the driveway.
- 4.23 Verge** – The portion of road reserve between the property boundary and the edge of carriageway.

## 5. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS:

- AS/NZ 2890 *Parking Facilities*
- Australian Road Rules 197, 198 and 238
- Austroads *Urban Road Design* and *Rural Road Design*
- NSW *Environmental Planning and Assessment Act 1979*

- NSW *Roads Act* 1993 No 33 Part 7 Division 3 Section 107, Part 9 Division 3 Sections: 138, 139, 140, 142 and Part 14 Division 5 Section 243
- Local Government Act 1993 – Sections 124, 191A, 192, 196 197, 198, and 199.
- Civil Liabilities Act 2002

## **6. CONTENT:**

### **6.1 Driveways & Vehicle Kerb Crossings (VKC's)**

- 6.1.1 All driveways within the verge area must be constructed by a Council approved driveway contractor. A list of approved contractors and details of how to apply to become an approved contractor are available on Councils website at the following link: <http://www.qcc.nsw.gov.au/Council-Services/Roads-and-Traffic/Driveway-works/Driveway-works>.
- 6.1.2 Driveways and Vehicle Kerb Crossings (VKC's) are the property of the owner and therefore the property owner's responsibility to maintain and repair. This includes driveway access from the property boundary to the kerb and gutter or the edge of the road.
- 6.1.3 Council requires all property owners to maintain their driveways to an acceptable standard. If a potential hazard or safety issue is identified on an existing driveway, Council will request the property owner to carry out remedial works to resolve the issue. Where the owner of the property is unable or unwilling to complete remedial works, Council will complete the work at the owner's cost.
- 6.1.4 Identified hazards and/or safety issues (e.g. trip hazards, damaged sections of driveway, excessive cracking, edge drop etc.) are to be rectified within 14 days of notification (or as otherwise agreed).
- 6.1.5 Any modification or adjustment made by the property owner to the shape or alignment of an existing driveway including the vehicle kerb crossing, must have Council consent prior to any works of this type being carried out. Failure to do so may result in the works being removed if deemed to be a safety or public liability risk and will be done so at the property owners cost.
- 6.1.6 Where the vehicle kerb crossing is close to any utility service or close to any pipe, pit or pole the property owner must make contact with the respective service to request permission to either alter or relocate the existing service prior to works commencing. Any approved relocation alteration or removal will be done at the property owners cost.

### **6.2 Street Verge/Nature Strips**

- 6.2.1 The verge is part of the road reserve and as such Council owns and controls these areas. Council does not have the physical or financial resources to maintain the vast majority of them and therefore relies on residents to maintain those areas adjoining their property. In saying that, Council still has the responsibility for safety, maintenance and approval for the verge and therefore determines what treatments are suitable for the verge in the context of the verge's many functions as set out below.
- 6.2.2 **Grass Verges**  
Grass has traditionally been utilised within Queanbeyan-Palerang urban streets as the verge treatment. Council recommends the use of drought tolerant seed mixes when establishing new grass verges.
- 6.2.2.1 Grass verges shall be level with the top of the kerb or where no kerb is present, level with the carriageway and shall be free draining with a 4% crossfall.
- 6.2.2.2 Grass verges are expected to be mowed regularly by residents and kept neat and tidy such that they contribute to the general appearance of the street. It is recognised that some residents may appoint a contractor to undertake this work for them.

- 6.2.2.3 At Googong Township and in Heritage Conservation Areas and adjacent to Heritage Items the verge shall be grass. Alternative verge treatments are not permitted.
- 6.2.3 **Alternative Verge Treatments.**
- 6.2.3.1 In areas where this policy applies, a land owner may replace the grass verge outside their property with alternative treatments such as bound gravel, artificial grass and soft landscaping provided their placement meet the requirements of this policy.
- 6.2.3.2 Where development consent requires the verge to be landscaped and maintained in accordance with an approved landscaping plan or condition of consent, any alternative verge treatment must meet the requirement of the development consent.
- 6.2.3.3 Any person proposing to place a treatment on the verge which does not meet the requirements of this policy or will be located on a verge within the Queanbeyan CBD, is required to make a written application to Council under Section 138 of the Roads Act 1993. Application fees and bond money may apply.
- 6.2.3.4 The written application is to include a diagram illustrating proposed location, alignment and materials. The following issues (but not limited to) will be assessed in determining the application and thus the application must address:
- Overall appearance and consistency with the streetscape;
  - Any effect on public safety;
  - Any effect on access along the verge and street for the general public;
  - Any effect on access to adjoining properties;
  - Any effect on kerbside parking;
  - Any effect on services or access to services;
  - Any effect on existing street trees, and
  - Any other relevant matters.
- 6.2.3.5 A written response will be provided to the applicant. If Council approves the application the property owner is to adhere to any condition set out in the Section 138 approval and shall bear the entire cost of the work required and/or its maintenance. This applies regardless of the change of ownership of a property.
- 6.2.3.6 The property owner is responsible for the detection, alteration or damage to any services for any work they conduct within the verge.
- 6.2.4 **Gravel.**
- 6.2.4.1 Gravel must be reasonably bound so that the surface or adjacent surfaces does not become a slip hazard to pedestrians or traffic. Loose gravel can also adversely impact the stormwater system and is regarded as a pollutant. These materials can only be used in verges with 6% (1:16) longitudinal and 4% (1:20) crossfall grades or less.
- 6.2.4.2 Gravel shall have natural earthy tones of greens, browns, creams or terracotta. Granite gravels commonly known as yellow and red granite are acceptable.
- 6.2.5 **Artificial Turf.**
- 6.2.5.1 Artificial turf shall be non-toxic, non-slip in all weather conditions, free draining and shall be installed and maintained by the property owner as per manufacturer's specifications.

- 6.2.5.2 Verges which are laid with artificial turf shall be level with the top of the kerb or where no kerb is present, level with the carriageway.
- 6.2.5.3 Artificial turf shall have natural tones of green and are expected to be maintained regularly by the resident.
- 6.2.6 **Soft Landscaped Verges.**
  - 6.2.6.1 The garden beds of soft landscaped areas shall be flush with the ground and may consist of plants such as groundcovers, native grasses or shrubs to a maximum height of 500mm. These landscaped areas shall be free draining.
  - 6.2.6.2 Hedges, other than low (500mm high) box hedges, are not permissible as Council encourages an open streetscape environment.
  - 6.2.6.3 Plants which shall not be planted on the verge include root invasive plants, prickly or thorny plants, plants with spiked leaves or fronds, plants carrying large, heavy fruit (e.g. **bunya nuts**) and declared weed species.
  - 6.2.6.4 Soft landscaped areas should be kept in reasonable health and weed controlled.
  - 6.2.6.5 If the area becomes untidy and an eyesore, Council will approach the owner to request that maintenance is improved, failing this Council will remove the landscaping and revert the area to grass at the owner's cost.
  - 6.2.6.6 Loose organic or inorganic materials in soft landscaped areas such as bark, chips, stones or gravel are permissible so long as they are not above ground level.
  - 6.2.6.7 Appropriate measures are to be undertaken and maintained to minimise erosion and dust.
  - 6.2.6.8 Where the verge with a footpath, bicycle path or shared path location which is inconsistent with the alignment's stated in this policy, a soft landscaping area is permissible provided that the clearances outlined in clause 6.3 are met.
- 6.2.7 **Hard Landscaping.**
  - 6.2.7.1 Hard landscaping features are permissible so long as they are flush with the ground.
  - 6.2.7.2 In very steep areas Council may consider upon application granting Section 138 approval for the construction of hard landscaping features above the ground provided no services are affected.
- 6.2.8 **Street Trees.**
  - 6.2.8.1 Street trees shall be of a species approved by Council and be planted in accordance with our guidelines.
  - 6.2.8.2 Council's Street Tree Management Directive (C1491980) should be consulted for information on suitable species and maintenance requirements.
- 6.2.9 **Irrigation Systems.**
  - 6.2.9.1 Irrigation systems are permitted to be installed in the verge, subject to Council approval and/or as approved as part of development consent.
  - 6.2.9.2 Council's approval process must be followed, before works on the verge can commence.
- 6.2.10 **Temporary Barricades.**
  - 6.2.10.1 Temporary barricades for the purpose of establishing verge areas are acceptable for a period of three months provided that the materials used

- do not create a hazard and are identified with an abundance of markers to ensure pedestrian safety.
- 6.2.10.2 Barriers must not be erected across footways, or in a manner which creates a sight problem.

### **6.3 Required Clearances.**

- 6.3.1 Soft landscaping shall not occupy the footway area or the 1.2m wide area from the back of the kerb line or edge of carriageway. Verge treatments should ensure that no part of the treatment obstructs the required safe sight distance requirements at access driveways according to Figures 3.2 and 3.3 of AS/NZS 2890.1-2004 or Figures 3.3 and 3.4 of AS2890.2-2002 as applicable.
- 6.3.2 Properties situated at intersections shall ensure that no part of their treatment obstructs safe sight distance at the intersection. Council will advise what the required sight distance is at the intersection following a site inspection and assessment.
- 6.3.3 Verge treatments shall ensure that the footpath or footway does not become impracticable to travel on by pedestrians and force them onto the road. Verges shall be free of obstructions and allow pedestrians access to a footpath or footway at all times. Verge treatment should also allow for 0.2 to 0.5 metres of horizontal clearances for footpaths, bicycle paths or shared paths.
- 6.3.4 New tree and shrub plantings shall be made with consideration to the location of powerlines, light poles, water hydrants and other services and the expected growth and habit of the trees or shrubs.

### **6.4 Vehicles or Trailers on the Verge.**

- 6.4.1 Road Rule 197 states that a driver must not stop or park on a bicycle path, footpath, shared path, dividing strip or verge area adjacent to the road unless a parking control sign has been applied to the area allowing this to occur.
- 6.4.2 Vehicles or trailers must not park on or be stored on the verge due to safety concerns. The tethering of trailers and the like to street trees, street lights or street signs is not permitted.

### **6.5 Structures, Equipment & Furniture.**

- 6.5.1 The construction/installation of structures, equipment or furniture within the verge is not permissible due to safety concerns with the exception of hard landscaping features in steep areas which have obtained Council approval.

### **6.6 Work on the Verge.**

- 6.6.1 Where possible, Council will notify residents of any works to be performed on the verge, outside their residential property. However, Council reserves the right to carry out work on the verge at its discretion, and in doing so may remove if necessary, any existing verge treatment including irrigation systems without compensation to the owner or resident for such removal or alteration unless the treatment is grass or bound granite.
- 6.6.2 Council shall restore verges treated with grass or bound granite at the completion of the required works.
- 6.6.3 When a treatment of a verge is disturbed or destroyed by the activity of another service authority, e.g. Electricity, Gas, - reinstatement will be subject to negotiation between the Council and the service authority in consultation with the adjoining property owner.

### **6.7 Existing Verge Treatments.**

- 6.7.1 Any work that has been performed on the verge must fall in line with this policy. It is Council's intention to ensure that existing verge treatments do not pose either a safety or environmental hazard.
- 6.7.2 Where existing verge treatments are identified as safety hazards the Council will request the property owner to carry out remedial works. Where the owner of the property is unable



or unwilling to complete remedial works, the Council will complete the work at the owner's cost.

- 6.7.3 Identified hazards or safety issues are to be rectified within 14 days of notification (or as otherwise agreed). This includes tree houses, play equipment or any structure not approved by Council, landscaping that impedes sightlines/pedestrians access, landscaping that has thorns, spear like leaves or plants that are known to be toxic.
- 6.7.4 Where Council identifies that a verge treatment is an environmental hazard e.g. toxic fertilizer, eroding/ washing into the stormwater system, the owner will be given 28 days to rectify the issue.
- 6.7.5 Where Council identifies that a verge treatment requires **immediate attention** whether it relates to a safety or environmental hazard, contact will be made with the property owner to advise them of a timeframe (depending on the seriousness of the hazard) for remedial works to be completed by.

#### **6.8 Stormwater Connections.**

- 6.8.1 Stormwater pipes connecting a property to Councils stormwater networks are owned and maintained by the property owner.
- 6.8.2 Council is responsible from the legal point of entry at the point where the water from the property owner's property enters the stormwater main or kerb and gutter). The stormwater mains under and alongside roads, drainage, service pits, lids and grates are the responsibility of Council and are included in scheduled works for ongoing clearance and maintenance throughout the year.
- 6.8.3 Inter-allotment drainage lines are installed within dedicated easements by the developer at the time of construction of the subdivision to facilitate the draining of surface water from lots that are unable to drain to the street.
- 6.8.4 Inter-allotment drainage easements and their maintenance are the responsibility of the respective beneficiaries. Council is not responsible for the maintenance and control of these inter-allotment drainage systems unless listed as a benefiting authority on the Section 88B Instrument.
- 6.8.5 Council's Infrastructure Section can provide residents and property owners with copies of Councils drainage systems through the Council area, so that maintenance responsibilities can be identified.
- 6.8.6 If a blockage occurs in a private stormwater pipe due to inappropriate material put down the drains, sections of pipes collapsing, tree root invasion, ground subsidence, debris or siltation the property owner is responsible for engaging a qualified plumber to undertake work associated with the cleaning of the blockage.
- 6.8.7 If the plumber identifies any problem in the drain which is the responsibility of the Council (which may include an inability to clear a blockage using normal jetting/rodding equipment and without excavating the section of drain), **he/she** is to immediately notify Council that their section of drain may require either maintenance or replacement.

#### **6.9 Footpath Interfaces (Boundary).**

- 6.9.1 Council owns and is responsible for maintenance of the footpath network. However, where the footpath connects to or passes through a private driveway crossing, the property owner is responsible to maintain their driveway, the transverse joints (i.e. crosswise) and/or the longitudinal (i.e. lengthwise) interfaces between the footpath and the driveway to ensure it is free from trip hazards.
- 6.9.2 If the trip hazard has been created due to a fault in Council's footpath, Council will undertake the repairs at Council's cost.
- 6.9.3 All private repair works are to be completed by Council or one of Council's approved contractors (see council's website for approved contractors list as per link below).  
<https://www.qprc.nsw.gov.au/Building-Development/Building-and-Development-forms-and-checklists#section-8>

**6.10 Damage to Council Property.**

- 6.10.1 In line with the Roads Act 1993 Section 102, any damage caused to Council property will be repaired by Council and costs recovered from the person/company responsible for causing the damage. Council property includes footpaths, stormwater mains and their pits and lids, kerb and guttering, bollards, signs, road wearing surfaces, sewer mains, water mains, street furniture and bus shelters.

**6.11 Tree & Tree Root Damage.**

- 6.11.1 Where it is believed that public trees or tree roots are damaging or have the potential to cause damage to private property, the onus is on the property owner to make contact with Council. Council will then decide on the appropriate action concerning the public tree/roots.
- 6.11.2 As outlined in the Civil Liabilities Act 2002, Council will only consider claims where it can be shown that the property owner has previously notified the Council that a public tree was impacting on their private property and Council can be shown to have failed to take the appropriate action.

**6.12 Street Lighting.**

- 6.12.1 Where overhead powerlines exist it is the responsibility of the electricity provider to check and maintain clearance zones around street lighting.
- 6.12.2 Where underground powerlines exist it is the responsibility of Council to check and maintain clearance zones around street lighting.

**6.13 Reinstatement works.**

- 6.13.1 Council will only replace the segments of pavement that have been removed for the purpose of repairing, replacing or maintaining Council property. Council will not replace whole areas of pavement to maintain uniformity of appearance, colour, patterning or other visible ornamental features.
- 6.13.2 Property owners who choose to landscape outside the property boundary run the risk of these features being removed when Council undertakes utility maintenance or operational functions.
- 6.13.3 Council will not replace landscape features, rocks, retaining walls, heavy garden edging or any Council approved irrigation systems installed outside the property boundary. The property owner must bear the cost and responsibility for all permissible reinstatement of landscape features outside the property boundary.
- 6.13.4 Council will, to the best of its ability work with the property owner to minimise the disturbance made to the area.

**7. REVIEW**

- 7.1 This policy is a local policy and accordingly will be reviewed or confirmed within the first 12 months after the declaration of the poll for the next NSW general local government election, unless revoked sooner by Council. [Note: automatic revocation of this policy is provided for under s.165(4) of the *Local Government Act 1993*. The next general local government election is scheduled to be held in September 2020].

- 7.2 This policy may be reviewed and updated as necessary if:

- (a) legislation requires it, or
- (b) Council's functions, structure or activities change.

# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.21      ADOPTION OF COUNCIL POLICIES - SECOND TRANCHE

ATTACHMENT 4    ROAD/STREET NAMES POLICY

# **Road/Street Names Policy**

<b>Date policy was adopted:</b>		<b>CEO Signature and date</b>
<b>Resolution number:</b>		
<b>Next Policy review date:</b>		
<b>Reference number:</b>		
<b>Strategic Pillar</b>		
<b>Responsible Branch</b>		DD/MM/YYYY

## 1. OUTCOMES:

- 1.1 Council will maintain a Road/Street Naming Register for the purpose of providing names for roads and streets across the Queanbeyan-Palerang local government area.
- 1.2 The policy and guidelines prepared by the NSW Geographic Names Board are to be applied as Council policy in determining the suitability of possible street names.

## 2. POLICY:

- 2.1 Council adopts a list of suitable road and street names to be used across the local government area. This list is known as the Road/Street Naming Register and is to be comprised of the list of possible road and street names previously compiled from nominations by local historians, developers and the general public.
- 2.2 Names shall not be added to the Register until they have been exhibited and notified as required by the Roads Regulation

## 3. SCOPE OF THE POLICY:

- 3.1 This policy applies to all new roads and streets within the Queanbeyan-Palerang Local Government Area.

## 4. DEFINITIONS:

- 4.1 Nil

## 5. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS:

- 5.1 Roads Regulation 2018 – Division 1 Cl.7(1)-(6)
- 5.2 NSW Addressing User Manual
- 5.3 AS/NZS 4819:2011 Rural and Urban Addressing Standard
- 5.4 NSW Place Name Policy, GNB September 2018
- 5.5 Guidelines for the Determination of Place Names, GNB September 2018

## 6. CONTENT:

- 6.1 For all new roads and streets, names shall be selected from Council's Road/Street Name Register.
- 6.2 In selecting suitable road/street names from names of early explorers, pioneers, settlers and other eminent persons, the names selected shall preferably have some general connection to the area in which the street is located or to the Queanbeyan-Palerang Local Government Area generally.
- 6.3 Other names which do not have a direct relationship to a location within the Local Government Area can be used anywhere within the LGA.
- 6.4 If being used in a new subdivision, a consistent theme of names eg. pioneers or flora/fauna should be used within the one subdivision area.
- 6.5 Where new subdivision proposals are lodged with Council, the developers should be advised at the application stage that Council will provide details of possible names to be used for new streets within the subdivision. The list of suitable names is to be prepared by officers of Council's Development Control Section and administered by the Service Manager Land Use Planning.
- 6.6 All written requests to have person's names included in Council's list of preferred road and street names are to be supported by evidence as to the significance of the name to the history of the locality or the Local Government Area as a whole.

- 6.7 Their suitability should also be assessed on the criteria set down by the NSW Geographical Names Board in respect of “sources” and its place name policy and guidelines.
- 6.8 The Local Aboriginal Land Council should be requested to submit a list of names for inclusion into the road and street names list. The meaning of the names or the person’s historical links with the area should be provided in respect of any names supplied before they are accepted for assessment for their suitability for inclusion into Council’s adopted list of possible road and street names.
- 6.9 Council’s Natural and Built Character Portfolio via the Service Manager Land Use Planning shall be responsible for maintaining the Street Naming Register.
- 6.10 All requests for inclusion of names on this list should be referred to Council via the Service Manager Land Use Planning.
- 6.11 A copy of the Register shall be available for public viewing upon request.
- 6.12 Developers are encouraged to list road and street names with subdivisions when they are lodged.
- 6.13 Developers and/or local residents are encouraged to submit name suggestions for a new road or street based on NSW Government Guidelines as set out by the NSW Geographical Names Board (GNB).
- 6.14 In instances where a developer or local resident cannot provide appropriate name(s) that meet the GNB criteria the Service Manager Land Use Planning or appropriate staff member will assist by suggesting possible names and seeking their feedback.

## 7. REVIEW

- 7.1 This policy is a local policy and accordingly will be reviewed or confirmed within the first 12 months after the declaration of the poll for the next NSW general local government election, unless revoked sooner by Council. [Note: automatic revocation of this policy is provided for under s.165(4) of the *Local Government Act 1993*. The next general local government election is scheduled to be held in September 2020].

This policy may be reviewed and updated as necessary if:

- (a) legislation requires it, or
- (b) Council’s functions, structure or activities change.

# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.22      ADOPTION OF COMPLAINT MANAGEMENT CHARTER AND  
POLICIES

ATTACHMENT 1      QPRC CHARTER OF INDIVIDUAL RIGHTS AND MUTUAL  
RESPONSIBILITIES OF THE PARTIES TO A COMPLAINT



## **Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint**

Queanbeyan-Palerang Regional Council is committed to ensuring that all complaints are dealt with fairly, efficiently and effectively and that workplace health and safety standards and duty of care obligations are adhered to. To assist with this, Council has developed this Charter which sets out the rights and responsibilities which must be observed and respected by all of the parties to the complaint process.

### **Individual rights<sup>1</sup>**

#### **Complainants have the right:**

- To make a complaint and to express their opinions in ways that are reasonable, lawful and appropriate.
- To a reasonable explanation of the organisation's complaints procedure, including details of the confidentiality, secrecy and/or privacy rights or obligations that may apply.
- To a fair and impartial assessment and, where appropriate, investigation of their complaint based on the merits of the case.
- To a fair hearing<sup>2</sup>.
- To a timely response.
- To be informed, in at least general terms, about the actions taken and outcome of their complaint.
- To be given reasons that explain decisions affecting them.
- To at least one right of review of the decision on the complaint<sup>3</sup>.
- To be treated with courtesy and respect.
- To communicate valid concerns and views without fear of reprisal or other unreasonable response.

#### **Staff have the right:**

- To determine whether, and if so how, a complaint will be dealt with.
- To finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances<sup>4</sup>.
- To expect honesty, cooperation and reasonable assistance from complainants.
- To expect honesty, cooperation and reasonable assistance from fellow staff members, organisations and people within jurisdiction who are the subject of a complaint.
- To be treated with courtesy and respect.
- To a safe and healthy working environment.
- To modify, curtail or decline service (if appropriate) in response to unacceptable behaviour by a complainants.

#### **Subjects of a complaint have the right:**

- To a fair and impartial assessment and, where appropriate, investigation of the allegations made against them.
- To be treated with courtesy and respect by staff of Queanbeyan-Palerang Regional Council (QPRC).



- To be informed (at an appropriate time) about the substance of the allegations made against them that are being investigated.
- To be informed about the substance of any proposed adverse comment or decision.
- To be given a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.
- To be told the outcome of any investigation into allegations about their conduct, including the reasons for any decision or recommendation that may be detrimental to them.
- To be protected from harassment by disgruntled complainants acting unreasonably.

## **Mutual responsibilities**

### **Complainants are responsible for:**

- Treating staff of QPRC with courtesy and respect.
- Clearly identifying, to the best of their ability, the issues of complaint, or asking for help from QPRC staff to assist them in doing so.
- Providing, to the best of their ability, QPRC with all the relevant information available to them at the time of making the complaint.
- Being honest in all communications with QPRC.
- Informing QPRC of any other action/s they have taken in relation to their complaint.
- Cooperating with the staff who are assigned to assess/ investigate/resolve/determine or otherwise deal with their complaint.

If complainants do not meet their responsibilities QPRC may consider placing limitations or conditions on their ability to communicate with staff or access certain services and facilities. QPRC has a zero tolerance policy in relation to any harm, abuse or threats directed towards its staff. Any conduct of this kind may result in a refusal to take any further action on a complaint or to have further dealings with the complainant. Any conduct of a criminal nature will be reported to police and in certain circumstances legal action may also be considered.

### **Staff are responsible for:**

- Providing reasonable assistance to complainants who need help to make a complaint and, where appropriate, during the complaint process.
- Dealing with all complainants and people or organisations that are subject of a complaint professionally, fairly and impartially.
- Giving complainants or their advocates a reasonable opportunity to explain their complaint, subject to the circumstances of the case and the conduct of the complainant.
- Giving people or organisations that are the subject of a complaint a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.
- Informing people or organisations of the subject of the investigation, at an appropriate time, about the substance of the allegations made against them and the substance of any proposed adverse comment or decision that they may need to answer or address.
- Keeping complainants informed of the actions taken and the outcome of their complaints.
- Giving complainants reasons that are clear and appropriate to their circumstances and adequately explaining the basis of any decisions that affect them.
- Treating complainants and any people the subject of complaint with courtesy and respect at all times and in all circumstances.
- Taking all reasonable and practical steps to ensure that complainants are not subjected to any detrimental action in reprisal for making their complaint.
- Giving adequate warning of the consequences of unacceptable behaviour.

If QPRC or its staff fail to comply with these responsibilities, complainants may complain to the Council's Service Manager, Governance.

**Subjects of a complaint are responsible for:**

- Cooperating with the staff of QPRC who are assigned to handle the complaint, particularly where they are exercising a lawful power in relation to a person or body within their jurisdiction.
- Providing all relevant information in their possession to QPRC or its authorised staff when required to do so by a properly authorised direction or notice.
- Being honest in all communications with QPRC and its staff.
- Treating the staff of QPRC with courtesy and respect at all times and in all circumstances.
- Refraining from taking any detrimental action against the complainant in reprisal for them making the complaint.

If subjects of a complaint fail to comply with these responsibilities, action may be taken under relevant laws and/or codes of conduct.

**QPRC is responsible for:**

- Having an appropriate and effective complaint handling system in place for receiving, assessing, handling, recording and reviewing complaints.
- Decisions about how all complaints will be dealt with.
- Ensuring that all complaints are dealt with professionally, fairly and impartially.
- Ensuring that staff treat all parties to a complaint with courtesy and respect.
- Ensuring that the assessment and any inquiry into the investigation of a complaint is based on sound reasoning and logically probative information and evidence.
- Finalising complaints on the basis of outcomes that the organisation, or its responsible staff, consider to be satisfactory in the circumstances<sup>7</sup>.
- Implementing reasonable and appropriate policies/procedures/practices to ensure that complainants are not subjected to any detrimental action in reprisal for making a complaint, including maintaining separate complaint files and other operational files relating to the issues raised by individuals who make complaints.
- Giving adequate consideration to any confidentiality, secrecy and/or privacy obligations or responsibilities that may arise in the handling of complaints and the conduct of investigations.

If QPRC fails to comply with these responsibilities, complainants may complain to the Council's Service Manager, Governance.

**Notes:**

<sup>1</sup> The word 'rights' is not used here in the sense of legally enforceable rights, but in the sense of guarantees of certain standards of service and behaviour that a complaint handling system should be designed to provide to each of the parties to a complaint.

<sup>2</sup> The 'right to be heard' refers to the opportunity to put a case to the complaint handler/decision-maker. This right can be modified, curtailed or lost due to unacceptable behaviour, and is subject to the complaint handler's right to determine how a complaint will be dealt with.

<sup>3</sup> Such a right of review can be provided internally by the organisation, for example by a person not connected to the original decision.

<sup>4</sup> Some complaints cannot be resolved to the complainant's satisfaction, whether due to unreasonable expectations or the particular facts and circumstances of the complaint.

<sup>5</sup> Unacceptable behaviour includes verbal and physical abuse, intimidation, threats, etc. as defined within QPRC's Unreasonable Complainant Policy.

<sup>6</sup> For example whether they have made a similar complaint to another relevant person or body or have relevant legal proceedings at foot.

<sup>7</sup> Once made, complaints are effectively 'owned' by the complaint handler who is entitled to decide (subject to any statutory provisions that may apply) whether, and if so how, each complaint will be dealt with, who will be the case officer/investigator/decision-maker/etc, the resources and priority given to actioning the matter, the powers that will be

## **10.22 Adoption of Complaint Management Charter and Policies**

### **Attachment 1 - QPRC Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint (Continued)**

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exercised, the methodology used, the outcome of the matter, etc. Outcomes arising out of a complaint may be considered by the complaint handler to be satisfactory whether or not the complainants, any subjects of complaint or the organisation concerned agrees with or is satisfied with that outcome.



# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.22      ADOPTION OF COMPLAINT MANAGEMENT CHARTER AND  
POLICIES

ATTACHMENT 2    QPRC COMPLAINT MANAGEMENT POLICY

# **Complaint Management** **Policy**

<b>Date policy was adopted:</b>		<b>CEO Signature and date</b>
<b>Resolution number:</b>		
<b>Next Policy review date:</b>		
<b>Reference number:</b>		
<b>Strategic Pillar</b>		
<b>Responsible Branch</b>		DD/MM/YYYY

## 1. OUTCOMES:

- 1.1 Complaint Management is an important aspect of achieving good customer service.
- 1.2 QPRC's Complaint Management Policy is intended to ensure that we handle complaints fairly, efficiently and effectively.
- 1.2 Our complaint management framework is intended to:
  - Provide a clear and transparent system for dealing with complaints.
  - Enable us to respond to issues raised by people making complaints in a timely and cost-effective way
  - Boost public confidence in our administrative process and customer service, and
  - Provide information that can be used by us to deliver quality improvements in our services, staff and complaint handling.
- 1.3 This organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling.

## 2. POLICY:

- 2.1 This policy forms part of QPRC's Complaint Management Framework (See Appendix 1) which aims to provide for the transparent, efficient and effective management of complaints.
- 2.2 This policy also provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.
- 2.3 Council has developed a *Charter of Individual Rights and Mutual Responsibilities of the Parties of a Complaint* (See Appendix 2) which sets out the obligations and responsibilities of all the parties which are involved in the processing of a complaint.

## 3. SCOPE OF THE POLICY:

- 3.1 This policy applies to all staff receiving or managing complaints from the public made to or about us, regarding our services, staff and complaint handling.
- 3.2 Staff grievances, code of conduct complaints (for local councils), public interest disclosures, service requests and requests for access to information are dealt with through separate mechanisms and do not form part of QPRC's Complaint Management Framework (As per Appendix 1).

## 4. DEFINITIONS:

### **Complaint**

An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

### **Complaint Management Framework**

QPRC has developed a Complaint Management Framework (See Appendix 1) which sets out the parameters of its complaint management system. The core aspects of its Framework are:

- Charter of Individual Rights and Mutual Responsibilities of the Parties of a Complaint
- Complaint Management Policy

- Unreasonable Complainant Policy
- Competitive Neutrality Complaints Policy

The Framework notes that the following are not covered within our Complaint Management system:

- **staff grievances** [see our grievance procedures]
- **public interest disclosures** made by our staff and councillors [see our internal reporting policy]
- **code of conduct complaints** [see our code of conduct]
- **responses to requests for feedback** about the standard of our service provision [see the definition of 'feedback' below]
- **reports of problems or wrongdoing** merely intended to bring a problem to our notice with no expectation of a response [see definition of 'feedback']
- **service requests** [ see definition of 'service request' below], and
- **requests for information** [see our access to information policy]

These types of complaints are covered by their own legislation, policies, procedures and processes.

### **Complaint Management System**

QPRC's Complaint Management System consists of a Three Tier Model of Complaint Handling as advocated by the NSW Ombudsman. This consists of:

- **Tier 1:** Frontline Complaint Handling – where we empower staff to try and resolve complaints at the first point of contact
- **Tier 2:** Internal Review – where a complaint is escalated internally to be investigated by a more senior officer
- **Tier 3:** External Review – where a complainant is provided the opportunity to have an external agency review their complaint.

### **Dispute**

An unresolved complaint escalated either within or outside of our organisation.

### **Feedback**

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling where a response is not explicitly or implicitly expected or legally required.

### **Service request**

A request via council's Customer Response Management System (CRMS) by a member of the public relating to the delivery of a Council provided service. This is likely to include:

- requests for approval
- requests for action
- routine inquiries about the organisation's business
- requests for the provision of services and assistance
- reports of failure to comply with laws regulated by the organisation
- requests for explanation of policies, procedures and decisions.

These types of request do not constitute a 'complaint' and fall outside the parameters of Council's Complaint Management Framework.



## Grievance

A clear, formal written statement by an individual staff member about another staff member or a work related problem. Again, these types of request do not constitute a 'complaint' and fall outside the parameters of Council's Complaint Management Framework.

## Public interest disclosure

A report about wrong doing made by a public official in New South Wales that meets the requirements of the *Public Interest Disclosures Act 1994*. Again, these types of request do not constitute a 'complaint' and fall outside the parameters of Council's Complaint Management Framework.

## 5. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS:

- Local Government Act 1993
- Practice Note No.9 – Complaints Management in Councils, DLG and NSW Ombudsman, August 2009
- AS/NZ 10002: 2014 Guidelines for Complaint Management in Organisations, October 2014
- ISO 10002 Quality Management – Customer Satisfaction – Guidelines for Complaint Handling in Organisations, 2018
- Effective Complaint Handling Guidelines, NSW Ombudsman, 3<sup>rd</sup> Edition February 2017

## 6. CONTENT:

6.1 QPRC has developed a Complaint Management Framework to assist staff and customers better understand the parameters of Council's Complaint Management System. This Framework consists of:

- A Charter – which sets out the mutual rights and responsibilities of the various parties involved in the management and processing of a complaint.
- A Complaint Management Policy
- An Unreasonable Complainant Conduct Policy, and
- Competitive Neutrality Complaints Policy

The CEO/GM is responsible for ensuring Council's Complaint Management Framework is implemented in accordance with its policies.

6.2 Council will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

6.3 The guiding principles for QPRC's complaints management framework were:

- **People Focus** – We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and complaint handling.
- **Responsiveness** – We will respond to complaints in a timely manner and will keep complainants informed on outcomes.
- **Objectivity and Fairness** – We will address each complaint with integrity and in a equitable, objective and unbiased manner.
- **No Detriment** – We will take all reasonable steps to ensure people making complaints are not adversely affected because they made a complaint.

We will address all complaints within the context of these principles.

- 6.4 Where possible we will endeavour to resolve complaints at the first point of contact. When this cannot occur we will process the complaint as per Clause 6.7 of this policy. Relevant staff members will be given delegated authority by the CEO/GM to:
- Deal with complaints
  - Investigate complaints referred to them
- 6.5 QPRC has a Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint to clearly set out the obligations and responsibilities of all the parties which are involved in the processing of a complaint. The Charter will be issued to persons who formally lodge a complaint so that they fully understand their rights and responsibilities as Council deals with the complaint.
- 6.6 Anonymous Complaints  
QPRC accepts anonymous complaints and will carry out an investigation of the issue/s raised where there is enough information provided. However, due to the complaint's anonymity this may mean that the complainant will not receive acknowledgement, updates and reports on the outcome of the complaint.
- 6.7 When responding to complaints, staff will act in accordance with our complaint management system. The five key stages of our complaint management system are:
- Receive
  - Acknowledge
  - Assess and Investigate
  - Provide reasons for decision
  - Options for redress and close complaint

**6.7.1 Receipt of complaints**

Unless a complaint has been resolved at the outset, we will record the complaint and its supporting information within our records system.

**6.7.2 Acknowledgement**

We will acknowledge receipt of each complaint promptly, and preferably within two working days. Consideration will be given to the most appropriate medium (eg. e-mail, letter) for communicating with the complainant.

**6.7.3 Assessment**

We will confirm the parameters of the complaint to be investigated and whether the issues raised within the complaint are within our control. We will also consider the outcomes sought by the person making the complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

**6.7.4 Investigation**

After assessing the complaint we will investigate the claims made in the complaint. As part of this process we will keep the complainant up to date on our progress, particularly if there are any delays.

**6.7.5 Providing reasons for decisions**

Following consideration of the complaint and its investigation we will contact the complainant to advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy/resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as internal review, external review or appeal

#### 6.7.6 Closing the complaint

Once the complaint has been finalised we will keep comprehensive records about:

- How we managed the complaint
- The outcome/s of the complaint
- Any outstanding actions that need to be followed up, and we will ensure that outcomes are properly implemented, monitored and reported to senior management

#### 6.8 Confidentiality

We will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by Council as permitted under the relevant privacy laws and confidentiality obligations.

#### 6.9 Council will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issue/s raised. If a matter concerns an immediate risk to safety and security the response will be immediate and will be escalated appropriately.

#### 6.10 If a person prefers or needs another person or organisation to assist or represent them in making and/or resolution of their complaint, we will communicate with them through their representative if that is their wish. Anyone may represent a person wish to make a complaint with their consent.

#### 6.11 Council will advise people making complaints if we are unable to deal with any part of the complaint and will provide advice about such issues and/or complaints may be redirected (if known and appropriate).

#### 6.12 Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular Tier 2 Internal Reviews will be conducted by an officer other than the original decision-maker.

#### 6.13 Competitive Neutrality Complaints

Complaints relating to competitive neutrality issues in respect of the delivery of Council services will be dealt with under the provisions of QPRC's Competitive Neutrality Complaints Policy.

#### 6.14 Ownership of a Complaint

Once a complaint is formally lodged the person making the complaint has transferred ownership of the complaint to the Complaint Handler (Council). It is the Complaint Handler which then becomes responsible for determining how the complaint will be dealt with, who will investigate it' the resources and priority given to investigate the matter and the methodology to be used to investigate it.

#### 6.15 Managing Unreasonable Conduct by Complainants

Council is committed to processing complaints as per our guiding principles for their management. However, our success in properly managing complaints depends upon:

- Our ability to do our work and perform our functions effectively and efficiently
- Ensuring the health, safety and security of our staff, and
- Our ability to allocate resources fairly and equitably across all the complaint we receive.

Occasionally we can experience unreasonable complainant conduct which impacts directly upon our ability to properly manage a complaint. Council has an Unreasonable Complainant Conduct (UCC) Policy which addresses the issue of UCC and its management.

6.16 QPRC's Complaint Management System consists of three tiers for complaint handling consisting of:

- Tier 1: Where we will aim to resolve complaint at the first point of contact (frontline).
- Tier 2: Where a complaint cannot be resolved at Tier 1, the option to escalate the complaint to a more senior officer for an internal review will be provided.
- Tier 3: Where the complainant is dissatisfied with the outcome of an Internal Review they may seek an External Review by an outside agency (eg. NSW Ombudsman, Office of Local Government, NCAT)

6.17 Analysis and evaluation of complaints

We will ensure that complaints are recorded within Council's record system so that information can be easily retrieved for reporting and analysis. We will produce regular reports on complaints which will be publicly available.

6.18 Continuous Improvement

Council is committed to improving the effectiveness and efficiency of our complaint management framework. To this end we will:

- Support the making and appropriate resolution of complaints
- Implement best practices in complaint handling
- Regularly review the complaints management framework and complaint data, and
- Implement appropriate system changes arising out of analysis of complaints data and continual monitoring of the system.

## 7. REVIEW

- 7.1 This policy is a local policy and accordingly will be **reviewed or confirmed within the first 12 months** after the declaration of the poll for the next NSW general local government election, unless revoked sooner by Council. **[Note:** automatic revocation of this policy is provided for under s.165(4) of the *Local Government Act 1993*. The next general local government election is scheduled to be held in September 2020].

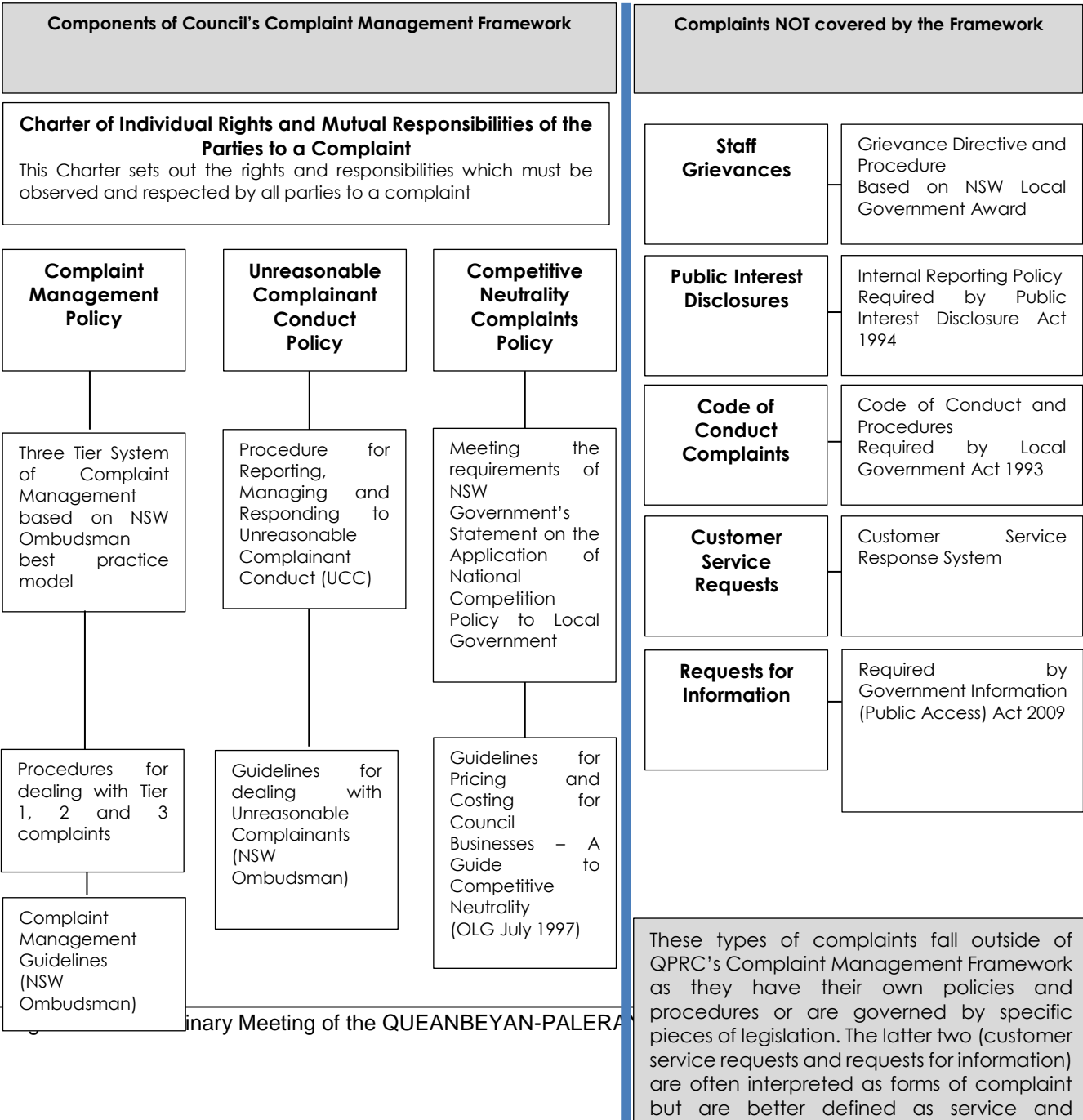
This policy may be reviewed and updated as necessary if:

- (a) legislation requires it, or
- (b) Council's functions, structure or activities change.

APPENDIX 1: QPRC'S COMPLAINT MANAGEMENT FRAMEWORK

**QPRC COMPLAINT MANAGEMENT FRAMEWORK**

**Definition of what constitutes a 'complaint' at QPRC**  
A Complaint is an "Expression of dissatisfaction made to us or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or required."



The Charter and the three policies form QPRC's Complaint Management Framework

## APPENDIX 2: CHARTER OF INDIVIDUAL RIGHTS AND MUTUAL RESPONSIBILITIES OF THE PARTIES TO A COMPLAINT



### Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint

Queanbeyan-Palerang Regional Council is committed to ensuring that all complaints are dealt with fairly, efficiently and effectively and that workplace health and safety standards and duty of care obligations are adhered to. To assist with this, Council has developed this Charter which sets out the rights and responsibilities which must be observed and respected by all of the parties to the complaint process.

#### **Individual rights<sup>1</sup>**

##### **Complainants have the right:**

- To make a complaint and to express their opinions in ways that are reasonable, lawful and appropriate.
- To a reasonable explanation of the organisation's complaints procedure, including details of the confidentiality, secrecy and/or privacy rights or obligations that may apply.
- To a fair and impartial assessment and, where appropriate, investigation of their complaint based on the merits of the case.
- To a fair hearing<sup>2</sup>.
- To a timely response.
- To be informed, in at least general terms, about the actions taken and outcome of their complaint.
- To be given reasons that explain decisions affecting them.
- To at least one right of review of the decision on the complaints<sup>3</sup>.
- To be treated with courtesy and respect.
- To communicate valid concerns and views without fear of reprisal or other unreasonable response.

##### **Staff have the right:**

- To determine whether, and if so how, a complaint will be dealt with.
- To finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances<sup>4</sup>.
- To expect honesty, cooperation and reasonable assistance from complainants.
- To expect honesty, cooperation and reasonable assistance from fellow staff members, organisations and people within jurisdiction who are the subject of a complaint.
- To be treated with courtesy and respect.

- To a safe and healthy working environment.
- To modify, curtail or decline service (if appropriate) in response to unacceptable behaviour by a complainants.

**Subjects of a complaint have the right:**

- To a fair and impartial assessment and, where appropriate, investigation of the allegations made against them.
- To be treated with courtesy and respect by staff of Queanbeyan-Palerang Regional Council (QPRC).
- To be informed (at an appropriate time) about the substance of the allegations made against them that are being investigated.
- To be informed about the substance of any proposed adverse comment or decision.
- To be given a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.
- To be told the outcome of any investigation into allegations about their conduct, including the reasons for any decision or recommendation that may be detrimental to them.
- To be protected from harassment by disgruntled complainants acting unreasonably.

**Mutual responsibilities**

**Complainants are responsible for:**

- Treating staff of QPRC with courtesy and respect.
- Clearly identifying, to the best of their ability, the issues of complaint, or asking for help from QPRC staff to assist them in doing so.
- Providing, to the best of their ability, QPRC with all the relevant information available to them at the time of making the complaint.
- Being honest in all communications with QPRC.
- Informing QPRC of any other action/s they have taken in relation to their complaint.
- Cooperating with the staff who are assigned to assess/ investigate/resolve/determine or otherwise deal with their complaint.

If complainants do not meet their responsibilities QPRC may consider placing limitations or conditions on their ability to communicate with staff or access certain services and facilities. QPRC has a zero tolerance policy in relation to any harm, abuse or threats directed towards its staff. Any conduct of this kind may result in a refusal to take any further action on a complaint or to have further dealings with the complainant. Any conduct of a criminal nature will be reported to police and in certain circumstances legal action may also be considered.

**Staff are responsible for:**

- Providing reasonable assistance to complainants who need help to make a complaint and, where appropriate, during the complaint process.
- Dealing with all complainants and people or organisations that are subject of a complaint professionally, fairly and impartially.
- Giving complainants or their advocates a reasonable opportunity to explain their complaint, subject to the circumstances of the case and the conduct of the complainant.
- Giving people or organisations that are the subject of a complaint a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.
- Informing people or organisations of the subject of the investigation, at an appropriate time, about the substance of the allegations made against them and the substance of any proposed adverse comment or decision that they may need to answer or address.
- Keeping complainants informed of the actions taken and the outcome of their complaints.

- Giving complainants reasons that are clear and appropriate to their circumstances and adequately explaining the basis of any decisions that affect them.
- Treating complainants and any people the subject of complaint with courtesy and respect at all times and in all circumstances.
- Taking all reasonable and practical steps to ensure that complainants are not subjected to any detrimental action in reprisal for making their complaint.
- Giving adequate warning of the consequences of unacceptable behaviour.

If QPRC or its staff fail to comply with these responsibilities, complainants may complain to the Council's Service Manager, Governance.

**Subjects of a complaint are responsible for:**

- Cooperating with the staff of QPRC who are assigned to handle the complaint, particularly where they are exercising a lawful power in relation to a person or body within their jurisdiction.
- Providing all relevant information in their possession to QPRC or its authorised staff when required to do so by a properly authorised direction or notice.
- Being honest in all communications with QPRC and its staff.
- Treating the staff of QPRC with courtesy and respect at all times and in all circumstances.
- Refraining from taking any detrimental action against the complainant in reprisal for them making the complaint.

If subjects of a complaint fail to comply with these responsibilities, action may be taken under relevant laws and/or codes of conduct.

**QPRC is responsible for:**

- Having an appropriate and effective complaint handling system in place for receiving, assessing, handling, recording and reviewing complaints.
- Decisions about how all complaints will be dealt with.
- Ensuring that all complaints are dealt with professionally, fairly and impartially.
- Ensuring that staff treat all parties to a complaint with courtesy and respect.
- Ensuring that the assessment and any inquiry into the investigation of a complaint is based on sound reasoning and logically probative information and evidence.
- Finalising complaints on the basis of outcomes that the organisation, or its responsible staff, consider to be satisfactory in the circumstances<sup>7</sup>.
- Implementing reasonable and appropriate policies/procedures/practices to ensure that complainants are not subjected to any detrimental action in reprisal for making a complaint, including maintaining separate complaint files and other operational files relating to the issues raised by individuals who make complaints.
- Giving adequate consideration to any confidentiality, secrecy and/or privacy obligations or responsibilities that may arise in the handling of complaints and the conduct of investigations.

If QPRC fails to comply with these responsibilities, complainants may complain to the Council's Service Manager, Governance.

**Notes:**

<sup>1</sup> The word 'rights' is not used here in the sense of legally enforceable rights, but in the sense of guarantees of certain standards of service and behaviour that a complaint handling system should be designed to provide to each of the parties to a complaint.

<sup>2</sup> The 'right to be heard' refers to the opportunity to put a case to the complaint handler/decision-maker. This right can be modified, curtailed or lost due to unacceptable behaviour, and is subject to the complaint handler's right to determine how a complaint will be dealt with.

<sup>3</sup> Such a right of review can be provided internally by the organisation, for example by a person not connected to the original decision.

<sup>4</sup> Some complaints cannot be resolved to the complainant's satisfaction, whether due to unreasonable expectations or the particular facts and circumstances of the complaint.

<sup>5</sup> Unacceptable behaviour includes verbal and physical abuse, intimidation, threats, etc. as defined within QPRC's Unreasonable Complainant Policy.



<sup>6</sup> For example whether they have made a similar complaint to another relevant person or body or have relevant legal proceedings at foot.

<sup>7</sup> Once made, complaints are effectively 'owned' by the complaint handler who is entitled to decide (subject to any statutory provisions that may apply) whether, and if so how, each complaint will be dealt with, who will be the case officer/investigator/decision-maker/etc, the resources and priority given to actioning the matter, the powers that will be exercised, the methodology used, the outcome of the matter, etc. Outcomes arising out of a complaint may be considered by the complaint handler to be satisfactory whether or not the complainants, any subjects of complaint or the organisation concerned agrees with or is satisfied with that outcome.



# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.22      ADOPTION OF COMPLAINT MANAGEMENT CHARTER AND  
POLICIES

ATTACHMENT 3    QPRC UNREASONABLE COMPLAINANT CONDUCT POLICY

# **Unreasonable Complainant Conduct Policy**

<b>Date policy was adopted:</b>		<b>CEO Signature and date</b>
<b>Resolution number:</b>		
<b>Next Policy review date:</b>		
<b>Reference number:</b>		
<b>Strategic Pillar</b>		
<b>Responsible Branch</b>		DD/MM/YYYY

## 1. OUTCOMES:

- 1.1 Council recognises that the vast majority of complainants behave in a respectful manner when dealing with our organisation. However, in a very small number of cases, some complainants behave in ways that are inappropriate and unacceptable where they are aggressive, verbally abusive, threaten harm and violence, bombard us with unnecessary and excessive calls and emails, make inappropriate demands on time and resources and refuse to accept our decisions and recommendations in relation to their complaint. This policy aims to address these complainant conducts and behaviours when they arise.
- 1.2 To assist staff in managing unreasonable complainant conduct (UCC), and
- 1.3 To ensure that staff:
  - Feel confident and supported in taking action to manage unreasonable complainant conduct.
  - Act fairly, consistently and appropriately when responding to unreasonable complainant conduct (UCC).
- 1.4 Understand the types of circumstances when it may be appropriate to use mechanisms to manage unreasonable complainant conduct.
- 1.5 Make complainants aware of what constitutes unreasonable complainant conduct and the actions Council staff may take to deal with this.

## 2. POLICY:

- 2.1 QPRC is committed to having a Complaint Management Framework that is people focussed, responsive, which acts fairly and objectively and ensures no detriment. However, it recognises that occasionally complainant behaviour and conduct can become unreasonable where it can directly impact upon:
  - Our ability to do our work and perform our functions
  - The health, safety and security of our staff, and
  - The ability to allocate resources fairly across the delivery of our services.
- 2.2 This policy provides guidance on how we will manage unreasonable complainant conduct (UCC).

## 3. SCOPE OF THE POLICY:

- 3.1 The aim of this policy is to work in concert with Council's Complaint Management Policy and only become active when complainant behaviour morphs into unreasonable complainant conduct (UCC).

## 4. DEFINITIONS:

### **Unreasonable Complainant Conduct**

Unreasonable Complainant Conduct (UCC) is any behaviour by a current or former complainant which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, staff, other service users and complainants, or the complainant themselves.

UCC is divided into five Categories of Conduct consisting of:

- Unreasonable Persistence

- Unreasonable Demands
- Unreasonable Lack of Cooperation
- Unreasonable Arguments
- Unreasonable Behaviours

Appendix 1 of this policy provides explanations of these Categories of Conduct.

### **Complaint Management Framework**

QPRC has developed a Complaint Management Framework (See Appendix 2) which sets out the parameters of its complaint management system. The core aspects of its Framework are:

- Charter of Individual Rights and Mutual Responsibilities of the Parties of a Complaint
- Complaint Management Policy
- Unreasonable Complainant Policy
- Competitive Neutrality Complaints Policy

### **Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint (See Appendix 3)**

The Charter sets out the rights and responsibilities which must be observed and respected by all parties to the complaint process.

### **Procedure for Reporting, Managing and Responding to Unreasonable Complainant Conduct (UCC)**

The Council Procedure which sets out how Council will manage unreasonable complainant conduct and the restrictions which can be implemented.

### **Relevant Service Manager**

The Relevant Service Manager is the Service Manager responsible for the Service where a complainant's unreasonable conduct is occurring.

## **5. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS:**

- Local Government Act 1993
- Practice Note No.9 – Complaints Management in Councils, DLG and NSW Ombudsman, August 2009
- AS/NZ 10002: 2014 Guidelines for Complaint Management in Organisations, October 2014
- ISO 10002 Quality Management – Customer Satisfaction – Guidelines for Complaint Handling in Organisations, 2018
- Effective Complaint Handling Guidelines, NSW Ombudsman, 3rd Edition February 2017
- Managing Unreasonable Complainant Behaviour Manual and Guidelines, NSW Ombudsman, Feb 2013
- Managing Unreasonable Complainant Conduct – A manual for frontline staff, supervisors and senior managers, 2<sup>nd</sup> Edition, NSW Ombudsman, May 2012

## **6. CONTENT:**

### **6.1 Roles and Responsibilities.**

#### **6.1.1 All Staff**

All staff are responsible for familiarising themselves with this policy as well as the *Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint* (See Appendix 3). Staff are also encouraged to provide and explain the contents of this Charter to all complainants particularly those who engage in UCC or exhibit the early warning signs for UCC.

### **6.1.2 The Relevant Service Manager**

The *Relevant Service Manager* in consultation with relevant staff, has the responsibility and authority to change or restrict a complainant's access to our services in the circumstances identified in this policy.

The *Relevant Service Manager* is also responsible for recording, monitoring and reviewing all cases where this policy is applied to ensure consistency, transparency and accountability for the application of this policy. They will also manage and keep a file record of all cases where this policy is applied.

### **6.1.3 Portfolio General Manager and CEO/GM**

Portfolio General Managers and the CEO/GM are responsible for supporting staff to apply the strategies in this policy, and for ensuring compliance with the procedures identified in this policy and ensuring that all staff members are trained to deal with UCC – including on induction.

Portfolio General Managers will also ensure that staff are provided with proper support and assistance including medical and/or police assistance and support through programs such as Employee Assistance Program (EAPS), if necessary.

## **6.2 Managing and Responding to UCC**

- 6.2.1 The provisions of this policy will only be triggered when a staff member reports to their supervisor or Relevant Service Manager an incidence of Unreasonable Complainant Conduct (UCC) as defined by Appendix 1 of this policy.
- 6.2.2 The reporting of UCC incidents will be as per Council's *Procedure for Reporting, Managing and Responding to Unreasonable Complainant Conduct*.
- 6.2.3 In the first instance Complainants will be warned either by the front-line staff and/or supervisor of the unacceptability of their conduct or by a warning letter from the Relevant Service Manager.
- 6.2.4 If the UCC continues then Council will implement restrictions upon the complainant.
- 6.2.5 UCC incidents will generally be managed by limiting or adapting the ways that we interact with and/or deliver services to complainants by restricting:
  - **Who they have contact with** – eg limiting a complainant to a sole contact person/staff member in our organisation.
  - **What they can raise with us** – eg restricting the subject matter of communications that we will consider and respond to.
  - **When they can have contact** – eg limiting a complainant's contact with our organisation to a particular time, day, or length of time, or curbing the frequency of their contact with us.
  - **Where they can make contact** – eg limiting the locations where we will conduct face-to-face interviews to secured facilities or areas of the office.
  - **How they can make contact** – eg limiting or modifying the forms of contact that the complainant can have with us. This can include modifying or limiting face-to-face interviews, telephone and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating our services altogether.

Council's *Procedure for Reporting, Managing and Responding to Unreasonable Complainant Conduct* sets out the specifics of these types of limitations.

- 6.2.2 When using the restrictions provided in this section we recognise that discretion will need to be used to adapt them to suit a complainant's personal circumstances, level of competency, literacy skills, etc. In this regard, we also recognise that more than one strategy may need to be used in individual cases to ensure their appropriateness and efficacy. (See Council's *Procedure for Reporting, Managing and Responding to Unreasonable Complainant Conduct*).
- 6.2.3 All UCC cases where this policy is applied will be reviewed every **6 months** after the service change or restriction was initially imposed or continued/upheld.
- 6.2.4 The Relevant Service Manager will invite the complainant to participate in the review process unless they determine that this invitation will provoke a negative response from the complainant (ie further UCC).
- 6.2.5 The invitation will be given and the review will be conducted in accordance with the complainant's access restrictions (eg if contact has been restricted to writing only then the invitation to participate will be done in writing).
- 6.2.6 The Relevant Service Manager will notify the complainant of the outcome of their review using the appropriate/relevant method of communication as well as a written letter explaining the outcome, as applicable.
- 6.2.7 In rare cases, and as a last resort when all other strategies have been considered, the CEO/GM may decide that it is necessary to terminate a complainant's access to our services.
- 6.2.8 This will only occur if it is unlikely that the complainant will modify their conduct and/or their conduct poses a significant risk to our staff and other parties

### **6.3 Using Alternative Dispute Resolution**

- 6.3.1 If the CEO/GM determines that we cannot terminate our services to a complainant in a particular case or that we/our staff bear some responsibility for causing or exacerbating their conduct, they may consider alternative dispute resolution strategies (ADR) such as mediation and conciliation to resolve the conflict with the complainant and attempt to rebuild our relationship with them.
- 6.3.2 If ADR is considered to be an appropriate option in a particular case, the ADR will be conducted by an independent third party to ensure transparency and impartiality.

### **6.4 Right of Appeal**

- 6.4.1 Complainants are entitled to one appeal of a decision to change/restrict their access to our services. This review will be undertaken by a senior staff member who was not involved in the original decision to change or restrict the complainant's access. This staff member will consider the complainant's arguments along with all relevant records regarding the complainant's past conduct. They will advise the complainant of the outcome of their appeal by letter which must be signed off by the CEO/GM.
- 6.4.2 If a complainant continues to be dissatisfied after the appeal process, they may seek an external review from an oversight agency such as the NSW Ombudsman.

## **7. REVIEW**



- 7.1 This policy is a local policy and accordingly will be reviewed or confirmed within the first 12 months after the declaration of the poll for the next NSW general local government election, unless revoked sooner by Council. **[Note:** automatic revocation of this policy is provided for under s.165(4) of the *Local Government Act 1993*. The next general local government election is scheduled to be held in September 2020].

This policy may be reviewed and updated as necessary if:

- (a) legislation requires it, or
- (b) Council's functions, structure or activities change.

## **Appendix 1: Categories of Unreasonable Complainant Conduct**

Unreasonable Complainant Conduct is any behaviour by a current or former complainant which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, staff, other service users and complainants, or the complainant themselves.

This can consist of the following:

### **1. Unreasonable persistence**

Unreasonable persistence is continued, incessant and unrelenting conduct by a complainant that has a disproportionate and unreasonable impact on our organisation, staff, services, time and/or resources. Some examples of unreasonably persistent behaviour include:

- An unwillingness or inability to accept reasonable and logical explanations including final decisions that have been comprehensively considered and dealt with.
- Persistently demanding a review simply because it is available and without arguing or presenting a case for one.
- Pursuing and exhausting all available review options when it is not warranted and refusing to accept further action cannot or will not be taken on their complaints.
- Reframing a complaint in an effort to get it taken up again.
- Bombarding our staff/organisation with phone calls, visits, letters, e-mails (including cc'd correspondence) after repeatedly being asked not to do so.
- Contacting different people within our organisation and/or externally to get a different outcome or more sympathetic response to their complaint – internal and external forum shopping.

### **2. Unreasonable demands**

Unreasonable demands are any demands (express or implied) that are made by a complainant that have a disproportionate and unreasonable impact on our organisation, staff, services, time and/or resources. Some examples of unreasonable demands include:

- Issuing instructions and making demands about how we have/should handle their complaint, the priority it was/should be given, or the outcome that was/should be achieved.
- Insisting on talking to a senior manager or the [CEO / Director / Senior Manager] personally when it is not appropriate or warranted.
- Emotional blackmail and manipulation with the intention to guilt trip, intimidate, harass, shame, seduce or portray themselves as being victimised – when this is not the case.
- Insisting on outcomes that are not possible or appropriate in the circumstances – eg for someone to be sacked or prosecuted, an apology and/or compensation when no reasonable basis for expecting this.
- Demanding services that are of a nature or scale that we cannot provide when this has been explained to them repeatedly.

### **3. Unreasonable lack of cooperation**

Unreasonable lack of cooperation is an unwillingness and/or inability by a complainant to cooperate with our organisation, staff, or complaints system and processes that results in a disproportionate and unreasonable use of our services, time and/or resources. Some examples of unreasonable lack of cooperation include:

- Sending a constant stream of comprehensive and/or disorganised information without clearly defining any issues of complaint or explaining how they relate to the core issues being complained about – only where the complainant is clearly capable of doing this.
- Providing little or no detail with a complaint or presenting information in 'drips and drabs'.
- Refusing to follow or accept our instructions, suggestions, or advice without a clear or justifiable reason for doing so.

- Arguing frequently and/or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations.
- Displaying unhelpful behaviour – such as withholding information, acting dishonestly, misquoting others, and so forth.

#### **4. Unreasonable arguments**

Unreasonable arguments include any arguments that are not based in reason or logic, that are incomprehensible, false or inflammatory, trivial or delirious and that disproportionately and unreasonably impact upon our organisation, staff, services, time, and/or resources. Arguments are unreasonable when they:

- Fail to follow a logical sequence
- Are not supported by any evidence and/or are based on conspiracy theories
- Lead a complainant to reject all other valid and contrary arguments
- Are trivial when compared to the amount of time, resources and attention that the complainant demands
- Are false, inflammatory or defamatory.

#### **5. Unreasonable behaviour**

Unreasonable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated that a complainant is – because it unreasonably compromises the health, safety and security of our staff, other service users or the complainant himself/herself.

Some examples of unreasonable behaviours include:

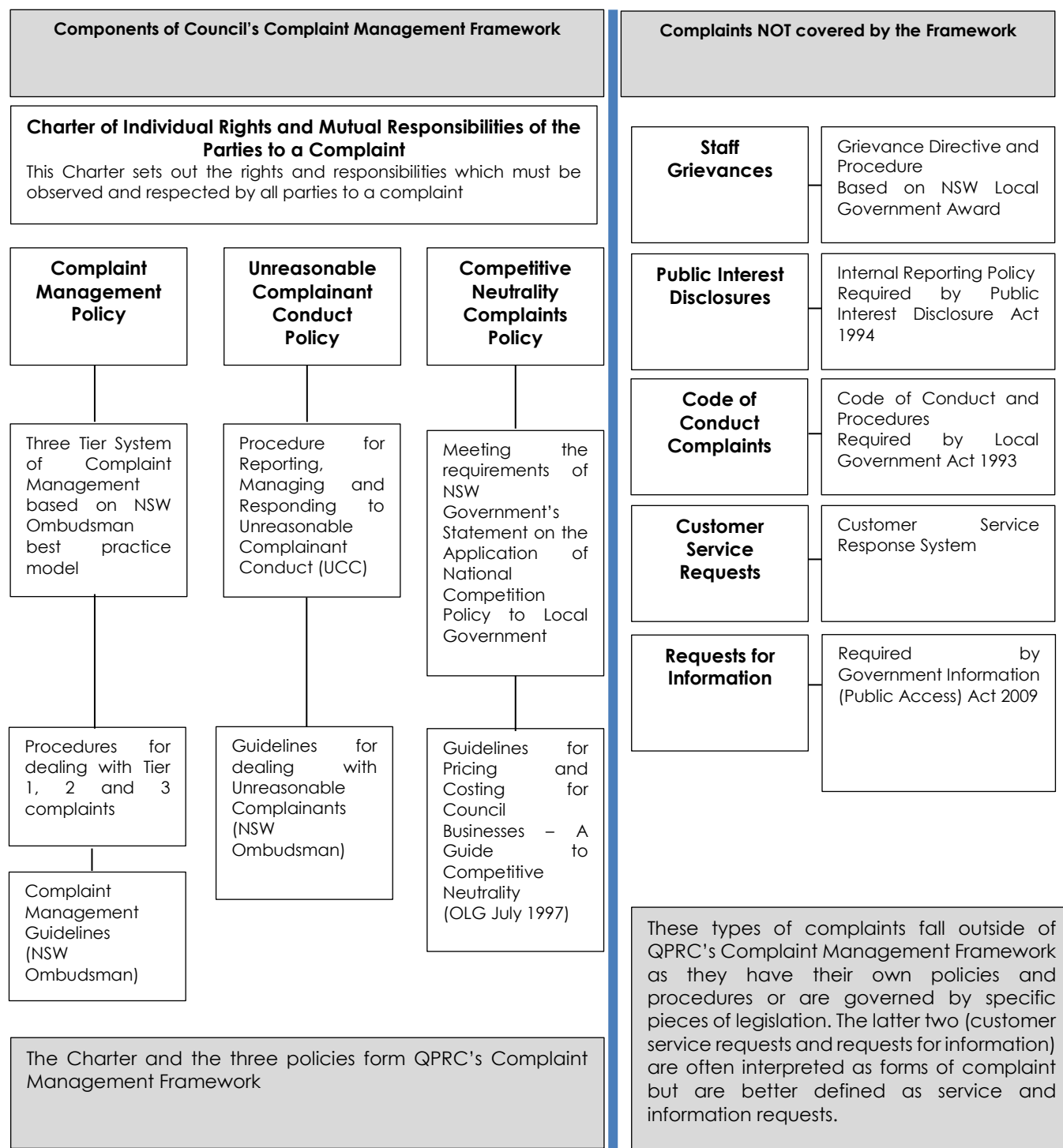
- Acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks
- Harassment, intimidation or physical violence.
- Rude, confronting and threatening correspondence.
- Threats of harm to self or third parties, threats with a weapon or threats to damage property including bomb threats.
- Stalking (in person or online).
- Emotional manipulation.

## Appendix 2: QPRC Complaint Management Framework

### QPRC COMPLAINT MANAGEMENT FRAMEWORK

#### Definition of what constitutes a 'complaint' at QPRC

A Complaint is an "Expression of dissatisfaction made to us or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or required."



## **Appendix 3: QPRC Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint**



### **Charter of Individual Rights and Mutual Responsibilities of the Parties to a Complaint**

Queanbeyan-Palerang Regional Council is committed to ensuring that all complaints are dealt with fairly, efficiently and effectively and that workplace health and safety standards and duty of care obligations are adhered to. To assist with this, Council has developed this Charter which sets out the rights and responsibilities which must be observed and respected by all of the parties to the complaint process.

#### **Individual rights<sup>1</sup>**

##### **Complainants have the right:**

- To make a complaint and to express their opinions in ways that are reasonable, lawful and appropriate.
- To a reasonable explanation of the organisation's complaints procedure, including details of the confidentiality, secrecy and/or privacy rights or obligations that may apply.
- To a fair and impartial assessment and, where appropriate, investigation of their complaint based on the merits of the case.
- To a fair hearing<sup>2</sup>.
- To a timely response.
- To be informed, in at least general terms, about the actions taken and outcome of their complaint.
- To be given reasons that explain decisions affecting them.
- To at least one right of review of the decision on the complaint<sup>3</sup>.
- To be treated with courtesy and respect.
- To communicate valid concerns and views without fear of reprisal or other unreasonable response.

##### **Staff have the right:**

- To determine whether, and if so how, a complaint will be dealt with.
- To finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances<sup>4</sup>.
- To expect honesty, cooperation and reasonable assistance from complainants.
- To expect honesty, cooperation and reasonable assistance from fellow staff members, organisations and people within jurisdiction who are the subject of a complaint.
- To be treated with courtesy and respect.
- To a safe and healthy working environment.
- To modify, curtail or decline service (if appropriate) in response to unacceptable behaviour by a complainant<sup>5</sup>.

##### **Subjects of a complaint have the right:**

- To a fair and impartial assessment and, where appropriate, investigation of the allegations made against them.
- To be treated with courtesy and respect by staff of Queanbeyan-Palerang Regional Council (QPRC).

- To be informed (at an appropriate time) about the substance of the allegations made against them that are being investigated.
- To be informed about the substance of any proposed adverse comment or decision.
- To be given a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.
- To be told the outcome of any investigation into allegations about their conduct, including the reasons for any decision or recommendation that may be detrimental to them.
- To be protected from harassment by disgruntled complainants acting unreasonably.

## **Mutual responsibilities**

### **Complainants are responsible for:**

- Treating staff of QPRC with courtesy and respect.
- Clearly identifying, to the best of their ability, the issues of complaint, or asking for help from QPRC staff to assist them in doing so.
- Providing, to the best of their ability, QPRC with all the relevant information available to them at the time of making the complaint.
- Being honest in all communications with QPRC.
- Informing QPRC of any other action/s they have taken in relation to their complaints.
- Cooperating with the staff who are assigned to assess/ investigate/resolve/determine or otherwise deal with their complaint.

If complainants do not meet their responsibilities QPRC may consider placing limitations or conditions on their ability to communicate with staff or access certain services and facilities. QPRC has a zero tolerance policy in relation to any harm, abuse or threats directed towards its staff. Any conduct of this kind may result in a refusal to take any further action on a complaint or to have further dealings with the complainant. Any conduct of a criminal nature will be reported to police and in certain circumstances legal action may also be considered.

### **Staff are responsible for:**

- Providing reasonable assistance to complainants who need help to make a complaint and, where appropriate, during the complaint process.
- Dealing with all complainants and people or organisations that are subject of a complaint professionally, fairly and impartially.
- Giving complainants or their advocates a reasonable opportunity to explain their complaint, subject to the circumstances of the case and the conduct of the complainant.
- Giving people or organisations that are the subject of a complaint a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.
- Informing people or organisations of the subject of the investigation, at an appropriate time, about the substance of the allegations made against them and the substance of any proposed adverse comment or decision that they may need to answer or address.
- Keeping complainants informed of the actions taken and the outcome of their complaints.
- Giving complainants reasons that are clear and appropriate to their circumstances and adequately explaining the basis of any decisions that affect them.
- Treating complainants and any people the subject of complaint with courtesy and respect at all times and in all circumstances.
- Taking all reasonable and practical steps to ensure that complainants are not subjected to any detrimental action in reprisal for making their complaint.
- Giving adequate warning of the consequences of unacceptable behaviour.

If QPRC or its staff fail to comply with these responsibilities, complainants may complain to the Council's Service Manager, Governance.

**Subjects of a complaint are responsible for:**

- Cooperating with the staff of QPRC who are assigned to handle the complaint, particularly where they are exercising a lawful power in relation to a person or body within their jurisdiction.
- Providing all relevant information in their possession to QPRC or its authorised staff when required to do so by a properly authorised direction or notice.
- Being honest in all communications with QPRC and its staff.
- Treating the staff of QPRC with courtesy and respect at all times and in all circumstances.
- Refraining from taking any detrimental action against the complainant in reprisal for them making the complaint.

If subjects of a complaint fail to comply with these responsibilities, action may be taken under relevant laws and/or codes of conduct.

**QPRC is responsible for:**

- Having an appropriate and effective complaint handling system in place for receiving, assessing, handling, recording and reviewing complaints.
- Decisions about how all complaints will be dealt with.
- Ensuring that all complaints are dealt with professionally, fairly and impartially.
- Ensuring that staff treat all parties to a complaint with courtesy and respect.
- Ensuring that the assessment and any inquiry into the investigation of a complaint is based on sound reasoning and logically probative information and evidence.
- Finalising complaints on the basis of outcomes that the organisation, or its responsible staff, consider to be satisfactory in the circumstances<sup>7</sup>.
- Implementing reasonable and appropriate policies/procedures/practices to ensure that complainants are not subjected to any detrimental action in reprisal for making a complaint, including maintaining separate complaint files and other operational files relating to the issues raised by individuals who make complaints.
- Giving adequate consideration to any confidentiality, secrecy and/or privacy obligations or responsibilities that may arise in the handling of complaints and the conduct of investigations.

If QPRC fails to comply with these responsibilities, complainants may complain to the Council's Service Manager, Governance.

**Notes:**

- <sup>1</sup> The word 'rights' is not used here in the sense of legally enforceable rights, but in the sense of guarantees of certain standards of service and behaviour that a complaint handling system should be designed to provide to each of the parties to a complaint.
- <sup>2</sup> The 'right to be heard' refers to the opportunity to put a case to the complaint handler/decision-maker. This right can be modified, curtailed or lost due to unacceptable behaviour, and is subject to the complaint handler's right to determine how a complaint will be dealt with.
- <sup>3</sup> Such a right of review can be provided internally by the organisation, for example by a person not connected to the original decision.
- <sup>4</sup> Some complaints cannot be resolved to the complainant's satisfaction, whether due to unreasonable expectations or the particular facts and circumstances of the complaint.
- <sup>5</sup> Unacceptable behaviour includes verbal and physical abuse, intimidation, threats, etc. as defined within QPRC's Unreasonable Complainant Policy.
- <sup>6</sup> For example whether they have made a similar complaint to another relevant person or body or have relevant legal proceedings at foot.
- <sup>7</sup> Once made, complaints are effectively 'owned' by the complaint handler who is entitled to decide (subject to any statutory provisions that may apply) whether, and if so how, each complaint will be dealt with, who will be the case officer/investigator/decision-maker/etc, the resources and priority given to actioning the matter, the powers that will be exercised, the methodology used, the outcome of the matter, etc. Outcomes arising out of a complaint may be considered by the complaint handler to be satisfactory whether or not the complainants, any subjects of complaint or the organisation concerned agrees with or is satisfied with that outcome.





# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.22      ADOPTION OF COMPLAINT MANAGEMENT CHARTER AND  
POLICIES

ATTACHMENT 4      QPRC COMPETITIVE NEUTRALITY COMPLAINTS POLICY

# **Competitive Neutrality Complaints Policy**

<b>Date policy was adopted:</b>		<b>CEO Signature and date</b>
<b>Resolution number:</b>		
<b>Next Policy review date:</b>		
<b>Reference number:</b>		
<b>Strategic Pillar</b>		
<b>Responsible Branch</b>		DD/MM/YYYY

**1. OUTCOMES:**

- 1.1 To provide an avenue for persons or businesses to lodge a complaint against Council operations regarding competitive neutrality as a result of the National Competition Policy.

**2. POLICY:**

- 2.1 To establish an effective system to deal with complaints relating to competitive neutrality in respect of their businesses.

**3. SCOPE OF THE POLICY:**

- 3.1 This policy forms part of QPRC's Complaints Management Framework – (See Appendix 1)
- 3.2 To ensure that Council's commercial activities comply with the competitive neutrality principles as set out in the National Competition Policy which applies to all levels of government throughout Australia

**4. DEFINITIONS:**

- 4.1 **Competitive neutrality** is the policy that a public sector business, or agency, should not have a **competitive** advantage (or disadvantage) over the private sector solely due to their **government** ownership.

**5. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS:**

- 5.1 The Commonwealth Government's 1996 *Competitive Neutrality Policy Statement* (CN Policy)
- 5.2 The NSW Government has published three key guidance documents on competitive neutrality which are relevant to local councils:
- the *Policy Statement on the Application of Competitive Neutrality: Policy and Guidelines Paper* January 2002 (**the Policy Statement**);
  - *Competitive Tendering Guidelines* January 1997 (**the Guidelines**); and
  - *Pricing & Costing for Council Businesses: A Guide to Competitive Neutrality* July 1997 (**the Neutrality Guide**).

**6. CONTENT:**

- 6.1 Competitive neutrality is one of the principles of National Competition Policy, which is applied throughout Australia at all levels of Government. The framework for the application of National Competition Policy to Councils was developed in cooperation with the Local Government. It is found in the NSW Government's Policy Statement on the Application of National Competition Policy to Local Government.
- 6.2 These Guidelines fulfil the Government's commitment in the Policy Statement to provide guidance to councils on the development of a complaints handling mechanism for competitive neutrality issues. The implementation of competitive neutrality itself is explained in "*Pricing and Costing for Council Businesses - A Guide to Competitive Neutrality*", released by the Department of Local Government in July 1997.
- 6.3 Under the principles of National Competition Policy, Commonwealth, State and Local Governments must each establish an effective system to deal with complaints relating to competitive neutrality in respect of their businesses.
- 6.4 Complaints regarding competitive neutrality can be made either to Council directly or to the NSW State Government. The Independent Pricing and Regulatory Tribunal (IPART) has been nominated as the State agency responsible for handling these complaints.

- 6.5 Once a complaint is referred to IPART, the Government has agreed that all such complaints will be forwarded to Council for resolution in the first instance.
- 6.6 IPART will pursue any complaints which have not been adequately resolved by Council. Further consideration/ investigation of complaints will be handled under existing legislation (ie the Local Government Act, 1993).
- 6.7 Competitive neutrality is based on the concept of the 'level playing field' for all competitors in a market, be they public or private sector competitors. As it is expressed in the Policy Statement, "government businesses, whether Commonwealth, State or local, [should] operate without net competitive advantages over other businesses as a result of their public ownership".
- 6.8 Under the Policy Statement, Council is required to apply a number of different elements of competitive neutrality to its business activities. Application will depend on the size of the business. Even where Council is not required to adopt a particular element, it is expected to abide by the principle of competitive neutrality in the conduct of the business. That is - "where councils compete in the market place they should do so on a basis that does not utilise their public position to gain an unfair advantage over a private sector competitor".
- 6.9 A complaint regarding competitive neutrality is:
- A complaint that Council has not met its requirements under the Policy Statement or "Pricing and Costing for Council Businesses - A Guide to Competitive Neutrality". This includes a concern that Council has not established an effective complaints handling mechanism;
  - A complaint that Council has not abided by the spirit of competitive neutrality in the conduct of a business activity.
- 6.10 A competitive neutrality complaint is **not**:
- a complaint regarding the level of service provided by a business activity (eg water quality inadequate, garbage bin not collected);
  - a complaint regarding the cost of the service, unless it is that Council has not costed its service to take competitive neutrality into account;
  - a complaint regarding the trade practices laws and their application to Councils. Complaints which centre on the Trade Practices Act 1974 and related issues can be dealt with by the Council but are not competitive neutrality complaints. They may also be referred to the Australian Competition and Consumer Commission.
- 6.11 Complaints that do not concern competitive neutrality should be dealt with through Council's usual complaints system.
- 6.12 Making a Complaint regarding Competitive Neutrality**
- 6.12.1 Complaints against Queanbeyan-Palerang Regional Council can be made to either the Independent Pricing and Regulatory Tribunal (IPART) or to Council's General Manager.
- 6.12.2 All complaints are to be in writing and will be acknowledged by the Council. With respect to complaints made under this policy Council will treat the complaint in the same manner in which it deals with a complaint made under the "Protected Disclosures Act" and Council's internal reporting system.
- 6.12.3 Council will deal with all complaints promptly and aims to respond to the complainant within 4 weeks of receipt of the letter.
- 6.12.4 After proper investigation all complaints will be reported to Council and state the outcomes and validity of the complaint.
- 6.12.5 Council will advise the complainant of the remedy available and these would include:
- to provide more information to the complainant for a more accurate understanding of competition policy;
  - to investigate/review Council's business activities if a legitimate complaint is made;
  - to change Council's business practice where a complaint is justified.

- 6.12.6 If the complainant is not satisfied with the above they will be directed to the Independent Pricing and Regulatory Tribunal, the NSW Ombudsman or the Independent Commission Against Corruption to pursue the matter further, depending on the nature of the complaint.
- 6.12.7 If the matter relates to the application of the Trade Practices Act 1974 involving local government, they will be directed to the Australian Competition and Consumer Commission (ACCC) located in the A.C.T.

## 7. REVIEW

- 7.1 This policy is a local policy and accordingly will be reviewed or confirmed within the first 12 months after the declaration of the poll for the next NSW general local government election, unless revoked sooner by Council. **[Note:** automatic revocation of this policy is provided for under s.165(4) of the *Local Government Act 1993*. The next general local government election is scheduled to be held in September 2020].

This policy may be reviewed and updated as necessary if:

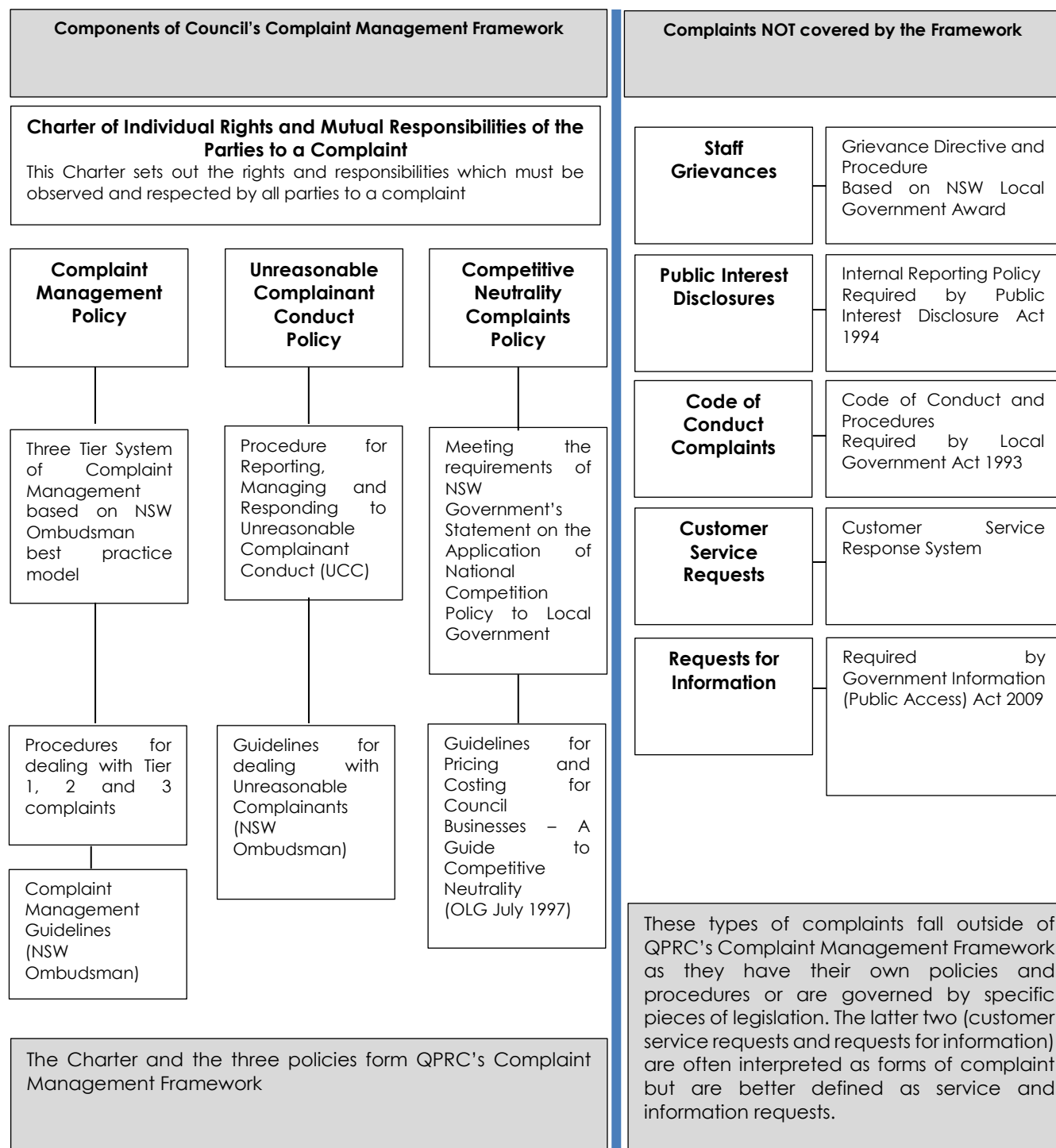
- (a) legislation requires it, or
- (b) Council's functions, structure or activities change.

## APPENDIX 1: QPRC'S COMPLAINT AMANGEMENT FRAMEWORK

### QPRC COMPLAINT MANAGEMENT FRAMEWORK

#### Definition of what constitutes a 'complaint' at QPRC

A Complaint is an "Expression of dissatisfaction made to us or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or required."



# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.23      INVESTMENT REPORT - MAY 2019

ATTACHMENT 1      MAY 2019 - BUDGETED INTEREST ALLOCATION BY ENTITY

**Attachment 1****Ordinary Meeting of Council: 26 June 2019****Investment Report – May 2019**

<b>2018/19 Budgeted Interest Allocation by Entity</b>					
<b>Entity</b>	<b>Original Budget</b>	<b>Quarter 1 Budget</b>	<b>Quarter 2 Budget</b>	<b>Quarter 3 Budget</b>	<b>Qtr 2 to Qtr 3 Movement</b>
General	1,291,540	1,291,540	1,291,540	2,391,540	1,100,000
Developer Contributions	636,357	636,357	636,357	636,357	0
Water	537,641	537,641	537,641	537,641	0
Sewer	1,804,408	1,804,408	1,804,408	1,804,408	0
Domestic Waste Management	414,693	414,693	414,693	414,693	0
Business Waste Management	102,669	102,669	102,669	102,669	0
Stormwater Management	12,497	12,497	12,497	12,497	0
<b>Total</b>	<b>4,799,805</b>	<b>4,799,805</b>	<b>4,799,805</b>	<b>5,899,805</b>	<b>1,100,000</b>



# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.23      INVESTMENT REPORT - MAY 2019

ATTACHMENT 2    MAY 2019 - BUDGET VS ACTUAL REPORT



Interest Income Budget vs Actual Period  
Queanbeyan-Palerang Regional Council  
30 June 2018 to 31 May 2019

1. Interest Income Summary By Month 30 June 2018 to 31 May 2019 (inclusive). Accruals Based Upon Coupons.

Month / Year	(A) Income Interest Budget (Original) Running Total	Interest Income Budget (Current) For Month	(B) Interest Income Budget (Current) Running Total	(T) Interest Income Received/Accrued For Month	(C) Interest Income Received/Accrued Running Total	Accrued Interest Acquired For Month	Accrued Interest Acquired Running Total	(U) Unit Trust Market Value Changes	(E) Unit Trust Market Value Changes Running Total	'Return' For Month (T + U)
Jun 2018	399,983.75	491,650.42	491,650.42	288,070.98	288,070.98	0.00	0.00	0.01	0.01	288,070.99
Jul 2018	799,567.50	491,650.42	983,300.84	358,400.80	646,471.78	0.00	0.00	262,506.85	262,506.86	620,907.65
Aug 2018	1,199,951.25	491,650.42	1,474,951.26	358,318.95	1,004,790.73	0.00	0.00	283,446.56	545,953.42	641,765.51
Sep 2018	1,599,935.00	491,650.42	1,966,601.68	363,229.62	1,368,020.35	0.00	0.00	(17,074.94)	528,878.48	346,154.68
Oct 2018	1,999,918.75	491,650.42	2,458,252.10	370,220.48	1,738,240.83	0.00	0.00	(950,295.18)	(121,416.70)	(280,974.70)
Nov 2018	2,399,902.50	491,650.42	2,949,902.52	336,795.93	2,075,036.76	0.00	0.00	(170,546.76)	(291,963.46)	166,249.17
Dec 2018	2,799,886.25	491,650.42	3,441,552.94	389,400.89	2,444,437.65	0.00	0.00	(200,787.09)	(492,750.55)	188,613.80
Jan 2019	3,199,870.00	491,650.42	3,933,203.36	433,068.23	2,877,505.88	0.00	0.00	557,312.25	64,561.70	990,380.48
Feb 2019	3,599,853.75	491,650.42	4,424,853.78	420,276.30	3,297,782.18	0.00	0.00	856,117.60	720,679.38	1,076,393.88
Mar 2019	3,999,837.50	491,650.42	4,916,504.20	467,400.28	3,765,182.46	0.00	0.00	224,359.35	945,038.73	691,759.63
Apr 2019	4,399,821.25	491,650.42	5,408,154.62	423,227.75	4,188,410.21	0.00	0.00	435,776.64	1,380,815.37	859,004.39
May 2019	4,799,805.00	491,650.42	5,899,805.04	409,245.94	4,597,656.15	0.00	0.00	(185,548.38)	1,195,267.01	223,697.58
		5,899,805.04		4,597,656.15		0.00		1,195,267.01		5,792,923.16

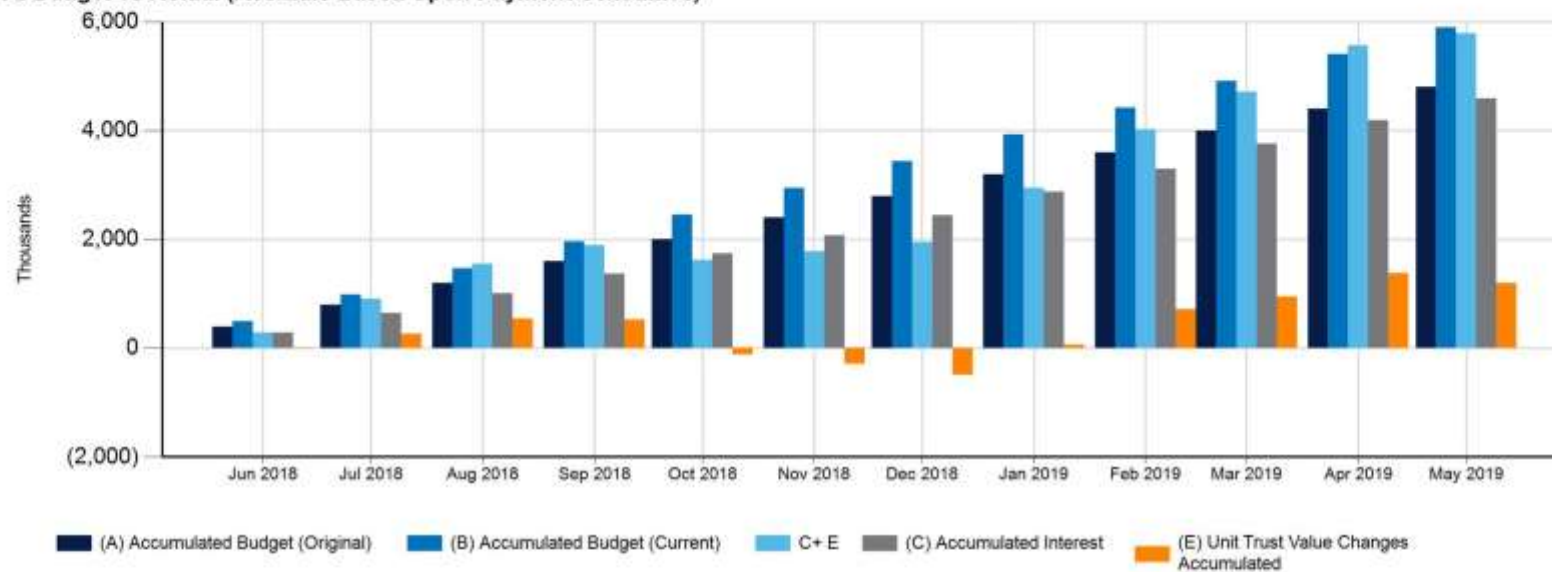
Notes on Table Above:

1. The numbers shown in Column T are the accrual interest amounts for that month (refer Section 6) combined with the At Call Deposit and Unassigned interest income received during that month (refer Section 3).
2. The accruals shown in this section have been calculated using each security's coupon schedule.



Interest Income Budget vs Actual Period  
Queanbeyan-Palerang Regional Council  
30 June 2018 to 31 May 2019

Accumulated Budget vs Actual (Accruals Based Upon Payment Schedules)





## 2. Unit Trust Market Value Changes Between 30 June 2018 to 31 May 2019 (inclusive)

Security	July	August	September	October	November	December	January	February	March	April	May	June	All Months
												0.00	0.00
NSWTC IM Cash Fund UIT							6,763.00	2,558.27	2,186.70	1,284.16	(832.47)		11,950.66
NSWTC Long Term Growth Fund UIT	182,997.79	211,268.84	(14,360.22)	(504,803.91)	(134,096.50)	(150,396.93)	373,254.36	473,476.53	132,440.99	313,783.26	(168,607.58)	0.00	714,926.65
NSWTC Medium Term Growth Fund UIT	79,509.07	72,177.71	(2,684.72)	(145,491.27)	(36,450.26)	(50,300.16)	177,294.90	180,082.88	89,731.66	120,709.22	(16,108.33)	0.00	468,380.70
	262,506.86	283,446.55	(17,044.94)	(650,295.18)	(170,546.76)	(200,707.09)	557,312.26	656,117.68	224,359.35	435,776.64	(185,548.36)	0.00	1,195,257.01

Notes:

1. All holdings in unit trust securities should be shown here.
2. The change in value of held securities is offset by the value of acquisitions and disposals.



### 3. Interest Income Received (Based on Transactions) Between 30 June 2018 to 31 May 2019 (inclusive)

Security	July	August	September	October	November	December	January	February	March	April	May	June	All Months
<b>Non At Call Deposits</b>													
AMP 1.05 30 Mar 2022 FRN			15,759.21			15,400.55			15,140.82				46,300.58
AMP 1.08 10 Sep 2021 FRN						22,528.61			22,927.51				45,456.12
AMP 1.1 11 Jun 2019 FRN			5,901.47			5,668.62			5,711.42				17,279.51
AMP 2.55 04 Sep 2019 728DAY TD			126,801.37										126,801.37
AMP 2.8 13 Mar 2019 271DAY TD									103,945.21				103,945.21
Auswide 2.65 17 Oct 2018 301DAY TD				109,267.12									109,267.12
BENAU 0.93 17 Sep 2018 FRN			7,455.77			7,113.96			7,354.79				21,924.52
BENAU 1.05 25 Jan 2023 FRN	11,484.25			11,402.02			11,229.04			11,703.47			45,819.88
BENAU 1.1 18 Aug 2020 FRN		15,632.33			15,233.15			15,158.40			15,206.22		61,230.10
BENAU 1.1 21 Feb 2020 FRN		15,295.69			15,413.15			15,324.93			14,675.98		60,709.75
BENAU 1.27 14 Nov 2018 FRN		8,027.95			8,136.33								16,164.28
BENAU 1.46 20 Apr 2021 FRN	8,788.36			8,887.50			8,451.78			8,907.11			35,034.75
BENAU 1.5 15 Nov 2018 1DAY TD					82.76								82.76
BENAU 2.75 14 Nov 2018 91DAY TD					13,712.33								13,712.33
BOQ 1.17 26 Oct 2020 FRN	16,080.82			15,803.79			16,090.66		15,465.50				63,440.77
BOQ 1.48 18 May 2021 FRN		17,589.59			17,127.95			17,053.20			17,103.01		68,873.75
BOQ 2.65 24 Apr 2019 124DAY TD										18,005.48			18,005.48
BOQ 2.9 27 Feb 2019 727DAY TD								58,000.00					58,000.00
BOQ 3.05 19 Dec 2018 728DAY TD						91,500.00							91,500.00
BOQ 3.2 18 Mar 2020 1095DAY TD									32,000.00				32,000.00
BOQ 3.6 03 Feb 2021 1467DAY TD								107,704.11					107,704.11
BOQ 3.6 03 Mar 2021 1456DAY TD									144,000.00				144,000.00
CBA 0.88 25 Jul 2022 FRN	14,473.97			14,346.91			14,115.00			14,756.06			57,692.84
CBA 0.93 16 Aug 2023 FRN					10,907.67			11,091.00			10,296.89		32,295.66
CBA 1.11 17 Jan 2022 FRN	15,906.30			15,727.67			15,324.93			15,639.29			62,598.19
CBA 1.13 11 Jan 2024 FRN										39,328.77			39,328.77
CBA 1.15 18 Jan 2021 FRN	16,055.89			15,679.40			15,540.19			15,842.47			63,317.95
CBA 2.62 24 Apr 2018 124DAY TD										35,603.29			35,603.29
CredSis 1.05 24 Aug 2018 FRN		7,536.41											7,536.41
CredSis 1.95 09 Mar 2021 FRN			9,878.05			9,677.91			9,919.36				29,475.32
CUA 1.3 20 Mar 2020 FRN			17,102.93			16,055.89			16,582.68				49,741.50
DFB 3.27 Feb 2019 727DAY TD								60,000.00					60,000.00



Interest Income Budget vs Actual Period  
Queanbeyan-Palerang Regional Council  
30 June 2018 to 31 May 2019

Security	July	August	September	October	November	December	January	February	March	April	May	June	All Months
GB 1.45 24 Feb 2020 FloatTCD		8,544.66			8,766.98			8,462.00			8,055.25		33,828.89
GB 1.6 07 Jun 2019 FloatTCD			18,400.00			17,601.64			17,704.11				53,705.75
HBS 1.23 29 Mar 2021 FRN			16,473.78			16,541.97			16,006.77				49,024.44
MACQ 1.1 03 Mar 2020 FRN			7,716.38			7,600.12			7,616.58				22,933.00
ME Bank 1.45 18 Jul 2019 FRN	26,327.67			26,087.59			25,578.77			25,962.88			103,976.91
ME Bank 2.76 17 Apr 2019 92DAY TD										48,696.99			48,696.99
ME Bank 5.05 22 Jan 2019 182DAY TD							101,000.00						101,000.00
NAB 0.9 05 Jul 2022 FRN	36,649.32			37,303.99			36,372.85			35,682.19			146,008.35
NAB 0.93 26 Sep 2023 FRN						21,713.26			22,070.28				43,783.55
NAB 1.04 26 Feb 2024 FRN											14,394.58		14,394.58
NAB 1.17 12 May 2021 FRN		38,456.85			39,017.81			39,218.50			38,958.90		156,652.06
NAB 2.6 15 Aug 2018 90DAY TD		32,054.79											32,054.79
NAB 2.67 06 Feb 2019 91DAY TD								66,567.12					66,567.12
NAB 2.7 15 May 2019 249DAY TD											90,986.30		90,986.30
NAB 2.72 22 May 2019 152DAY TD											22,854.25		22,854.25
NAB 2.73 07 Nov 2018 154DAY TD					115,183.56								115,183.56
NPBS 1.1 26 Feb 2021 FRN											3,672.62		3,672.62
NPBS 1.35 07 Apr 2020 FRN	30,785.48			25,508.66			24,528.86			25,504.93			106,327.93
NPBS 1.4 06 Feb 2023 FRN		10,696.58			10,491.18			10,526.13			10,423.97		42,137.86
NPBS 3.4 27 Feb 2019 1097DAY TD		8,569.86			8,569.86			8,569.86					25,709.58
NPBS 3.7 03 Mar 2021 1822DAY TD			9,326.03			9,224.66			9,123.29				27,673.98
PCUSA 3.19 Sep 2018 187DAY TD			30,739.73										30,739.73
RABO 4.05 11 Dec 2019 1813DAY TD						81,000.00							81,000.00
RABO 4.05 18 Dec 2019 1821DAY TD						81,000.00							81,000.00
RABOBK 1.08 03 Mar 2022 FRN			7,666.44			7,560.26			7,566.71				22,793.41
RABOBK 1.5 04 Mar 2021 FRN			8,809.32			8,598.88			8,548.27				25,956.47
SunBank 1.25 28 Oct 2020 FRN	16,529.59			16,693.35			15,856.44			16,765.59			65,834.97
SunBank 2.7 16 Jan 2019 154DAY TD							34,175.34						34,175.34
SunBank 2.75 17 Apr 2019 91DAY TD										20,568.49			20,568.49
SunBank 2.8 10 Oct 2018 117DAY TD				53,852.05									53,852.05
TMB 1.4 28 Oct 2019 FRN	12,845.96			12,572.96			12,533.42			12,849.78			50,802.12
Westpac 1.29 Apr 2024 1827DAY FRD											8,547.95		8,547.95
Westpac 1.01 17 Apr 2024 1827DAY FRD											6,657.53		6,657.53
Westpac 1.17 03 Jun 2021 FRN			15,761.64			15,549.28			15,582.19				46,913.11
Westpac 2.77 03 Jun 2020 1081DAY TD			20,718.08			20,718.08			20,718.08				62,154.24





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Security	July	August	September	October	November	December	January	February	March	April	May	June	All Months
Westpac 2.89 07 Dec 2022 1827DAY FD			21,853.15			21,815.62			21,378.08				64,846.85
Westpac 2.9 09 Dec 2020 1059DAY TD			21,090.41			21,090.41			21,090.41				65,071.23
Westpac 2.96 25 Oct 2022 1826DAY FD	14,759.45			14,921.60			14,921.64			14,759.45			59,362.14
Non At Call Deposits Subtotal	220,687.06	162,404.71	362,073.60	378,255.51	262,642.73	488,345.72	349,718.92	417,675.25	525,586.57	376,052.64	261,635.55		3,811,080.26
<b>At Call Deposits and Unassigned</b>													
No security assigned	20,982.17	19,055.94	23,510.98	21,678.09									84,327.18
AMP At Call				5,082.30	6,326.59								11,408.89
AMP QPRC At Call					6,326.59	2,535.70	1,291.54	1,293.52	1,170.13	1,297.28			13,914.78
ANZ At Call				530.92									530.92
ANZ At Call					1,042.98	599.98	548.31	522.07	472.26	523.58	490.56		4,166.74
BENAU transaction At Call						24.23	42.02	51.38	267.14	510.94			915.71
CBA At Call				209.31									209.31
NAB At Call						23,411.61	16,834.42	13,068.07	16,397.80	11,117.44	7,624.38		88,453.72
NAB General At Call					3,228.46	6,289.96	5,127.84	4,875.82	5,710.95	2,757.38	959.42		28,949.83
NAB Links At Call					689.17	1,140.63	2,571.14	1,572.82	276.90	662.73			6,913.39
Westpac At Call					2,395.37	1,268.46	3,633.38	3,574.17	6,102.40				16,973.78
At Call Deposits Subtotal	20,982.17	19,055.94	23,510.98	27,500.62	20,009.16	35,237.57	30,048.65	24,957.85	30,417.58	16,869.35	9,074.36		258,764.23
Report Total	240,769.23	181,460.65	385,584.58	405,756.13	282,651.89	533,583.29	379,767.57	442,633.10	556,006.15	392,921.99	270,709.91		4,067,844.49

Notes:

1. It is assumed that this report is run for a period that doesn't exceed a twelve months. If it is, a month may include amounts from different years.



#### 4. Interest Income Accruals (Based on Coupon Schedules) Between 30 June 2018 to 31 May 2019 (inclusive)

Security	July	August	September	October	November	December	January	February	March	April	May	June	All Months
AMP 1.05 30 Mar 2022 FRN	5,368.40	5,368.40	5,167.27	5,078.87	4,915.02	5,078.87	5,333.67	4,817.51	5,281.14	4,636.39	4,790.96	346.33	58,183.01
AMP 1.08 10 Sep 2021 FRN	0.00	0.00	5,198.43	7,673.86	7,426.29	7,770.60	7,810.42	7,054.59	7,593.98	7,249.25	7,490.91	0.00	65,268.42
AMP 1.1 11 Jun 2019 FRN	2,010.38	2,010.38	1,893.81	1,930.38	1,868.10	1,965.36	1,967.26	1,776.88	1,911.85	1,824.64	1,885.47	1,232.16	22,266.77
AMP 2.55 04 Sep 2019 728DAY TD	10,828.70	10,828.70	10,479.35	10,828.70	10,479.35	10,828.70	10,828.70	9,780.78	10,828.70	10,479.35	10,828.70	10,479.35	127,400.08
AMP 2.8 13 Mar 2019 271DAY TD	11,890.34	11,890.34	11,506.74	11,890.34	11,506.74	11,890.34	11,890.34	10,739.68	4,802.84	0.00	0.00	0.136.90	103,944.40
Auswide 2.65 17 Oct 2018 381DAY TD	11,253.36	11,253.36	10,890.31	5,808.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10,890.31	50,095.48
BENAU 0.93 17 Sep 2018 FRN	2,539.86	2,539.86	2,405.34	2,423.42	2,345.24	2,463.09	2,505.46	2,263.00	2,434.50	2,272.58	2,348.34	1,065.10	27,605.78
BENAU 1.05 25 Jan 2023 FRN	3,930.06	3,842.28	3,718.32	3,829.05	3,661.61	3,793.68	3,829.56	3,601.05	3,886.87	3,751.05	3,322.25	3,828.05	45,083.83
BENAU 1.1 18 Aug 2020 FRN	5,155.31	5,168.40	5,021.87	5,189.28	5,012.01	5,163.80	5,163.80	4,670.06	5,180.79	5,013.65	4,917.72	4,988.99	60,845.68
BENAU 1.1 21 Feb 2020 FRN	5,153.95	5,167.94	5,025.98	5,193.53	5,016.39	5,163.80	5,163.80	4,650.62	5,111.83	4,946.91	4,899.13	4,987.68	60,481.96
BENAU 1.27 14 Nov 2018 FRN	2,795.05	2,726.26	2,653.13	2,741.57	1,149.68	0.00	0.00	0.00	0.00	0.00	0.00	2,617.78	14,593.47
BENAU 1.46 20 Apr 2021 FRN	2,969.45	2,930.97	2,836.41	2,914.26	2,785.27	2,879.16	2,922.47	2,710.85	3,001.29	2,819.48	2,672.10	2,897.23	34,339.94
BENAU 2.75 14 Nov 2018 91DAY TD	0.00	2,561.63	4,520.51	4,671.20	1,958.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13,712.22
BENAU 2.75 19 Jun 2019 180DAY TD	0.00	0.00	0.00	0.00	0.00	6,629.02	18,684.82	16,876.64	18,684.82	18,082.02	18,684.82	0.00	97,643.04
BOQ 1.17 26 Oct 2020 FRN	5,448.46	5,325.17	5,153.38	5,310.74	5,081.21	5,250.60	5,275.77	4,977.38	5,510.66	5,191.41	4,633.50	5,301.32	62,459.60
BOQ 1.48 18 May 2021 FRN	5,800.79	5,613.87	5,646.52	5,834.76	5,636.66	5,809.28	5,809.28	5,253.06	5,826.27	5,638.30	5,563.19	5,613.65	68,245.63
BOQ 2.65 24 Apr 2019 124DAY TD	0.00	0.00	0.00	0.00	0.00	1,597.21	4,501.34	4,065.74	4,501.34	3,339.69	0.00	0.00	18,905.32
BOQ 2.9 27 Feb 2019 727DAY TD	4,926.00	4,926.00	4,767.08	4,926.00	4,767.08	4,926.00	4,926.00	4,131.46	0.00	0.00	0.00	4,767.08	43,062.70
BOQ 3.05 19 Dec 2018 728DAY TD	7,771.19	7,771.19	7,520.48	7,771.19	7,520.48	4,512.32	0.00	0.00	0.00	0.00	0.00	7,520.48	50,387.33
BOQ 3.2 18 Mar 2020 1099DAY TD	2,717.79	2,717.79	2,630.11	2,717.79	2,630.11	2,717.79	2,717.79	2,454.78	2,717.79	2,630.11	2,717.79	2,630.11	31,999.75
BOQ 3.6 03 Feb 2021 1462DAY TD	9,172.55	9,172.55	8,876.63	9,172.55	8,876.63	9,172.55	9,172.55	8,284.90	9,172.55	8,876.63	9,172.55	8,876.63	107,969.27
BOQ 3.6 03 Mar 2021 1456DAY TD	12,230.06	12,230.06	11,835.50	12,230.06	11,835.50	12,230.06	12,230.06	11,046.53	12,230.07	11,835.50	12,230.06	11,835.50	143,998.96
CBA 0.88 25 Jul 2022 FRN	4,851.31	4,834.27	4,878.31	4,818.63	4,602.70	4,758.14	4,817.32	4,540.58	5,027.07	4,721.96	4,140.90	4,824.61	58,711.80
CBA 0.93 16 Aug 2023 FRN	0.00	1,896.96	3,556.82	3,675.39	3,548.15	3,657.55	3,657.55	3,307.63	3,669.02	3,560.65	3,455.28	0.00	33,975.00
CBA 1.11 17 Jan 2022 FRN	5,360.92	5,299.52	5,128.55	5,233.80	4,997.21	5,163.80	5,271.86	4,885.54	5,386.83	4,922.31	4,743.06	5,243.79	61,616.99
CBA 1.13 11 Jan 2024 FRN	0.00	0.00	0.00	0.00	0.00	0.00	9,176.87	12,235.56	13,546.49	12,105.91	11,990.98	0.00	58,055.81
CBA 1.15 18 Jan 2021 FRN	5,415.86	5,360.65	5,178.03	5,299.02	5,067.40	5,208.34	5,335.81	4,928.75	5,456.82	5,013.22	4,818.82	5,293.10	62,360.92
CBA 2.62 24 Apr 2019 124DAY TD	0.00	0.00	0.00	0.00	0.00	3,158.25	8,900.77	8,039.42	8,900.77	6,603.76	0.00	0.00	35,602.97
CredSus 1.05 24 Aug 2018 FRN	2,539.44	1,884.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,457.51	8,881.04
CredSus 1.95 09 Mar 2021 FRN	3,402.42	3,402.42	3,221.13	3,296.85	3,190.49	3,329.12	3,342.37	3,018.92	3,278.77	3,139.20	3,243.85	2,085.34	37,950.88
CUA 1.23 04 Mar 2022 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,386.43	2,556.88	2,642.12	0.00	7,585.43
CUA 1.3 20 Mar 2020 FRN	5,762.91	5,762.91	5,472.83	5,469.56	5,293.10	5,503.26	5,711.78	5,159.04	5,552.20	5,128.72	5,299.69	2,044.85	62,220.85
DFB 3.24 Feb 2021 728DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	328.74	5,995.88	4,931.46	5,995.88	0.00	15,451.92





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Security	July	August	September	October	November	December	January	February	March	April	May	June	All Months
DFB 3.27 Feb 2019 727DAY TD	5,095.86	5,095.86	4,931.46	5,095.86	4,931.40	5,095.86	5,095.86	4,273.92	0.00	0.00	0.00	4,931.46	44,547.60
GB 1.45 24 Feb 2020 FloatTCD	2,879.16	2,882.24	2,797.95	2,891.22	2,796.56	2,882.64	2,882.64	2,567.84	2,837.63	2,746.08	2,739.34	2,786.27	33,719.57
GB 1.6 07 Jun 2019 FloatTCD	6,199.96	6,199.96	5,843.05	5,997.32	5,803.84	6,078.55	6,098.05	5,507.92	5,919.97	5,687.62	5,877.23	4,799.97	70,013.44
HBS 1.23 29 Mar 2021 FRN	5,674.24	5,674.24	5,455.46	5,397.87	5,223.73	5,397.87	5,639.42	5,093.68	5,586.90	4,932.28	5,096.71	366.05	59,538.45
MACQ 1.1 03 Mar 2020 FRN	2,628.61	2,628.61	2,508.07	2,589.04	2,505.51	2,594.28	2,594.64	2,343.55	2,537.80	2,450.03	2,531.71	2,289.43	30,201.28
MACQ 2.6 12 Jun 2019 83DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,350.61	6,410.90	6,624.62	0.00	15,386.13
MACQ 2.75 21 Aug 2019 174DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,671.20	4,520.51	4,671.20	0.00	13,862.91
ME Bank 1.45 18 Jul 2019 FRN	8,888.17	8,790.36	8,506.77	8,712.92	8,340.82	8,618.88	8,768.24	8,083.53	8,949.80	8,259.55	7,962.60	8,679.37	102,990.81
ME Bank 2.76 17 Apr 2019 92DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	8,908.29	14,820.76	16,406.67	8,468.92	0.00	0.00	48,696.64
ME Bank 2.8 09 Oct 2019 287DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	2,698.20	4,299.87	4,756.14	4,602.70	4,756.14	0.00	21,019.05
ME Bank 5.05 22 Jan 2019 1826DAY TD	8,578.03	8,578.03	8,301.29	8,578.03	8,301.29	8,578.03	5,810.93	0.00	0.00	0.00	0.00	8,301.29	65,026.92
NAB 0.9 05 Jul 2022 FRN	12,568.89	12,568.79	12,164.27	12,069.22	11,608.25	11,995.23	12,458.58	11,353.38	12,569.79	10,988.43	11,168.00	12,082.08	143,585.71
NAB 0.93 26 Sep 2023 FRN	0.00	0.00	1,180.01	7,316.38	7,080.34	7,379.13	7,687.36	6,943.43	7,548.45	6,744.76	6,969.61	0.00	58,846.47
NAB 1.04 26 Feb 2024 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	479.81	4,958.10	4,798.15	4,836.21	0.00	15,072.27
NAB 1.17 12 May 2021 FRN	13,100.61	13,217.57	12,862.89	13,291.70	12,815.62	13,214.84	13,214.84	12,047.86	13,419.10	12,988.18	12,508.00	12,677.96	155,357.17
NAB 2.35 13 Nov 2018 162DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5,472.56	0.00	5,472.56
NAB 2.6 15 Aug 2018 90DAY TD	11,041.03	4,988.28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10,684.83	26,712.14
NAB 2.67 06 Feb 2019 91DAY TD	0.00	0.00	0.00	0.00	17,556.05	22,678.58	22,676.58	3,657.37	0.00	0.00	0.00	0.00	66,566.58
NAB 2.7 15 May 2019 246DAY TD	0.00	0.00	7,397.19	11,465.69	11,005.78	11,465.69	11,465.69	10,356.12	11,465.69	11,095.78	5,178.06	0.00	90,985.69
NAB 2.72 22 May 2019 152DAY TD	0.00	0.00	0.00	0.00	0.00	1,639.40	4,620.25	4,173.13	4,620.25	4,471.19	3,129.85	0.00	22,654.07
NAB 2.73 07 Nov 2018 154DAY TD	23,186.16	23,186.16	22,438.14	23,186.16	4,487.57	0.00	0.00	0.00	0.00	0.00	0.00	18,698.59	115,182.78
NAB 2.75 07 Aug 2019 182DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8,664.29	11,678.01	11,301.28	11,678.01	0.00	43,321.57
NAB 2.76 15 Jan 2020 365DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	10,797.95	17,784.91	19,690.40	19,095.16	19,690.40	0.00	87,018.82
NPBS 1.1 26 Feb 2021 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	122.42	1,265.00	1,224.19	1,234.54	0.00	3,846.15
NPBS 1.35 07 Apr 2020 FRN	8,679.43	8,689.72	8,409.37	8,431.31	8,086.36	8,355.94	8,624.08	7,847.64	8,688.44	7,771.83	7,830.81	8,371.15	99,786.08
NPBS 1.4 06 Feb 2023 FRN	3,604.26	3,579.78	3,456.68	3,573.90	3,436.76	3,548.82	3,546.82	3,265.86	3,630.80	3,513.67	3,211.47	3,487.98	41,866.72
NPBS 3.4 27 Feb 2019 109DAY TD	2,887.65	2,887.62	2,794.49	2,887.65	2,794.46	2,887.65	2,887.65	2,421.89	0.00	0.00	0.00	2,794.49	25,243.55
NPBS 3.7 03 Mar 2021 182DAY TD	3,142.45	3,142.45	3,041.08	3,142.45	3,041.07	3,142.44	3,142.45	2,838.34	3,142.44	3,041.07	3,142.45	2,838.34	36,797.01
PCUSA 3.19 Sep 2018 187DAY TD	5,095.86	5,095.86	2,958.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,931.46	18,082.08
RABO 4.05 11 Dec 2019 1813DAY TD	6,879.41	6,879.41	6,657.47	6,879.41	6,657.47	6,879.41	6,879.41	6,213.67	6,879.41	6,657.47	6,879.41	6,657.47	80,990.42
RABO 4.05 18 Dec 2019 1821DAY TD	6,879.41	6,879.41	6,657.47	6,879.41	6,657.47	6,879.41	6,879.41	6,213.67	6,879.41	6,657.47	6,879.41	6,657.47	80,990.42
RABOBK 1.08 03 Mar 2022 FRN	2,611.63	2,611.63	2,491.63	2,572.05	2,489.07	2,577.30	2,577.86	2,328.21	2,520.82	2,433.59	2,514.72	2,274.64	30,002.95
RABOBK 1.5 04 Mar 2021 FRN	2,968.34	2,968.34	2,838.54	2,929.27	2,834.77	2,942.92	2,944.39	2,659.45	2,878.50	2,778.80	2,871.43	2,585.32	34,200.07
RACB 1.05 23 May 2022 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	498.07	0.00	498.07
RACB 2.95 15 Apr 2020 458DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	2,654.77	4,372.58	4,841.07	4,684.89	4,841.07	0.00	21,394.38



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Security	July	August	September	October	November	December	January	February	March	April	May	June	All Months
RACB 2.85 15 Jul 2020 547DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	2,654.77	4,372.58	4,841.07	4,684.89	4,841.07	0.00	25,394.38
SunBank 1.25 20 Oct 2020 FRN	5,582.20	5,505.23	5,327.62	5,471.80	5,227.35	5,401.61	5,488.22	5,069.51	5,645.87	5,293.76	4,987.49	5,449.26	64,479.92
SunBank 2.35 23 Oct 2019 1530DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,158.88	0.00	1,158.88
SunBank 2.7 16 Jan 2019 154DAY TD	0.00	3,772.58	6,657.47	6,878.41	6,657.47	6,879.41	3,328.70	0.00	0.00	0.00	0.00	0.00	34,170.04
SunBank 2.75 03 Jul 2019 147DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8,664.29	11,678.01	11,301.26	11,678.01	0.00	43,321.57
SunBank 2.75 17 Apr 2019 91DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	3,616.39	6,328.74	7,006.81	3,616.39	0.00	0.00	20,568.33
SunBank 2.8 10 Oct 2018 117DAY TD	14,268.41	14,268.41	13,808.08	4,142.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7,364.28	53,851.57
SunBank 2.8 17 Jul 2019 183DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	13,041.00	21,479.36	23,780.68	23,013.48	23,780.68	0.00	105,095.20
TMB 1.4 28 Oct 2019 FRN	4,370.07	4,283.07	4,144.89	4,277.26	4,086.95	4,223.19	4,242.82	3,997.69	4,426.01	4,240.96	3,770.94	4,234.89	50,298.78
Westpac 1.29 Apr 2024 1827DAY FRD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	569.82	8,776.58	0.00	9,346.40
Westpac 1.01 17 Apr 2024 1827DAY FRD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,106.84	6,743.72	0.00	9,850.56
Westpac 1.17 03 Jun 2021 FRN	5,376.13	5,376.13	5,131.19	5,296.98	5,120.09	5,307.46	5,308.19	4,794.50	5,194.50	5,015.13	5,182.32	4,682.43	61,791.05
Westpac 2.77 03 Jun 2020 1091DAY TD	7,057.77	7,057.77	6,830.07	7,057.77	6,830.07	7,057.76	7,057.77	6,374.77	7,057.77	6,830.07	7,057.77	6,147.07	82,416.43
Westpac 2.89 07 Dec 2022 1827DAY FD	7,363.52	7,363.52	7,125.96	7,363.52	7,125.96	7,363.51	7,363.52	6,650.93	7,363.51	7,125.96	7,363.52	5,700.79	85,274.22
Westpac 2.9 09 Dec 2020 1098DAY TD	7,389.00	7,389.00	7,150.62	7,389.00	7,150.62	7,388.91	7,389.00	6,673.94	7,389.00	7,150.62	7,389.00	4,767.08	84,615.70
Westpac 2.96 25 Oct 2022 1826DAY FD	5,027.92	5,027.92	4,865.71	5,027.92	4,865.71	5,027.92	5,027.92	4,541.35	5,027.92	4,865.71	5,027.92	4,865.71	59,199.63
	338,318.63	339,263.01	338,718.64	342,719.86	316,786.77	334,163.32	403,019.58	395,318.45	436,982.70	406,358.40	400,171.58	288,070.98	4,340,891.92

Notes:

1. At Call Deposit securities are excluded from this section.
2. The accrual amounts shown above for each month will include amounts that were paid within that month. That is, the accrual amount for the month is not an outstanding accrual amount.
3. It is assumed that this report is run for a period that doesn't exceed a twelve months. If it is, a month may include amounts from different years.





## 5. Interest Accrued and Outstanding For Each Month Between 30 June 2018 to 31 May 2019 (inclusive)

Security	July	August	September	October	November	December	January	February	March	April	May	June
AMP 1.05 30 Mar 2022 FRN	5,714.82	11,083.37	491.50	5,570.37	10,485.45	0.00	5,505.74	10,323.25	483.63	5,100.03	8,891.04	346.33
AMP 1.08 10 Sep 2021 FRN	0.00	0.00	5,198.43	12,872.28	20,298.66	5,542.83	13,353.34	20,407.93	5,074.50	12,323.83	19,814.75	0.00
AMP 1.1 11 Jun 2019 FRN	3,242.56	5,252.94	1,245.40	3,175.80	5,043.90	1,332.66	3,299.82	5,076.82	1,277.25	3,101.92	4,987.39	1,232.16
AMP 2.55 04 Sep 2019 728DAY TD	114,924.55	125,753.38	9,431.43	20,260.26	30,739.61	41,568.44	52,397.14	62,178.05	73,006.75	83,486.24	94,315.07	104,095.85
AMP 2.8 13 Mar 2019 271DAY TD	18,027.38	29,917.72	41,424.60	53,314.94	64,021.82	76,712.30	88,002.64	99,342.46	0.00	0.00	0.00	6,136.90
Auswide 2.65 17 Oct 2018 301DAY TD	81,314.99	92,568.47	103,458.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	70,061.63
BENAU 0.93 17 Sep 2018 FRN	3,004.86	6,144.85	1,094.45	3,517.87	5,863.14	1,212.30	3,717.80	5,980.80	1,090.54	3,333.12	5,881.49	1,065.10
BENAU 1.05 25 Jan 2023 FRN	867.61	4,709.89	8,428.26	854.38	4,515.99	8,299.71	900.26	4,501.32	8,488.19	535.82	3,858.11	8,421.74
BENAU 1.1 18 Aug 2020 FRN	12,472.58	2,008.72	7,030.65	12,220.00	1,998.86	7,162.73	12,326.53	1,838.30	7,019.15	12,032.66	1,742.43	7,317.20
BENAU 1.1 21 Feb 2020 FRN	11,970.53	1,842.82	6,868.86	12,062.45	1,865.74	6,829.54	11,993.41	1,319.14	6,431.03	11,378.00	1,601.19	6,816.51
BENAU 1.27 14 Nov 2018 FRN	8,893.55	1,591.89	4,245.01	6,888.62	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,188.47
BENAU 1.46 20 Apr 2021 FRN	1,134.55	4,065.55	6,902.00	928.76	3,715.07	6,584.23	1,084.95	3,775.83	6,777.12	689.55	3,391.68	6,953.41
BENAU 2.75 14 Nov 2018 91DAY TD	0.00	2,581.63	7,082.18	11,753.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
BENAU 2.75 19 Jun 2019 180DAY TD	0.00	0.00	0.00	0.00	0.00	6,629.92	25,314.96	42,191.60	60,876.64	78,958.88	97,643.70	0.00
BOQ 1.17 26 Oct 2020 FRN	1,030.66	6,365.84	11,509.27	1,016.23	6,097.50	11,348.11	533.28	5,510.66	11,021.39	747.31	5,380.86	11,662.95
BOQ 1.48 18 May 2021 FRN	14,034.22	2,258.58	7,905.17	13,740.00	2,248.72	8,058.07	13,867.35	2,067.33	7,893.68	13,532.04	1,992.29	8,233.36
BOQ 2.65 24 Apr 2019 124DAY TD	0.00	0.00	0.00	0.00	0.00	1,597.21	6,098.60	10,184.34	14,665.74	0.00	0.00	0.00
BOQ 2.9 27 Feb 2019 727DAY TD	24,630.11	29,556.16	34,323.24	39,249.30	44,016.43	48,942.43	53,868.49	0.00	0.00	0.00	0.00	19,704.11
BOQ 3.05 19 Dec 2018 728DAY TD	56,404.08	64,175.26	71,895.83	79,467.11	86,987.59	0.00	0.00	0.00	0.00	0.00	0.00	48,832.80
BOQ 3.2 18 Mar 2020 1099DAY TD	11,923.26	14,641.09	17,271.23	19,989.02	22,819.17	25,336.96	28,054.78	30,509.57	32,977.39	35,457.50	37,937.22	40,417.43
BOQ 3.6 03 Feb 2021 1462DAY TD	53,280.20	62,432.86	71,309.48	80,482.14	89,358.88	98,531.42	107,704.08	116,876.74	125,949.40	134,922.06	143,894.72	152,867.38
BOQ 3.6 03 Mar 2021 1456DAY TD	59,572.51	71,802.72	83,638.22	95,868.43	107,704.08	119,934.14	132,164.35	143,210.88	154,257.41	165,203.94	176,150.47	187,097.00
CBA 0.88 25 Jul 2022 FRN	1,001.61	5,825.88	10,604.25	1,073.97	5,676.60	10,432.88	1,135.15	5,675.73	10,702.79	667.80	4,808.80	10,614.19
CBA 0.93 16 Aug 2023 FRN	0.00	1,896.96	5,453.82	9,129.21	1,769.70	5,427.35	9,084.91	1,301.88	4,970.94	8,521.63	1,679.98	0.00
CBA 1.11 17 Jun 2022 FRN	2,564.25	7,863.83	12,992.45	2,498.58	7,495.85	12,859.72	2,806.49	7,472.09	12,858.92	2,142.03	8,885.09	13,109.56
CBA 1.13 11 Jan 2024 FRN	0.00	0.00	0.00	0.00	0.00	0.00	9,176.87	21,412.24	34,958.89	7,738.09	19,727.22	0.00
CBA 1.15 18 Jan 2021 FRN	2,416.43	7,767.06	12,945.18	2,364.80	7,432.20	12,868.00	2,464.37	7,393.12	12,850.00	2,020.78	8,839.80	13,058.39
CBA 2.62 24 Apr 2019 124DAY TD	0.00	0.00	0.00	0.00	0.00	3,158.25	12,059.13	20,098.54	28,999.42	0.00	0.00	0.00
CredSus 1.05 24 Aug 2018 FRN	5,852.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,112.88
CredSus 1.95 09 Mar 2021 FRN	5,487.80	8,890.22	2,233.35	5,530.21	8,720.74	2,371.98	5,714.40	8,733.32	2,892.80	5,232.04	8,475.90	2,085.34
CUA 1.23 04 Mar 2022 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,386.43	4,943.34	7,585.46	0.00
CUA 1.3 20 Mar 2020 FRN	7,807.82	13,570.80	1,940.76	7,410.38	12,703.54	2,210.98	7,822.82	13,081.86	2,051.46	7,180.24	12,480.00	2,044.85
DFB 3.24 Feb 2021 728DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	328.74	5,424.80	10,356.12	15,452.04	0.00



Interest Income Budget vs Actual Period  
Queanbeyan-Palerang Regional Council  
30 June 2018 to 31 May 2019

Security	July	August	September	October	November	December	January	February	March	April	May	June
DFB 3.27 Feb 2019 727DAY TD	25,479.42	30,575.34	35,506.80	40,602.72	45,534.24	50,630.10	55,726.02	0.00	0.00	0.00	0.00	20,383.56
GB 1.45 24 Feb 2020 FloatTCD	6,408.49	746.10	3,544.08	6,435.33	464.92	3,347.60	6,230.24	366.12	3,203.78	5,949.90	634.01	3,029.30
GB 1.6 07 Jun 2019 FloatTCD	10,999.93	17,199.97	4,643.08	10,640.40	16,444.31	4,917.80	11,015.84	16,523.76	4,739.72	10,427.33	16,304.63	4,799.97
HBS 1.23 29 Mar 2021 FRN	6,040.29	11,714.80	696.45	6,094.38	11,318.18	0.00	5,821.35	10,915.03	493.22	5,425.50	10,522.27	366.05
MACQ 1.1 03 Mar 2020 FRN	4,918.08	7,549.69	2,338.49	4,927.53	7,433.07	2,427.26	5,021.90	7,365.45	2,286.71	4,736.77	7,268.48	2,289.43
MACQ 2.6 12 Jun 2019 83DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,350.61	8,761.58	15,386.28	0.00
MACQ 2.75 21 Aug 2019 174DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,821.90	9,342.47	14,013.67	0.00
ME Bank 1.45 18 Jul 2019 FRN	3,969.85	12,760.20	21,267.08	3,892.41	12,233.23	20,852.21	4,041.76	12,125.29	21,075.00	3,351.71	11,344.32	21,409.24
ME Bank 2.76 17 Apr 2019 92DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	8,908.29	23,819.05	40,227.91	0.00	0.00	0.00
ME Bank 2.8 09 Oct 2019 287DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	2,698.20	6,904.07	11,660.26	16,262.96	21,019.15	0.00
ME Bank 5.05 22 Jan 2019 1826DAY TD	52,851.99	61,430.12	69,731.41	78,308.54	86,810.83	95,188.96	0.00	0.00	0.00	0.00	0.00	44,273.96
NAB 0.9 05 Jul 2022 FRN	10,947.86	23,517.79	35,682.06	10,447.44	22,055.82	34,051.05	10,136.96	21,480.34	34,060.13	8,366.65	20,534.79	35,038.33
NAB 0.93 26 Sep 2023 FRN	0.00	0.00	1,180.01	8,496.48	15,576.83	1,238.85	8,927.30	15,870.73	1,348.94	8,093.78	15,063.38	0.00
NAB 1.04 26 Feb 2024 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	479.81	5,437.91	10,236.12	677.83	0.00
NAB 1.17 12 May 2021 FRN	33,385.56	8,148.45	21,009.50	34,301.36	8,099.34	21,314.34	34,529.18	7,358.85	20,777.95	33,764.28	7,313.59	20,284.80
NAB 2.35 13 Nov 2018 162DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5,472.56	0.00
NAB 2.6 15 Aug 2018 90DAY TD	27,068.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	16,027.31
NAB 2.67 06 Feb 2019 91DAY TD	0.00	0.00	0.00	0.00	17,556.05	40,232.63	62,909.47	0.00	0.00	0.00	0.00	0.00
NAB 2.7 15 May 2019 246DAY TD	0.00	0.00	7,397.19	18,863.01	29,958.80	41,424.62	52,890.30	63,246.56	74,712.24	85,808.16	0.00	0.00
NAB 2.72 22 May 2019 152DAY TD	0.00	0.00	0.00	0.00	0.00	1,639.40	6,259.70	10,432.83	15,053.13	19,524.38	0.00	0.00
NAB 2.73 07 Nov 2018 154DAY TD	41,884.75	65,071.19	87,509.33	110,695.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	18,698.59
NAB 2.75 07 Aug 2019 162DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8,664.29	20,342.44	31,643.70	43,321.85	0.00
NAB 2.76 15 Jan 2020 365DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	10,797.95	28,582.86	48,273.49	67,329.65	87,019.29	0.00
NPBS 1.1 26 Feb 2021 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	122.42	1,387.42	2,611.63	173.57	0.00
NPBS 1.35 07 Apr 2020 FRN	6,447.18	15,136.99	23,546.36	6,469.11	14,555.57	22,911.51	7,006.83	14,854.47	23,542.91	5,809.93	13,640.82	23,160.38
NPBS 1.4 06 Feb 2023 FRN	9,998.95	2,882.19	6,340.78	9,914.72	2,890.39	6,407.18	9,954.04	2,693.81	6,324.65	9,838.31	2,625.88	6,364.85
NPBS 3.4 27 Feb 2019 109DAY TD	6,147.91	465.73	3,260.26	6,147.91	372.57	3,260.26	6,147.91	0.00	0.00	0.00	0.00	3,260.26
NPBS 3.7 03 Mar 2021 1822DAY TD	5,980.79	9,123.28	2,838.34	5,980.79	9,021.90	2,938.72	6,082.17	8,920.52	2,939.72	5,980.79	9,123.28	2,838.34
PCUSA 3.19 Sep 2018 187DAY TD	22,684.92	27,780.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	17,589.00
RABO 4.05 11 Dec 2019 1813DAY TD	51,706.84	58,586.25	65,243.80	72,123.21	78,780.76	4,690.25	11,539.66	17,753.42	24,632.83	31,290.38	38,169.79	44,827.34
RABO 4.05 18 Dec 2019 1821DAY TD	50,153.42	57,032.83	63,690.38	70,569.79	77,227.34	3,106.84	9,986.25	16,200.00	23,079.41	29,736.96	36,616.37	43,273.93
RABOBK 1.08 03 Mar 2022 FRN	4,886.30	7,497.93	2,323.15	4,895.20	7,384.30	2,411.37	4,989.02	7,317.23	2,271.37	4,704.99	7,219.71	2,274.64
RABOBK 1.5 04 Mar 2021 FRN	5,553.69	8,522.03	2,551.29	5,480.60	8,315.37	2,659.45	5,603.84	8,263.33	2,593.56	5,372.39	8,243.82	2,585.32
RACB 1.05 23 May 2022 FRN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	498.07	0.00
RACB 2.95 15 Apr 2020 458DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	2,654.77	7,027.36	11,868.48	16,553.37	21,394.49	0.00





Interest Income Budget vs Actual Period  
Queanbeyan-Palerang Regional Council  
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Security	July	August	September	October	November	December	January	February	March	April	May	June
RACB 2.85 15 Jul 2020 547DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	2,854.77	7,027.36	11,888.48	16,553.37	21,304.49	0.00
SunBank 1.25 20 Oct 2020 FRN	2,131.02	7,636.31	12,964.00	1,742.45	6,969.86	12,371.47	2,003.32	7,102.89	12,748.77	1,287.05	6,274.60	13,078.34
SunBank 2.35 23 Oct 2019 153DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,158.88	0.00
SunBank 2.7 16 Jan 2019 154DAY TD	0.00	3,772.58	10,430.13	17,309.54	23,967.09	30,846.50	0.00	0.00	0.00	0.00	0.00	0.00
SunBank 2.75 03 Jul 2019 147DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8,664.29	20,342.44	31,643.70	43,321.85	0.00
SunBank 2.75 17 Apr 2019 91DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	3,616.39	9,945.13	16,952.02	0.00	0.00	0.00
SunBank 2.8 10 Oct 2018 117DAY TD	21,832.86	35,901.26	49,709.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7,364.28
SunBank 2.8 17 Jul 2019 183DAY TD	0.00	0.00	0.00	0.00	0.00	0.00	13,041.00	34,520.36	58,301.32	81,314.80	105,095.76	0.00
TMB 1.4 28 Oct 2019 FRN	276.31	4,559.38	8,704.32	408.69	4,495.64	8,718.88	428.32	4,426.01	8,852.07	243.27	4,014.20	8,752.19
Westpac 1.29 Apr 2024 1827DAY FRD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	569.82	800.53	0.00
Westpac 1.01 17 Apr 2024 1827DAY FRD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,106.84	3,193.08	0.00
Westpac 1.17 03 Jun 2021 FRN	10,058.02	15,434.76	4,784.37	10,081.35	15,207.50	4,905.75	10,273.94	15,068.44	4,680.81	9,690.00	14,878.32	4,682.43
Westpac 2.77 03 Jun 2020 1091DAY TD	13,204.92	20,262.99	6,374.77	13,432.53	20,262.69	6,602.46	13,860.23	20,034.99	6,374.77	13,204.92	20,262.69	6,147.07
Westpac 2.89 07 Dec 2022 1827DAY FD	13,064.30	20,427.91	5,700.79	13,064.30	20,190.35	5,938.34	13,301.86	19,952.79	5,938.34	13,064.30	20,427.91	5,700.79
Westpac 2.9 09 Dec 2020 1008DAY TD	12,156.16	19,545.16	5,005.46	12,394.45	19,545.16	5,243.75	12,632.83	19,306.78	5,005.46	12,156.16	19,545.16	4,767.08
Westpac 2.96 25 Oct 2022 1826DAY FD	1,135.34	6,163.25	11,029.02	1,135.34	6,001.04	11,029.02	1,135.34	5,676.69	10,704.60	810.52	5,838.90	10,866.81
	967,217.58	1,144,078.27	1,121,726.02	1,086,192.85	1,140,422.57	975,901.31	1,033,558.51	1,011,204.03	922,752.53	953,061.83	1,091,601.33	844,190.67

Notes:

1. It is assumed that this report is run for a period that doesn't exceed a twelve months. If it is, a month may include amounts from different years.
2. The accrual amounts used are included in Section 6. However, these are the portion of the accrual outstanding at the end of each month.



Interest Income Budget vs Actual Period  
Queanbeyan-Palerang Regional Council  
30 June 2018 to 31 May 2019

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Report Code: RCTRY2003C-03-13  
Report Description: Interest Income Budget vs Actual for Period:  
Parameters:  
Trading Entity: Queanbeyan-Palerang Regional Council  
Trading Office: Queanbeyan-Palerang Regional Council  
Settlement Date: None  
Period Start Date: 30 Jun 2018  
Period End Date: 31 May 2019  
Original Interest Income Budget: 4,726,305.00

# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.23      INVESTMENT REPORT - MAY 2019

ATTACHMENT 3    MAY 2019 - INVESTMENT REPORT PACK



# Investment Report Pack

Queanbeyan-Palerang Regional Council

1 May 2019 to 31 May 2019





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## 1. Securities Held By Trading Book Maturing Post 31 May 2019

Latest Deal Code	Latest Deal Settlement Date	Issuer	ISIN	WALI Interim Maturity Date	Next Coupon Date	Coupon Rate/Latest Yield	Coupon Frequency	Security Type	Security Rating	Face Value Notional	Current Face Value Notional	Capital Consideration
Queanbeyan-Palerang Regional Council												
LC72841	31 May 2019	National Australia Bank Ltd		1 Jun 2019		1.50	NI	At Call	S&P AA-	8,231,424.00	8,231,424.00	8,231,424.00
LC72839	31 May 2019	National Australia Bank Ltd		1 Jun 2019		1.50	NI	At Call	S&P AA-	916,579.48	916,579.48	916,579.48
LC72847	17 May 2019	ANZ Banking Group Ltd		1 Jun 2019		1.80	NI	At Call	S&P AA-	343,501.57	343,501.57	343,501.57
LC73428	31 May 2019	AMP Bank Ltd		1 Jun 2019		2.05	NI	At Call	S&P A-	851,137.05	851,137.05	851,137.05
LC72832	31 May 2019	National Australia Bank Ltd		1 Jun 2019		1.80	NI	At Call	S&P AA-	4,994,901.44	4,994,901.44	4,994,901.44
LC66129	31 Jul 2018	Bendigo & Adelaide Bank Ltd		1 Jun 2019		1.50	NI	At Call	Moodys A3	16,739.84	16,739.84	16,739.84
LC71783	30 Apr 2019	Westpac Banking Corporation Ltd		1 Jun 2019		1.50	NI	At Call	S&P AA-	59,223.99	59,223.99	59,223.99
LC71611	30 Apr 2019	Bendigo & Adelaide Bank Ltd		1 Jun 2019		1.50	NI	At Call	Moodys A3	514,337.14	514,337.14	514,337.14
LC65326	7 Jun 2016	Greater Bank Ltd	AU3FN0031605	7 Jun 2019	7 Jun 2019	3.46	Quarterly	Floating TCD	S&P BBB	2,000,000.00	2,000,000.00	2,000,420.00
LC64470	11 Dec 2015	AMP Bank Ltd	AU3FN0029781	11 Jun 2019	11 Jun 2019	2.96	Quarterly	FRN	S&P A-	750,000.00	750,000.00	750,180.00
LC70165	21 Mar 2019	Macquarie Bank		12 Jun 2019	12 Jun 2019	2.60	Maturity	TD	S&P ST A1	3,000,000.00	3,000,000.00	3,000,000.00
LC66303	21 Dec 2018	Bendigo & Adelaide Bank Ltd		19 Jun 2019	19 Jun 2019	2.75	Maturity	TD	Moodys ST P-2	8,000,000.00	8,000,000.00	8,000,000.00
LC67744	8 Feb 2019	Suncorp Bank		3 Jul 2019	3 Jul 2019	2.75	Maturity	TD	S&P ST A1	5,000,000.00	5,000,000.00	5,000,000.00
LC66911	15 Jan 2019	Suncorp Bank		17 Jul 2019	17 Jul 2019	2.80	Maturity	TD	S&P ST A1	10,000,000.00	10,000,000.00	10,000,000.00
LC64454	16 Jul 2016	Members Equity Bank Ltd	AU3FN0032041	18 Jul 2019	18 Jul 2019	3.14	Quarterly	FRN	S&P BBB	3,000,000.00	3,000,000.00	3,004,350.00
LC67743	6 Feb 2019	National Australia Bank Ltd		7 Aug 2019	7 Aug 2019	2.75	Maturity	TD	S&P ST A1+	5,000,000.00	5,000,000.00	5,000,000.00
LC68952	28 Feb 2019	Macquarie Bank		21 Aug 2019	21 Aug 2019	2.75	Maturity	TD	S&P ST A1	2,000,000.00	2,000,000.00	2,000,000.00
LC64023	6 Sep 2017	AMP Bank Ltd		4 Sep 2019	4 Sep 2019	2.55	Annual	TD	S&P A-	5,000,000.00	5,000,000.00	5,000,000.00
LC64469	17 Sep 2014	Bendigo & Adelaide Bank Ltd	AU3FN0024824	17 Sep 2019	17 Jun 2019	2.76	Quarterly	FRN	Fitch A-	1,000,000.00	1,000,000.00	1,001,450.00
LC66912	15 Jan 2019	Members Equity Bank Ltd		9 Oct 2019	9 Oct 2019	2.80	Maturity	TD	S&P ST A2	2,000,000.00	2,000,000.00	2,000,000.00
LC72570	23 May 2019	Suncorp Bank		23 Oct 2019	23 Oct 2019	2.35	Maturity	TD	S&P ST A1	2,000,000.00	2,000,000.00	2,000,000.00
LC64484	28 Oct 2016	Teachers Mutual Bank Ltd	AU3FN0033171	28 Oct 2019	29 Jul 2019	2.90	Quarterly	FRN	S&P BBB	1,500,000.00	1,500,000.00	1,504,125.00
LC72505	15 May 2019	National Australia Bank Ltd		13 Nov 2019	13 Nov 2019	2.35	Maturity	TD	S&P ST A1+	5,000,000.00	5,000,000.00	5,000,000.00
LC64035	24 Dec 2014	Rabobank Australia Ltd		11 Dec 2019	11 Dec 2019	4.05	Annual	TD	Moodys Aa3	2,000,000.00	2,000,000.00	2,000,000.00
LC64036	23 Dec 2014	Rabobank Australia Ltd		18 Dec 2019	18 Dec 2019	4.05	Annual	TD	Moodys Aa3	2,000,000.00	2,000,000.00	2,000,000.00
LC66913	15 Jan 2019	National Australia Bank Ltd		15 Jan 2020	15 Jan 2020	2.76	Maturity	TD	S&P ST A1+	8,400,000.00	8,400,000.00	8,400,000.00
LC64477	21 Nov 2016	Bendigo & Adelaide Bank Ltd	AU3FN0034986	21 Feb 2020	21 Aug 2019	2.66	Quarterly	FRN	Fitch A-	2,000,000.00	2,000,000.00	2,008,860.00
LC65327	24 Feb 2017	Greater Bank Ltd	AU3FN0034492	24 Feb 2020	26 Aug 2019	2.89	Quarterly	Floating TCD	S&P BBB	1,000,000.00	1,000,000.00	1,003,350.00
LC64476	3 Mar 2015	Macquarie Bank	AU3FN0026605	3 Mar 2020	3 Jun 2019	2.98	Quarterly	FRN	S&P A	1,000,000.00	1,000,000.00	1,004,610.00
LC64025	15 Mar 2017	Bank of Queensland Ltd		18 Mar 2020	18 Mar 2020	3.20	Annual	TD	Moodys A3	1,000,000.00	1,000,000.00	1,000,000.00
LC64468	20 Mar 2017	Credit Union Australia Ltd	AU3FN0034963	20 Mar 2020	20 Jun 2019	3.12	Quarterly	FRN	S&P BBB	2,000,000.00	2,000,000.00	2,011,260.00
LC64461	25 Jul 2016	Newcastle Permanent Building Society Ltd	AU3FN0026969	7 Apr 2020	8 Jul 2019	3.07	Quarterly	FRN	S&P BBB	3,000,000.00	3,000,000.00	3,018,450.00



Latest Deal Code	Latest Deal Settlement Date	Issuer	ISIN	WAL / Interim Maturity Date	Next Coupon Date	Coupon Rate / Latest Yield	Coupon Frequency	Security Type	Security Rating	Face Value Notional	Current Face Value Notional	Capital Consideration
LC67928	15 Jan 2019	Members Banking Group Limited t/as RACQ Bank		15 Apr 2020	15 Jan 2020	2.85	Semi Annual	TD	S&P BBB+	2,000,000.00	2,000,000.00	2,000,000.00
LC64832	8 Jun 2017	Westpac Banking Corporation Ltd		3 Jun 2020	3 Jun 2019	2.77	Quarterly	TD	S&P AA-	3,000,000.00	3,000,000.00	3,000,000.00
LC67929	15 Jan 2019	Members Banking Group Limited t/as RACQ Bank		15 Jul 2020	15 Jan 2020	2.85	Semi Annual	TD	S&P BBB+	2,000,000.00	2,000,000.00	2,000,000.00
LC64479	18 Aug 2015	Bendigo & Adelaide Bank Ltd	AU3FN0028361	18 Aug 2020	18 Aug 2019	2.65	Quarterly	FRN	Fitch A-	2,000,000.00	2,000,000.00	2,012,600.00
LC65325	20 Oct 2015	Suncorp Bank	AU3FN0029195	20 Oct 2020	22 Jul 2019	2.94	Quarterly	FRN	S&P A+	2,000,000.00	2,000,000.00	2,021,820.00
LC64485	26 Oct 2016	Bank of Queensland Ltd	AU3FN0033023	26 Oct 2020	26 Jul 2019	2.73	Quarterly	FRN	Fitch A-	2,000,000.00	2,000,000.00	2,013,900.00
LC64834	6 Dec 2017	Westpac Banking Corporation Ltd		9 Dec 2020	10 Jun 2019	2.90	Quarterly	TD	S&P AA-	3,000,000.00	3,000,000.00	3,000,000.00
LC64455	18 Jan 2016	Commonwealth Bank of Australia Ltd	AU3FN0029906	18 Jan 2021	18 Jul 2019	2.84	Quarterly	FRN	S&P AA-	2,000,000.00	2,000,000.00	2,023,840.00
LC69112	2 Feb 2017	Bank of Queensland Ltd		3 Feb 2021	3 Feb 2020	3.60	Annual	TD	Moodys A3	3,000,000.00	3,000,000.00	3,000,000.00
LC68974	27 Feb 2019	Defence Bank Ltd		24 Feb 2021	24 Feb 2021	3.00	Maturity	TD	S&P BBB	2,000,000.00	2,000,000.00	2,000,000.00
LC68972	26 Feb 2019	Newcastle Permanent Building Society Ltd	AU3FN0046769	26 Feb 2021	26 Aug 2019	2.53	Quarterly	FRN	S&P BBB	500,000.00	500,000.00	501,835.00
LC64028	8 Mar 2017	Bank of Queensland Ltd		3 Mar 2021	3 Mar 2020	3.60	Annual	TD	Moodys A3	4,000,000.00	4,000,000.00	4,000,000.00
LC64039	7 Mar 2016	Newcastle Permanent Building Society Ltd		3 Mar 2021	3 Jun 2019	3.70	Quarterly	TD	S&P BBB	1,000,000.00	1,000,000.00	1,000,000.00
LC65328	4 Mar 2016	Robobank Nederland Australia Branch	AU3FN0030409	4 Mar 2021	4 Jun 2019	3.38	Quarterly	FRN	S&P A+	1,000,000.00	1,000,000.00	1,017,010.00
LC64474	9 Mar 2016	Credit Suisse Sydney	AU3FN0030458	9 Mar 2021	11 Jun 2019	3.82	Quarterly	FRN	S&P A-	1,000,000.00	1,000,000.00	1,023,190.00
LC64466	29 Mar 2018	Heritage Bank Ltd	AU3FN0041646	29 Mar 2021	28 Jun 2019	3.00	Quarterly	FRN	Moodys Baa1	2,000,000.00	2,000,000.00	2,008,740.00
LC65329	20 Apr 2016	Bendigo & Adelaide Bank Ltd	AU3FN0030938	20 Apr 2021	22 Jul 2019	3.15	Quarterly	FRN	Fitch A-	1,000,000.00	1,000,000.00	1,013,530.00
LC64482	12 May 2016	National Australia Bank Ltd	AU3FN0031274	12 May 2021	12 Aug 2019	2.81	Quarterly	FRN	S&P AA-	5,000,000.00	5,000,000.00	5,067,250.00
LC64478	18 May 2016	Bank of Queensland Ltd	AU3FN0031290	18 May 2021	19 Aug 2019	3.03	Quarterly	FRN	Fitch A-	2,000,000.00	2,000,000.00	2,028,320.00
LC64472	3 Jun 2016	Westpac Banking Corporation Ltd	AU3FN0031530	3 Jun 2021	3 Jun 2019	3.05	Quarterly	FRN	S&P AA-	2,000,000.00	2,000,000.00	2,026,460.00
LC64471	10 Sep 2018	AMP Bank Ltd	AU3FN0044657	10 Sep 2021	11 Jun 2019	2.94	Quarterly	FRN	S&P A-	3,000,000.00	3,000,000.00	2,998,380.00
LC64456	17 Jan 2017	Commonwealth Bank of Australia Ltd	AU3FN0034005	17 Jan 2022	17 Jul 2019	2.79	Quarterly	FRN	S&P AA-	2,000,000.00	2,000,000.00	2,027,320.00
LC65330	3 Mar 2017	Robobank Nederland Australia Branch	AU3FN0034693	3 Mar 2022	3 Jun 2019	2.96	Quarterly	FRN	S&P A+	1,000,000.00	1,000,000.00	1,011,840.00
LC69163	4 Mar 2019	Credit Union Australia Ltd	AU3FN0046793	4 Mar 2022	4 Jun 2019	3.11	Quarterly	FRN	Moodys Baa1	1,000,000.00	1,000,000.00	1,006,990.00
LC64465	30 Mar 2017	AMP Bank Ltd	AU3FN0035283	30 Mar 2022	28 Jun 2019	2.82	Quarterly	FRN	S&P A-	2,000,000.00	2,000,000.00	1,990,720.00
LC72731	23 May 2019	Members Banking Group Limited t/as RACQ Bank	AU3FN0048328	23 May 2022	23 Aug 2019	2.53	Quarterly	FRN	Moodys Baa1	800,000.00	800,000.00	800,112.00
LC64463	5 Jul 2017	National Australia Bank Ltd	AU3FN0036950	5 Jul 2022	5 Jul 2019	2.63	Quarterly	FRN	S&P AA-	5,000,000.00	5,000,000.00	5,040,550.00
LC64453	25 Jul 2017	Commonwealth Bank of Australia Ltd	AU3FN0037198	25 Jul 2022	25 Jul 2019	2.44	Quarterly	FRN	Moodys Aa3	2,000,000.00	2,000,000.00	2,015,060.00
LC64636	25 Oct 2017	Westpac Banking Corporation Ltd		25 Oct 2022	25 Jul 2019	2.96	Quarterly	FD	S&P AA-	2,000,000.00	2,000,000.00	2,000,000.00
LC65331	6 Dec 2017	Westpac Banking Corporation Ltd		7 Dec 2022	7 Jun 2019	2.89	Quarterly	FD	S&P AA-	3,000,000.00	3,000,000.00	3,000,000.00
LC64487	25 Jan 2018	Bendigo & Adelaide Bank Ltd	AU3FN0040523	25 Jan 2023	25 Jul 2019	2.61	Quarterly	FRN	Moodys A3	1,500,000.00	1,500,000.00	1,506,075.00
LC64483	6 Feb 2018	Newcastle Permanent Building Society Ltd	AU3FN0040606	6 Feb 2023	6 Aug 2019	2.95	Quarterly	FRN	S&P BBB	1,250,000.00	1,250,000.00	1,260,387.50
LC64480	16 Aug 2018	Commonwealth Bank of Australia Ltd	AU3FN0044046	16 Aug 2023	16 Aug 2019	2.56	Quarterly	FRN	S&P AA-	1,500,000.00	1,500,000.00	1,509,090.00
LC64467	26 Sep 2018	National Australia Bank Ltd	AU3FN0044996	26 Sep 2023	26 Jun 2019	2.74	Quarterly	FRN	S&P AA-	3,000,000.00	3,000,000.00	3,015,600.00



Latest Deal Code	Latest Deal Settlement Date	Issuer	ISIN	WAL / Interim Maturity Date	Next Coupon Date	Coupon Rate / Latest Yield	Coupon Frequency	Security Type	Security Rating	Face Value Notional	Current Face Value Notional	Capital Consideration
LC66741	11 Jan 2019	Commonwealth Bank of Australia Ltd	AU3FN0046561	11 Jan 2024	11 Jul 2019	2.82	Quarterly	FRN	S&P AA-	5,000,000.00	5,000,000.00	5,067,150.00
LC68973	26 Feb 2019	National Australia Bank Ltd	AU3FN0046777	26 Feb 2024	26 Aug 2019	2.47	Quarterly	FRN	S&P AA-	2,000,000.00	2,000,000.00	2,018,040.00
LC70822	17 Apr 2019	Westpac Banking Corporation Ltd		17 Apr 2024	17 Jun 2019	2.59	Monthly	FRD	S&P AA-	3,000,000.00	3,000,000.00	3,000,000.00
LC71168	29 Apr 2019	Westpac Banking Corporation Ltd		29 Apr 2024	1 Jul 2019	2.44	Monthly	FRD	S&P AA-	4,000,000.00	4,000,000.00	4,000,000.00
										179,127,844.51	179,127,844.51	179,660,169.01
Total:										179,127,844.51	179,127,844.51	179,660,169.01

Coupon Rate is the full coupon rate at the next coupon date if that next coupon exists.  
Report parameters indicate that interest should be excluded from the Market Value column which has been adjusted accordingly.





## 2. Interest and Distribution Income Received For 1 May 2019 to 31 May 2019

Security ISIN	Security	Income Expense Code	Settlement Date	Face Value (Basis of Interest Calculation)	Consideration Notional	Income Type	Trading Book
AU3FN0040606	NPBS 1.4 06 Feb 2023 FRN	IE93310	8 May 2019	1,250,000.00	10,423.97	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0031274	NAB 1.17 12 May 2021 FRN	IE93545	13 May 2019	5,000,000.00	38,958.90	Security Coupon Interest	Queanbeyan-Palerang Regional Council
	NAB 2.7 15 May 2019 246DAY TD	IE981760	15 May 2019	5,000,000.00	90,986.30	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0044046	CBA 0.93 16 Aug 2023 FRN	IE93756	16 May 2019	1,500,000.00	10,296.99	Security Coupon Interest	Queanbeyan-Palerang Regional Council
	ANZ At Call	IE94061	17 May 2019		490.56	Bank Interest	Queanbeyan-Palerang Regional Council
	Westpac 1.01 17 Apr 2024 1827DAY FRD	IE981975	17 May 2019	3,000,000.00	6,657.53	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0028361	BENAU 1.1 18 Aug 2020 FRN	IE93875	20 May 2019	2,000,000.00	15,208.22	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0031290	BOQ 1.48 18 May 2021 FRN	IE93876	20 May 2019	2,000,000.00	17,103.01	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0033486	BENAU 1.1 21 Feb 2020 FRN	IE93970	21 May 2019	2,000,000.00	14,675.98	Security Coupon Interest	Queanbeyan-Palerang Regional Council
	NAB 2.72 22 May 2019 152DAY TD	IE984913	22 May 2019	2,000,000.00	22,654.25	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0034492	CB 1.45 24 Feb 2020 FloatTCD	IE94192	24 May 2019	1,000,000.00	8,055.25	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0046777	NAB 1.04 26 Feb 2024 FRN	IE94493	27 May 2019	2,000,000.00	14,384.58	Security Coupon Interest	Queanbeyan-Palerang Regional Council
AU3FN0046789	NPBS 1.1 26 Feb 2021 FRN	IE94492	27 May 2019	500,000.00	3,672.62	Security Coupon Interest	Queanbeyan-Palerang Regional Council
	Westpac 1.29 Apr 2024 1827DAY FRD	IE92971	29 May 2019	4,000,000.00	8,547.95	Security Coupon Interest	Queanbeyan-Palerang Regional Council
	AMP QPRC At Call	IE95600	31 May 2019		1,257.36	Bank Interest	Queanbeyan-Palerang Regional Council
	NAB At Call	IE94955	31 May 2019		7,624.38	Bank Interest	Queanbeyan-Palerang Regional Council
	NAB General At Call	IE94956	31 May 2019		959.42	Bank Interest	Queanbeyan-Palerang Regional Council
					271,967.27		



### 3. Transactions For Period 1 May 2019 to 31 May 2019

Security	Security ISIN	Deal Code	Acquisition/ Disposal	Transaction Date	Settlement Date	Face Value Original	Face Value Current	Bond Factor	Capital Price	Accrued Interest Price	Gross Price	Consideration Notional
NAB 2.35 13 Nov 2019 182DAY TD		LC72505	Acquisition	15 May 2019	15 May 2019	5,000,000.00	5,000,000.00	1.00000000	100.000	0.000	100.000	5,000,000.00
ANZ At Call		LC72847	Acquisition	17 May 2019	17 May 2019	490.56	490.56	1.00000000	100.000	0.000	100.000	490.56
SunBank 2.35 23 Oct 2019 153DAY TD		LC72576	Acquisition	23 May 2019	23 May 2019	2,000,000.00	2,000,000.00	1.00000000	100.000	0.000	100.000	2,000,000.00
RACB 1.05 23 May 2022 FRN	AU3FN0048328	LC72731	Acquisition	15 May 2019	23 May 2019	800,000.00	800,000.00	1.00000000	100.000	0.000	100.000	800,000.00
NAB At Call		LC72832	Acquisition	31 May 2019	31 May 2019	7,624.38	7,624.38	1.00000000	100.000	0.000	100.000	7,624.38
NAB General At Call		LC72835	Acquisition	31 May 2019	31 May 2019	959.42	959.42	1.00000000	100.000	0.000	100.000	959.42
NAB General At Call		LC72836	Acquisition	31 May 2019	31 May 2019	4,368.52	4,368.52	1.00000000	100.000	0.000	100.000	4,368.52
NAB Links At Call		LC72837	Acquisition	31 May 2019	31 May 2019	959.42	959.42	1.00000000	100.000	0.000	100.000	959.42
NAB Links At Call		LC72839	Acquisition	31 May 2019	31 May 2019	314,020.33	314,020.33	1.00000000	100.000	0.000	100.000	314,020.33
NAB General At Call		LC72841	Acquisition	31 May 2019	31 May 2019	4,076,904.35	4,076,904.35	1.00000000	100.000	0.000	100.000	4,076,904.35
AMP QPRC At Call		LC73428	Acquisition	31 May 2019	31 May 2019	1,257.36	1,257.36	1.00000000	100.000	0.000	100.000	1,257.36
NSWTC IM Cash Fund UT		UDA12395	Acquisition	31 May 2019	31 May 2019	12,922.70	12,922.70				0.003	12,922.70
												12,219,507.04



#### 4. Interest Income Accrued As At 31 May 2019

Latest Deal Code	Security	WAL / Inform Maturity Date	Issue Date	Prior Coupon Date	Next Coupon Date	Accrual Period (Days)	Coupon Rate	Franking Credit Rate	Coupon Frequency	Face Value Nominal	Current Face Value Nominal	Latest Purchase Consideration	Market Value	Accrued Interest
LC65326	GB 1.6 07 Jun 2019 FloatTCD	7 Jun 2019	7 Jun 2016	7 Mar 2016	7 Jun 2019	85	3.4600		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,016,560.00	16,115.07
LC64470	AMP 1.1 11 Jun 2019 FRN	11 Jun 2019	11 Dec 2015	11 Mar 2019	11 Jun 2019	81	2.9600		Quarterly	750,000.00	750,000.00	750,000.00	755,107.50	4,926.58
LC70165	MACQ 2.6 12 Jun 2019 83DAY TD	12 Jun 2019	21 Mar 2019		12 Jun 2019	71	2.6000		Maturity	3,000,000.00	3,000,000.00	3,000,000.00	3,015,172.59	15,172.60
LC66303	BENAU 2.75 19 Jun 2019 380DAY TD	19 Jun 2019	21 Dec 2018		19 Jun 2019	161	2.7500		Maturity	8,000,000.00	8,000,000.00	8,000,000.00	8,007,041.12	97,041.10
LC67744	SunBank 2.75 03 Jul 2019 147DAY TD	3 Jul 2019	6 Feb 2019		3 Jul 2019	114	2.7500		Maturity	5,000,000.00	5,000,000.00	5,000,000.00	5,042,945.20	42,945.21
LC66911	SunBank 2.8 17 Jul 2019 183DAY TD	17 Jul 2019	15 Jan 2019		17 Jul 2019	136	2.8000		Maturity	10,000,000.00	10,000,000.00	10,000,000.00	10,104,328.80	104,328.77
LC64454	ME Bank 1.45 18 Jul 2019 FRN	18 Jul 2019	18 Jul 2016	18 Apr 2019	18 Jul 2019	43	3.1369		Quarterly	3,000,000.00	3,000,000.00	3,000,000.00	3,015,450.00	11,086.58
LC67743	NAB 2.75 07 Aug 2019 182DAY TD	7 Aug 2019	6 Feb 2019		7 Aug 2019	114	2.7500		Maturity	5,000,000.00	5,000,000.00	5,000,000.00	5,042,945.20	42,945.21
LC68952	MACQ 2.75 21 Aug 2019 174DAY TD	21 Aug 2019	28 Feb 2019		21 Aug 2019	92	2.7500		Maturity	2,000,000.00	2,000,000.00	2,000,000.00	2,013,863.02	13,863.01
LC64023	AMP 2.55 04 Sep 2019 728DAY TD	4 Sep 2019	6 Sep 2017	4 Sep 2018	4 Sep 2019	269	2.5500		Annual	5,000,000.00	5,000,000.00	5,000,000.00	5,003,965.75	93,965.75
LC64469	BENAU 0.93 17 Sep 2019 FRN	17 Sep 2019	17 Sep 2014	18 Mar 2019	17 Jun 2019	74	2.7650		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,007,060.00	5,065.75
LC66912	ME Bank 2.8 09 Oct 2019 267DAY TD	9 Oct 2019	15 Jan 2019		9 Oct 2019	136	2.8000		Maturity	2,000,000.00	2,000,000.00	2,000,000.00	2,020,885.76	20,885.75
LC72576	SunBank 2.35 23 Oct 2019 153DAY TD	23 Oct 2019	23 May 2019		23 Oct 2019	8	2.3500		Maturity	2,000,000.00	2,000,000.00	2,000,000.00	2,001,030.14	1,030.14
LC64484	TMB 1.4 28 Oct 2019 FRN	28 Oct 2019	28 Oct 2016	29 Apr 2019	29 Jul 2019	32	2.9600		Quarterly	1,500,000.00	1,500,000.00	1,500,000.00	1,508,025.00	3,892.60
LC72505	NAB 2.35 13 Nov 2019 162DAY TD	13 Nov 2019	15 May 2019		13 Nov 2019	16	2.3500		Maturity	5,000,000.00	5,000,000.00	5,000,000.00	5,005,150.70	5,150.68
LC64035	RABO 4.05 11 Dec 2019 1813DAY TD	11 Dec 2019	24 Dec 2014	11 Dec 2018	11 Dec 2019	171	4.0500		Annual	2,000,000.00	2,000,000.00	2,000,000.00	2,037,947.94	37,947.95
LC64036	RABO 4.05 18 Dec 2019 1821DAY TD	18 Dec 2019	23 Dec 2014	18 Dec 2018	18 Dec 2019	164	4.0500		Annual	2,000,000.00	2,000,000.00	2,000,000.00	2,036,394.52	36,394.52
LC66913	NAB 2.76 15 Jan 2020 365DAY TD	15 Jan 2020	15 Jan 2019		15 Jan 2020	136	2.7600		Maturity	8,400,000.00	8,400,000.00	8,400,000.00	8,486,384.26	86,384.22
LC64477	BENAU 1.1 21 Feb 2020 FRN	21 Feb 2020	21 Nov 2016	21 May 2019	21 Aug 2019	10	2.8560		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,010,120.00	1,455.67
LC65327	GB 1.45 24 Feb 2020 FloatTCD	24 Feb 2020	24 Feb 2017	24 May 2019	26 Aug 2019	7	2.8628		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,003,900.00	554.78
LC64476	MACQ 1.1 03 Mar 2020 FRN	3 Mar 2020	3 Mar 2015	4 Mar 2018	3 Jun 2019	88	2.9809		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,011,800.00	7,186.83
LC64025	BOQ 3.2 18 Mar 2020 1099DAY TD	18 Mar 2020	15 Mar 2017	18 Mar 2019	18 Mar 2020	74	3.2000		Annual	1,000,000.00	1,000,000.00	1,000,000.00	1,006,487.67	6,487.67
LC64468	CUA 1.3 20 Mar 2020 FRN	20 Mar 2020	20 Mar 2017	20 Mar 2019	20 Jun 2019	72	3.1200		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,023,560.00	12,300.04
LC64461	NPBS 1.35 07 Apr 2020 FRN	7 Apr 2020	7 Apr 2015	8 Apr 2019	8 Jul 2019	53	3.0734		Quarterly	3,000,000.00	3,000,000.00	2,003,240.00	3,031,830.00	13,388.24
LC67926	RACB 2.85 15 Apr 2020 458DAY TD	15 Apr 2020	15 Jan 2019		15 Jan 2020	136	2.8500		Semi Annual	2,000,000.00	2,000,000.00	2,000,000.00	2,021,238.36	21,238.36
LC64832	Westpac 2.77 03 Jun 2020 1091DAY TD	3 Jun 2020	8 Jun 2017	4 Mar 2019	3 Jun 2019	88	2.7700		Quarterly	3,000,000.00	3,000,000.00	3,000,000.00	3,020,035.08	20,035.07
LC67929	RACB 2.85 15 Jul 2020 547DAY TD	15 Jul 2020	15 Jan 2019		15 Jan 2020	136	2.8500		Semi Annual	2,000,000.00	2,000,000.00	2,000,000.00	2,021,238.36	21,238.36
LC64479	BENAU 1.1 18 Aug 2020 FRN	18 Aug 2020	18 Aug 2015	20 May 2019	10 Aug 2019	11	2.6500		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,014,200.00	1,597.26
LC65325	SunBank 1.25 20 Oct 2020 FRN	20 Oct 2020	20 Oct 2015	23 Apr 2019	22 Jul 2019	38	2.9362		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,027,740.00	6,113.73
LC64485	BOQ 1.17 26 Oct 2020 FRN	26 Oct 2020	26 Oct 2016	26 Apr 2019	26 Jul 2019	35	2.7278		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,019,200.00	5,231.40
LC64834	Westpac 2.9 08 Dec 2020 1098DAY TD	9 Dec 2020	6 Dec 2017	11 Mar 2019	10 Jun 2019	81	2.9000		Quarterly	3,000,000.00	3,000,000.00	3,000,000.00	3,018,306.86	18,306.85
LC64455	CBA 1.15 18 Jan 2021 FRN	18 Jan 2021	18 Jan 2016	18 Apr 2019	18 Jul 2019	43	2.8369		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,030,520.00	6,684.20
LC69112	BOQ 3.6 03 Feb 2021 1462DAY TD	3 Feb 2021	2 Feb 2017	1 Feb 2019	3 Feb 2020	119	3.6000		Annual	3,000,000.00	3,000,000.00	3,000,000.00	3,035,210.97	35,210.96





Latest Deal Code	Security	WAL / Interim Maturity Date	Issue Date	Prior Coupon Date	Next Coupon Date	Accrual Period (Days)	Coupon Rate	Franking Credit Rate	Coupon Frequency	Face Value Notional	Current Face Value Notional	Latest Purchase Consideration	Market Value	Accrued Interest
LC68974	DFB 3.24 Feb 2021 728DAY TD	24 Feb 2021	27 Feb 2019		24 Feb 2021	93	3.0000		Maturity	2,000,000.00	2,000,000.00	2,000,000.00	2,015,287.68	15,287.67
LC68972	NPBS 1.1 26 Feb 2021 FRN	26 Feb 2021	26 Feb 2019	27 May 2019	26 Aug 2019	4	2.5342		Quarterly	500,000.00	500,000.00	500,000.00	501,775.00	138.86
LC64026	BOQ 3.6 03 Mar 2021 1450DAY TD	3 Mar 2021	8 Mar 2017	3 Mar 2019	3 Mar 2020	89	3.6000		Annual	4,000,000.00	4,000,000.00	4,000,000.00	4,035,112.32	35,112.33
LC64039	NPBS 3.7 03 Mar 2021 1822DAY TD	3 Mar 2021	7 Mar 2016	3 Mar 2019	3 Jun 2019	89	3.7000		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,009,021.92	9,021.92
LC65328	RABOBK 1.5 04 Mar 2021 FRN	4 Mar 2021	4 Mar 2016	4 Mar 2019	4 Jun 2019	88	3.3809		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,025,160.00	8,151.21
LC64474	CredSuis 1.95 09 Mar 2021 FRN	9 Mar 2021	9 Mar 2016	12 Mar 2019	11 Jun 2019	89	3.8194		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,031,560.00	8,371.29
LC64466	HBS 1.23 29 Mar 2021 FRN	29 Mar 2021	29 Mar 2016	29 Mar 2019	26 Jun 2019	63	3.0005		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,019,100.00	10,357.89
LC65329	BENAU 1.46 20 Apr 2021 FRN	20 Apr 2021	20 Apr 2016	23 Apr 2019	22 Jul 2019	38	3.1462		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,016,810.00	3,275.50
LC64482	NAB 1.17 12 May 2021 FRN	12 May 2021	12 May 2016	13 May 2019	12 Aug 2019	18	2.8100		Quarterly	5,000,000.00	5,000,000.00	5,000,000.00	5,074,200.00	6,928.77
LC64478	BOQ 1.48 18 May 2021 FRN	18 May 2021	18 May 2016	20 May 2019	19 Aug 2019	11	3.0300		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,030,140.00	1,828.30
LC64472	Westpac 1.17 03 Jun 2021 FRN	3 Jun 2021	3 Jun 2016	4 Mar 2019	3 Jun 2019	88	3.0509		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,041,180.00	14,711.19
LC64471	AMP 1.08 10 Sep 2021 FRN	10 Sep 2021	10 Sep 2018	11 Mar 2019	11 Jun 2019	81	2.9400		Quarterly	3,000,000.00	3,000,000.00	3,000,000.00	3,017,940.00	19,573.15
LC64456	CBA 1.11 17 Jan 2022 FRN	17 Jan 2022	17 Jan 2017	17 Apr 2019	17 Jul 2019	44	2.7923		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,034,060.00	6,732.12
LC65330	RABOBK 1.08 03 Mar 2022 FRN	3 Mar 2022	3 Mar 2017	4 Mar 2019	3 Jun 2019	88	2.9609		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,018,980.00	7,138.61
LC69163	CJA 1.23 04 Mar 2022 FRN	4 Mar 2022	4 Mar 2019		4 Jun 2019	88	3.1109		Quarterly	1,000,000.00	1,000,000.00	1,000,000.00	1,014,490.00	7,500.25
LC64465	AMP 1.05 30 May 2022 FRN	30 Mar 2022	30 Mar 2017	29 Mar 2019	26 Jun 2019	63	2.6205		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,000,460.00	9,736.52
LC72731	RACB 1.05 23 May 2022 FRN	23 May 2022	23 May 2019		23 Aug 2019	8	2.5250		Quarterly	800,000.00	800,000.00	800,000.00	809,552.00	442.74
LC64463	NAB 0.9 05 Jul 2022 FRN	5 Jul 2022	5 Jul 2017	5 Apr 2019	5 Jul 2019	56	2.6299		Quarterly	5,000,000.00	5,000,000.00	5,000,000.00	5,060,700.00	29,174.58
LC64453	CBA 0.88 25 Jul 2022 FRN	25 Jul 2022	25 Jul 2017	26 Apr 2019	25 Jul 2019	35	2.4378		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,019,740.00	6,675.23
LC64836	Westpac 2.98 25 Oct 2022 1826DAY FD	25 Oct 2022	25 Oct 2017	26 Apr 2019	25 Jul 2019	35	2.9600		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,005,676.72	5,676.71
LC65331	Westpac 2.89 07 Dec 2022 1827DAY FD	7 Dec 2022	6 Dec 2017	7 Mar 2019	7 Jun 2019	85	2.8900		Quarterly	3,000,000.00	3,000,000.00	3,000,000.00	3,020,190.42	20,190.41
LC64487	BENAU 1.05 25 Jan 2023 FRN	25 Jan 2023	25 Jan 2018	26 Apr 2019	25 Jul 2019	35	2.6078		Quarterly	1,500,000.00	1,500,000.00	1,500,000.00	1,509,825.00	3,750.95
LC64483	NPBS 1.4 06 Feb 2023 FRN	6 Feb 2023	6 Feb 2018	6 May 2019	6 Aug 2019	25	2.9491		Quarterly	1,250,000.00	1,250,000.00	1,250,000.00	1,262,912.50	2,524.91
LC64480	CBA 0.93 16 Aug 2023 FRN	16 Aug 2023	16 Aug 2018	16 May 2019	16 Aug 2019	15	2.5550		Quarterly	1,500,000.00	1,500,000.00	1,500,000.00	1,510,665.00	1,575.00
LC64467	NAB 0.93 26 Sep 2023 FRN	26 Sep 2023	26 Sep 2018	26 Mar 2019	26 Jun 2019	98	2.7354		Quarterly	3,000,000.00	3,000,000.00	3,000,000.00	3,039,450.00	14,838.61
LC66741	CBA 1.13 11 Jan 2024 FRN	11 Jan 2024	11 Jan 2019	11 Apr 2019	11 Jul 2019	50	2.8237		Quarterly	5,000,000.00	5,000,000.00	5,004,600.00	5,086,500.00	10,340.41
LC68973	NAB 1.04 26 Feb 2024 FRN	26 Feb 2024	26 Feb 2019	27 May 2019	26 Aug 2019	4	2.4742		Quarterly	2,000,000.00	2,000,000.00	2,000,000.00	2,018,580.00	542.29
LC70822	Westpac 1.01 17 Apr 2024 1827DAY FRD	17 Apr 2024	17 Apr 2019	17 May 2019	17 Jun 2019	14	2.5000		Monthly	3,000,000.00	3,000,000.00	3,000,000.00	3,002,980.26	2,980.27
LC71168	Westpac 1.29 Apr 2024 1827DAY FRD	29 Apr 2024	29 Apr 2019	29 May 2019	1 Jul 2019	2	2.4350		Monthly	4,000,000.00	4,000,000.00	4,000,000.00	4,009,533.68	533.70
										163,200,000.00	163,200,000.00		164,811,207.30	1,078,809.30

Coupon Rate is the full coupon rate at the next coupon date if that next coupon exists. Accrued Interest is calculated as Current Face Value x Coupon Rate (Adjusted by Franking Credit Rate) x (Days Since Prior Coupon or Issue Date / 365). The accrued interest component of the Market Value does not consider the franking credit rate and is instead based upon market prices.





## 5. Portfolio Valuation As At 31 May 2019

Fixed Interest Security	Security Rating	ISIN	Face Value Original	Bond Factor	Face Value Current	Capital Price	Accrued Interest Price	Market Value	% Total Value	Running Yield	Weighted Running Yield
<b>At Call Deposit</b>											
AMP QPRC At Call	S&P A-		851,137.06	1.00000000	851,137.06	100.000	0.000	851,137.06	0.47%		
ANZ At Call	S&P AA-		343,501.57	1.00000000	343,501.57	100.000	0.000	343,501.57	0.19%		
BENAU At Call	Moodys A3		16,739.84	1.00000000	16,739.84	100.000	0.000	16,739.84	0.01%		
BENAU transaction At Call	Moodys A3		514,337.14	1.00000000	514,337.14	100.000	0.000	514,337.14	0.29%		
NAB At Call	S&P AA-		4,994,901.44	1.00000000	4,994,901.44	100.000	0.000	4,994,901.44	2.78%		
NAB General At Call	S&P AA-		8,231,424.00	1.00000000	8,231,424.00	100.000	0.000	8,231,424.00	4.58%		
NAB Links At Call	S&P AA-		916,579.48	1.00000000	916,579.48	100.000	0.000	916,579.48	0.51%		
Westpac At Call	S&P AA-		59,223.99	1.00000000	59,223.99	100.000	0.000	59,223.99	0.03%		
			15,927,844.51		15,927,844.51			15,927,844.51	8.87%		
<b>Flexi Deposit (Fix/Floater)</b>											
Westpac 2.96 25 Oct 2022 1826DAY FD	S&P AA-		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
Westpac 2.89 07 Dec 2022 1827DAY FD	S&P AA-		3,000,000.00	1.00000000	3,000,000.00	100.000	0.000	3,000,000.00	1.67%		
			5,000,000.00		5,000,000.00			5,000,000.00	2.78%		
<b>Floating Rate Deposit</b>											
Westpac 1.01 17 Apr 2024 1827DAY FRD	S&P AA-		3,000,000.00	1.00000000	3,000,000.00	100.000	0.000	3,000,000.00	1.67%		
Westpac 1.29 Apr 2024 1827DAY FRD	S&P AA-		4,000,000.00	1.00000000	4,000,000.00	100.000	0.000	4,000,000.00	2.23%		
			7,000,000.00		7,000,000.00			7,000,000.00	3.90%		
<b>Floating Rate Note</b>											
AMP 1.1 11 Jun 2019 FRN	S&P A-	AU3FN0029781	750,000.00	1.00000000	750,000.00	100.024	0.000	750,180.00	0.42%		
AMP 1.08 10 Sep 2021 FRN	S&P A-	AU3FN0044857	3,000,000.00	1.00000000	3,000,000.00	99.946	0.000	2,998,380.00	1.67%		
AMP 1.05 30 Mar 2022 FRN	S&P A-	AU3FN0035283	2,000,000.00	1.00000000	2,000,000.00	99.536	0.000	1,990,720.00	1.11%		
BOQ 1.17 26 Oct 2020 FRN	Fitch A-	AU3FN0033023	2,000,000.00	1.00000000	2,000,000.00	100.898	0.000	2,013,960.00	1.12%		
BOQ 1.48 18 May 2021 FRN	Fitch A-	AU3FN0031290	2,000,000.00	1.00000000	2,000,000.00	101.416	0.000	2,028,320.00	1.13%		
BENAU 0.93 17 Sep 2019 FRN	Fitch A-	AU3FN0024824	1,000,000.00	1.00000000	1,000,000.00	100.145	0.000	1,001,450.00	0.56%		
BENAU 1.1 21 Feb 2020 FRN	Fitch A-	AU3FN0033486	2,000,000.00	1.00000000	2,000,000.00	100.433	0.000	2,008,660.00	1.12%		
BENAU 1.1 18 Aug 2020 FRN	Fitch A-	AU3FN0028361	2,000,000.00	1.00000000	2,000,000.00	100.630	0.000	2,012,600.00	1.12%		
BENAU 1.46 20 Apr 2021 FRN	Fitch A-	AU3FN0030838	1,000,000.00	1.00000000	1,000,000.00	101.353	0.000	1,013,530.00	0.56%		
BENAU 1.05 25 Jun 2023 FRN	Moodys A3	AU3FN0040523	1,500,000.00	1.00000000	1,500,000.00	100.405	0.000	1,506,075.00	0.84%		
CBA 1.15 18 Jan 2021 FRN	S&P AA-	AU3FN0029906	2,000,000.00	1.00000000	2,000,000.00	101.192	0.000	2,023,840.00	1.13%		
CBA 1.11 17 Jan 2022 FRN	S&P AA-	AU3FN0034005	2,000,000.00	1.00000000	2,000,000.00	101.366	0.000	2,027,320.00	1.13%		
CBA 0.88 25 Jul 2022 FRN	Moodys A3	AU3FN0037198	2,000,000.00	1.00000000	2,000,000.00	100.753	0.000	2,015,060.00	1.12%		
CBA 0.93 16 Aug 2023 FRN	S&P AA-	AU3FN0044046	1,500,000.00	1.00000000	1,500,000.00	100.606	0.000	1,509,090.00	0.84%		



Fixed Interest Security	Security Rating	ISIN	Face Value Original	Bond Factor	Face Value Current	Capital Price	Accrued Interest Price	Market Value	% Total Value	Running Yield	Weighted Running Yield
CBA 1.13 11 Jun 2024 FRN	S&P AA-	AU3FN0046561	5,000,000.00	1.00000000	5,000,000.00	101.343	0.000	5,067,150.00	2.82%		
CredSus 1.95 09 Mar 2021 FRN	S&P A	AU3FN0030458	1,000,000.00	1.00000000	1,000,000.00	102.319	0.000	1,023,190.00	0.57%		
CUA 1.3 20 Mar 2020 FRN	S&P BBB	AU3FN0034963	2,000,000.00	1.00000000	2,000,000.00	100.563	0.000	2,011,260.00	1.12%		
CUA 1.23 04 Mar 2022 FRN	Moodys Baa1	AU3FN0046793	1,000,000.00	1.00000000	1,000,000.00	100.699	0.000	1,006,990.00	0.56%		
HBS 1.23 29 Mar 2021 FRN	Moodys Baa1	AU3FN0041646	2,000,000.00	1.00000000	2,000,000.00	100.437	0.000	2,008,740.00	1.12%		
MACQ 1.1 03 Mar 2020 FRN	S&P A	AU3FN0028905	1,000,000.00	1.00000000	1,000,000.00	100.461	0.000	1,004,610.00	0.56%		
RACB 1.05 23 May 2022 FRN	Moodys Baa1	AU3FN0046328	800,000.00	1.00000000	800,000.00	100.014	0.000	800,112.00	0.45%		
ME Bank 1.45 18 Jul 2019 FRN	S&P BBB	AU3FN0032041	3,000,000.00	1.00000000	3,000,000.00	100.145	0.000	3,004,350.00	1.67%		
NAB 1.17 12 May 2021 FRN	S&P AA-	AU3FN0031274	5,000,000.00	1.00000000	5,000,000.00	101.345	0.000	5,067,250.00	2.82%		
NAB 0.9 05 Jul 2022 FRN	S&P AA-	AU3FN0038950	5,000,000.00	1.00000000	5,000,000.00	100.811	0.000	5,040,550.00	2.81%		
NAB 0.93 26 Sep 2023 FRN	S&P AA-	AU3FN0044996	3,000,000.00	1.00000000	3,000,000.00	100.520	0.000	3,015,600.00	1.68%		
NAB 1.04 26 Feb 2024 FRN	S&P AA-	AU3FN0046777	2,000,000.00	1.00000000	2,000,000.00	100.902	0.000	2,018,040.00	1.12%		
NPBS 1.35 07 Apr 2020 FRN	S&P BBB	AU3FN0028969	3,000,000.00	1.00000000	3,000,000.00	100.615	0.000	3,018,450.00	1.68%		
NPBS 1.1 26 Feb 2021 FRN	S&P BBB	AU3FN0046769	500,000.00	1.00000000	500,000.00	100.327	0.000	501,635.00	0.26%		
NPBS 1.4 06 Feb 2023 FRN	S&P BBB	AU3FN0040906	1,250,000.00	1.00000000	1,250,000.00	100.831	0.000	1,260,387.50	0.70%		
RABOQ 1.5 04 Mar 2021 FRN	S&P A+	AU3FN0030409	1,000,000.00	1.00000000	1,000,000.00	101.701	0.000	1,017,010.00	0.57%		
RABOQ 1.08 03 Mar 2022 FRN	S&P A+	AU3FN0034690	1,000,000.00	1.00000000	1,000,000.00	101.184	0.000	1,011,840.00	0.56%		
SunBank 1.25 20 Oct 2020 FRN	S&P A+	AU3FN0029166	2,000,000.00	1.00000000	2,000,000.00	101.081	0.000	2,021,620.00	1.13%		
TMB 1.4 28 Oct 2019 FRN	S&P BBB	AU3FN0033171	1,500,000.00	1.00000000	1,500,000.00	100.275	0.000	1,504,125.00	0.84%		
Westpac 1.17 03 Jun 2021 FRN	S&P AA-	AU3FN0031530	2,000,000.00	1.00000000	2,000,000.00	101.323	0.000	2,026,460.00	1.13%		
			67,800,000.00		67,800,000.00			68,328,554.50	38.03%		
Floating Rate TCD											
GB 1.6 07 Jun 2019 FloatTCD	S&P BBB	AU3FN0031605	2,000,000.00	1.00000000	2,000,000.00	100.021	0.000	2,000,420.00	1.11%		
GB 1.45 24 Feb 2020 FloatTCD	S&P BBB	AU3FN0034492	1,000,000.00	1.00000000	1,000,000.00	100.335	0.000	1,003,350.00	0.56%		
			3,000,000.00		3,000,000.00			3,003,770.00	1.67%		
Term Deposit											
AMP 2.55 04 Sep 2019 728DAY TD	S&P ST A2		5,000,000.00	1.00000000	5,000,000.00	100.000	0.000	5,000,000.00	2.78%		
BOQ 3.2 18 Mar 2020 1099DAY TD	Moodys ST P-2		1,000,000.00	1.00000000	1,000,000.00	100.000	0.000	1,000,000.00	0.56%		
BOQ 3.8 03 Feb 2021 1462DAY TD	Moodys A3		3,000,000.00	1.00000000	3,000,000.00	100.000	0.000	3,000,000.00	1.67%		
BOQ 3.6 03 Mar 2021 1456DAY TD	Moodys A3		4,000,000.00	1.00000000	4,000,000.00	100.000	0.000	4,000,000.00	2.23%		
BENAU 2.75 19 Jun 2019 180DAY TD	Moodys ST P-2		8,000,000.00	1.00000000	8,000,000.00	100.000	0.000	8,000,000.00	4.45%		
DFB 3.24 Feb 2021 728DAY TD	S&P BBB		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
MACQ 2.6 12 Jun 2019 830DAY TD	S&P ST A1		3,000,000.00	1.00000000	3,000,000.00	100.000	0.000	3,000,000.00	1.67%		
MACQ 2.75 21 Aug 2019 1740DAY TD	S&P ST A1		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
RACB 2.85 15 Apr 2020 456DAY TD	S&P ST A2		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
RACB 2.85 15 Jul 2020 547DAY TD	S&P BBB+		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		



Fixed Interest Security	Security Rating	ISIN	Face Value Original	Bond Factor	Face Value Current	Capital Price	Accrued Interest Price	Market Value	% Total Value	Running Yield	Weighted Running Yield
ME Bank 2.0 09 Oct 2019 267DAY TD	S&P ST A2		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
NAB 2.75 07 Aug 2019 182DAY TD	S&P ST A1+		5,000,000.00	1.00000000	5,000,000.00	100.000	0.000	5,000,000.00	2.78%		
NAB 2.35 13 Nov 2019 182DAY TD	S&P ST A1+		5,000,000.00	1.00000000	5,000,000.00	100.000	0.000	5,000,000.00	2.78%		
NAB 2.76 15 Jan 2020 365DAY TD	S&P ST A1+		8,400,000.00	1.00000000	8,400,000.00	100.000	0.000	8,400,000.00	4.68%		
NPBS 3.7 03 Mar 2021 1822DAY TD	S&P BBB		1,000,000.00	1.00000000	1,000,000.00	100.000	0.000	1,000,000.00	0.56%		
RABO 4.05 11 Dec 2019 1813DAY TD	Moodys ST P-1		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
RABO 4.05 18 Dec 2019 1821DAY TD	Moodys ST P-1		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
SunBank 2.75 03 Jul 2019 147DAY TD	S&P ST A1		5,000,000.00	1.00000000	5,000,000.00	100.000	0.000	5,000,000.00	2.78%		
SunBank 2.8 17 Jul 2019 183DAY TD	S&P ST A1		10,000,000.00	1.00000000	10,000,000.00	100.000	0.000	10,000,000.00	5.57%		
SunBank 2.35 23 Oct 2019 153DAY TD	S&P ST A1		2,000,000.00	1.00000000	2,000,000.00	100.000	0.000	2,000,000.00	1.11%		
Westpac 2.77 03 Jun 2020 1091DAY TD	S&P AA-		3,000,000.00	1.00000000	3,000,000.00	100.000	0.000	3,000,000.00	1.67%		
Westpac 2.8 09 Dec 2020 1096DAY TD	S&P AA-		3,000,000.00	1.00000000	3,000,000.00	100.000	0.000	3,000,000.00	1.67%		
			80,400,000.00		80,400,000.00			80,400,000.00	44.75%		
FI Total			179,127,844.51		179,127,844.51			179,660,169.01	100.00%		NaN



Unit Security Type	Unit Security	Unit Count	Unit Price Notional	Market Value	Acquisition Unit Price Weighted Avg
<b>Unit Trust</b>					
	NSWTC IM Cash Fund UT	7,581,690.5700	0.933470	7,077,280.98	0.93
	NSWTC Long Term Growth Fund UT	12,734,710.2000	1.075550	13,696,817.56	1.02
	NSWTC Medium Term Growth Fund UT	10,325,853.0900	1.009490	10,423,535.66	0.96
		30,642,254.1600		31,197,634.20	
Unit Security Type Total		30,642,254.1600		31,197,634.20	
FI Total				179,660,169.01	
<b>Unit plus FI Total</b>				<b>210,857,803.21</b>	
Note: The Acquisition Unit Price Weighted Averages are based upon the Unit Count Not Yet Disposed for each security (refer to Section 11B for additional details).					



## 6. Portfolio Valuation By Categories As At 31 May 2019

Short Term Issuer/Security Rating Group	Market Value	% Total Value
N/R	24,120,353.22	11.44%
A2	18,000,000.00	8.54%
A1	26,000,000.00	12.33%
A1+	18,400,000.00	8.73%
Portfolio Total	86,520,353.22	41.03%

Market Value by Security Rating Group (Short Term)



Long Term Issuer/Security Rating Group	Market Value	% Total Value
BBB+ to BBB-	23,119,819.50	10.90%
A+ to A-	31,784,359.03	15.07%
AA+ to AA-	62,355,890.48	29.57%
AAA	7,077,280.98	3.38%
Portfolio Total	124,337,449.99	58.97%

Market Value by Security Rating Group (Long Term)

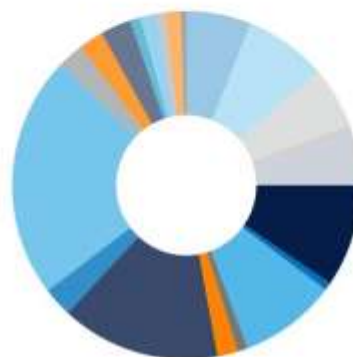






Issuer	Market Value	% Total Value
AMP Bank Ltd	11,590,417.05	5.50%
ANZ Banking Group Ltd	343,501.57	0.16%
Bank of Queensland Ltd	12,042,280.00	5.71%
Bendigo & Adelaide Bank Ltd	16,073,391.98	7.62%
Commonwealth Bank of Australia Ltd	12,642,460.00	6.00%
Credit Suisse Sydney	1,023,190.00	0.49%
Credit Union Australia Ltd	3,018,250.00	1.43%
Defence Bank Ltd	2,000,000.00	0.95%
Greater Bank Ltd	3,603,770.00	1.42%
Heritage Bank Ltd	2,008,740.00	0.95%
Macquarie Bank	6,004,610.00	2.85%
Members Banking Group Limited t/as RACQ Bank	4,800,112.00	2.28%
Members Equity Bank Ltd	5,004,350.00	2.37%
National Australia Bank Ltd	47,684,344.92	22.61%
Newcastle Permanent Building Society Ltd	5,780,472.50	2.74%
NSW Treasury Corporation	31,197,634.19	14.80%
Rabobank Australia Ltd	4,000,000.00	1.90%
Rabobank Nederland Australia Branch	2,028,850.00	0.96%
Suncorp Bank	19,021,620.00	9.02%
Teachers Mutual Bank Ltd	1,504,125.00	0.71%
Westpac Banking Corporation Ltd	20,085,683.99	9.53%
Portfolio Total	210,857,803.20	100.00%

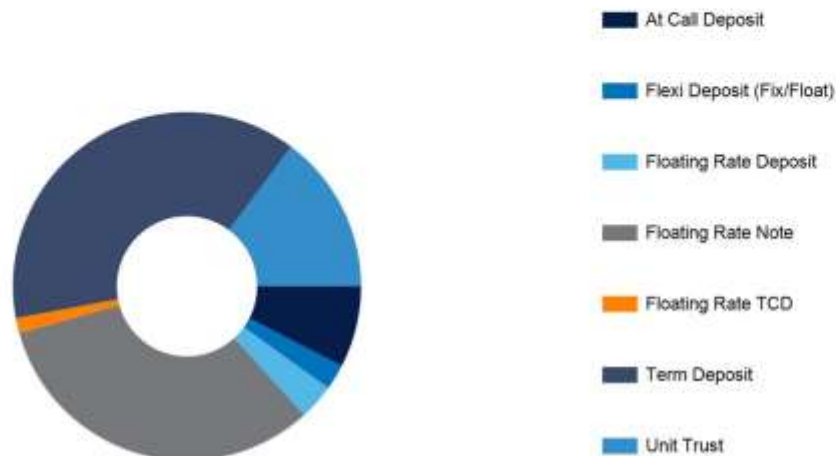
Market Value by Issuer





Security Type	Market Value	% Total Value
At Call Deposit	15,927,844.51	7.55%
Flexi Deposit (Fix/Float)	5,000,000.00	2.37%
Floating Rate Deposit	7,000,000.00	3.32%
Floating Rate Note	68,328,554.50	32.41%
Floating Rate TCD	3,003,770.00	1.42%
Term Deposit	80,400,000.00	38.13%
Unit Trust	31,197,634.19	14.80%
Portfolio Total	210,857,803.20	100.00%

Market Value by Security Type





Term Remaining	Market Value	% Total Value
0 to < 1 Year	126,832,333.70	60.15%
1 to < 3 Years	50,593,517.00	23.99%
3 to < 5 Years	33,431,952.50	15.86%
Portfolio Total	210,857,803.20	100.00%

Note: Term Remaining is calculated using a weighted average life date (WAL) where appropriate and available otherwise the interim (initial) maturity date is used.

Market Value by Term Remaining







## 7. Performance Statistics For Period Ending 31 May 2019

Trading Book	1 Month	3 Month	12 Month	Since Inception
Queanbeyan-Palerang Regional Council				
Portfolio Return (1)	0.00%	0.90%	0.00%	2.94%
Performance Index (2)	0.15%	0.51%	0.00%	1.84%
Excess Performance (3)	-0.00%	0.39%	0.00%	1.10%

### Notes

- 1 Portfolio performance is the rate of return of the portfolio over the specified period
- 2 The Performance Index is the Bloomberg AusBond Bank Bill Index (Bloomberg Page BAUBILL)
- 3 Excess performance is the rate of return of the portfolio in excess of the Performance Index

Running yields not available for selected criteria.



## 9. Realised Gains (Losses) - Fixed Interest Dealing For 1 May 2019 to 31 May 2019

No realised gains or losses from fixed interest dealing to report for entered period.



### **9b. Realised Gains (Losses) - Share Dealing For 1 May 2019 to 31 May 2019**

No realised gains or losses from share dealing to report for entered period.



## 10. Realised Gains (Losses) - Principal Repayments For 1 May 2019 to 31 May 2019

No realised gains or losses from principal repayments to report for entered period.

Total Realised Gains (Losses)

Fixed Interest Dealing	Principal Repayments	Total	Notes (1) The Acquisition Gross Price includes any accrued interest included in the purchase price.
		0.00	



## 11. Unrealised FI Capital Gains (Losses) As At 31 May 2019

Security	Acquisition Deal	Acquisition Date	Acquisition Yield/ Interest Rate	Acquisition Face Value Original	Balance Face Value Original	Bond Factor Current	Balance Face Value Current	Acquisition Capital Price	Acquisition Capital Consideration	Current Capital Price	GCP For Discount Securities	Current Capital Consideration	Current Capital Consideration Adjusted	Unrealised Capital Gain (Loss)
AMP 1.05 30 Mar 2022 FRN														
	LC64465	30 Mar 2017	1.050000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	99.536000	99.536000	1,990,720.00	1,990,720.00	(9,280.00)
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			1,990,720.00	1,990,720.00	(9,280.00)
AMP 1.08 10 Sep 2021 FRN														
	LC64471	10 Sep 2016	1.080000	3,000,000.00	3,000,000.00	1.00000000	3,000,000.00	100.000	3,000,000.00	99.946000	99.946000	2,998,380.00	2,998,380.00	(1,620.00)
					3,000,000.00		3,000,000.00	100.000	3,000,000.00			2,998,380.00	2,998,380.00	(1,620.00)
AMP 1.1 11 Jun 2019 FRN														
	LC64470	11 Dec 2015	1.100000	750,000.00	750,000.00	1.00000000	750,000.00	100.000	750,000.00	100.024000	100.024000	750,180.00	750,180.00	180.00
					750,000.00		750,000.00	100.000	750,000.00			750,180.00	750,180.00	180.00
BENAU 0.93 17 Sep 2019 FRN														
	LC64469	17 Sep 2014	0.930000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	100.145000	100.145000	1,001,450.00	1,001,450.00	1,450.00
					1,000,000.00		1,000,000.00	100.000	1,000,000.00			1,001,450.00	1,001,450.00	1,450.00
BENAU 1.05 25 Jan 2023 FRN														
	LC64487	25 Jan 2018	1.050000	1,500,000.00	1,500,000.00	1.00000000	1,500,000.00	100.000	1,500,000.00	100.405000	100.405000	1,506,075.00	1,506,075.00	6,075.00
					1,500,000.00		1,500,000.00	100.000	1,500,000.00			1,506,075.00	1,506,075.00	6,075.00
BENAU 1.1 18 Aug 2020 FRN														
	LC64479	18 Aug 2015	1.100000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.630000	100.630000	2,012,600.00	2,012,600.00	12,600.00
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,012,600.00	2,012,600.00	12,600.00
BENAU 1.1 21 Feb 2020 FRN														
	LC64477	21 Nov 2015	1.100000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.433000	100.433000	2,008,660.00	2,008,660.00	8,660.00
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,008,660.00	2,008,660.00	8,660.00
BENAU 1.46 20 Apr 2021 FRN														
	LC85329	20 Apr 2016	1.460000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	101.353000	101.353000	1,013,530.00	1,013,530.00	13,530.00
					1,000,000.00		1,000,000.00	100.000	1,000,000.00			1,013,530.00	1,013,530.00	13,530.00
BOQ 1.17 26 Oct 2020 FRN														
	LC64485	26 Oct 2016	1.170000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.898000	100.898000	2,013,960.00	2,013,960.00	13,960.00
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,013,960.00	2,013,960.00	13,960.00
BOQ 1.48 18 May 2021 FRN														
	LC64478	18 May 2016	1.480000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	101.416000	101.416000	2,028,320.00	2,028,320.00	28,320.00
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,028,320.00	2,028,320.00	28,320.00
CBA 0.88 25 Jul 2022 FRN														
	LC64453	25 Jul 2017	0.880000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.753000	100.753000	2,015,060.00	2,015,060.00	15,060.00
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,015,060.00	2,015,060.00	15,060.00



Security	Acquisition Deal	Acquisition Date	Acquisition Yield/ Interest Rate	Acquisition Face Value Original	Balance Face Value Original	Bond Factor Current	Balance Face Value Current	Acquisition Capital Price	Acquisition Capital Consideration	Current Capital Price	CCP For Discount Securities	Current Capital Consideration	Current Capital Consideration Adjusted	Unrealised Capital Gain (Loss)
CBA 0 93 16 Aug 2023 FRN	LC64480	16 Aug 2018	0.830000	1,500,000.00	1,500,000.00	1.00000000	1,500,000.00	100.000	1,500,000.00	100.600000	100.600000	1,509,090.00	1,509,090.00	9,090.00
					1,500,000.00		1,500,000.00		1,500,000.00			1,509,090.00	1,509,090.00	9,090.00
CBA 1 11 17 Jan 2022 FRN	LC64456	17 Jan 2017	1.110000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	101.366000	101.366000	2,027,320.00	2,027,320.00	27,320.00
					2,000,000.00		2,000,000.00		2,000,000.00			2,027,320.00	2,027,320.00	27,320.00
CBA 1 13 11 Jan 2024 FRN	LC66741	9 Jan 2019	1.110100	5,000,000.00	5,000,000.00	1.00000000	5,000,000.00	100.092	5,004,600.00	101.343000	101.343000	5,067,150.00	5,067,150.00	62,650.00
					5,000,000.00		5,000,000.00		5,004,600.00			5,067,150.00	5,067,150.00	62,650.00
CBA 1 15 18 Jan 2021 FRN	LC64455	18 Jan 2016	1.150000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	101.192000	101.192000	2,023,840.00	2,023,840.00	23,840.00
					2,000,000.00		2,000,000.00		2,000,000.00			2,023,840.00	2,023,840.00	23,840.00
CredSus 1 95 09 Mar 2021 FRN	LC64474	9 Mar 2016	1.950000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	102.319000	102.319000	1,023,190.00	1,023,190.00	23,190.00
					1,000,000.00		1,000,000.00		1,000,000.00			1,023,190.00	1,023,190.00	23,190.00
CUA 1 23 04 Mar 2022 FRN	LC60163	4 Mar 2019	1.230000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	100.699000	100.699000	1,006,990.00	1,006,990.00	6,990.00
					1,000,000.00		1,000,000.00		1,000,000.00			1,006,990.00	1,006,990.00	6,990.00
CUA 1 3 20 Mar 2020 FRN	LC64468	20 Mar 2017	1.300000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.563000	100.563000	2,011,260.00	2,011,260.00	11,260.00
					2,000,000.00		2,000,000.00		2,000,000.00			2,011,260.00	2,011,260.00	11,260.00
GB 1 45 24 Feb 2020 FloatTCD	LC65327	24 Feb 2017	1.450000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	100.335000	100.335000	1,003,350.00	1,003,350.00	3,350.00
					1,000,000.00		1,000,000.00		1,000,000.00			1,003,350.00	1,003,350.00	3,350.00
GB 1 8 07 Jun 2019 FloatTCD	LC65326	7 Jun 2016	1.800000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.021000	100.021000	2,000,420.00	2,000,420.00	420.00
					2,000,000.00		2,000,000.00		2,000,000.00			2,000,420.00	2,000,420.00	420.00
HBS 1 23 29 Mar 2021 FRN	LC64466	29 Mar 2018	1.230000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.437000	100.437000	2,008,740.00	2,008,740.00	8,740.00
					2,000,000.00		2,000,000.00		2,000,000.00			2,008,740.00	2,008,740.00	8,740.00
MACQ 1 1 03 Mar 2020 FRN	LC64476	3 Mar 2015	1.100000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	100.461000	100.461000	1,004,610.00	1,004,610.00	4,610.00
					1,000,000.00		1,000,000.00		1,000,000.00			1,004,610.00	1,004,610.00	4,610.00





Security	Acquisition Deal	Acquisition Date	Acquisition Yield/ Interest Rate	Acquisition Face Value Original	Balance Face Value Original	Bond Factor Current	Balance Face Value Current	Acquisition Capital Price	Acquisition Capital Consideration	Current Capital Price	CCP For Discount Securities	Current Capital Consideration	Current Capital Consideration Adjusted	Unrealised Capital Gain (Loss)
<b>ME Bank 1.45 18 Jul 2019 FRN</b>														
	LC64454	18 Jul 2016	1.450000	3,000,000.00	3,000,000.00	1.00000000	3,000,000.00	100.000	3,000,000.00	100.145000	100.145000	3,004,350.00	3,004,350.00	<b>4,350.00</b>
					3,000,000.00		3,000,000.00	100.000	3,000,000.00			3,004,350.00	3,004,350.00	<b>4,350.00</b>
<b>NAB 0.9 05 Jul 2022 FRN</b>														
	LC64463	5 Jul 2017	0.900000	5,000,000.00	5,000,000.00	1.00000000	5,000,000.00	100.000	5,000,000.00	100.811000	100.811000	5,040,550.00	5,040,550.00	<b>40,550.00</b>
					5,000,000.00		5,000,000.00	100.000	5,000,000.00			5,040,550.00	5,040,550.00	<b>40,550.00</b>
<b>NAB 0.93 26 Sep 2023 FRN</b>														
	LC64467	26 Sep 2018	0.930000	3,000,000.00	3,000,000.00	1.00000000	3,000,000.00	100.000	3,000,000.00	100.520000	100.520000	3,015,600.00	3,015,600.00	<b>15,600.00</b>
					3,000,000.00		3,000,000.00	100.000	3,000,000.00			3,015,600.00	3,015,600.00	<b>15,600.00</b>
<b>NAB 1.04 26 Feb 2024 FRN</b>														
	LC68973	26 Feb 2019	1.040000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	100.902000	100.902000	2,018,040.00	2,018,040.00	<b>18,040.00</b>
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,018,040.00	2,018,040.00	<b>18,040.00</b>
<b>NAB 1.17 12 May 2021 FRN</b>														
	LC64482	12 May 2016	1.170000	5,000,000.00	5,000,000.00	1.00000000	5,000,000.00	100.000	5,000,000.00	101.345000	101.345000	5,067,250.00	5,067,250.00	<b>67,250.00</b>
					5,000,000.00		5,000,000.00	100.000	5,000,000.00			5,067,250.00	5,067,250.00	<b>67,250.00</b>
<b>NPBS 1.1 26 Feb 2021 FRN</b>														
	LC68972	26 Feb 2019	1.100000	500,000.00	500,000.00	1.00000000	500,000.00	100.000	500,000.00	100.327000	100.327000	501,635.00	501,635.00	<b>1,635.00</b>
					500,000.00		500,000.00	100.000	500,000.00			501,635.00	501,635.00	<b>1,635.00</b>
<b>NPBS 1.35 07 Apr 2020 FRN</b>														
	LC64462	7 Apr 2015	1.350000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	100.615000	100.615000	1,006,150.00	1,006,150.00	<b>6,150.00</b>
	LC64461	25 Jul 2016	1.350000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	99.999	1,999,980.00	100.615000	100.615000	2,012,300.00	2,012,300.00	<b>12,320.00</b>
					3,000,000.00		3,000,000.00	99.999	2,999,980.00			3,018,450.00	3,018,450.00	<b>18,470.00</b>
<b>NPBS 1.4 06 Feb 2023 FRN</b>														
	LC64483	6 Feb 2018	1.400000	1,250,000.00	1,250,000.00	1.00000000	1,250,000.00	100.000	1,250,000.00	100.831000	100.831000	1,260,387.50	1,260,387.50	<b>10,387.50</b>
					1,250,000.00		1,250,000.00	100.000	1,250,000.00			1,260,387.50	1,260,387.50	<b>10,387.50</b>
<b>RABOBK 1.08 03 Mar 2022 FRN</b>														
	LC65330	3 Mar 2017	1.080000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	101.184000	101.184000	1,011,840.00	1,011,840.00	<b>11,840.00</b>
					1,000,000.00		1,000,000.00	100.000	1,000,000.00			1,011,840.00	1,011,840.00	<b>11,840.00</b>
<b>RABOBK 1.5 04 Mar 2021 FRN</b>														
	LC65328	4 Mar 2016	1.500000	1,000,000.00	1,000,000.00	1.00000000	1,000,000.00	100.000	1,000,000.00	101.701000	101.701000	1,017,010.00	1,017,010.00	<b>17,010.00</b>
					1,000,000.00		1,000,000.00	100.000	1,000,000.00			1,017,010.00	1,017,010.00	<b>17,010.00</b>
<b>RACB 1.05 23 May 2022 FRN</b>														
	LC72731	15 May 2019	1.050100	800,000.00	800,000.00	1.00000000	800,000.00	100.000	800,000.00	100.014000	100.014000	800,112.00	800,112.00	<b>112.00</b>
					800,000.00		800,000.00	100.000	800,000.00			800,112.00	800,112.00	<b>112.00</b>



Security	Acquisition Deal	Acquisition Date	Acquisition Yield/ Interest Rate	Acquisition Face Value Original	Balance Face Value Original	Bond Factor Current	Balance Face Value Current	Acquisition Capital Price	Acquisition Capital Consideration	Current Capital Price	CCP For Discount Securities	Current Capital Consideration	Current Capital Consideration Adjusted	Unrealised Capital Gain (Loss)
SunBank 1.25 20 Oct 2020 FRN	LC65325	20 Oct 2015	1.250000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	101.081000	101.081000	2,021,620.00	2,021,620.00	21,620.00
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,021,620.00	2,021,620.00	21,620.00
TMB 1.4 28 Oct 2019 FRN	LC64484	28 Oct 2016	1.400000	1,500,000.00	1,500,000.00	1.00000000	1,500,000.00	100.000	1,500,000.00	100.275000	100.275000	1,504,125.00	1,504,125.00	4,125.00
					1,500,000.00		1,500,000.00	100.000	1,500,000.00			1,504,125.00	1,504,125.00	4,125.00
Westpac 1.17 03 Jun 2021 FRN	LC64472	3 Jun 2016	1.170000	2,000,000.00	2,000,000.00	1.00000000	2,000,000.00	100.000	2,000,000.00	101.323000	101.323000	2,026,460.00	2,026,460.00	26,460.00
					2,000,000.00		2,000,000.00	100.000	2,000,000.00			2,026,460.00	2,026,460.00	26,460.00
														527,744.50
Note: The summary values for Acquisition Capital Price are the weighted average acquisition capital prices based upon the Balance Face Value Current for each security.														





## 11b. Unrealised Unit/Share Capital Gains (Losses) As At 31 May 2019

Security	Acquisition Deal	Acquisition Date	Acquisition Price	Acquisition Unit/Share Count	Unit/Share Count Not Yet Disposed	Balance Unit/Share Holding	Unit/Share Price As At Period End	Unit/Share Price Change	Unrealised Capital Gain (Loss)
NSWTC IM Cash Fund UT									
	UDA12396	31 May 2019	0.933470	13,843.7200	13,843.7200			0.0000	0.00
	UDA12367	30 Apr 2019	0.933580	13,976.2500	13,976.2500			(0.0001)	(1.54)
	UDA12346	31 Mar 2019	0.933410	13,524.7300	13,524.7300			0.0001	0.81
	UDA12334	28 Feb 2019	0.933120	16,001.5600	16,001.5600			0.0004	5.60
	UDA12319	31 Jan 2019	0.932780	12,645.1800	12,645.1800			0.0007	8.73
	UDA12316	11 Jan 2019	0.933030	54,017,555.7100	7,511,699.4300			0.0004	3,305.15
			0.933032		7,581,690.8700	7,581,690.8700	0.9335		3,318.75
NSWTC Long Term Growth Fund UT									
	UDA12249	30 Jun 2018	1.019410	12,734,710.2000	12,734,710.2000			0.0561	714,926.63
			1.019410		12,734,710.2000	12,734,710.2000	1.0756		714,926.63
NSWTC Medium Term Growth Fund UT									
	UDA12250	30 Jun 2018	0.964100	10,325,853.0900	10,325,853.0900			0.0454	468,380.70
			0.964100		10,325,853.0900	10,325,853.0900	1.0095		468,380.70
									1,186,626.08
Note: The summary values for Acquisition Unit/Share Price are the weighted average acquisition prices based upon the Unit/Share Count Not Yet Disposed for each security.									



## 12. Associated Cash Statement for Settlement Period 1 May 2019 to 31 May 2019 inclusive

No associated cash transactions to report for entered period.



### 13. Tax Summary For 1 May 2019 to 31 May 2019

Interest Income	271,967.27
Realised Gains (Losses) - Fixed Interest Dealing	0.00
Realised Gains (Losses) - Principal Repayments	0.00
Total	271,967.27



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Report Code: TRPAC20190501-19  
Report Description: Investment Report Pack  
Prepared by:  
Trading Entity: Queanbeyan-Palerang Regional Council  
Trading Desk: Queanbeyan-Palerang Regional Council  
Valuation Date: None  
History Start Date: 1 Jan 2000  
Income Expense Status: Authorised  
F1 Data Status: Contact  
Futures Term Deposit Interest  
Futures F104MIS Interest  
Futures Unallocated Com  
Excludes Negative Cash Holdings

# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 10.23      INVESTMENT REPORT - MAY 2019

ATTACHMENT 4    MAY 2019 - ECONOMIC COMMENTARY



Monthly Investment Report  
May 2019  
Queanbeyan-Palerang Regional Council



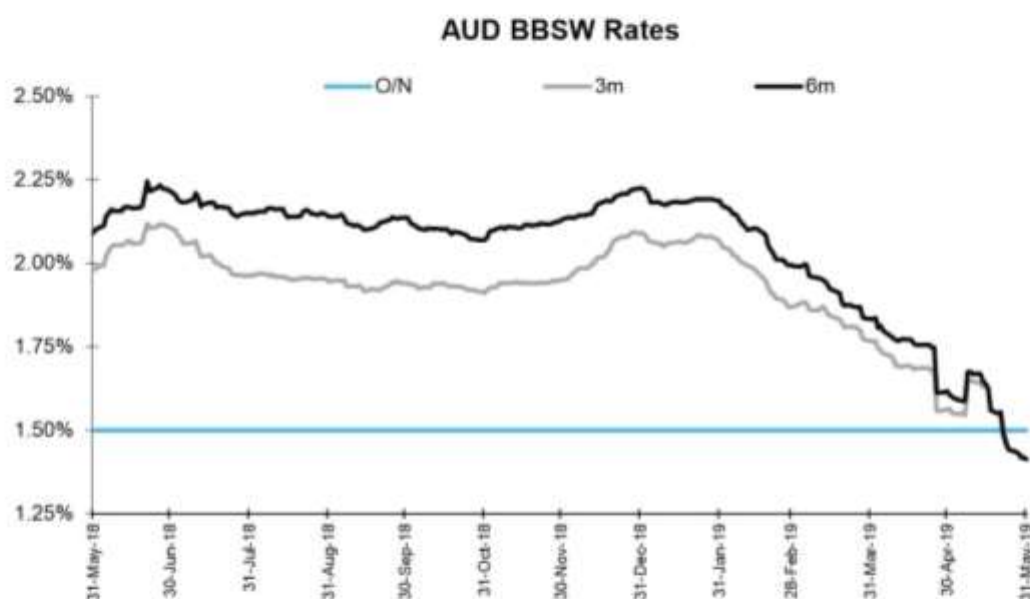
May 2019

## Economic Commentary

### Market Update

The RBA decided to leave the cash rate unchanged at 1.5% in May, delaying the cut to the June meeting. The three-month BBSW and six-month BBSW moved significantly lower over the month, fully pricing June's rate cut, following guidance provided by Phil Lowe during his latest speech on economic outlook during the month of May. Three-month BBSW closed fourteen points lower at 1.42% and the six-month rate decreased by twenty-one points to 1.41% as of month end.

Figure 1 RBA Cash vs 3 Month vs 6 Month BBSW



Middle market deposit demand continued its slowdown in May, with more counterparties showing low appetite for new deposit funds. Rates pressure on the short end has eased further as a result, over and above the reduction in BBSW rates. Major banks have dialled down their appetite for deposits from real money investors, with flow on effects for other middle market borrowers. The unrated deposit rates have also moved lower given weak demand for new money on a combination of persistent tepid lending growth and strong retail flows. Term deposits issued by rated ADIs ranged from 1.90% to 2.30% for 90 days and 2.05% to 2.30% for 180 days, while unrated ADI TD rates were 2.30% and 2.45% for 90 and 180 days respectively. Regional Bank and mutual ADI NCD margins have remained stagnant at +30 for 90 days and +35 for 180 days, with most only maintaining their rolling books.

Issuer	S&P Rating	NCD margin to 90-day BBSW	Term Deposit margin to 90-day BBSW
Major Bank	AA- / A1+	Flat	+60
Regional Bank	A- / A2	+30	+75
Foreign Bank	A / A1	+40	+40
Mutual Bank / Credit Union	BBB / A2	+30	+70





### Credit Commentary

Risk assets took heavy damage in May, breaking the string of four strong months that started 2019. Trade tensions played a part, but as markets were priced for perfection any decent excuse could have triggered this pullback. Losses on equities were led by emerging markets (-7.5%), Japan (-7.5%), China (-7.2%), Europe (-6.7%) and the US (-6.6%) with Australia (+1.1%) the odd one out. Credit also took losses with investment grade and high yield spreads both rising. Commodities mostly fell led by US oil (-15.7%), copper (-9.2%) and US natural gas (-4.7%) although iron ore (+5.3%) and gold (+1.7%) rose. Long term bonds yields slumped in the US, Europe, Japan and Australia with the US ten-year government bond yield falling from 2.50% to 2.12%.

Indices	1 Month	3 Month	6 Month	12 Month
Bloomberg AusBond Bank Bill Index	0.15%	0.48%	0.99%	1.99%
Bloomberg AusBond Composite Bond Index 0+ Years Index	1.70%	3.85%	7.08%	8.96%
Bloomberg AusBond Credit FRN 0+ Years Index	0.17%	0.92%	1.77%	3.07%

#### Index Performance as at 31 May 2019

With global equities selling off as of the end of May, we might have expected Aussie risk assets to follow suit, but whilst the ASX came off, clients' buying activities remained supportive. By month-end we saw US IG BBB Corps widen by 9 bps, Asia IG BBB-band credit widen by 9 bps, but most AUD credit traded broadly flat, and tighter in some pockets to close the month. For reference, US IG posted its largest outflows since 2015, \$5.1bln in all while the US HY also hit to the tune of 1.27bln. The outperformance of AUD Credit is a function of fund inflows and supply dynamics, which continue to provide a positive technical in containing spreads. However, it is also the unwillingness of certain price makers to align AUD pricing to global comparisons which has led to an increasing disparity and re-pricing risk. Viewed from different perspective, Australian credit is still offering relative value compared to global peers.



Primary market activities in May were dominated by offshore issuers mostly, with Westpac and RACQ Bank the only notable domestic issuers to come to market in the Senior Unsecured space. Westpac printed A\$1.5b 3yr FRN at +62 and A\$1.7b 5.25yr FRN at +88, while RACQ Bank printed A\$60m 3yr FRN at +105. NAB is also the first major bank out there to come out with a subordinated debt issuance this year printing A\$1b 10NC5yr Subordinated FRN at +215.

### Economic Review

We would normally be writing an end-of-month Economic Roundup, but RBA Governor Philip Lowe's speech on the economic outlook presented in Brisbane last week made it clear that the RBA will consider cutting the cash rate at its next policy meeting in early June (as was the case). Clearly our long-held view that the cash rate will stay at 1.50% well in to 2020 is wrong and we need to change it. Our revised view is that the RBA will cut the cash rate twice, by 25bps to 1.25% in June, and by a further 25bps to 1.00% in August. The cash rate will probably stay at 1.00% for a year or so ahead of a modest hiking cycle starting in 2021.





Essentially, the RBA believes that the great conundrum in the Australian economy – the coexistence of soft real GDP with a strong labour market – will resolve in the near-term not with improving real GDP growth but with softening labour market conditions. The RBA backs up its view of real GDP growth struggling to improve with evidence of longstanding weakness in annual growth in household disposable income (less than 3% year-on-year in recent years against an average nearer to 6% year-on-year previously) and growing belief in Australian households that weak income growth is becoming permanent. In turn real growth in household consumption spending has suffered and without assistance is unlikely to improve in the near term.

There are improving parts of the Australian economy – exports; government infrastructure spending; and business investment spending – but they are unlikely to counterbalance the impact of soft growth in household consumption spending and housing sector weakness.

Importantly, the RBA believes that the labour market has stopped improving and there is risk that the unemployment rate will edge higher. At its best the national unemployment rate touched down just below 5% earlier this year. In the past an unemployment rate of 5% or lower would have been consistent with increasing labour shortages, rising wages and upward pressure on inflation. This time there has been only limited evidence of labour shortages, wages growth has remained low and slow and the annual inflation rate has fallen to 1.3% year-on-year in the case of the CPI in Quarter 2 2019 and around 1.6% year-on-year for the various measures of underlying inflation.

With the unemployment rate starting to edge upwards to 5.2% in April, wages growth and inflation are threatening to stay low for longer. Also, the RBA is considering the idea that the unemployment rate consistent with higher wage and inflation (inflation returning inside its 2-3% target band) is no longer around 5% but possibly 4.5% or lower. The RBA could use monetary policy to help achieve an unemployment rate below 5% that would help to lift real GDP growth and return inflation inside its target band.

Returning to the concluding words in RBA Governor Philip Lowe's recent speech:

"Earlier today we released the minutes of the Board's meeting two weeks ago. At that meeting we discussed a scenario in which there was no further improvement in the labour market and the unemployment rate remained around the 5% mark. In this scenario, we judged that inflation was likely to remain low relative to the target and that a decrease in the cash rate would likely be appropriate. A lower cash rate would support employment growth and bring forward the time when inflation is consistent with the target. Given this assessment, at our meeting in two weeks' time, we will consider the case for lower interest rates".

The approaching interest rate cuts are likely to form part of what is shaping up as a super-sized policy boost to Australian economic growth. APRA has announced that it is reducing the mortgage interest rate test that banks need to apply to potential borrowers that will allow loan sizes to increase. The approaching increase announced by the Government in the low- and- middle- income tax rebate will soon boost growth in household disposable income and probably consumer spending too.

Lower home mortgage rates and less constraint on how much can be borrowed mean that it is reasonable to expect noticeably stronger demand for housing over coming months and an end to declining house prices in Melbourne and Sydney by the end of the year. Excess supply of new homes means that home building activity will take longer to improve, perhaps in the second half of 2020. Real household consumption spending growth is likely to look firmer in the second half of 2019, assisted by lower tax boosting household disposable income.

By late 2019/ early 2020 the already strong parts of the economy (exports; government infrastructure spending; and increasingly business investment) are likely to start receiving reinforcement from previously weak housing and household consumption spending leading to renewed reduction in the unemployment rate through 2020. By mid-2020 prospects for wages growth and inflation should look higher than they do currently causing the RBA to consider when it should reverse the two cash rate cuts delivered in 2019.



At this stage, after pencilling in two 25bps cash rate cuts in June and August, we expect the unemployment rate will fall to 4.5% at some point beyond mid-2020 and to be the trigger for the RBA to take back the two 2019 rate cuts. In short, the 1.00% cash rate from August should last around 18 months but will eventually result in the cash rate returning to 1.50% in 2021.

#### **Interest Rate Outlook**

The RBA left its cash rate unchanged at 1.50% at its early May policy meeting but has made it clear since that it is likely to cut the cash rate at its early June policy meeting (as was the case). The RBA has also made it clear that the economic forecasts produced in the May quarterly Monetary Policy Statement showing slow recovery in GDP growth and inflation over the next two years are based on the market view of interest rates and the cash rate falling to 1.00%. The cash rate is likely to be cut twice over the next few months. These cash rate cuts will be reinforced in their impact on the economy by APRA's plan to reduce the 7% mortgage rate safety buffer that banks need to consider when lending for housing. Also, the Government's lower tax plan, notably the lift in the low-to-middle income tax rebate, will soon come in to play helping to boost household disposable income and spending. Most likely GDP growth will be boosted from late 2019, the unemployment rate will fall further in 2020 and inflation prospects will lift from mid-2020. We now expect two cash rate cuts, one in June and another in August taking the cash rate down to 1.00%. The 1.00% cash rate should persist through the remainder of 2019 and through 2020 ahead of the RBA removing the additional monetary policy stimulus in 2021 and returning the cash rate to 1.50% by the end of that year.

Earlier market concerns about weak US growth prospects continue to abate as US data reports point to stronger US growth. The brief inversion in the US yield curve has disappeared and a positive-shaped yield curve is developing with the Fed in no rush to raise rates while inflation stays low but longer-term bond yields starting to rise. Australia is now in a very different position to the US with the likelihood of two rate cuts not far ahead. Australian interest rates are likely to push down further than their US counterparts, notably for shorter maturities. Even the Australian 10-year bond yield is likely to push more than 100 basis points below its US counterpart over the next few months. With the local rate cash rate cuts the Australian bond yield curve is likely to steepen in shape.

#### **Laminar Capital Investment Strategy**

We see the short end of the curve out to 12 months as presenting the most value for fixed rates at present given the rate cut view and what is already priced into the curve. We maintain a positive view on adding additional long dated floating rate investments to portfolio, expecting to see senior credit spreads continue trend tighter over time.

#### **Portfolio Performance**

The portfolio achieved a return of 0.09% for the month of May which was -0.06% above the benchmark AusBond Bank Bill Index return of 0.15%. The weighted average running yield on the portfolio is 2.75%.



#### Reporting Period Transactions

Security	Security ISIN	Deal Type	Transaction Date	Settlement Date	Face Value
NAB 2.35 13 Nov 2019 182DAY TD		Acquisition	15 May 2019	15 May 2019	5,000,000.00
RACB 1.05 23 May 2022 FRN	AU3FN0048328	Acquisition	15 May 2019	23 May 2019	800,000.00
SunBank 2.35 23 Oct 2019 153DAY TD		Acquisition	23 May 2019	23 May 2019	2,000,000.00

#### Investment Policy Compliance

Legislative Requirements	✓	Fully compliant
Portfolio Credit Rating Limit	✓	Fully compliant
Institutional Exposure Limits	✓	Fully compliant
Term to Maturity Limits	✓	Fully compliant



# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 11.6            Q BOARD MINUTES 6 MAY 2019

ATTACHMENT 1    Q BOARD MINUTES 6 MAY 2019

## **MINUTES OF THE Q ADVISORY BOARD**

held on Monday 6 May 2019  
in Council Committee Room, Queanbeyan

### **Acknowledgement**

**Present:** Jacquelyn Richards (Portfolio General Manager Community Choice), Cathy Winters, Peter Lindbeck and Coralie Woods

**Also Present:** Chris Duncan, Stephen Pike, Deon Myburgh and Steve White.

In the absence of the chair the meeting was chaired by Jacquelyn Richards

### **Item 1: Apologies**

Apologies were received by Cr Radmila Noveska and Mr Geoff Gray

### **Item 2: Confirmation of Report of Previous Meeting held on 11 February 2019**

There was no quorum for the February meeting. Some discussions were held and an informal report prepared for the Board.

#### **Recommendation 2.1 (Winters/Richards)**

That the report be accepted as a true account of the informal meeting.

### **Item 3: For Information.**

- Various staff reports were presented to the Board (for information)
- Statistics from Social Media were presented
- The Board noted that additional data is now available from the Ticketing system and will be included in future reports.
- The board were updated on the proposed lift for the Q, the Mural on the external wall of the Bicentennial Hall and the Bicentennial Hall refurbishment

### **Item 4: Other Business**

#### **4.1 Board numbers**

The Board noted that a quorum had not been achieved for several meetings over the past year. This had been complicated by the resignation of Helen Musa. The Board discussed several options for Ms Musa's replacement and suggested that adding two new Board members would assist in achieving a regular quorum. The committee discussed Mark Santos, Evol McLeod, Susanne King and Peter Crawley as appropriate additions to the Board.

#### **Recommendation 4.1**

That four identified appropriate people be approached with an outcome of adding two new members to the Board

#### **4.2 Purpose of the Board**

Jacquelyn Richards, posed the question *what do the board see as their role?*

After some discussion it was agreed that the Board Members individual areas of expertise would be of great advantage in promoting The Q as a venue, improvement of its program and sourcing sponsors. Peter Lindbeck, reminded the Board that *The Q* is similar to libraries and swimming pools in that it is there to provide a service to the community not with a focus on making money.

The Board noted that receiving historical information is not conducive to offering suggestions and ideas and that future Board papers should focus on upcoming productions in addition to information on past productions.

**The Board agreed to:**

- Return to the regular bi monthly meetings. Steve White will send out calendar invitations for the upcoming dates.
- Change the focus of the meeting from historical to future.

Other suggestions included:

- Contact social clubs in the public service to promote shows – Stephen Pike
- Assist with promotions to the various Service Clubs – Coralie Woods
- Providing comp tickets to Real estate agents for people who purchase a house in our LGA – Chris Duncan
- Provide last minute tickets for unsold seats to charities at a discounted price for their fundraisers – Stephen Pike

The next meeting will be held on Monday 1 July 2019

There being no further business, the meeting closed at 7.00pm





# **QUEANBEYAN-PALERANG REGIONAL COUNCIL**

## **Council Meeting Attachment**

**26 JUNE 2019**

ITEM 14.1      RESPONSES TO COUNCILLORS' QUESTIONS

ATTACHMENT 1      RESPONSES TO COUNCILLORS' QUESTIONS

**QPRC COUNCILLORS' QUESTIONS**

No.	Date rec'd	Question / Request	Responsible staff	Response	Date of reply	COMPL Y/N
134	19/06/19	From Cr Winchester: Request to follow-up on a request for urgent maintenance on a crown road.	Portfolio GM Community Connection	Council does not maintain crown roads but is able to assist at the resident's own expense.	20/06/19	Y
133	18/06/19	From Cr Brown: Question regarding tree removal from a property in Queanbeyan.	Service Mgr Urban Landscapes	Arborists report indicates the trees are either unsafe or in decline and as such Council approved removal of the trees in September last year.	18/06/19	Y
132	19/06/19	From Cr Marshall: I've seen some social media, including photographs, or roadside vegetation removal in Wamboin-Bywong that appears to have been done with heavy machinery rather than cutting (chainsawing, for example). I've also myself observed what appears to be a mix of both methods east of Captains Flat. Can you please find out for me what Council's current operational policy is on the choice of method?	Portfolio GM Community Connection			N
131	19/06/19	From Cr Marshall: I've had an enquiry from the prospective purchaser of a property in Braidwood about "slow approval of the strata title by Council". Are you able to get me some more information on this from the relevant area of Council?	Portfolio GM Natural & Built Character	Confidential response provided.		Y

130	19/06/19	From Cr Schweikert: When will the Bungendore Graffiti Wall trial opening event take place?	Service Mgr Urban Landscapes			N
129	19/06/19	From Cr Schweikert: The speed zone change I have been advocating for at the Bungendore Waste Transfer Station has now occurred. Could we please publicise this in our newsletter and on facebook and twitter accounts?	Service Mgr Customer & Communication	Waiting on official notification from RMS before publicising.		N
128	12/06/19	From Cr Hicks: In the weekly update, Council praised a Captains Flat resident for their input to hall renovations. Where did the funds come from?	Service Mgr Transport & Utilities  Portfolio GM Community Connection	These renovations were funded in Council's operational plan within the facilities maintenance budgets. No grant funding was used.		Y
127	12/06/19	From Cr Hicks: Question regarding possible unauthorised noncompliance - Ref. No 109581	Portfolio GM Natural & Built Character	Confidential response provided.	20/06/19	Y
126	12/06/19	From Cr Hicks: Has Council invested more resources recently into collecting parking fines?	Portfolio GM Community Connection	No additional resources have been engaged in the transport ranger section. The recent activity has been prompted by resident complaints regarding unsafe and illegal parking practices occurring around school zones. Council's transport rangers have been responding to these complaints and undertaking regular compliance inspections within school zones around the LGA.		Y

125	25/04/19	From Cr Winchester: Query regarding a long term parking of a boat and caravan.	Service Mgr Transport & Utilities  Portfolio GM Community Connection			
124	17/04/19	From Cr Marshall: With a period of double demerit points approaching, could the speed limits at the completed roadworks near Captains Flat be reviewed, and the signage (for example the "new work no lines marked" sign is now out of date, as the lines were repainted a few weeks ago).  There doesn't seem to be any obvious reason for the speed limit and roadworks signs to be in place any longer.	Portfolio GM Community Connection	Council's stabilisation contractors have arranged for them to be removed.		Y
122	27/03/19	Cr Schweikert referred to the NSW Safer Roads and Federal Blackspots Program that is currently open and enquired as to the process for applying for funding for the Macs Reef and Bungendore Roads intersection and also Fan Belt corner on Hoskinstown Road.	Portfolio GM Community Connection	Fan Belt Corner – has been successful in gaining Australian Government Blackspot Funding for implementation in 19/20. Council lodged this project last September and announcements for Federal Funding were made just recently (early June). This will see safety grades at Fan Belt Corner including barrier line, edge line marking, curve and advisory speed signs in the next financial year.  Macs Reef Road/Bungendore Road - Staff are currently working on Council's blackspot nomination which are due by 31 July. Macs Reef Road is on the list as a possible nomination. Nominations will be looking at corridor	20/06/19	Y

				treatment approaches. The intersection of Macs Reef and Bungendore Road does not feature enough crashes in the current qualifying period which will make a traditional BCR application challenging. The intersection did have a fatality crash back in 2010, since then the intersection has only had one other reported crash in 2016 (not including the current crash). Any intersection treatment needs to be considered in line with the road/network and future freight considerations.		
95	08/10/18	Cr Marshall received a complaint regarding speeding past the BMX track parallel to Foxlow St Captains Flat and enquired if something could be installed.	Portfolio GM Community Connection	Council to investigate.	08/10/18	N
79	23/05/18	Cr Schweikert referred to Item 28 in the Resolution Action Sheet regarding a report that was due by April 2018 meeting on an audit of all street lighting in Queanbeyan, Bungendore and Braidwood. Also: Cr Biscotti referred to the forthcoming audit of all street lighting in Queanbeyan, Bungendore and Braidwood, and requested if the audit could be extended to include the sporting fields.	Portfolio GM Community Connection	Bungendore and Braidwood have been audited. Queanbeyan remains outstanding.  Sports field lights have been inspected.	13/08/18	N

76	26/04/18	Cr Schweikert requested a discussion be held on fencing regulations in the LEP when residential land abuts rural land.	Service Mgr Land-Use Planning	<p>This will be considered when the Palerang Development Control Plan 2014 and the Queanbeyan Development Control Plan 2012 are combined.</p> <p>Also it needs to be noted that certain types of fencing in certain rural zones, environmental protection zones and Zone R5 are exempt development if it meets the development standards of Subdivision 18 of <i>State Environmental Planning Policy (Exempt and Complying Development Codes) 2008</i>.</p> <p>In addition it is understood that a particular area of interest was the subdivision which fronts Mecca Lane and backs onto the undeveloped area of Bungendore East.</p> <p>In this case the reason a rural fence was required at the rear property boundary and not a 1.8m solid fence was to reduce the visual impact of development, particularly when viewed from the Kings Highway. This was originally intended to be used in conjunction with a landscape buffer to provide privacy but much of this buffer has now been removed or not cared for.</p>	15/01/19	N
63	26/04/18	Cr Schweikert conveyed a request from the Bungendore War Memorial s.355 Committee for a condition survey to be done on the Bungendore Cenotaph as water is seeping from some of the joints. The survey could assist when the	Portfolio GM Community Connection	<p>Staff have liaised with the s.355 Committee and put forward options for the survey.</p> <p>Staff are also investigating remediation options to prevent further seeping.</p>	20/03/18  20/06/18	N

		Committee applies for future grant applications.				
37	15/11/17	<ul style="list-style-type: none"> <li>100km/h zone at Bungendore WTS moved to northern side of WTS entrance</li> </ul>	Portfolio GM Community Connection	<p>Staff are of the view that a speed zone change will not solve the issue at the Bungendore Transfer Station.</p> <p>The road environment looks like a 100km/h environment and artificially extending the 80 kph speed for the WTS may not solve the issue or enhance safety.</p> <p>Staff have also had requests from residence to look at the speed limit from the bridge on Tarago Road (in town) to where it changes to 100km/h – this speed is 80km/h but residents have complained about speeding and raised concerns about pedestrian safety have asked for this speed to be 50km/h.</p> <p>Staff are looking at the road in this area from a network perspective before raising any issues with RMS (to consider speed zone review).</p> <p>Following research and inspections by the Road Safety Officer, the issue at WTS does not appear to relate to speed. The issues raised are:</p> <ul style="list-style-type: none"> <li>The lack of signage to warn motorists they are approaching the WTS. Drivers unfamiliar with the area don't know why vehicles</li> </ul>	10/12/18	N
	28/11/18	Cr Schweikert requested this item be followed up.				

				<p>are slowing down and might attempt to overtake the slowing vehicles creating a potential crash risk. Advance warning signage for the WTS are being investigated.</p> <ul style="list-style-type: none"> <li>• A review of the WTS intersection is underway to see if the intersection is performing as per it's design.</li> </ul> <p>Inspections and research of the 80km/h zone taking in Elmslea Drive and Ashby Drive has not identified any issues. Sight distances are good, there is no crash history or near misses – there are not many pedestrian facilities but there is room to walk on the verge.</p> <p>Investigations will continue for this road section to review the area fully and this will occur next year.</p>		
13	29/10/17	Cr Bray has received a complaint from a resident in Lerra Street regarding the noise of vehicles coming through the roundabout at the intersection of Edwin Land Parkway and Numeralia Drive. The complainant requests noise attenuation provisions be put in place.	Portfolio GM Community Connection	Noise monitoring work is nearing completion. A report will be provided to Council once completed.	20/06/19	N



6	4/10/17	Request the Local Traffic Committee review the intersection of Canberra Avenue and Stornaway Road and advise if a stop sign for vehicles entering Stornaway Road from Canberra Ave (similar to the one at the previous intersection with Ross Road) can be implemented.	Portfolio GM Community Connection	A review of this intersection is underway and a report provided to Council once completed.	21/03/18	N
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