

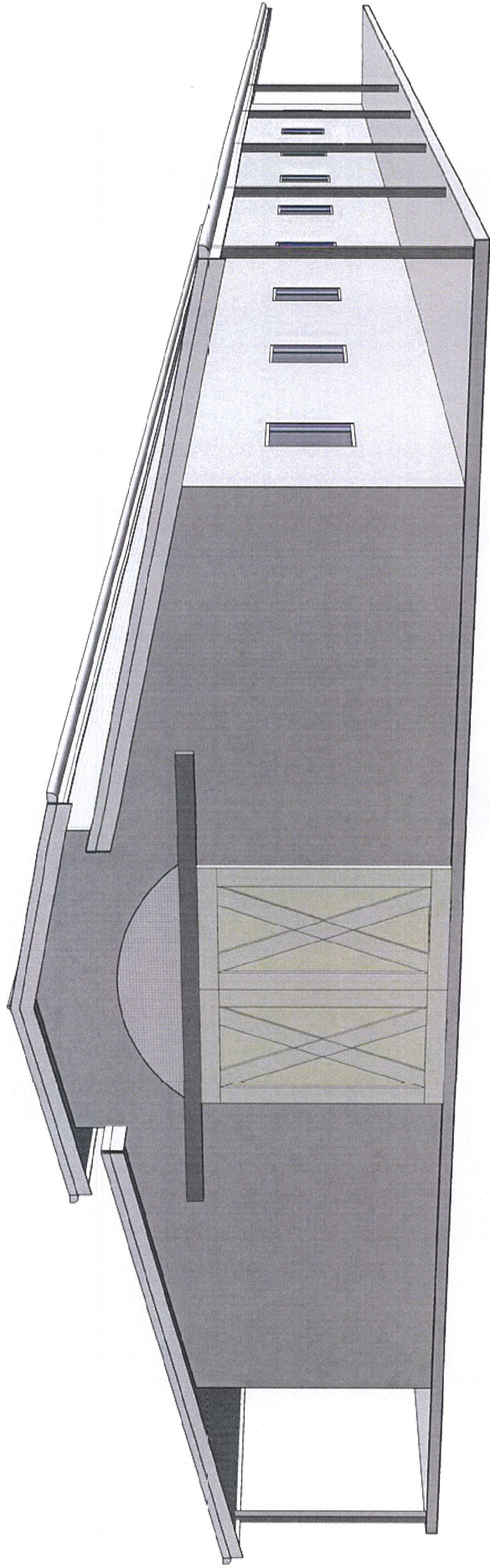


3 SEPTEMBER 2014

ORDINARY MEETING

ATTACHMENT 7.2.1

- ▶ DA0389/2014 Proposed construction of Horse Stables building, Lot 1 DP 1062660, 25A Robert Hoddle Grove, Bombira



PROPOSED STABLES | 25A ROBERT HODDLE GROVE, MUDGEE, NSW

GENERAL NOTES:

1. THESE DRAWINGS SHALL BE READ IN CONJUNCTION WITH ALL ARCHITECTURAL & OTHER CONSULTANT'S DRAWINGS & SPECIFICATIONS & WITH SUCH OTHER WRITTEN INSTRUCTIONS AS MAY BE ISSUED DURING THE COURSE OF THE CONTRACT. ALL DISCREPANCIES SHALL BE REFERRED TO 'BARNSON PTY LTD' FOR A DECISION BEFORE PROCEEDING WITH THE WORK
2. FIGURED DIMENSIONS ARE TO BE TAKEN IN PREFERENCE TO SCALED DIMENSIONS UNLESS OTHERWISE STATED. ALL DIMENSIONS ARE NOMINAL I.E. DIMENSIONS ARE TO STRUCTURAL ELEMENTS AND DO NOT INCLUDE FINISHED SURFACES SUCH AS PLASTERBOARD, TILING ETC. ALL DIMENSIONS RELEVANT TO SETTING OUT & OFF-SITE WORK SHALL BE VERIFIED BY THE CONTRACTOR BEFORE CONSTRUCTION & FABRICATION.
3. WORKMANSHIP & MATERIALS ARE TO BE IN ACCORDANCE WITH THE RELEVANT CURRENT S.A.A CODES INCLUDING ALL AMENDMENTS, THE BUILDING CODE OF AUSTRALIA - VOLUME 2, 2013 ; POLICY REQUIREMENTS OF 'MD WESTERN REGIONAL SHIRE COUNCIL';
4. ALL DIMENSIONS ARE IN MILLIMETRES UNLESS STATED OTHERWISE & LEVELS ARE EXPRESSED IN METRES.
5. ALL LEVELS, DIMENSIONS, SITE CONDITIONS & SERVICES, TO BE CHECKED & CONFIRMED ON SITE & WITH RELEVANT 'SERVICE AUTHORITIES', PRIOR TO CONSTRUCTION.
6. THE RELEVANT STATUTORY AUTHORITIES SHALL BE NOTIFIED IN ADVANCE & THEIR APPROVALS OR SERVICES, IF NECESSARY SHALL BE OBTAINED.

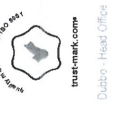
DRAWING SCHEDULE

- 21611-A01 3D PERSPECTIVE & NOTES
- 21611-A02 LOCALITY & SITE PLAN
- 21611-A03 GROUND FLOOR LAYOUT
- 21611-A04 ELEVATIONS
- 21611-A05 SECTION



Offices Located
Dubbo, Mudgee, Parkes & Bathurst

Contact Us
t 1300 138 867
e generalenquiry@barnson.com.au
w www.barnson.com.au



Client: MAX WALKER

Project: PROPOSED STABLES AT 25A ROBERT HODDLE GROVE, MUDGEE

Drawing Title: PERSPECTIVE & NOTES

Design: GO
Check: LM

Drawn: GO
QA: LM

Rev **Date** **Amendment**

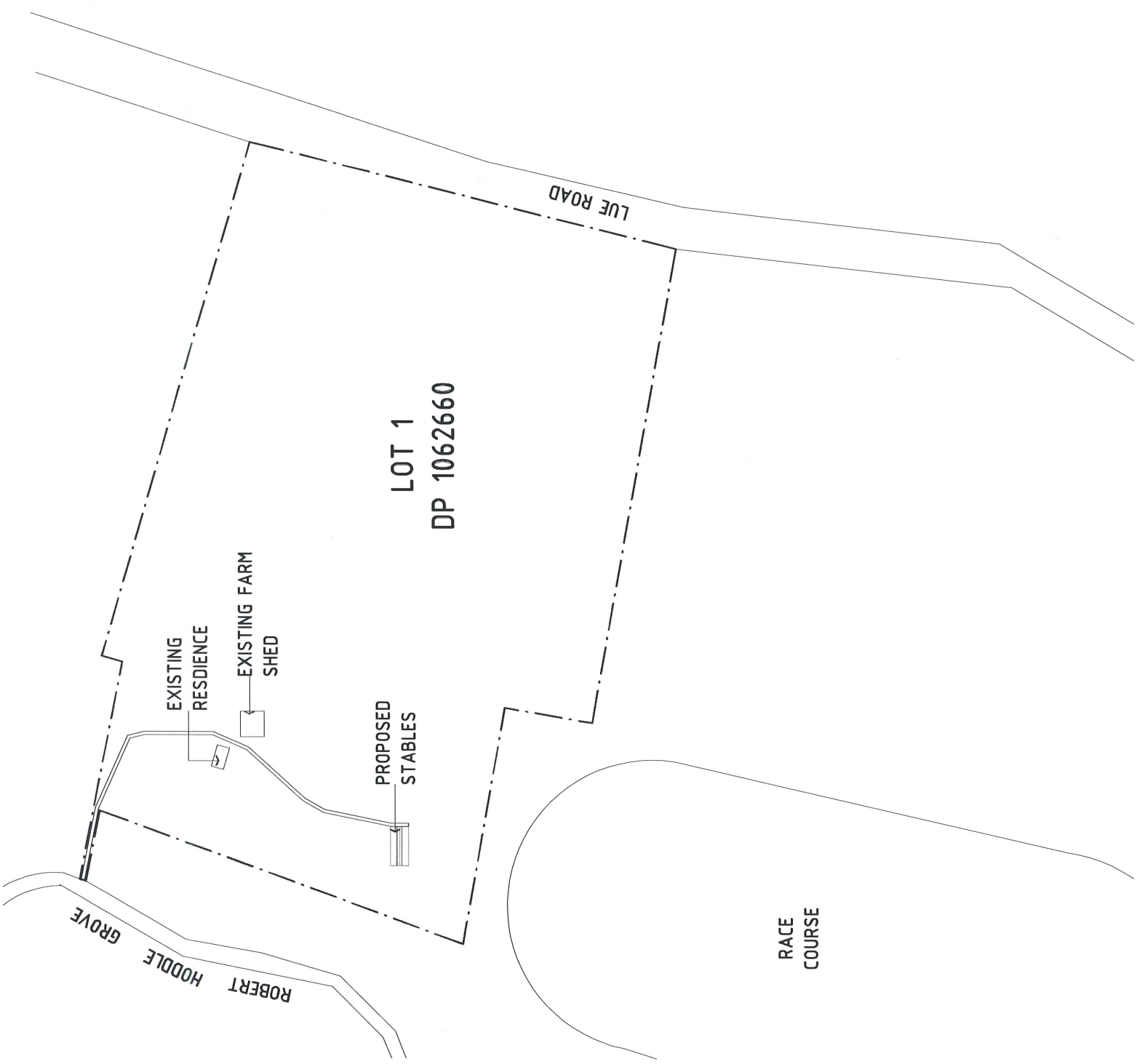
A 28.05.14 PRELIMINARY DRAWINGS

B 25.07.14 SITE RELOCATION

Certification
Sheet 1 of 5
Drawing Number 21611-A01
Revision B

Drawing Status: PRELIMINARY DRAWINGS

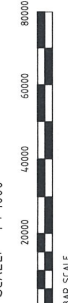
The drawing is to be read in conjunction with general building drawings, specifications and other consultant's drawings applicable to this project. All figured dimensions are to be checked prior to the commencement of work. Immediately notify Barnson Pty Ltd of any discrepancies. © Barnson Pty Ltd - Confidential. Subject to the standard terms of engagement.



1 LOCALITY PLAN
SCALE: 1 : 2500



2 SITE PLAN
SCALE: 1 : 1000



Offices Located
Dubbo, Mudgee, Parkes & Bathurst

Contact Us
t 1300 138 657
e generalenquiry@barnson.com.au
w www.barnson.com.au



Client: MAX WALKER

Project:
PROPOSED STABLES AT
25A ROBERT HODDLE GROVE,
MUDGEE

Drawing Title:
LOCALITY & SITE PLAN

Design:	Drawn:	Rev:	Date:	Amendment:
GO	GO	A	28.05.14	PRELIMINARY DRAWINGS
		B	25.07.14	SITE RELOCATION
Check:	QA:	LM	LM	

Drawing Status:
PRELIMINARY DRAWINGS

Certification
Sheet 2 of 5
Drawing Number
21611-A02
Revision
B

This drawing is to be used in conjunction with general building drawings, specifications and other consultant's drawings applicable to this project. All signed dimensions are to be checked prior to the commencement of work. Immediately notify Barnson Pty Ltd of any discrepancies. © Barnson Pty Ltd. Confidential. Subject to the Barnson terms of engagement.

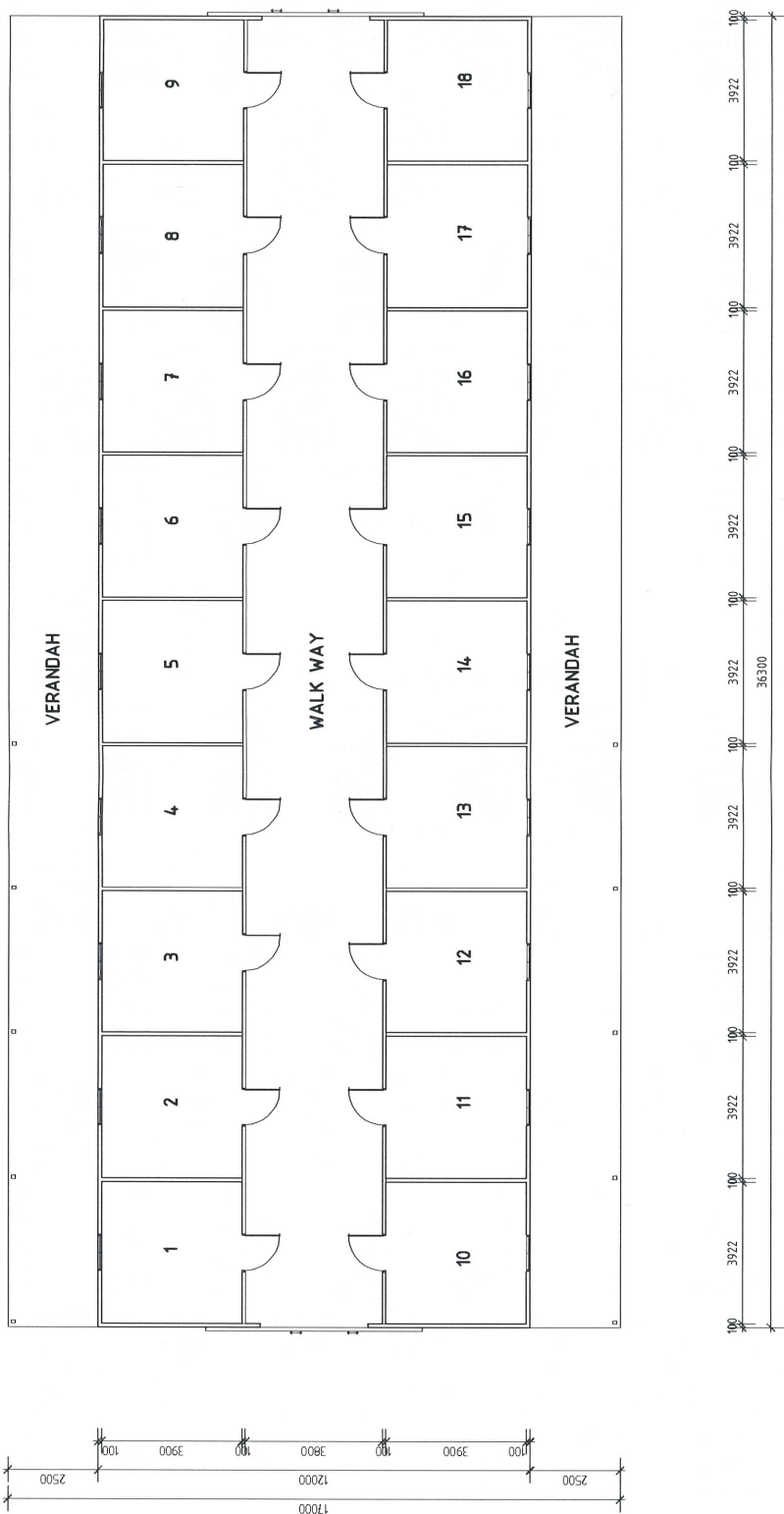


GENERAL NOTES:

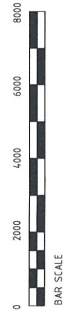
1. THESE DRAWINGS SHALL BE READ IN CONJUNCTION WITH ALL ARCHITECTURAL & OTHER CONSULTANT'S DRAWINGS & SPECIFICATIONS & WITH SUCH OTHER WRITTEN INSTRUCTIONS AS MAY BE ISSUED DURING THE COURSE OF THE CONTRACT. ALL DISCREPANCIES SHALL BE REFERRED TO BARNISON PTY. LTD FOR A DECISION BEFORE PROCEEDING WITH THE WORK.
2. FIGURED DIMENSIONS ARE TO BE TAKEN IN PREFERENCE TO SCALED DIMENSIONS UNLESS OTHERWISE STATED. ALL DIMENSIONS ARE NOMINAL I.E. DIMENSIONS ARE TO STRUCTURAL ELEMENTS AND DO NOT INCLUDE FINISHED SURFACES SUCH AS PLASTERBOARD, TILING ETC. ALL DIMENSIONS RELEVANT TO SETTING OUT & OFF-SITE WORK SHALL BE VERIFIED BY THE CONTRACTOR BEFORE CONSTRUCTION & FABRICATION.
3. WORKMANSHIP & MATERIALS ARE TO BE IN ACCORDANCE WITH THE RELEVANT CURRENT S.A.A. CODES INCLUDING ALL AMENDMENTS, THE 'BUILDING CODE OF AUSTRALIA - VOLUME 1'
4. ALL DIMENSIONS ARE IN MILLIMETRES UNLESS STATED OTHERWISE
5. ALL LEVELS, DIMENSIONS, SITE CONDITIONS & SERVICES, TO BE CHECKED & CONFIRMED ON SITE & WITH RELEVANT SERVICE AUTHORITIES, PRIOR TO CONSTRUCTION.
6. REGION A, TERRAIN CATEGORY 2.5, WIND CLASSIFICATION N2 (W33N)
7. DURING THE CONSTRUCTION THE CONTRACTOR SHALL BE RESPONSIBLE FOR MAINTAINING THE STRUCTURE IN A STABLE CONDITION & ENSURING NO PART SHALL BE OVERSTRESSED UNDER CONSTRUCTION ACTIVITIES.
8. ROOF & SURFACE WATER TO NEW ADDITIONS TO BE CONNECTED TO EXISTING STORMWATER SYSTEM

AREAS:

INTERNAL OF STABLES	-	435.60m ²
EXTERNAL OF STABLES (VERANDAH)	-	1815.0m ²
TOTAL AREA	-	617.0m²



1 | FLOOR LAYOUT
SCALE: 1 : 100



Drawing Status:
PRELIMINARY DRAWINGS

Certification
Sheet 3 of 5
Drawing Number
21611-A03
Revision
B

Design:	GO	Drawn:	GO	Rev	A	Date	28.05.14	Amendment	PRELIMINARY DRAWINGS
Check:	LM	QA:	LM	Rev	B	Date	25.07.14	Amendment	SITE RELOCATION

Drawing Title:
FLOOR LAYOUT

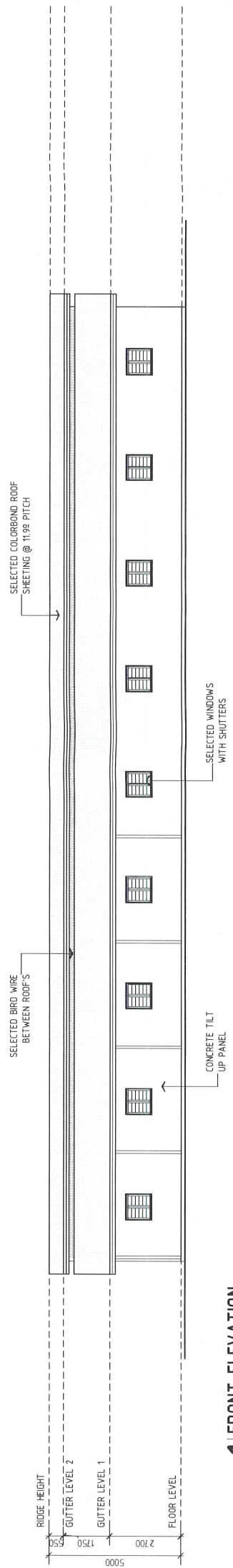
Client: **MAX WALKER**
Project: **PROPOSED STABLES AT 25A ROBERT HOEDDLE GROVE, MUDGE**



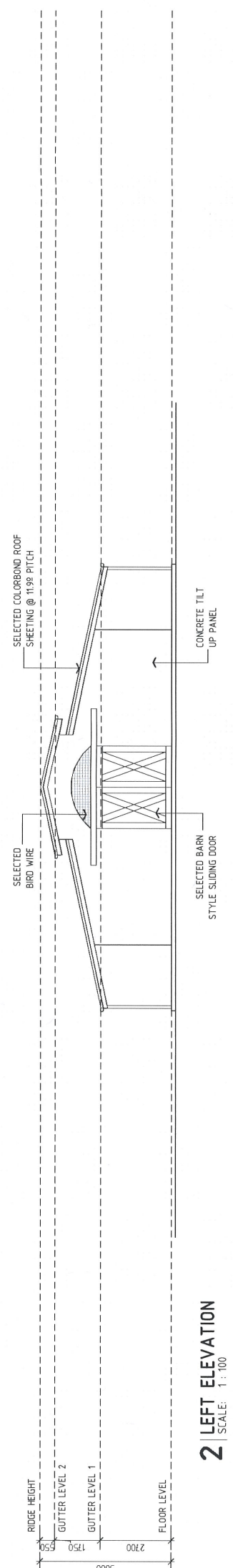
Offices Located
Dubbo, Mudgee, Parkes & Bathurst
Contact Us
t 1300 138 657
e generalenquiry@barnison.com.au
w www.barnison.com.au



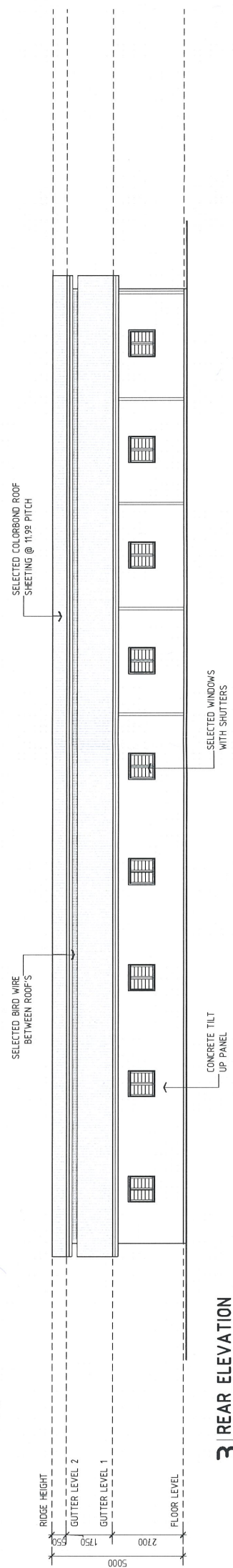
This drawing is to be used in conjunction with general building drawings, specifications and other consultant's drawings applicable to this project. All figured dimensions are to be checked prior to the commencement of work. Immediately notify Barnison Pty Ltd of any discrepancies. © Barnison Pty Ltd. Confidential. Subject to the common terms of engagement.



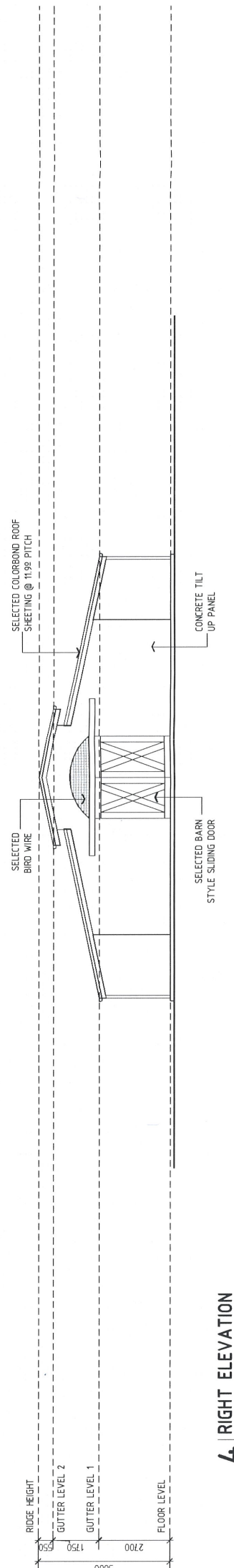
1 FRONT ELEVATION
SCALE: 1 : 100
BAR SCALE



2 LEFT ELEVATION
SCALE: 1 : 100
BAR SCALE



3 REAR ELEVATION
SCALE: 1 : 100
BAR SCALE



4 RIGHT ELEVATION
SCALE: 1 : 100
BAR SCALE

Drawing Status:
PRELIMINARY DRAWINGS

Certification
Sheet 4 of 5
Drawing Number
21611-A04
Revision
B

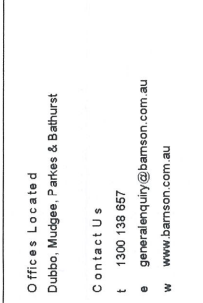
Design	Drawn	Rev	Date	Amendment
GO	GO	A	28.05.14	PRELIMINARY DRAWINGS
LM	LM	B	25.07.14	SITE RELOCATION

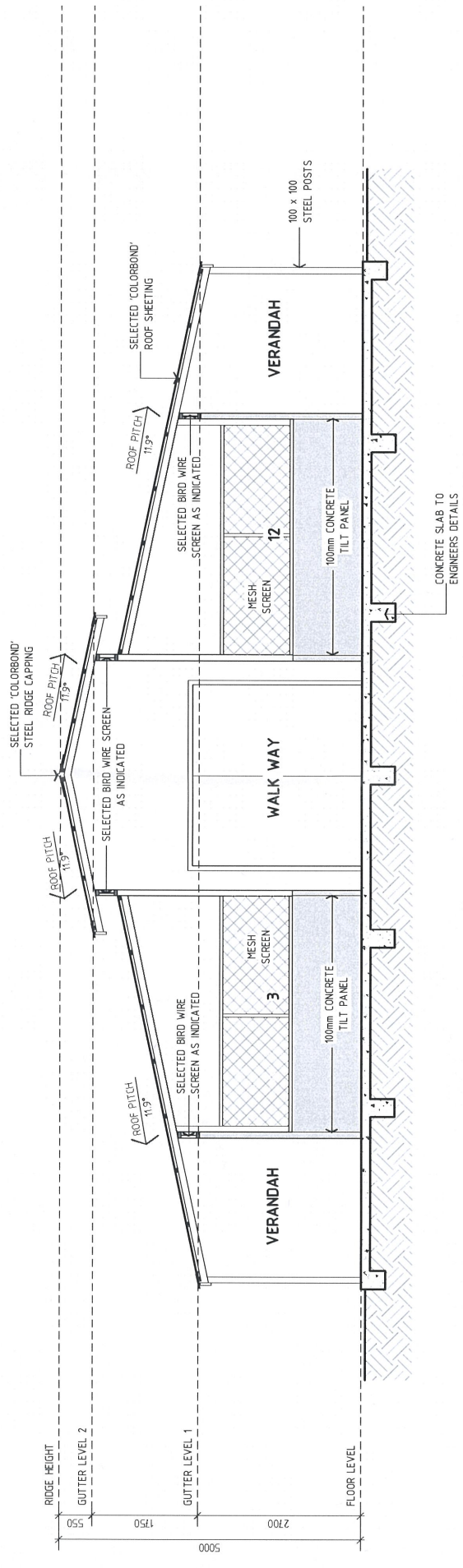
Check: LM
QA: LM

The drawing is to be used in conjunction with any other drawings, specifications and other consultant's drawings applicable to this project. All signed dimensions are to be checked prior to the commencement of work. Invoicing is not to be issued until all drawings are checked.
© Barnson Pty Ltd. Confidential. Subject to the Barnson terms of engagement.

Client: MAX WALKER
Project: PROPOSED STABLES AT 25A ROBERT HODDLE GROVE, MUDGEE
Drawing Title: ELEVATIONS

Offices Located
Dubbo, Mudgee, Parkes & Bathurst
Contact Us
t 1300 138 667
e generalenquiry@barnson.com.au
w www.barnson.com.au





1 SECTION A.A
SCALE: 1:50



Drawing Status:
PRELIMINARY DRAWINGS

Certification
Sheet 5 of 5
Drawing Number
21611-A05
Revision
B

Design	Drawn	Rev	Date	Amendment
GO	GO	A	28.05.14	PRELIMINARY DRAWINGS
		B	25.07.14	SITE RELOCATION

Check: LM
QA: LM

Drawing Sheet:
A1 - Original Size - Scales as noted
A3 - Minimization - Not to scale

This drawing is to be used in conjunction with general building drawings, specifications and other consultant's drawings applicable to this project. All figured dimensions are to be checked prior to the commencement of work. Immediately notify Barnson Pty Ltd of any discrepancies. © Barnson Pty Ltd. Confidential. Subject to the Barnson terms of engagement.

Client: MAX WALKER
Project: PROPOSED STABLES AT 25A ROBERT HODDLE GROVE, MUDGEEE
Drawing Title: SECTION



Offices Located
Dubbo, Mudgee, Parkes & Bathurst
Contact Us
t 1300 138 657
e generalenquiry@barnson.com.au
w www.barnson.com.au



7 Robert Hoddle Grove,

Mudgee

NSW

2850

29th June 2014

The General Manager,
Mid Western Regional Council,
P.O. Box 156,
Mudgee
NSW
2850

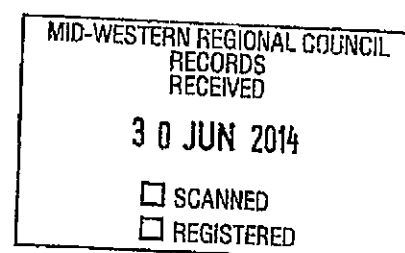
Dear Sir,

**DEVELOPMENT APPLICATION DAO389/2014 – PROPOSED ANIMAL
ESTABLISHMENT – HORSE STABLES – BONNY VIEW 25A ROBERT HODDLE
GROVE BOMBIRA NSW 2850 LOT 1 DP 1062660**

In relation to the above development application we would like to lodge an objection to using Robert Hoddle Grove as access to the proposed animal establishment /horse stables on the following grounds :

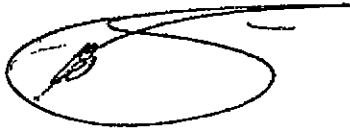
The turnoff from Ulan road into Moggs Lane is a dangerous one and should not be subject to any more traffic than is presently experienced.

Robert Hoddle Grove itself is not a properly constructed road and there is no place for pedestrians to step aside for approaching horse floats or for normal Robert Hoddle traffic to allow safe passing of horse floats. Vehicles pulling over will cause damage to residents property.



Based on this we believe access should be gained from the Lue road OR via the existing stables/racecourse.

Yours faithfully,

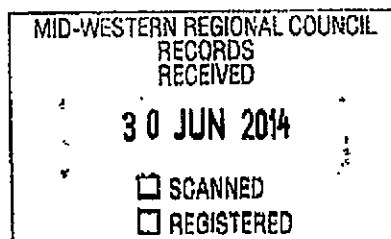
A stylized handwritten signature consisting of a large, sweeping loop that starts on the left, goes up and over, and then comes back down to the left, ending in a small flourish.

I.F. Livingstone-Blevins (Mr)

A handwritten signature in cursive script that reads "M. Livingstone-Blevins". The letters are connected and fluid.

M.E. Livingstone-Blevins (Mrs)

1 Bombira Avenue,
Mudgee
29th June 2014.



The General Manager
Mid- Western Regional Council
PO Box 156
Mudgee NSW 2850.

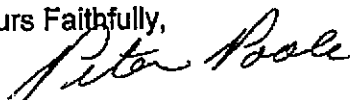
Dear Sir.

**Re Development Application DA0389/2014- Proposed Animal Establishment-
Horse Stables-Bonny View 25A Robert Hoddle Grove Bombira NSW 2850 lot 1
DP 1062660**

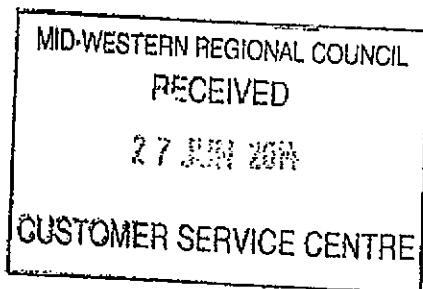
I am a resident at the above address which is situated on the corner of Bombira Avenue and Moggs Lane. I note that if this development is allowed to proceed these stables will be serviced by traffic proceeding along Moggs Lane and Robert Hoddle Grove.. This traffic would include heavy duty noisy horse floats, lorries conveying supplies to the stables and lighter vehicles transporting personnel to the stables. I would ask council if it allows this development to proceed to Bonny View that all vehicles servicing these stables access them from the Lue Road. My reasons for this request is as follows:

- 1 The Bombira area is a residential area not suited to commercial traffic when there is an alternative. access.
- 2 In the Bombira residential area there seventy four residences or residences under construction causing an existing heavy traffic flow.
- 3 Moggs Lane has an existing poor access from the busy Ulan road which should not be compounded by unnecessary heavy traffic servicing stables that could be easily reached from the Lue Road.
- 4 Moggs Lane and Robert Hoddle Grove are narrow twenty metre roadways,unsuitable for large heavy vehicles..These roadways do not have adjacent pedestrian footpaths to accommodate an ever increasing number of pedestrians in this area.
- 5 Moggs Lane and Robert Hoddle Grove are on a school bus route which services an ever increasing number of school children. Trucks servicing these stables would be an added danger to these children.
- 6 George Campbell Park and childrens' playground is situated in the Bombira area and extra heavy commercial traffic would be an added danger to children using this facility.

Yours Faithfully,



Peter Poole



39 Robert Hoddle Grove,
Mudgee. 2850

26 June, 2014

General Manager,
Mid Western Regional Council,
Market street,
Mudgee. NSW 2850

Dear Sir,

Re; Max Walker, Development Application Lot 1 DP1062660
25A Robert Hoddle Grove, Mudgee.

I wish to comment on the above proposal, a copy of which has just been received by me.

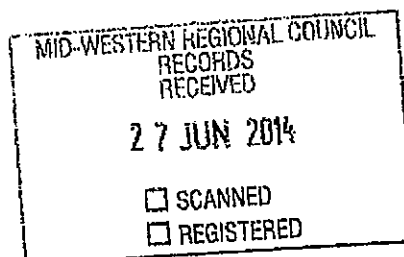
The proposal to construct horse stables on the property, 25A Robert Hoddle Grove, Bombira as submitted by the proposed developer, "Barnson" while addressing most issues does not address the issue of increased traffic flow to and from the stables, i.e. volume and time of day. This cannot be overlooked and the potentially significant impact on the residents of Robert Hoddle Grove.

It is noted that access to the property and stables is via Robert Hoddle Grove with secondary access from Lue road. Why? Surely it would make more sense to use Lue Road for what is essentially a business enterprise, thus avoiding Robert Hoddle Grove, which is a residential neighbourhood as recognised in the Barnson submission.

I have no objection to the construction of the stables which is the subject of the application but the traffic implication has been somewhat overlooked or whitewashed.

More details are required i.e.

1. Specific traffic flow details covering volume,
2. time of day,
3. vehicle size,



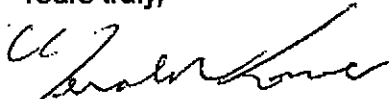
4. supply of feed etc.
5. why any associated traffic should not be routed via Lue Road.

Robert Hoddle Grove due to its topography is not suitable for heavy traffic flow or any large vehicles. There is no pavement for pedestrian use which means that all pedestrian activity i.e. exercise activities (considerable), children activities (considerable) are on the road and vulnerable to traffic.

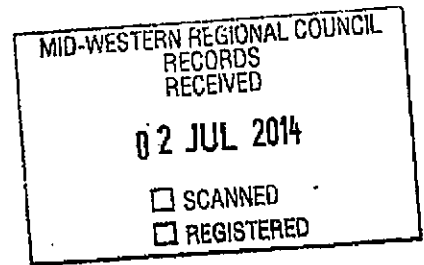
In summary I have no problem with construction of the stables as proposed but, I do object to the routing of traffic via Robert Hoddle Grove rather than Lue Road. Should Lue Road not be utilised then I strongly object to the overall proposal.

I look forward to you reply.

Yours truly,



Gerald M. Rowe




The Mayor,
Mid Western Regional Council,
Mudgee.

**REPRESENTATION TO THE CONSTRUCTION OF HORSE STABLES BUILDING AT
LOT 1 DP 1062660, 25A ROBERT HODDLE GROVE, BOMBIRA.**

I wish to make representation in respect to the abovementioned development proposal.

- 1. It would appear that the distance from the proposed stables building is significantly further away from the applicant's residence than that of the residences to the north, on Robert Hoddle Grove.
Should the development receive approval, the distance between the existing residential development and the proposed stables should be significantly increased.*
- 2. The property on which the stable building is proposed has a narrow access from Robert Hoddle Grove as well as a wide frontage to the Lue Road.
Should the development be approved, access to the stables development and associated activities should be accessed from Lue Road. Access from Lue Road being more in keeping with the rural type activities associated with stables.*
- 3. It would appear that the area of the proposed stables development is in excess of the 200m² standard identified in the State Environmental Planning Policy. Should the development be approved the development should be required to comply with the development standards required by the State Environmental Planning Policy.*
- 4. The amenity of the existing area will be affected by an 18 bays stable on property with a narrow access to Robert Hoddle Grove. Should the development receive approval, the impact of the development in relation to access and traffic movement needs to be anticipated.*

Yours Sincerely.


Lance Bowden

41 Robert Hoddle Grove

1 July, 2014.

07 0389/2014

17 Robert Hoddle Grove
Mudgee NSW 2850
30th June 2014

Mr. Brad Cam
General Manager
Mid- Western Regional Council
PO Box 156
Mudgee NSW 2850

MID-WESTERN REGIONAL COUNCIL RECORDS RECEIVED 03 JUL 2014 <input type="checkbox"/> SCANNED <input type="checkbox"/> REGISTERED

Dear Mr. Cam

Thank you for the opportunity to comment on:

DA0389/2014
Proposed Animal Establishment- Horse Stables
Bonny View
25A Robert Hoddle Grove
Bombira NSW 2850

This DA was brought to our attention via a letter we received from Gary Bruce Manager Statutory Planning Development and Community Services, Mid- Western Regional Council dated 17th June 2014.

While agreeing in principle that this development is appropriate on this Lot 1DP 1062660 land zoned RU4 – Primary Production Small Lots, we do have major concern with the following issues that council made available to us including:
Barnson's Statement of Environmental Effects 4th March 2014
Construction of a horse stables building
LOT 1 DP1062660,
25A Robert Hoddle Grove, Bombira

3:8 Access & Traffic

There are two entry/egress points for the site from Robert Hoddle Grove via an all weather driveway, with secondary farm access from Lue Road.....allowing for safe egress/exit.

Our Comment:

There would be a high risk of increased traffic accident if this proposed Horse Stables business had access via 25A Robert Hoddle Grove as:

- It would mix heavy commercial with residential traffic right through the heart of our Bombira neighbourhood on both Moggs Lane and Robert Hoddle Grove.
- It would mix heavy commercial traffic with pedestrians. There are not any formed footpaths within the Bombira locality making it necessary for neighbourhood and visiting pedestrians and bike riding traffic of all ages to use both Robert Hoddle Grove and Moggs Lane roadways.
- There are an increasing number of families with young children moving into this area with future expansion of the Bombira neighbourhood more than likely.
- The road turnoff from Ulan/Cassilis Road into Moggs Lane to access Robert Hoddle Grove is extremely dangerous with impeded sight distance which would increase the risk of traffic accident if the heavy commercial traffic associated with this proposed business was allowed access through Robert Hoddle Grove.

We also object to access for this business' traffic through Robert Hoddle Grove as it would potentially be very noisy and odours /waste may be generated from horse floats as they drove through the Bombira neighbourhood.

3:6 Visual Amenity

Potential Impacts

The building may be clearly visible from varying vantage points of neighbouring houses to the north, affecting the undeveloped rural setting of their outlook.

Our Comment

As we have received verbal reports that the final positioning of the proposed stables on Lot 1 DP 1062660 may not concur with both the Locality and Site Plan within Barnson's 4th March 2014 report, we request the opportunity to comment further if the final stables' positioning is altered from the plans made available to us.

As the Locality and Site Plans for this proposal have not included details on road access plans from the entrance of the property to the stables complex we request the opportunity to comment further if this infrastructure has a negative visual/noise impact on the neighbourhood.

We are aware that at approximately 600 square metres (36.3m length x 17m wide x 5m high) this is a very large stables construction requiring DA as State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 2.32 Development Standards (1) (b) (ii)specifies that development of a farm building be 200 square metres on a lot of 2ha or more.

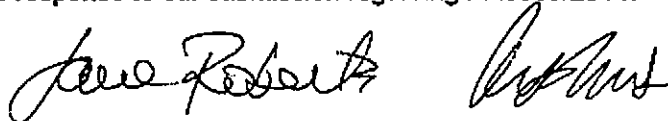
However, we appreciate the developer's effort to minimise the visual impact of these large stables on the neighbourhood and urge council to ensure that the developer adheres strictly to the following **3.6 Visual Impact Mitigation** measures as stated in Barnson 4th June 2014 report:

- Construction of tilt up concrete panels in a recessive natural colour such as an olive green with matching coloured non reflective roofing.
- Positioning of the stables northern wall at 60m from northern neighbourhood fence boundary and at least 90m from neighbourhood dwellings.
- Aligning the stables so that its shorter walls (17m) make up the north/south walls and the longer walls (36.3m) make up the east/west walls of the complex.... So as *'not to block broader views...'*
- We also urge council to ensure that the developer cuts the northern end of the stables into the site's topography which falls slightly to the south to create a flattened building envelope for the stables which will help to minimise visual impact on the neighbourhood by lowering the roof line. (3.1 Topography, Soils and Geology)

We strongly urge council to add further **3.6 Visual impact** and **3.4 Air Quality mitigation** measures to this proposal that ensure the parking of all associated stables machinery and vehicles and the positioning of storage pits/bins holding manure and waste from the stables be positioned to the south of the stables complex.

We look forward to council's response to our submission regarding DA0389/2014.

Yours faithfully,
Jane and Peter Roberts

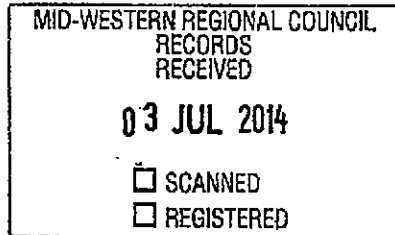


Cc: Mr. Gary Bruce Manager Statutory Planning Development and Community Services

2nd July 2014

Mrs Vivien Rooke
14 Robert Hoddle Grove
MUDGEES NSW 2850

Mr Brad Cam
General Manager
Midwestern Regional Council
MUDGEES NSW 2850



Dear Brad,

Re: Public Comment – Lot 1 DP1062660 (25A Robert Hoddle Grove, Bombira)
DA for Construction of Horse Stables Building

I refer to the above Development Application for the construction of horse stables at 25A Robert Hoddle Grove and wish to submit my comments to Council for consideration in relation to this Application.

I have no objection to the establishment of an 'animal boarding or training establishment' at the proposed site and believe this to be an appropriate use of the land nestled so closely to the Mudgee township and large lot residential housing on the outskirts of town.

I do, however, most strongly object to the primary access to the facility being established via Robert Hoddle Grove for the following reasons:

1. Safety

Due to the quality/range of the homes on Robert Hoddle Grove and the care taken by the residents to present well, a considerable amount of sight-seeing traffic already exists on the 'Robert Hoddle circuit'.

Those sightseeing by car tend to drive slowly, paying more attention to viewing the homes than observing the traffic. As a result drivers inadvertently, but regularly, swerve to the wrong side of the road which is narrow and not well suited to dual carriage for cars, let alone large horse transportation and commercial vehicles.

An increase in commercial traffic unfamiliar with this driving hazard will considerably increase the risk of accident.

2. Foot/Cycling Traffic

Due to its close proximity to town and the existing walking/cycling track which services the Bombira precinct, Robert Hoddle Grove also experiences high volumes of people walking/cycling early in the morning, throughout the day and after office hours (often when visibility is poor).

As there is no footpath on Robert Hoddle Grove, walkers/cyclists must share the road with all traffic and to an unsuspecting horse carrier, who may be potentially nearing the end of a long drive and/or delivering at odd hours, this will cause a significant safety hazard.

3. School Bus

My child catches the bus to school daily. The bus stops in several locations along Robert Hoddle Grove with children alighting and crossing the road to reach their homes. I would not like to see large horse transportation vehicles using the same road as the bus for obvious safety reasons.

4. Access Via Moggs Lane

The turn off into Moggs Lane from the Ulan Road is dangerous and busy. With the high volume of, often fast moving, mine related traffic (particularly at the change of shift), this corner is potentially lethal.

By increasing the number of large commercial vehicles coming in and out of Moggs Lane, the increased chance of serious accident is significant.

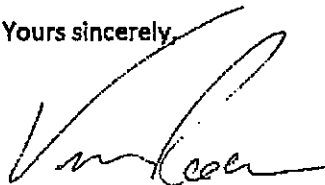
5. Residential Area

Finally, all residents of Robert Hoddle Grove have outlaid considerable money to enjoy a large lot holding in a quiet 'residential' area. An increase in large horse carrying and commercial vehicles using the street as the main access to the Stables will significantly impact on the desirability to live in the area and could affect the saleability and value of surrounding properties.

I would appreciate a response from Council explaining why the primary access cannot be established off Lue Road where there would be minimal effect on surrounding landholders and residents?

For 10 years we have enjoyed living in Mudgee, the last 5 years in Robert Hoddle Grove. I sincerely hope that Council will take my comments on board and make the decision to amend the access requirements to the proposed horse training facility and thus preserve the safety of the locals who utilise the area and the quality of life we enjoy in such beautiful surrounds.

Yours sincerely,



Viv Rooke
0412 430 773

FRANCES A. BEH

Saturday, 28 June 2014

The General Manager,
Mid Western Regional council,
Market Street
MUDGEES NSW 2850

Re: Proposed Development Lot 1 DP1062660 – Owner Max Walker

25A Robert Hoddle Grove, Mudgee.

I would like to add my comments to the proposed development on the above property in Robert Hoddle Grove, Mudgee.

The proposal sets out the construction of a stables building housing up to 18 horses on the aforesaid property. This proposal does not address the ongoing issue of current and future access by traffic associated with this project. Not only in the construction stage but the ongoing issue once construction has been completed. While this development is for one building only at this time, there is no indication that this will be the only construction of this type on this site. Once implied vehicle access is given via Robert Hoddle Grove to this site does this mean, should Mr Walker want to build a number of such buildings, that all access is via RHG? What we, as residents of RHG, are extremely concerned with is the increased traffic flow, both in volume and in size. What Council should consider is the future problems arising from this development on the existing residential area. There is NO indication that this will be the only building of this type on this site, and, therefore access to this site from Robert Hoddle Grove MUST be addressed now not sometime in the future when a more structures are proposed.

While it is mentioned in the proposal that this property will not be used for agistment purposes there is nothing in the proposal to say that this use is prohibited. *Once the door is open it will be very difficult to close.*

38 Robert Hoddle Grove, Mudgee, NSW 2850
Mobile: 0418 288 999

FRANCES A. BEH

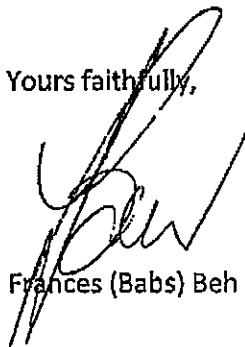
As a resident of Robert Hoddle Grove I am strongly against any such access to the stabling area via Robert Hoddle Grove. This area is a residential area as pointed out in the document prepared by Barnson's. Any movement of heavy vehicles to and from this site will have serious adverse effect on this quiet and friendly neighbourhood – especially traffic such as horse floats, feed trucks and other various oversize vehicles servicing the stables.

Robert Hoddle Grove was not built to take a high volume of large and heavy vehicles. It would be far more sensible and practical for the property in question to use their Lue Road entrance. Or, even for that matter, get access through the race course adjoining the property.

In conclusion, the issue of traffic access is of paramount importance and must be addressed specifically and not just brushed over with the thought that it will go away. It won't and it must be addressed now while the proposal is in the development stage.

I strongly object to this proposal should the traffic issue not be sorted out now.

Yours faithfully,



Frances (Babs) Beh

48 Denison Street, Mudgee, N.S.W. 2850, Australia

T: (+61) 02 6372 1213 M: (+61) 0431 690 084

Attention: Mr Gary Bruce
Manager Statutory Planning
Development and community Services
Mid-Western Regional Council
86 Market Street
Mudgee
NSW 2850

30 June, 2014

Dear Mr Bruce

**Re: DEVELOPMENT APPLICATION DA0389/2014 – PROPOSED ANIMAL
ESTABLISHMENT – HORSE STABLES – BONNY VIEW 25A ROBERT HODDLE GROVE
BOMBIRA NSW 2850 LOT 1DP 1062660**

The plans for the new stable block have been viewed at the Council Chambers and if, as it is understood, the building will be built into the slope to minimise the amount of impact such a large building will have on the residents in Robert Hoddle Grove it is acceptable but with concerns that the STANDARD codes of the development are strictly adhered to and that there will be fly control, no build-up of 'muck' from the stables and noise from staff working with the horses is kept controlled.

**OBJECTION –
ACCESS & TRAFFIC**

The objection is to the number of vehicles that will be servicing the Horse Stables using the narrow road through the residential area of Moggs Lane, Robert Hoddle Grove and the laneway to the farm;

Horse Boxes

Feed Supply trucks

'Muck' trucks

Bedding Hay Supply truck

Grooms & work riders who will be using the road very early in the morning.

email: robbiepw@bigpond.com

48 Denison Street, Mudgee, N.S.W. 2850, Australia

T: (+61) 02 6372 1213 M: (+61) 0431 690 084

Veterinary Service vehicles and other sundry cars and trucks.
In addition, all the building materials deliveries and construction workers.

All of the above will have particular impact on our block No. 25, Lot 6 DP 1074415 located on the corner of Robert Hoddle Grove and adjacent to the laneway that has been nominated as the primary access the Horse Stables.

When we purchased the land we were advised that this was ONLY an easement to the electric pole with a transformer box on it and that it would not be used otherwise. We purchased the land believing this and are currently building a house designed to maximise the views and peace of the agricultural land to the south and east.

We are now being threatened with this laneway becoming a busy thoroughfare for heavy vehicles.

For the amount of money being invested on our retirement home this is a devastating blow. The house build has started and if we had known that we were going to be compromised in this fashion we would not be building.

We note that there is a **second access**, this being from the Lue Road in a quiet agricultural area where no residents will be affected and request that consideration be given to nominating this as the primary entry to the Horse Establishment and Farm.

From a very unhappy future resident of Robert Hoddle Grove.

Yours sincerely

Robyn Williamson

email: robbiepw@bigpond.com

Krystie Baker

From: Cherie Edwards [cedwards45@bigpond.com]
Sent: Tuesday, 1 July 2014 9:52 AM
To: Council
Subject: Development Application Lot 1 DP1062660

The Manager,
Mid Western Regional Council,
Market Street,
Mudgee 2850

Dear Sir,

Re: Development Application Lot 1 DP 1062660 – 25a Robert Hoddle Grove

I am writing to lodge a concern I have with this development. I do not have a problem with the Stables that are proposed for construction but I am very concerned with the traffic which it will involve. Our area is a residential zone which the Barnson report acknowledges and we have many families living in this area who have children. Many of us in this area walk the road on a regular basis as do many people from in town. The road around Robert Hoddle has no footpath and no centre line for any vehicle to follow. My point is that we do not want big horsefloats and trucks regularly using our road as it has not been developed for a commercial business. There is another entrance to this property from the Lue Road and I would like to suggest that this could be used for this purpose.
I await your reply on this matter.

Yours sincerely

Cherie Edwards
37 Robert Hoddle Grove
Mudgee

This e-mail has been scanned for viruses by MCI's Internet Managed Scanning Services - powered by MessageLabs. For further information visit <http://www.mci.com> or contact Information Technology Business Unit - Mid-Western Regional Council

30th June 2014
Anthony and Beth Ellen Egan
12 Robert Hoddle Grove
Lot 16 DP 747912
Bombira 2850

Mid-Western Regional Council
DA 0389/2014

Dear Sir/ Madam,

We have been residents of Robert Hoddle Grove for twenty-one years and have seen many changes to Bombira. Recently it has been brought to our attention that stables are to be built nearby and an access road will be in our street at 25A. We would like to voice a strong objection to this access.

Robert Hoddle Grove is a narrow road with just enough room for two cars to pass in opposite directions safely. There is no footpath for pedestrians, and walkers with their dogs and young families have to use this road. This is a popular walking circuit that links with the path from town past the entrance to the racecourse. It can also be difficult to see ahead when driving in Robert Hoddle Grove due to street tree plantings that can obscure traffic and pedestrians on the bend in the road. To think that both car and pedestrian traffic would have to cope with horse floats and large trucks is a dangerous proposition.

The turn off from the Ulan Road into Moggs Lane has to contend with traffic to and from town travelling at 80 km per hour, and there is a succession from before dawn to the late hours due to the large number of mine vehicles that travel on the Ulan Road. As such this would be a difficult and dangerous turn for slow moving vehicles. I note that Council upheld this objection in the past when an access road to the racecourse was considered off Robert Hoddle Grove - this was prior even to the increased number of mine vehicles using the road.

We would suggest that any access road to the proposed stables be from the Lue Road only.

Yours faithfully,
Anthony and Beth Ellen Egan

QATAR ARMED FORCES SHOW-JUMPING TEAM

P O Box 8731, Doha, Qatar

Tel: + 974 66 92 97 48

Attention: Mr Gary Bruce, Manager, Statutory Planning
Development and Community Services
Mid-Western Regional Council
86 Market Street, Mudgee, NSW 2850

30 June, 2014

**Re: DEVELOPMENT APPLICATION DA0389/2014 – PROPOSED ANIMAL
ESTABLISHMENT – HORSE STABLES – BONNY VIEW 25A ROBERT HODDLE
GROVE BOMBIRA NSW 2850 LOT 1DP 1062660**

Dear Mr Bruce

My wife and I are currently building a home to retire to in Mudgee, on Building Block No25, Lot 6 DP074415, Robert Hoddle Grove.

I have no objection to the horse stables being built on the Bonny View block indicated above, since it is in a current agricultural area, below residential blocks and local traffic routes, plus being immediately adjacent to the Mudgee Racecourse.

However, I regard it as completely inappropriate to have access for vehicles related to a horse training establishment, travelling to and from the proposed stables, along the narrow, barely accessible laneway adjacent to our block - and then on through a quiet residential area, Heavy and usually long Trucks; with horses, stable refuse, bedding, feed and hay requirements, plus early morning comings and goings of stable staff.

In my opinion, with much more direct and suitable alternatives readily available, access of such horse elated traffic, plus for other goods and services, through a residential area is not logical, It is understood that there is **direct access** from the stables to **Lue Road**. Such vehicular and personnel access via that route, or alternatively, through the closely adjacent equine orientated Racetrack, would be the more logical choice.

Having been a Vet in the horse business for 50 years I do know something about vehicle and personnel movement in and out of stable areas

And also, I have been involved with some of the world's leading Equine and Equestrian Architects on stable facility design and lay-out, for many international equine/equestrian developments.

An essential requirement in all such project developments, has been the separation of residential and horse areas and related traffic,

One would anticipate that the same rules would apply in Mudgee

Yours sincerely,

Dr Ross Williamson

R J L Williamson BVSc(Syd) MRCVS

Qatar Armed Forces - Equine Veterinary Consultant

P O Box 8731, Doha, Qatar

Qatar Mobile: + 974 66 92 97 48

e-m: rossvet@superonline.com & rossvet@hotmail.com

43 Robert Hoddle Grove

Mudgee NSW 2850

02 63729341

Planning & Development Department

Midwestern Regional Council

86 Market St

Mudgee NSW 2850

To whom it may concern

RE: DA0389/2014. Lot 1 DP1062660 25A Robert Hoddle Grove, Bombira

Following review of statement of environmental effects for Lot 1 DP1062660 25A Robert Hoddle Grove, Bombira, we feel compelled to respond with strong objection to section 3.8 Access and Traffic.

We believe objection to the proposal for the primary entry point to be through Robert Hoddle Grove is justified due to the significant impact this traffic will have on this quiet residential area. The estate is a picturesque location on the outskirts of Mudgee and presence of the proposed animal establishment access would introduce horse/cattle transport vehicles to the area. Our concern is that this will disrupt the landscape and ambiance the local residents have chosen to reside in. The current road throughout Robert Hoddle Grove is by no means suitable for such large vehicles to be utilising particularly due to the width of the road and the absence of a centre line. The width of the road in particular would create significant risk should a normal vehicle and large transport vehicle meet specifically in areas with limited vision over the hill. The absence of a centre line allows these vehicles to divert into the centre of the road and make it difficult for residents cars to pass safely. There is also the risk of vehicle height and the effect they will have on the trees within the estate. These beautiful trees are a feature of this estate and damage to them would be very disappointing. Should a vehicle come into contact with the low lying tree line there is a significant potential for branches to injure residents. There are a number of small children that live in the area and as the parents of two young children, these risks raise great concern for our family and our main concern is their ability to remain safe from harm.

We feel that the Lue Road entrance is a far more suitable option for access as it is already a frequently utilised main road for all modes of transport including horse/cattle transport vehicles.

We thank you for your consideration in this matter

Kind Regards

Clint and Jennifer Ramien

19 Robert Hoddle Grove
MUDGEE NSW 2850
P: 6372 1848
E: jphickey@aapt.net.au

2nd July 2014

Mr Gary Bruce
Manager Statutory Planning
Development and Community Services
Mid-Western Regional Council
PO Box 156
MUDGEE NSW 2850

Dear Sir,

We refer to Development Application DA0389/2014 – Proposed Animal Establishment – Horse Stables – Bonny View 25A Robert Hoddle Grove Bombira NSW 2850 Lot 1 DP 1062560 and wish to lodge an objection on the following grounds:

1. Access and Traffic – objection to use of Robert Hoddle Grove as primary access on the following grounds :
 - a. It will introduce an increase in the flow of trucks, horse trailers and the like related to the proposed commercial business which is inappropriate in this residential area and is especially dangerous due to the narrow nature of the street
 - b. There are no footpaths so residents regularly use the road or the grass verge when walking within the area and the introduction of rural vehicles for a commercial business will pose an increased risk to pedestrians, joggers and young children
 - c. There is a twice a day school bus run along Robert Hoddle Grove with several set down and pick up places
 - d. There is a secondary access point at Lue Road that is appropriate for conducting a commercial business given it is already utilised for a wide range of passenger and farming vehicles and the line of sight to vehicles entering and exiting the proposed development site is clear for a greater distance.

2. Visual Amenity
 - a. We note the proposed finishes to reduce visual impact on the view from residences to the north of the development that include painting walls a recessive natural colour, non reflective roofing, tree and shrub planting around the perimeter of the building, and a separation of at least 90 metres from each neighbouring house.
 - b. We request that a condition of the proposed development include a stipulation that any trees planted do not exceed the same visual height as the ridge of the proposed stable

- c. We also request that a condition of the development include a provision for machinery, horse floats, waste from stables and the like be located on the southern side of the development or suitable other position on the property where impact on neighbouring homes is removed.

Yours sincerely

Judy and James Hickey

13 ROBERT HODDLE GROVE
MUDGEES NSW 2850
robertpisto@bigpond.com

GARY BRUCE
MANAGER STATUARY PLANNING
DEVELOPMENT AND COMMUNITY SERVICES
Mid- Western Regional Council
86 Market Street
MUDGEES NSW 2850

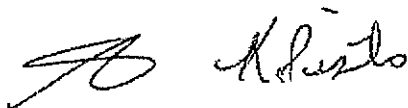
Dear Mr Bruce,

DEVELOPMENT APPLICATION DA0389/2014 – PROPOSED ANIMAL ESTABLISHMENT – HORSE STABLES – BONNY VIEW 25A ROBERT HODDLE GROVE BOMBIRA NSW LOT 1 DP 1062660,

We have viewed the application mentioned above and would like you to consider our concern regarding the primary access at 25A Robert Hoddle Grove.

- Moggs Lane and Robert Hoddle grove are rather narrow roads; with extra horse traffic this will make the road more dangerous. Particularly before and after school when my children are on and off the school bus.
- There is also no footpath along Robert Hoddle Grove thus making it more dangerous for pedestrians with increased traffic.
- The traffic on the Ulan road has already increased dramatically with the expansion of the mines. Having large horse floats turning in at the junction of Moggs Lane and Ulan Road could create a traffic hazard.

Kind regards,



Robert & Katherine Pisto.

15th August 2014
Anthony and Beth Ellen Egan
12 Robert Hoddle Grove
Lot 16 DP 747912
Bombira 2850

Mid-Western Regional Council
Re-Exhibition Development Application DA 0389/2014

Dear Sir/ Madam,

We have been residents of Robert Hoddle Grove for twenty-one years and have seen many changes to Bombira. Recently it has been brought to our attention that stables are to be built nearby and an access road will be in our street at 25A. We would like to voice a strong objection to this access.

Robert Hoddle Grove is a narrow road with just enough room for two cars to pass in opposite directions safely. There is no footpath for pedestrians, and walkers with their dogs and young families have to use this road. This is a popular walking circuit that links with the path from town past the entrance to the racecourse. It can also be difficult to see ahead when driving in Robert Hoddle Grove due to street tree plantings that can obscure traffic and pedestrians on the bend in the road. To think that both car and pedestrian traffic would have to cope with horse floats and large trucks is a dangerous proposition.

The turn off from the Ulan Road into Moggs Lane has to contend with traffic to and from town travelling at 80 km per hour, and there is a succession from before dawn to the late hours due to the large number of mine vehicles that travel on the Ulan Road. As such this would be a difficult and dangerous turn for slow moving vehicles. I note that Council upheld this objection in the past when an access road to the racecourse was considered off Robert Hoddle Grove - this was prior even to the increased number of mine vehicles using the road.

We would suggest that any access road to the proposed stables be from the Lue Road only.

Yours faithfully,
Anthony and Beth Ellen Egan

19 Robert Hoddle Grove
MUDGEE NSW 2850
P: 6372 1848
E: jphickey@aapt.net.au

14th August 2014

Mr Gary Bruce
Manager Statutory Planning
Development and Community Services
Mid-Western Regional Council
PO Box 156
MUDGEE NSW 2850

Dear Sir,

We refer to Re-exhibition Development Application DA0389/2014 – Proposed Animal Establishment – Horse Stables – Bonny View 25A Robert Hoddle Grove Bombira NSW 2850 Lot 1 DP 1062660 dated 31 July 2014 and wish to lodge an objection on the following grounds:

1. Access and Traffic – objection to use of Robert Hoddle Grove as primary access on the following grounds :
 - a. It will introduce an increase in the flow of trucks, horse trailers and the like related to the proposed commercial business which is inappropriate in this residential area and is especially dangerous due to the narrow nature of the street.
 - b. There are no footpaths so residents regularly use the road or the grass verge when walking within the area and the introduction of rural vehicles for a commercial business will pose an increased risk to pedestrians, joggers and young children.
 - c. There is a twice a day school bus run along Robert Hoddle Grove with several set down and pick up places.
 - d. Robert Hoddle Grove has been lined both sides with Chinese Elm trees that arch over the road way. Regular traffic from horse trailers and/or trucks would require lopping of said trees destroying the look and avenue like feel of the streetscape. This is particularly relevant on the western arm of Robert Hoddle Grove due to the narrow nature of the road.
 - e. There is a secondary access point at Lue Road that is appropriate for conducting a commercial business given Lue Road is already utilised for a wide range of passenger and farming vehicles and the line of sight to vehicles entering and exiting the proposed development site is clear for a greater distance.
2. Visual Amenity
 - a. We note the proposed finishes to reduce visual impact on the view from residences to the north of the development that include painting walls a recessive natural colour, non-reflective roofing, tree and shrub planting around the perimeter of the building, a separation of at least 50 metres from each neighbouring house, and the cutting in of the stable building to 1.6 metres.

- b. We request that a condition of the proposed development include a stipulation that any trees planted do not exceed the same visual height as the ridge of the proposed stable.
- c. We also request that a condition of the development include a provision for machinery, horse floats, waste from stables and the like be located on the southern side of the development or suitable other position on the property where impact on neighbouring homes is removed.

Yours sincerely

Judy and James Hickey

7 Robert Hoddle Grove,

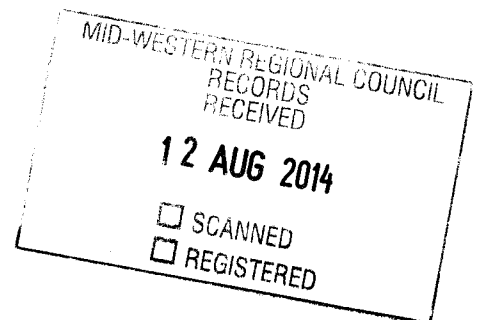
Bombira

NSW

2850

11 August 2014

The General Manager,
Mid Western Regional Council,
86 Market Street
MUDGEE



Dear Sir,

**RE-EXHIBITION DEVELOPMENT APPLICATION DA0389/2014 – PROPOSED
ANIMAL ESTABLISHMENT – HORSE STABLES – BONNY VIEW**

25A ROBERT HODDLE GROVE BOMBIRA NSW 2850 LOT 1 DP 1062660

We wish to state our concerns regarding the above application.

1. Moggs Lane and Robert Hoddle Grove are not built to accommodate more traffic than is presently using them – there are no pedestrian footpaths and the event of horse floats and large vehicles using these roads will make them unsafe.
2. The entrance from Ulan Road into Moggs Lane is a hazardous one.

We have no objection to the development of the animal establishment but have strong objections to the extra traffic on this road and would prefer the

access to these stables to be along the Lue Road or through the existing Race Club grounds – the latter being the far more sensible option.

Yours faithfully,

A stylized handwritten signature consisting of a large, sweeping loop that encloses a horizontal line, with a diagonal stroke extending downwards from the center of the loop.

Ian Livingstone-Blevins

A handwritten signature in cursive script that reads "M Livingstone-Blevins".

Marjorie Livingstone-Blevins

15th August 2014

Mr. Brad Cam
General Manager
Mid- Western Regional Council
PO Box 156
Mudgee NSW 2850

17 Robert Hoddle Grove
Mudgee NSW 2850

Dear Mr. Cam

Thank you for the opportunity to comment on:

Re-exhibition of DA0389/2014, Proposed Animal Establishment- Horse Stables, Bonny View, 25A Robert Hoddle Grove, Bombira NSW 2850 Lot 1 DP 1062660

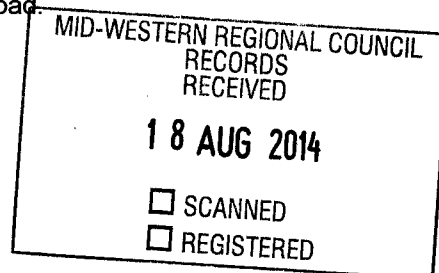
While agreeing in principle that the development of **ONE** horse stables is appropriate on Lot 1DP 1062660, we do have concerns it will create unacceptable land use conflict as this proposed development on land zoned RU4 – Primary Production Small Lots (MWRC Local Environmental Plan 2012) **borders upon and plans to access through** our neighborhood which is zoned R2 low density residential (MWRC Local Environmental Plan 2012).

Our major concerns are as follows:

1. Access & Traffic through/from Robert Hoddle Grove to proposed horse stables

- The proposed horse stables development is commercial in nature and will impact on the amenity of low density residential zoned land in terms of traffic generation to access the horse stables through our neighbourhood. The development is likely to have greater traffic generation than proposed. It would mix heavy commercial with residential traffic right through the heart of our Bombira neighbourhood on both Moggs Lane and Robert Hoddle Grove Mudgee.
- It would mix heavy commercial traffic with pedestrians. There are not any formed footpaths within the Bombira locality making it necessary for neighbourhood and visiting pedestrians and bike riding traffic of all ages to use both Robert Hoddle Grove and Moggs Lane roadways. Worth considering is the fact that there are an increasing number of families with young children moving into this area with future expansion of the Bombira neighbourhood more than likely which would increase pedestrian traffic and therefore further risk of accident with commercial horse stables related traffic.
- The road intersection from Ulan/Cassilis Road into Moggs Lane to access Robert Hoddle Grove is extremely dangerous with impeded sight access which would increase the risk of traffic accident if the heavy, long and slow turning commercial traffic associated with this proposed horse stables business was allowed access through this intersection to reach Robert Hoddle Grove.
- A similar DA to council from the racetrack in the 1990's to access this same Lot of land through Robert Hoddle Grove using horse carrying vehicles was rejected by the Council at the time primarily due to the dangerous turnoff at this same intersection- Ulan/Cassilis Road into Moggs Lane. The traffic at this intersection has significantly increased since the 1990's due to increased traffic to/from surrounding mines making this an even more risky traffic accident situation.
- We also object to access for this proposed development's traffic through Robert Hoddle Grove as it would potentially be very early in the morning, noisy and have odours /waste from horse floats and substantial business related traffic as they drove through the Bombira neighbourhood.

We propose that the most appropriate and safest access to this horse stables development be via this property's existing Lue Road entrance. We have been made aware that the current steep embankments of the Lawson creek crossing on this property would require modification for the carriage of horse related traffic and so we request that Council ensure that the developer modify this creek crossing to ensure safe access to his proposed commercial horse stables development via Lue Road.



2. Negative Visual Impact on neighbourhood.

- ***The building may be clearly visible from varying vantage points of neighbouring houses to the north, affecting the undeveloped rural setting of their outlook...***
(Barnson's Statement of Environmental Effects 4th March 2014)

We are aware that this proposed ONE horse stables at approximately 600 square metres (36.3m length x 17m wide x 5m high) is a very large construction which will have negative visual impact on neighbouring residential houses. However, we appreciate the developer's effort to minimise the visual impact of these large stables on the neighbourhood and **urge council to ensure that the developer adheres strictly to the following as outlined in both:**

- a. Barnson's Site Relocation Plans 21611-A02 Revision B 25th July 2014)
 - b. Barnson's Statement of Environmental Effects 4th March 2014
Construction of a horse stables building
Lot 1 DP1062660,
25A Robert Hoddle Grove, Bombira
- Construction of tilt up concrete panels in a recessive natural colour such as an olive green with matching coloured non reflective roofing.
 - Positioning of the stables northern wall at 50m from northern neighbourhood fence boundary and positioning of stables western wall at 65m from the racecourse fence.
 - Aligning the stables so that its shorter walls (17m) make up the north/south walls and the longer walls (36.3m) make up the east/west walls of the complex.... So as '*not to block broader views...*'
 - Cutting the northern wall of the stables into the site's topography to a depth of 1.6m as the lands falls slightly to the south to create a flattened building envelope for the stables which will help to minimise visual impact on the neighbourhood by lowering the roof line.
 - **The access road on Lot 1 DP 1062660 between the entrance/exit of this property to/from the horse stables be kept well away from existing neighbourhood residences** as shown in Barnson's Revised Drawings 21611-A02 July 2014 which details the access road once on the property running down the eastern side of the existing residence and then between the existing residence and existing farm shed and then tracking across to the stables at the southern section of the building perimeter of this land lot.

We strongly urge council to add further **Visual impact and Air Quality mitigation measures** to this proposal that ensure the parking of all associated stables machinery and vehicles and the positioning of storage pits/bins holding manure and waste from the stables be positioned to the south of the stables complex.

We look forward to council's response to our submission in response to the Re-exhibition of DA0389/2014.

Yours faithfully,
Jane and Peter Roberts



Cc: Mr. Gary Bruce Manager Statutory Planning Development and Community Services

15th August 2014

Mr. Brad Cam
General Manager
Mid- Western Regional Council
PO Box 156
Mudgee NSW 2850

17 Robert Hoddle Grove
Mudgee NSW 2850

Dear Mr. Cam

Thank you for the opportunity to comment on:

Re-exhibition of DA0389/2014, Proposed Animal Establishment- Horse Stables, Bonny View, 25A Robert Hoddle Grove, Bombira NSW 2850 Lot 1 DP 1062660

While agreeing in principle that the development of **ONE** horse stables is appropriate on Lot 1DP 1062660, we do have concerns it will create unacceptable land use conflict as this proposed development on land zoned RU4 – Primary Production Small Lots (MWRC Local Environmental Plan 2012) **borders upon and plans to access through** our neighborhood which is zoned R2 low density residential (MWRC Local Environmental Plan 2012).

Our major concerns are as follows:

1. Access & Traffic through/from Robert Hoddle Grove to proposed horse stables

- The proposed horse stables development is commercial in nature and will impact on the amenity of low density residential zoned land in terms of traffic generation to access the horse stables through our neighbourhood. The development is likely to have greater traffic generation than proposed. It would mix heavy commercial with residential traffic right through the heart of our Bombira neighbourhood on both Moggs Lane and Robert Hoddle Grove Mudgee.
- It would mix heavy commercial traffic with pedestrians. There are not any formed footpaths within the Bombira locality making it necessary for neighbourhood and visiting pedestrians and bike riding traffic of all ages to use both Robert Hoddle Grove and Moggs Lane roadways. Worth considering is the fact that there are an increasing number of families with young children moving into this area with future expansion of the Bombira neighbourhood more than likely which would increase pedestrian traffic and therefore further risk of accident with commercial horse stables related traffic.
- The road intersection from Ulan/Cassilis Road into Moggs Lane to access Robert Hoddle Grove is extremely dangerous with impeded sight access which would increase the risk of traffic accident if the heavy, long and slow turning commercial traffic associated with this proposed horse stables business was allowed access through this intersection to reach Robert Hoddle Grove.
- A similar DA to council from the racetrack in the 1990's to access this same Lot of land through Robert Hoddle Grove using horse carrying vehicles was rejected by the Council at the time primarily due to the dangerous turnoff at this same intersection- Ulan/Cassilis Road into Moggs Lane. The traffic at this intersection has significantly increased since the 1990's due to increased traffic to/from surrounding mines making this an even more risky traffic accident situation.
- We also object to access for this proposed development's traffic through Robert Hoddle Grove as it would potentially be very early in the morning, noisy and have odours /waste from horse floats and substantial business related traffic as they drove through the Bombira neighbourhood.

We propose that the most appropriate and safest access to this horse stables development be via this property's existing Lue Road entrance. We have been made aware that the current steep embankments of the Lawson creek crossing on this property would require modification for the carriage of horse related traffic and so we request that Council ensure that the developer modify this creek crossing to ensure safe access to his proposed commercial horse stables development via Lue Road.

MID-WESTERN REGIONAL COUNCIL RECORDS RECEIVED 18 AUG 2014 <input type="checkbox"/> SCANNED <input type="checkbox"/> REGISTERED

2. Negative Visual Impact on neighbourhood.

- **The building may be clearly visible from varying vantage points of neighbouring houses to the north, affecting the undeveloped rural setting of their outlook...** (Barnson's Statement of Environmental Effects 4th March 2014)

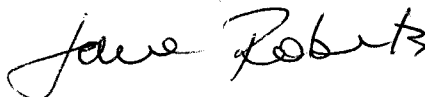
We are aware that this proposed ONE horse stables at approximately 600 square metres (36.3m length x 17m wide x 5m high) is a very large construction which will have negative visual impact on neighbouring residential houses. However, we appreciate the developer's effort to minimise the visual impact of these large stables on the neighbourhood and **urge council to ensure that the developer adheres strictly to the following as** outlined in both:

- a. Barnson's Site Relocation Plans 21611-A02 Revision B 25th July 2014)
 - b. Barnson's Statement of Environmental Effects 4th March 2014
Construction of a horse stables building
Lot 1 DP1062660,
25A Robert Hoddle Grove, Bombira
- Construction of tilt up concrete panels in a recessive natural colour such as an olive green with matching coloured non reflective roofing.
 - Positioning of the stables northern wall at 50m from northern neighbourhood fence boundary and positioning of stables western wall at 65m from the racecourse fence.
 - Aligning the stables so that its shorter walls (17m) make up the north/south walls and the longer walls (36.3m) make up the east/west walls of the complex.... So as '*not to block broader views...*'
 - Cutting the northern wall of the stables into the site's topography to a depth of 1.6m as the lands falls slightly to the south to create a flattened building envelope for the stables which will help to minimise visual impact on the neighbourhood by lowering the roof line.
 - **The access road on Lot 1 DP 1062660 between the entrance/exit of this property to/from the horse stables be kept well away from existing neighbourhood residences** as shown in Barnson's Revised Drawings 21611-A02 July 2014 which details the access road once on the property running down the eastern side of the existing residence and then between the existing residence and existing farm shed and then tracking across to the stables at the southern section of the building perimeter of this land lot.

We strongly urge council to add further **Visual impact and Air Quality mitigation measures** to this proposal that ensure the parking of all associated stables machinery and vehicles and the positioning of storage pits/bins holding manure and waste from the stables be positioned to the south of the stables complex.

We look forward to council's response to our submission in response to the Re-exhibition of DA0389/2014.

Yours faithfully,
Jane and Peter Roberts



Cc: Mr. Gary Bruce Manager Statutory Planning Development and Community Services

2nd July 2014

Mrs Vivien Rooke
14 Robert Hoddle Grove
MUDGEE NSW 2850

Mr Brad Cam
General Manager
Midwestern Regional Council
MUDGEE NSW 2850

Dear Brad,

Re: Public Comment – Lot 1 DP1062660 (25A Robert Hoddle Grove, Bombira)
DA for Construction of Horse Stables Building

I refer to the above Development Application for the construction of horse stables at 25A Robert Hoddle Grove and wish to submit my comments to Council for consideration in relation to this Application.

I have no objection to the establishment of an 'animal boarding or training establishment' at the proposed site and believe this to be an appropriate use of the land nestled so closely to the Mudgee township and large lot residential housing on the outskirts of town.

I do, however, most strongly object to the primary access to the facility being established via Robert Hoddle Grove for the following reasons:

1. Safety

Due to the quality/range of the homes on Robert Hoddle Grove and the care taken by the residents to present well, a considerable amount of sight-seeing traffic already exists on the 'Robert Hoddle circuit'.

Those sightseeing by car tend to drive slowly, paying more attention to viewing the homes than observing the traffic. As a result drivers inadvertently, but regularly, swerve to the wrong side of the road which is narrow and not well suited to dual carriage for cars, let alone large horse transportation and commercial vehicles.

An increase in commercial traffic unfamiliar with this driving hazard will considerably increase the risk of accident.

2. Foot/Cycling Traffic

Due to its close proximity to town and the existing walking/cycling track which services the Bombira precinct, Robert Hoddle Grove also experiences high volumes of people walking/cycling early in the morning, throughout the day and after office hours (often when visibility is poor).

As there is no footpath on Robert Hoddle Grove, walkers/cyclists must share the road with all traffic and to an unsuspecting horse carrier, who may be potentially nearing the end of a long drive and/or delivering at odd hours, this will cause a significant safety hazard.

3. School Bus

My child catches the bus to school daily. The bus stops in several locations along Robert Hoddle Grove with children alighting and crossing the road to reach their homes. I would not like to see large horse transportation vehicles using the same road as the bus for obvious safety reasons.

4. Access Via Moggs Lane

The turn off into Moggs Lane from the Ulan Road is dangerous and busy. With the high volume of, often fast moving, mine related traffic (particularly at the change of shift), this corner is potentially lethal.

By increasing the number of large commercial vehicles coming in and out of Mogg's Lane, the increased chance of serious accident is significant.

5. Residential Area

Finally, all residents of Robert Hoddle Grove have outlaid considerable money to enjoy a large lot holding in a quiet '**residential**' area. An increase in large horse carrying and commercial vehicles using the street as the main access to the Stables will significantly impact on the desirability to live in the area and could affect the saleability and value of surrounding properties.

I would appreciate a response from Council explaining why the primary access cannot be established off Lue Road where there would be minimal effect on surrounding landholders and residents?

For 10 years we have enjoyed living in Mudgee, the last 5 years in Robert Hoddle Grove. I sincerely hope that Council will take my comments on board and make the decision to amend the access requirements to the proposed horse training facility and thus preserve the safety of the locals who utilise the area and the quality of life we enjoy in such beautiful surrounds.

Yours sincerely,

Viv Rooke
0412 430 773



3 SEPTEMBER 2014

ORDINARY MEETING

ATTACHMENT 7.2.3

► Community Transport Policy, July 2014

	POLICY	ADOPTED Council Minute No. 231_/4214
	MUDGE COMMUNITY TRANSPORT	REF: Mudgee Community Transport REV: 6-6-14 FILE No. A0060203COS300013

INDEX

	Page No.
Statement of Aims	3
Service Purpose, Philosophy and Outcome	4
Service Promotion and Availability	5
Service Management	6-7
Clients' Rights and Responsibilities	8-9
Client Advocates	10
Client Entry to Service	11
Client Exit from Service	12
Privacy and Confidentiality	13
Physical Contact	14
Suspected Client Trauma	15-16
Clients at Risk at Home	17
Client Emergencies	18-20
Infection Control	21
Lost Property	22-23
Grievance Procedures	24-25
Fees and Charges	26
Recruitment of Volunteer Drivers	27
Volunteers/Vehicle Records	28
Personal Presentation for Volunteer Drivers	29
Disciplinary Measures for Volunteer Drivers	30
Smoking Policy	31
Workplace Health & Safety	32
Manual Handling and Lifting	33-34
Inspection and Maintenance of Vehicles	35
Use of Seat Belts in Vehicles	36
Carriage of Mobility Aids and Goods in Vehicles	37
Vehicle Accidents or Breakdowns	38-39
Fleet Policy	40

STATEMENT OF AIMS

OUTCOMES:	To provide transport to meet the specialised needs of disadvantaged groups in the community, including isolated families, the frail aged, younger people with disabilities, and their carers
MAJOR PROGRAMME:	Community Transport
PROGRAMME MANAGER:	Coordinator
LEGISLATION:	<i>Disability Services Act 1993 (NSW)</i> <i>Anti-Discrimination Act 1977 (NSW)</i> <i>Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)</i> Disability Service Standards (2007) Work Health and Safety Act and Regulation 2011 <i>Privacy Act 1988</i> <i>Privacy & Personal Information Protection Act 1998 (NSW)</i> <i>Privacy Amendment (Private Sector) Act 2000</i> <i>Archives Act 1983</i> <i>Passenger Transport Act 1990 (NSW)</i>
GUIDELINES:	HACC Common Care Standards 2011 Disability Service Standards Statement of Rights and Responsibilities (1990) Disability Standards in Action Universal Infection Control Measures Responding To Actual or Suspected Situations of Abuse of Adult Clients And Carers 2002. NSW Department of Transport Accreditation Standards for Operators of Community Transport Services Ministry of Transport Annual Funding Agreement – Attachments D1, D2, D3. Transport Roads & Maritime Services Rules and Regulations National Privacy Principles
FILE REFERENCE:	A0060203

SERVICE PURPOSE, PHILOSOPHY AND OUTCOME

PURPOSE

The purpose of Mudgee Community Transport is to provide services and undertake activities which alleviate transport disadvantage within its operating area.

PHILOSOPHY

Mudgee Community Transport believes in:

- The right of people to make choices in their own lives through, *inter alia*, access to information (initially and on an ongoing basis) in a format appropriate to their needs.
- The right of people to dignity, respect, privacy and confidentiality.
- The right of people to be valued as individuals.
- The right of people to have mobility.
- The right of people to access services on a non-discriminatory basis without prejudice because of gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, HIV status, inability to pay or geographic location.
- The right of the community to safe, comfortable and reliable services.
- The right of the community to accountable and responsive services.

OUTCOMES

The outcomes pursued by Mudgee Community Transport shall be:

- That people who are transport disadvantaged can live independently and with dignity within their community.
- That people who are frail aged and elderly, people who have disabilities and their carers are appropriately supported where they choose to live in their own homes.
- That the Service operates in an effective, efficient and accountable manner.

TARGET GROUPS

The target groups for specific Mudgee Community Transport services are defined by funding and regulatory guidelines. Mudgee Community Transport clients include:

- Frail aged people.
- People with disabilities and their carers.
- People who are at risk of premature or inappropriate institutionalisation.
- People who are transport disadvantaged.
- People from culturally distinct communities.
- People who are financially disadvantaged.

SERVICE PROMOTION AND AVAILABILITY

OBJECTIVE

To promote Mudgee Community Transport to the community and individuals by means which are cost effective and culturally appropriate.

POLICY

- The Coordinator will ensure that the service is promoted appropriately and regularly through:
 - Responding to telephone inquiries.
 - Distribution of brochures/newsletters to community health centres, doctors' waiting rooms, ADHC office, other service agencies within the community as well as to clients of the service.
 - Targeting special needs groups.
 - Meetings including Interagency, Disability/HACC Services Network, Aged Support Group.
 - Local media.
 - Community services/organisations such as Housing Plus, Barnados, Lifeskills Inc, Mudgee Community Health and Mudgee Day Care Centre.
- The Coordinator will provide information about other local services and how to access them on enquiry.
- The Coordinator will clearly explain or provide information as to why transport services may be unavailable.
- The Coordinator will at least annually review service availability in accordance with changes to funding, availability of resources, demand and specific need.

SERVICE MANAGEMENT

OBJECTIVE

- To ensure that the service will be managed in an efficient and effective way in accordance with the HACC Common Care Standards and the requirements of the annual Funding Agreement between the Mid-Western Regional Council and Transport for New South Wales and any other funding body.
- To manage the Service in accordance with Mid-Western Regional Council Policies.
- To ensure that clients receive service that reflects well-planned, efficient and effective management.
- A commitment to ongoing planning and evaluation to make sure that the needs of the target group are understood and every effort is being made to address those needs.
- A commitment to continuous improvement in service delivery and management through activities such as annual audits, training and planning days, client surveys and prompt and thorough complaint management.

POLICY

The planning, delivery, monitoring and evaluation of the Service are the responsibility of Mid-Western Regional Council through the Customer Service Manager and the Coordinator. The process includes:

- Mid-Western Regional Council will appoint a Service Coordinator ("the Coordinator") and Administration Assistant.
- Mid-Western Regional Council will provide financial management and accountability.
- Mid-Western Regional Council will ensure that relevant insurance is maintained covering Workers Compensation, Public Liability, Professional Indemnity as well as Building and Contents cover.
- Day to day management will be the responsibility of the Coordinator in accordance with the signed Role Profile and Position Description.
- The Coordinator will ensure appropriate and accurate records for all major aspects of efficient operation of the service are kept in accordance with the requirements of the Funding body and Mid-Western Regional Council's Records Management Policy.
- The Coordinator will ensure the service budget is regularly monitored and adhered to.
- The Coordinator will ensure that the service adheres to all necessary legislation at Federal, State and Local level.
- Stakeholders of the service will be consulted by the Coordinator on a regular basis.
- Client input will be encouraged in the outcome of planning and evaluation activities.
- Report will be presented to Council on a regular basis or as requested.

-
- The Coordinator will ensure that the annual Funding Agreement and Audit Reports are submitted within Transport for New South Wales' timeframe. Also MDS reports and other statistical data are submitted in a timely manner.

CLIENTS' RIGHTS AND RESPONSIBILITIES

OBJECTIVE

- Clients of the Service and their carers have the same rights as all members of the community. These rights are to be acknowledged and promoted at every opportunity.
- To assist clients to be confident in exercising their rights.
- To make sure clients and their carers understand their responsibilities to the Service and the volunteers providing the transport service.

POLICY

Clients' Rights

- Clients should be made aware of the standard of service which they can expect. Services should be provided in a safe manner which respects the dignity and independence of the client, is responsive to the social, cultural and physical needs of the client and the needs of the carer.
- Clients' access to services should be decided only on the basis of need and capacity of the service to meet that need. Clients have the right to refuse a service and refusal should not prejudice their future access to services.
- The client, or with their permission their carer, has access to all information about themselves held by Mudgee Community Transport.
- In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- The client, and with their permission, their carer should be made aware of all the transport options available, and any associated charges.
- Clients have a right to complain about the Service they are receiving without fear of retribution.
- Complaints by clients should be dealt with fairly, promptly and without retribution. The client may involve an advocate of their choice to represent their interests.
- Mudgee Community Transport will conduct an annual survey and open and honest input from clients can assist in the planning and evaluation of the service.
- Clients' rights to privacy and confidentiality should be respected.

Clients' Responsibilities

- Clients, or if appropriate, the carer, should provide reasonable notice if the Service is not required. Where possible a minimum of 2 working days notice is required for cancellations thus allowing reassignment of vehicles to clients awaiting transport.
- Clients should recognise the potential demand on Mudgee Community Transport when making bookings and recognise that its resources (vehicles and volunteer drivers) are limited.
- Clients must utilise seatbelts and other vehicle safety devices as directed by the volunteer driver.
- Clients should act in a way which respects the right of other clients and the volunteer driver.
- Clients should respect the confidentiality of information about other clients or the volunteer driver which they may obtain whilst using the service.
- Clients need to take responsibility for the results of any decision they make.
- Clients are at all times to treat Mudgee Community Transport property in an appropriate manner.

CLIENT ADVOCATES

OBJECTIVE

To maintain the client's right to use an advocate of their own choice to negotiate on their behalf.

POLICY

- Clients wishing to use an advocate should inform the Coordinator of the name of the person they wish to negotiate on their behalf.
- Clients may request the Coordinator assist in identifying an appropriate person to act as an advocate. Advocacy must be in the best interest of the client and not an extension of the service.
- The client has the right to change their advocate at any time and should inform the Coordinator of any change.
- The Coordinator is to ensure that clients are aware of their right to use an advocate at the time of initial contact.
- Information regarding the right to advocacy should be included in the Service Brochure which is given to all clients at time of entry into the service.

CLIENT ENTRY TO SERVICE

OBJECTIVES

Mudgee Community Transport Service will endeavour to ensure that transport is available to the frail-aged, people with disabilities and their carers and those who do not have access to public transport, as per the guidelines set down by the funding bodies associated with provision of funds for the operation of the service. The Service will be provided without discrimination in line with the guidelines, as provided by the relevant funding bodies.

POLICY

- Mudgee Community Transport Service will provide transport needs to the target group through referrals from:
 - Medical practitioner.
 - Hospital or any health or welfare service.
 - A relative, friend, carer or neighbour.
 - The person requiring the service.

TARGET GROUPS

Within the targeted population there are a number of special needs groups:

- Aboriginal and Torres Strait Islanders.
 - People from non-English speaking backgrounds.
 - People with dementia.
 - Financially disadvantaged persons.
 - People living in rural and remote areas.
- Clients must comply with regulations set down within Transport Roads & Maritime Services guidelines or any other regulatory body when travelling in a Mudgee Community Transport vehicle.
 - Following initial contact with Mudgee Community Transport, the Coordinator or Administration Assistant will provide the person requesting the service with a Client Information Form, Client Information Pamphlet and details of guidelines on transport times and destinations.
 - On receipt of the completed Client Information Form, the Service will assess the client's eligibility to become a client of the service. The client will be informed as soon as this decision has been made.

CLIENT EXIT FROM THE SERVICE

OBJECTIVES

To provide an amicable exit strategy for a client who wishes to withdraw from Mudgee Community Transport or a clear set of guidelines for the termination of service to a client who fails to comply with the policies and procedures of the service.

POLICY

- A temporary or permanent withdrawal from the service may be made by the client or advocate to the Coordinator at any time (preferably in writing).
- The service may be withdrawn from the client if the Client Responsibilities as listed in the Client Rights and Responsibilities section are not met.
- A client has the right to withdraw from Mudgee Community Transport at any time. This withdrawal does not hinder the client from receiving the Service at a later date.
- The Coordinator has the right to withdraw service if the client does not follow the responsibilities set out in the Information Pamphlet and behaves in a manner which does not respect the rights of other clients and the Community Transport staff and volunteers.
- A client may be withdrawn from the service if the client fails/refuses to comply with regulations set down within Transport Roads & Maritime Services guidelines or any other regulatory body.
- Before service is withdrawn, a letter will be forwarded to the client outlining reasons for any possible withdrawal of service and giving information on how the client can take further action if they desire.

These items should be read in conjunction with Mid-Western Regional Council's Policies, with particular reference to its Complaints Policy.

PRIVACY AND CONFIDENTIALITY

OBJECTIVE

Protecting the privacy of clients is very important to the Mudgee Community Transport Service and the following policy and procedure is designed to ensure that details about clients are kept confidential.

POLICY

- The privacy and confidentiality of clients will be maintained at all times and disposed of in accordance with the *Privacy Amendment (Private Sector) Act 2000*, the *Archives Act 1983*, National Privacy Principles and any other relevant legislation that comes into effect from time to time.
- The only information recorded and stored by the service will be information relevant to providing the service and what is agreed to and willingly given by the client on the Client Information Form.
- Information about the client's records held by the service will not be passed on to another service without the consent of the client. Consent can be in the form of a signature on the Client Information Form or verbally, in person or over the phone.
- Where clients have given permission to be referred to other agencies, their records will be passed on to the referral agency in person, via mail, fax or email. Only those records relevant to the referral recipient's services shall be passed on.
- Access to client files will be only by Mid-Western Regional Council staff who are directly involved in the work of Mudgee Community Transport. Information regarding clients will be stored appropriately within the office and the office will be locked when unattended.

PHYSICAL CONTACT

OBJECTIVE

- Mudgee Community Transport acknowledges that in the day to day provision of its services, some physical contact between passengers and team members will be both appropriate and necessary.
- To avoid misunderstanding and distress arising from physical contact in the course of service delivery, team members shall comply with the following policy.

POLICY

- No Mudgee Community Transport team member shall have physical contact with a passenger except to assist or ensure their safe and comfortable use of Service.
- Wherever practicable, no team member shall provide a service to a vulnerable or “at risk” client (eg. children, people with intellectual disabilities) without the assistance an advocate or of another person nominated by the referring service or family member of the client.
- Wherever practicable, team members will clearly explain the reason for and nature of any intended physical contact between themselves and clients and obtain their consent.
- Mudgee Community Transport will endeavour to identify any cultural considerations relevant to physical contact between clients and team members and positively address them in the delivery of services.

SUSPECTED CLIENT TRAUMA

OBJECTIVE

- Mudgee Community Transport is a provider of passenger transport services. The team members are trained to provide transport services which cater to a variety of special needs experienced by people within our local community, but are not trained as welfare, health or legal specialists.
- Mudgee Community Transport does however acknowledge that, having a high degree of personal contact with many people who are otherwise isolated from the wider community, its team members are often in a position where they are the first and sometimes the only people to become aware of hardship, misfortune, distress or trauma which passengers may be experiencing.
- Whilst Mudgee Community Transport and its team members are not qualified to deal with a range of situations, the following policy shall be observed in order to safeguard the wellbeing of clients and bring suspected hardship or trauma to the attention of the appropriate authorities.

POLICY

- Cases of suspected trauma will be treated as confidential.
- No team member shall attempt to interfere, mediate or become in anyway personally involved where they suspect a client of experiencing trauma resulting from any form of abuse (eg. sexual, child or elder abuse).
- Team members, upon becoming aware of a trauma possibly being experienced by a client, shall notify the Coordinator. The Coordinator shall in turn, with due regard for the privacy and wishes of the concerned client, promptly notify an appropriate carer, family member or professional agency.
- Any team members suspected of abusing a client will be immediately removed from the involvement of that client while allegations are investigated.
- The Coordinator will ensure the interests of the client's take precedence over those of the client's family or of other members of the community and will:
 - Assess the client's need for immediate medical attention and if required, ensure that it is provided;
 - Arrange emergency respite care, admission to hospital or referral to the police if the alleged abuser needs to be separated to ensure the client's safety while respecting the rights of the abuser;
 - Where necessary contact family members, the client's general practitioner and other community services involved;
 - Report all suspected or confirmed cases of abuse to the Mid-Western Regional Council's Work Health & Safety Coordinator ; and
 - Once investigated, the Manager and Coordinator will determine if there is a legal requirement to report the incident and will ensure the matter is notified to the

appropriate authority/s.

- Mudgee Community Transport acknowledges that each case of abuse is unique and that the determined interventions should take into account the nature and context of the abusive relationship and whether consent for intervention is given, other than in a situation where the law requires the matter to be reported.
- Mudgee Community Transport will maintain confidentiality of information and management of communication and documentation related to the incident of abuse in accordance with Mid-Western Regional Council's Privacy and Confidentiality Policy.
- Team Members who have been involved in an incident of abuse related to one of their clients will be referred to counselling and support if deemed necessary and appropriate.

CLIENTS AT RISK AT HOME

OBJECTIVE

- Mudgee Community Transport acknowledges its duty of care to provide safe and comfortable transport services to its clients.
- As many of its clients require constant care or supervision, Mudgee Community Transport further acknowledges its responsibility to ensure that vulnerable or at risk clients are delivered into safe and appropriate environments upon service completion.

POLICY

- In situations where normal or intended arrangements fail to provide clients with an appropriate environment to be delivered into upon service completion (eg. a child is delivered to an empty home or an adult passenger is delivered into a home without power, heating or food) the following arrangements shall apply:
 - No client shall be left unattended in an unsafe or inappropriate environment.
 - Where a carer or guardian fails to meet a client as planned, and where operational consideration prevent a team member remaining with the client concerned, the Service shall continue with the concerned client and return to that client's home upon service completion.
 - Where a client is returned to a home which does not provide a safe or habitable environment, and where operational considerations allow, team members shall render what assistance is safe and practicable in order to resolve the situation.
 - Wherever practicable, the Coordinator or nominated team member shall be immediately notified of the situation.
 - Immediate communication will be made with "emergency contacts" (identified during client assessment) in order to resolve the situation.
 - Where reasonable action by Mudgee Community Transport cannot ensure a safe and appropriate environment for a client, the client shall be delivered to an appropriate agency.
- The Coordinator shall be responsible for keeping an up to date list of such agencies and ensuring adequate distribution of the information to team members.

CLIENT EMERGENCIES

OBJECTIVE

- Many clients of Mudgee Community Transport both live alone and are frail. It is an unfortunate reality that such people occasionally meet with accidents or illness and, isolated and immobile within their homes, are unable to summon help. It is also unfortunately not unheard of for a Mudgee Community Transport team member to be the first person to become aware of, or suspect such circumstances, which may require prompt action to ensure the wellbeing of the client concerned.
- In consideration of these facts the following procedure shall apply when doubt exists regarding the wellbeing of a client upon calling at their home and receiving no answer.

PROCEDURE

At the client's home

- After receiving no answer from the client upon calling at the door, and when there is good reason to suspect that the client is within the home, a "walk around" of the premises, including discreetly looking in windows, whilst calling the client, will be undertaken (the client may be in the backyard).
- Wherever practicable, the Coordinator or nominated team member shall be immediately notified of the situation and then kept informed of any further developments.
- If necessary, neighbours should be discreetly questioned to establish the possible whereabouts of the client (eg. perhaps the intended client was seen leaving).
- Unless there is clear evidence that the client is within the house and in need of immediate first aid (in which case contact the police and ambulance, then wait for the police to be present before forced entry to the client's home is attempted) no further action shall be taken.
- Records including bookings/run sheets will be checked to ensure no information error has been made.
- Immediate communication will be made with "emergency contacts" (identified during client assessment) and other appropriate sources (eg. destination venue) in order to establish the whereabouts of the client.
- Where doubt continues to exist regarding the client's wellbeing, appropriate authorities including the police shall be informed of the need for immediate action.

Lost Clients on Return Journey

All passenger transport operators must deal with situations where clients do not present themselves or are late for scheduled return services. Such situations are however of particular concern for Mudgee Community Transport because many of its clients have special care needs and/or are vulnerable. In view of this fact, the following procedures shall apply where clients do not present themselves as arranged for return services.

- Wherever practicable, the Coordinator or nominated team member shall be notified immediately of the lost client situation and then kept informed of any further developments.
- Team members shall make all reasonable attempts to locate the client.
- All actions taken to locate a lost client, including postponing scheduled service departure, will be taken in consideration of the comfort and safety of other clients (eg. clients shall not be left for extended periods in vehicles where they are subject to extremes of heat/cold etc, vulnerable clients shall not be left unattended).
- If out of Mudgee and all reasonable attempted have been made to locate the client, contact the nearest police station.

Community Transport Office Procedure

- By contacting appropriate persons including “emergency contacts”, the Coordinator or nominated team member shall endeavour to establish whether the client has made alternate arrangements for their return.
- Where a client cannot be located before operational or client safety/comfort considerations require the departure of the service, appropriate persons including “emergency contacts” and agencies, including health and police departments will be informed.
- Destination/venue, next of kin, family, carers and/or “emergency contacts” of other clients will be contacted where significant delays of service will effect their expected time of arrival plans or arrangements.

Passenger Illness or Injury

- Many Mudgee Community Transport clients are frail or of fragile health, and may unfortunately succumb to illness or injury whilst using a service.
- In view of this fact, the following procedures shall be applied:
 - Team members shall monitor the health and wellbeing of clients at all times during the delivery of services.
 - Illness or injury during a service will be responded to immediately using Universal Precautions Procedures (NB. Gloves provided in vehicle first aid or Universal Precautions Kit should always be worn when providing first aid).
 - Priorities for team members responding to client illness or injury shall be:
 - minimising risk to any other client or team member.
 - obtaining emergency assistance as required (eg. ambulance).
 - delivering first-aid to their best ability.
 - minimising distress to other clients.
 - conveying the client to an appropriate source of assistance (eg. hospital).

-
- notifying the Coordinator or nominated team member of the situation.
 - keeping them informed of any further developments.

- Any blood or body fluid spill shall be dealt with using Universal Precautions procedures.

Mudgee Community Transport Office Procedure

- The next of kin or nominated “emergency contact” of the affected client will be contacted and advised of developments.
- Destination/venue, next of kin, family, carers and/or “emergency contacts” will be contacted where significant delays of service will affect expected arrival plans or arrangements.

INFECTION CONTROL

OBJECTIVE

To ensure the dangers of transmissible illness to both team members and clients are kept to a minimum.

PROCEDURE

Minor Infectious Illnesses

- Where practicable, team members when effected by a minor illness such as a cold, will avoid close contact with clients, and in particular those who are frail or in poor health.
- Team members shall inform the Coordinator, as soon as possible, if they suspect that they may be affected by a minor infectious illness and the Coordinator will adjust the roster accordingly.

Universal Precautions

- All blood and human body fluids (including urine, faeces and vomit) shall be treated as potential carriers of serious infectious disease.
- Prior to the delivery of Mudgee Community Transport services which involve contact with clients, team members shall wash hands and cover any cuts, abrasions, broken or damaged skin with a waterproof dressing.
- All Mudgee Community Transport vehicles shall be equipped with Universal Precautions Kits and First Aid Kits which shall be replenished after each use.
- Team members shall at all time, use the Universal Precautions Kit equipment to isolate, remove, cleanse and disinfect any spill of blood or human body fluids.
- Where a team member has had an exposure to blood (contact through unprotected cuts, broken skin or damaged skin), this shall be reported immediately to the Coordinator. The Coordinator shall immediately contact an appropriate local medical adviser or:

The Albion Centre	
(Sydney Metropolitan)	02 9332 9600
Fax	02 9331 3490

- Spillage of blood or body fluids in Mudgee Community Transport vehicles shall be reported to the Coordinator and documented on the Vehicle Checklist Form attached to all drivers' run sheets.

LOST PROPERTY

OBJECTIVE

Mudgee Community Transport team members are required to assist clients ensure that personal property is not left on vehicles. Items of property that do become lost shall be returned to their owners wherever possible. Additionally, Mudgee Community Transport is committed to maintaining privacy and confidentiality in the administration of lost property procedures.

PROCEDURE

Lost Property

- Team members shall ensure that when assisting clients to disembark from a service all reasonable effort is taken to ensure that clients have not left any personal property on the vehicle. Any items found in the vehicle are to be either returned to the client on the day or returned to the Mudgee Community Transport Office.
- A Mudgee Community Transport Lost Property Book shall be maintained.

Found Property

- At the completion of each Mudgee Community Transport service, vehicles shall be inspected to ensure that no items of lost property remain on board. All items lost property identified shall be removed from the vehicle and returned to the Mudgee Community Transport Office.
- The Coordinator or nominated team member shall be promptly notified of lost property items and relevant details shall be entered into the Mudgee Community Transport Lost Property Book.
- Items of lost property shall be inspected only for the purposes of:
 - establishing the identity of the owner.
 - establishing that no perishable or dangerous goods are contained.
- Perishable items shall be disposed of prior to collection as soon as they begin to deteriorate.
- Dangerous goods shall be secured or disposed of according to the health and safety interests of team members.
- If ownership of items of lost property is established, all reasonable steps will be taken to contact the owner to inform them where the property is held and how they can arrange for its return.
- If ownership of lost property cannot be established:
 - the item shall be retained for a minimum of period of three months.

-
- after this time lost property shall be disposed of in accordance with Mid-Western Regional Council policy and the means of disposal noted in the Community Transport Lost Property Book.
 - Claims of ownership of unidentified lost property shall be verified through the claimants' description of the item prior to their viewing or inspecting it.
 - Mudgee Community Transport reserves the right to charge for expense incurred in returning or storing items of lost property.

GRIEVANCE PROCEDURES

DEFINITION: A grievance is defined as a wrong, real or imagined, considered as grounds for complaints, which can potentially be resolved. Clients, carers, volunteers or any other person has the right to complain about the Service without fear of retribution.

Complaints are a valid form of feedback and may provide the opportunity to improve the quality or management of the Service.

OBJECTIVE

- To provide a mechanism within the service structure to deal with complaints in a just, appropriate and effective manner.
- To ensure that clients and client advocates wishing to make a complaint are aware of procedures and steps in the complaint handling process.
- To ensure that all complaints are dealt with sensitively, objectively and confidentially.

POLICY

- Clients are invited and encouraged to use an advocate of their choice or have an advocate appointed to assist in making the complaint and to ensure the complaints procedure is followed.
- Clients making a complaint, either informally or formally, will not be excluded from receiving service in the future.
- The client will, in the first instance, make the complaint to the Coordinator. This may be verbal or in writing.
- The Coordinator will confirm with the complainant the accuracy of what has been recorded and explain what will happen next.
- The Coordinator is to deal with the complaint as expeditiously as possible. If the matter needs to be referred to the Customer Service Manager, then the complaint must be made in writing.
- A letter acknowledging receipt of a written complaint should be forwarded within 7 (seven) working days.
- A follow-up letter is to be forwarded to the complainant when action has been completed.
- If the issue is not satisfactorily resolved, the service user should raise the matter directly with the Group Manager Corporate and Community Services of Mid-Western Regional Council.

These items should be read in conjunction with the Policies and Procedures, as developed by Mid-Western Regional Council with particular reference to the Grievance Policy.

-
- If after the above procedure, the issue is still not resolved, the client can complain to the:

The Ombudsman's Office (NSW)
Community Services Division
Level 24, 580 George Street
SYDNEY NSW 2000

Phone: 1800 451 524 (Freecall)
Email: nswombo.nsw.gov.au
Web: www.ombo.nsw.gov.au

- The Coordinator is to ensure that complainants are protected from any repercussions, reprisals or victimisation following a complaint being made.

FEES AND CHARGES

OBJECTIVE

- To ensure that clients are aware of fees and charges relating to provision of the Service.
- To ensure that clients are not excluded from utilising the Service in cases of financial hardship.

POLICY

- Fees charged for services provided by Mudgee Community Transport are recommended by the Coordinator in consultation with the Customer Service Manager and form part of the Fees and Charges which are developed within the Management Plan of Mid-Western Regional Council. The Management Plan is placed on public exhibition with an open invitation for submissions from local residents. The Fees and Charges are presented to Council for approval as part of Council's financial annual accounting processes.

Essential changes to charges requiring implementation prior to the close of the current financial year and therefore unable to await inclusion in the next Management Plan are advertised for one month to allow public comment.

- Should a client have difficulty in meeting the cost of the Service, they will be able to negotiate with the Coordinator a plan to suit their individual position, or consult with a financial counsellor.
- The Coordinator will assess the client's ability to pay the standard fee and determine if special consideration is required, or if the client prefers, refer client to financial counsellor.
- Should special consideration be required, the Coordinator or financial counsellor should determine with client an option to suit their situation. This may be a time payment program, delayed payment, or another recommendation from financial counsellor.
- In all circumstances during this process, the client's privacy and confidentiality will remain paramount, meaning that a decision be made in favour of the client rather than risk breaches or privacy and confidentiality.
- Should the client receive service which they cannot pay for, this will not exclude them from receiving service in the future.

RECRUITMENT OF VOLUNTEER DRIVERS

OBJECTIVE

To recruit and train adequate numbers of volunteer drivers who will provide a competent service to the clients of Mudgee Community Transport.

POLICY

- The Coordinator will recruit volunteer drivers through advertising and promotion of the Service throughout the community.
- Each prospective volunteer driver will be interviewed and given Information Packs on the Service.
- Each prospective volunteer driver will complete a National Criminal History Record Check Consent to Obtain Personal Information.
- Volunteer driver Criminal History Record Checks will be undertaken once every three years.
- The Coordinator will inform the volunteer as soon as the Record Check has been returned.
- Prospective volunteer drivers will be offered orientation that will include:
 - Work Health & Safety
 - Safe Work Method Statements
 - The rights and responsibilities of volunteer drivers.
 - Trial run with an experienced volunteer driver.
- Training will be provided in the following:
 - First Aid
 - Driver Training courses conducted by accredited trainers.
 - Orientation training courses conducted by other local volunteer drivers
 - Volunteer training in manual handling and OH&S conducted by accredited trainers.
- All volunteer drivers must sign a Volunteer Agreement and are expected to comply with the Community Transport Policies.

RETIREMENT OF VOLUNTEER DRIVERS

- From a volunteer driver's 75th birthday onwards, driving for Community Transport is subject to annual Roads & Maritime Services licence renewals, annual medical reviews and functional testing, as well as Community Transport's discretion. Restrictions will be placed on the volunteer driver, limiting their travelling radius from Mudgee to Lithgow, Dubbo, Bathurst and Orange.
- Every effort will be made by Community Transport to limit the length of scheduled trips for those volunteer drivers beyond 75 years old.
- A volunteer driver is to advise the Coordinator in writing on his/her anniversary date, or at any time throughout the year, if applicable, of any changes or fluctuations in medical conditions that

Formatted: List Paragraph, Right: 0 cm, No bullets or numbering, Hyphenate

may prevent him/her (or cause him/her to be recommended not to drive by a medical practitioner) from legally driving. Further, the volunteer must provide evidence of a medical practitioner's subsequent clearance to drive prior to them returning to volunteer for Community Transport.

- ~~• Volunteer drivers are required to compulsorily retire from Community Transport driving from the date of their 78th birthday.~~

VEHICLE/VOLUNTEERS RECORDS

OBJECTIVE

To ensure an efficient record system is in place to provide up-to-date data on all Mudgee Community Transport vehicles and volunteer drivers.

POLICY

- The Coordinator is responsible for keeping up-to-date records on all vehicles and drivers used in the delivery of Mudgee Community Transport services.
- **Each vehicle** will have a file detailing information including:
 - Seating, luggage capacity and accessibility features.
 - Registration and insurance renewal/expiry dates.
 - Records of damage/accidents/insurance claim forms.
- **Each volunteer driver will have a file recording:**
 - All relevant driver license information.
 - Current residential and postal addresses.
 - Current telephone number.
 - Relevant skills and training records.
 - Notes regarding passenger compatibility.
 - Relevant medical details.
 - Availability times.

PERSONAL PRESENTATION FOR VOLUNTEER DRIVERS

OBJECTIVE

Whilst representing Mudgee Community Transport, each team member shall be responsible for ensuring that their standards of personal presentation are maintained to a level which is appropriate to their responsibilities within the organisation.

POLICY

- Neat, casual clothing shall be worn whilst on duty. This clothing shall be appropriate to the occupational health and safety considerations of the individual work responsibilities of each team member, for example:
 - Sturdy comfortable footwear shall be worn at all times (no thongs).
 - Hats and other appropriate protection against sun damage shall be worn whilst outside the vehicle.
- Volunteer drivers have the option of wearing a polo shirt with the Mudgee Community Transport logo in the summer months as well as a jacket for the cooler months. These items of clothing will be purchased from Service funds.
- Personal hygiene shall be maintained to a standard which reasonably minimises any risk of offence to passengers or team members.
- No items of clothing or accessories shall be worn whilst representing the organisation which may be offensive to any passenger or other team member, for example:
 - Tee-shirts with political or religious slogans.
 - Badges or jewellery with contentious or potentially inflammatory insignia or symbols.
- Mudgee Community Transport places no general restrictions upon the jewellery or hairstyles worn by individual team members except that they must not present a safety hazard.

DISCIPLINARY MEASURES FOR VOLUNTEER DRIVERS

OBJECTIVE

In order to maintain high standards within Mudgee Community Transport, and to ensure safety standards are kept as a paramount priority, volunteer drivers will be subject to the same disciplinary measures as are applicable to employed team members.

POLICY

- Where a volunteer driver's work performance or conduct is considered unsatisfactory, the volunteer driver will be informed in the first instance of the nature of the unsatisfactory performance or conduct and of the required standard to be achieved.
- Unsatisfactory work performance or conduct shall include, but is not limited to, neglect of duties, breach of discipline, absenteeism and non-compliance with safety standards.
- A written record shall be kept on the volunteer driver's file of any initial warning.
- Where there is reoccurrence of unsatisfactory work performance or conduct, the volunteer driver will be warned in writing by the Coordinator. Counselling will reinforce the standard of work or conduct expected and, where the volunteer is failing to meet those standards, a suitable review period for monitoring his or her performance, the severity of the situation, and whether disciplinary action will follow should the volunteer driver's work performance or conduct not improve.
- If the volunteer driver's unsatisfactory work performance or conduct continues or resumes following the formal warning and counselling, the volunteer driver shall be given a final warning in writing giving notice of disciplinary action should the unsatisfactory work performance or conduct not cease immediately.
- If the volunteer driver's work performance or conduct does not improve after the final warning further disciplinary action may be taken or the volunteer driver may be relieved of his or her driving duties.

SMOKING POLICY

OBJECTIVE

To minimise the risk of tobacco related injuries and illnesses to both clients and drivers who use Mudgee Community Transport.

POLICY

- Mudgee Community Transport does acknowledge that some team members and clients may either choose to smoke or may be presently unable to overcome the strong addictive properties of nicotine.
- In consideration of these facts the following shall apply:
 - No team member or client shall smoke in the Mudgee Community Transport office or vehicle.
 - No team member shall have a "cigarette break" which results in any danger to a passenger, team member or member of the general public (eg. leaving vulnerable clients unattended).
 - Arrangements shall be made to provide reasonable "cigarette breaks" for both clients and team members where the lack of such "cigarette breaks" may effect the efficient delivery and/or receipt of safe and comfortable services.
- This Policy is to be read in conjunction with the relevant Mid-Western Regional Council policies relating to Smoke Free Environment and No Smoking Policy which have been developed within the guidelines of the *Work Health and Safety Act 2011*.

WORKPLACE HEALTH AND SAFETY

OBJECTIVE

The workplace health and a safe working environment for staff, volunteers and clients within the Mudgee Community Transport Service are considered to be of the utmost importance.

POLICY

All employees, volunteers and clients are required to comply within the WH&S Guidelines as set out within the Mid-Western Regional Council Work Health and Safety Policy together with all other relevant policies, procedures and Safe Work Method Statements as developed within Council's guidelines.

Further compliance is required under:

- CTO Occupational Health & Safety Manual – 2003.
- Disability Services Occupational Health & Safety Project Report – October 2006.

Where possible, it is the policy of the Mudgee Community Transport Service to operate during daylight hours. To achieve this objective, bookings will only be accepted for transport during daylight hours, in recognition of our commitment to the safety of our volunteer drivers and our clients.

In addition, for trips to Sydney, there will be a limit of two drop off/pick up addresses per trip. Only with the approval of the Coordinator (or nominated team member) may an additional stop be scheduled, having regard to the proximity of the additional address to the priority booked in time drop off/pick up addresses. Further, a Sydney run sheet should be prepared in order to ensure that adequate time is set aside for the driver to have at least one hour out of the vehicle during the day to alleviate any potential physical and/or mental fatigue.

Where any driver is of the opinion that he or she may struggle with any journey (due to fatigue, illness or any other reason), he or she must make the Coordinator aware of this fact and arrangements will be made to replace the driver for that trip. There may be some instances of regional travel (including Sydney trips) where it may be appropriate for two drivers to be scheduled on for a trip in order that the driving be shared and all drivers are to be made aware that this is a reasonable request and one that should be made to the Coordinator as soon as practicable prior to the commencement of the journey.

The above items should be read in conjunction with Mid-Western Regional Council's policies and procedures.

MANUAL LIFTING AND HANDLING

OBJECTIVE

- To ensure that employees and volunteers are adequately trained in manual handling techniques so that in the day to day provision of services they are able to safely undertake a range of routine and ad-hoc lifting and manual handling activities.
- Manual lifting and handling activities include both the general handling of office, vehicle and mobility equipment and assisting passengers to use Mudgee Community Transport services. Poor lifting and handling practices constitute a major threat to the health and safety of team members and passengers.

POLICY

- All Mudgee Community Transport team members shall accomplish safe lifting and handling of passengers, equipment and any other items by undertaking the following analysis of each task to determine an appropriate course of action.

-
- Instances where risks arising from routine or ad-hoc lifting and handling tasks have been identified shall be notified to the Coordinator.

Assisting Passengers Who Use Wheelchairs

- Assisting passengers who use wheelchairs to get up or down kerbs and steps may be an essential part of helping them to use Mudgee Community Transport's services. This is an area where extreme care is needed to ensure the safety of both passengers and team members.
- It is unfortunately common for passengers who use wheelchairs to require assistance up or down a number of steps. Where no ramps, lifts or other accessibility arrangements exist, this task can seldom be accomplished by Mudgee Community Transport team members without considerable care and planning.
- Even where a team member may have the physical strength and agility to successfully assist a person using a wheelchair up or down a number of steps, there is rarely any margin for error and always a great deal of risk involved.
- To ensure the safety of both passengers and team members, the following shall apply to all Community Transport services:
 - **No Community Transport team member shall attempt to provide assistance to a person using a wheelchair to negotiate more than two steps (up or down) at any one time where there is no level resting area in between.**
 - Where passengers who use wheelchairs require assistance to negotiate more than two steps (up or down) the Coordinator or nominated team member shall be responsible for ensuring that:
 - Enquiries regarding accessibility by other means (other entrances, ramps etc) have been made on accepting booking.
 - Appropriately trained personnel equipped with suitable specialist equipment are obtained to assist the passenger, and/or
 - Where client consent is provided, referrals are made to relevant agencies (eg. Home Modifications) to overcome the problem.

Training

- Community Transport shall ensure that adequate information and training on the implementation.
- Application of safe lifting and handling techniques is made available to all team members.
- Reference: CTO Manual Handling Training Program – 2005.

INSPECTION AND MAINTENANCE OF VEHICLES

OBJECTIVE

Ensuring that all vehicles are fully functional prior to each journey is an absolute priority in the delivery of the Mudgee Community Transport Service.

POLICY

- At the commencement of each day's operation, any vehicle and all equipment to be used in a Mudgee Community Transport service shall be inspected to ensure that it is clean, safe and in good working order.
- At each handover, the new driver shall as a minimum, conduct a walk round inspection of the vehicle and, as far as is practicable, conduct a full vehicle and equipment inspection.
- Any defects or faults are to be reported using the **Community Transport Vehicle Check List Form**.
- No Mudgee Community Transport vehicle shall be used in a service where inspection has resulted in the identification of a safety defect which renders it not roadworthy within the definition of NSW Road Transport Regulations.
- The Coordinator is responsible for the arrangement of routine service inspections at the local dealerships.
- The Coordinator is responsible for arranging services in line with the manufacturers' guidelines together with repairs/replacement of tyres and other consumables

USE OF SEATBELTS IN VEHICLES

OBJECTIVE

Mudgee Community Transport is committed to ensuring the safety and comfort of all its clients and recognises the essential function of client safety equipment in this area. Mudgee Community Transport shall therefore equip all its vehicles with safety equipment appropriate to the needs of all, including small children and people who use mobility aids.

POLICY

- All passengers and team members, except where a valid medical exemption is provided, are required utilise appropriate safety equipment which may include seatbelts, child seats, child harnesses.
- Wherever practicable, team members shall be responsible for ensuring prior to service commencement that passenger safety equipment appropriate to the safety needs of each passenger is:
 - Available in sufficient quantity.
 - Clean and in good working order.
- Parents and guardians seeking transport for children that require specific safety harnesses (such as booster seats or baby capsules) in the vehicles are required to provide the specific safety harnesses themselves. Mudgee Community Transport is unable to track infant and children's sizes and, therefore, the onus must be on the infant or child's parent or guardian to do so and select the appropriate safety equipment accordingly.
- All safety harnesses must comply with the current rules and regulations set by Transport Roads & Maritime Services at the time.
- Team members shall be responsible for ensuring that all appropriate safety equipment is utilised by passengers and is correctly fitted and secure.
- Team members shall be responsible for ensuring that all passenger safety equipment is safely and neatly secured within vehicles when not in use.

CARRIAGE OF MOBILITY AIDS AND GOODS IN VEHICLES

OBJECTIVE

Mudgee Community Transport is committed to ensuring the safety and comfort of all its team members and passengers and recognises the dangers presented by incorrectly or poorly stowed items in its vehicles.

POLICY

- No item shall be carried within a Mudgee Community Transport vehicle in a manner which will allow it to become a missile within the vehicle in the event of sudden deceleration (eg. an accident).
- No item shall be carried within a Mudgee Community Transport vehicle in a manner which will allow it to block an entrance, exit or emergency exit.
- Wherever practicable, items will be carried within the boot of the vehicle.
- An oxygen cylinder can only be carried in the vehicle if it is in the leather harness which can be strapped to the back of the front passenger seat. There is a leather harness available in the Mudgee Community Transport office for such a purpose.

VEHICLE ACCIDENTS OR BREAKDOWNS

OBJECTIVE

Despite Mudgee Community Transport's best efforts, vehicles do from time to time suffer from mechanical breakdowns. Mechanical breakdowns may include both faults which may render a vehicle inoperable and faults which may render a vehicle unsafe. In such cases, ensuring the safety and comfort of Mudgee Community Transport passengers, and affecting a swift return to normal service are our highest priorities.

POLICY

- In the event of a notifiable injury, illness or incident (including mechanical breakdown) immediate action will be taken by team members to minimise danger to passengers and to ensure their comfort, such action shall include:
 - * Check for any danger to him or herself, any passengers or others.
 - * Call for help, administer first aid all call 000 (or 112) if required.
 - * Moving the vehicle to a safe position (away from traffic) where possible.
 - * Where the vehicle cannot be moved, assisting passengers to move to a safe location.
 - * Utilising appropriate safety equipment to minimise risk.
 - * Monitoring the wellbeing of passengers.
 - * Keeping passengers informed of developments.
- The Coordinator or nominated team member shall be notified of the notifiable injury, illness or incident immediately and then kept informed of any further developments. The Coordinator or nominated team member will then immediately notify the Mid-Western Regional Council's Work Health & Safety Coordinator.
- Where the Coordinator or a nominated team member cannot be contacted, team member/s delivering the service shall, utilising the Emergency Contacts listed in the vehicle information log, determine a course of action leading to:
 - * Passengers being conveyed safely to their destination.
 - * The vehicle being recovered and conveyed to an approved repair facility.
 - * Obtaining a relief vehicle where necessary.
- Where alternate transport is organised to convey passengers to their destination, every effort shall be made to ensure that it is suited to the mobility needs of those passengers.
- All vehicle breakdowns shall be recorded in the Mudgee Community Transport Vehicle Check List Sheet and an Incident Report Form needs to be completed by the volunteer driver and delivered to the Coordinator.
- The Coordinator will oversee the notification next of kin, family, carers and/or "emergency contacts" where significant delays of service will affect expected arrival plans or arrangements.
- In the event of a near hit, incident or injury, the volunteer driver is to :
 - * Check for any danger to him or herself, any passengers or others.

-
- * Call for help, administer first aid all call 000 (or 112) if required.
 - * Notify the Coordinator or nominated team member immediately. The Coordinator or nominated team member will then immediately notify the Mid-Western Regional Council's Work Health & Safety Coordinator.
 - * Complete and Incident Report Form and deliver it to the Coordinator.
- Any Mudgee Community Transport vehicle which has developed a mechanical fault which renders it not roadworthy shall be withdrawn from service until the fault has been rectified and inspected by an authorised vehicle repairer.

FLEET POLICY

OBJECTIVE

To ensure the safe and efficient operation of the Mudgee Community Transport vehicle fleet.

To maintain the vehicles in the best possible condition in order to present the vehicles in a condition which allows minimum changeover costs thus keeping within the parameters of the budgetary constraints as set by the funding provided from the external funding bodies.

POLICY

The Coordinator will:

- order the replacement vehicles in line with Mid-Western Regional Council's procurement policy and ensure payment is made in a timely manner.
- ensure that the vehicles are maintained as per the manufacturers' guidelines by undertaking the booking of services and all other maintenance items as required.
- ensure that the vehicles are kept clean and in good condition at all times in order to achieve the best possible value for the vehicle upon changeover.
- ensure that the tyres on the vehicles are maintained and/or replaced in line with the level of roadworthiness required by the relevant regularity authorities.
- have any damage to vehicles assessed immediately and repairs carried out as soon as practicable to ensure the continued good condition of the vehicles.
- follow the guidelines as provided by Mid-Western Regional Council when dealing with any insurance claims and provide the relevant information to the Insurance Company or staff within Council as directed.

This policy should be read in conjunction with all Mid-Western Regional Council Policy documents with particular reference to, Fleet Management, Procurement, Insurance and any other relevant documents.



3 SEPTEMBER 2014

ORDINARY MEETING

ATTACHMENT 7.2.12

► Mudgee Showground Business Plan 2014/15-2018



Mudgee Showground Four Year Business Plan 2014/15 - 2018

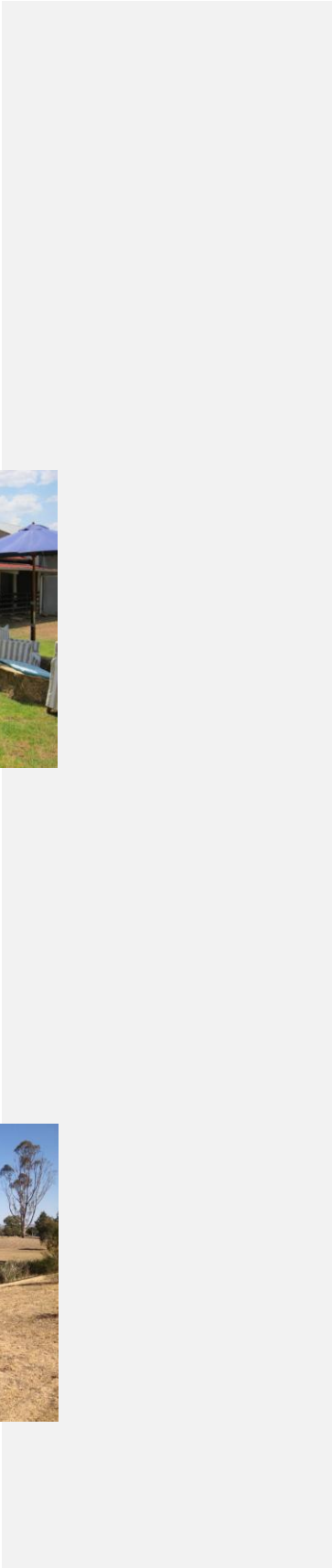




Table of Contents

1 EXECUTIVE SUMMARY	3
2 OBJECTIVES	4
3 BACKGROUND & PROFILE	4
3.1 History	4
3.2 Facilities Available	5
3.2.1 Entertainment Precinct	5
3.2.2 Equestrian Centre	5
3.2.3 Livestock Precinct	6
3.3 Users	76
3.4 Organisation & Management	7
3.4.1 Crown Land – Principles of Management	7
3.4.2 Trustee - Mid-Western Regional Council	7
3.4.3 Mudgee Showground Management Committee	8
4 SITUATIONAL ANALYSIS	8
4.1 SWOT	8
5 MARKETING & PROMOTIONS	9
5.1 Analysis	9
5.1.1 Equestrian Users	109
5.1.2 Small Events	10
5.1.3 Agricultural Events	10
5.1.4 Circuses	10
5.2 Target Markets	11
5.2.1 Entertainment Precinct	11
5.2.2 Equestrian Centre:	11
5.2.3 Livestock Precinct	11
5.3 The Competitors	11
5.3.1 Large Event Centres	1244
5.3.2 Venues with similar sized halls	12
5.3.3 Other equestrian facilities	12
5.4 Competitive Advantage	12
5.4.1 Service	13
5.4.2 Product and Service Development	13
5.4.3 Pricing	13
5.5 Strategy	13
5.5.1 Marketing Action Plan	1544
6 OPERATIONS & MAINTENANCE	16
7 FINANCIAL ANALYSIS	17
7.1 Income Projections	18
ATTACHMENT A	22

Formatted: Font: Not Bold



1 EXECUTIVE SUMMARY

Douro, Nicholson, and Atkinson Streets and Madeira Road bound the Mudgee Showground. Council is the Trust Manager for the site, which is located on Crown land.

It is the current home of the annual Mudgee Show held the first weekend in March. The Mudgee Showground covers an area of 12.56 Ha and has been on the present site since the first section of land was gazetted as a reserve for a showground in 1881.

For the 2009-14 Management Plan Council adopted a budget that would see the injection of ~~\$3.45 million dollars~~ funds over three years to bring the facility to a modern highly function showground facility. These funds were intended to deliver works generally in accordance with the Master Plan that had undergone extensive community and user consultation during 2008/09.

This Business Plan has revisited the quantum of work and expected capital works costs and is now recommending that the capital expenditure figure for the next four years is \$665,000.

The marketing plan outlined in this business plan focuses on leveraging off existing uses with the increased usage of the new modern pavilion and upgraded caravan/camping facilities to gain increased uses from its key target markets:

- ✓ Equestrian Users
- ✓ Small event uses (e.g. Weddings and 21sts)
- ✓ Agricultural events
- ✓ Circuses

To tap into these markets the following strategies are proposed:

- ✓ Target the equestrian groups via advertisements and features in magazines and the Land Newspaper that cater to these groups
- ✓ Mail out brochures detailing the features of the Showground to state and regional bodies that may wish to hold larger events at the Showground
- ✓ Create partnerships with other local events – providing added value for those who travel to Mudgee
- ✓ Partner with existing users to promote the facilities available within their associations.
- ✓ Provide signage at the Douro Street entrance to promote the facilities available.
- ✓ Advertise the facilities on the Council web site (www.midwestern.nsw.gov.au)

Consideration of selling advertising at the Showground could also be considered to supplement the income from hiring the facilities there. This will be further explored in the coming year prior to the next review of the Business Plan.

Whilst a reasonable degree of analysis has been undertaken in the preparation of this business plan it should be noted that this is essentially a revamped facility. Hence, this business plan should be implemented over the coming year and then further reviews undertaken to refine the assumptions and focus on the successes achieved. The plan was last reviewed in November 2013 to reflect the current activities at the Showground.



Section 7 of this plan outlines the currently proposed works to be undertaken in line with the endorsed master plan and the likely timing of delivery. The initial financial analysis is contained in section 8 and proposes a 4-year plan that should also be reviewed annually.

An assessment has been undertaken on the anticipated income expected to be received with the implementation of these new facilities.

To ensure the maximum utilisation of the facilities at the showground, consideration should be given to have a focus on the management of events and there may be synergies to be obtained by considering the use of this facility in conjunction with the Glen Willow Sporting Complex events.

2 OBJECTIVES

The objectives for Mudgee Showground are to:

- ✓ Create a community facility that can be used to accommodate local activities and promote opportunities that will attract new events and investment to the region.
- ✓ Increase the income above CPI each year up to 2015/16 when we expect the income to plateau.
- ✓ House a comprehensive equestrian facility, providing a suitable venue for more equestrian disciplines.
- ✓ Maximise the opportunities of the facilities by hosting one additional major event each year for the next five years. A major event is when the income exceeds \$2,000.
- ✓ To exercise responsible asset and resource management so as to effectively preserve and maintain the infrastructure at the Showground.
- ✓ To minimise the burden on the Community in maintaining the Showground.

3 BACKGROUND & PROFILE

3.1 HISTORY

The Mudgee Showground is located south of the Wallerawang to Gwabegar railway line, and comprises all of Section 66 of the town of Mudgee. The site is bounded by Nicholson Street to the north, by Atkinson Street to the east, by Madeira Road to the south and by Douro Street to the west. The site consists of 3 portions of land (Lots 1, 2 and 3), acquired at different times, but all are now represented by DP758721.

The showground site, one of many public recreation grounds in the town, was dedicated on 11th October 1881. To the immediate west is the area commonly known as Flirtation Hill that was relatively desolate until a tree-planting program in the 1930s, the site was proclaimed for public recreation on 18th January 1887.

The south-western corner of the showground site has the highest elevation, with a gradual drop towards the north-western corner. The lower eastern portion of the site features an open channel adjacent to the eastern boundary to direct storm water from the now populous Mudgee South urban area to the Cudgegong River below the CBD. Consequently, all buildings on the site are on the higher western portion.



The site is sprinkled with numerous mature eucalypts and several large peppercorn trees adjacent to the sheep and cattle sheds and yards.

During 2008, Council engaged Ross Planning to develop a Master Plan for the future development of the Showground. A series of workshops and meetings with user groups were conducted as part of that process with the final plan being adopted by Council on the 4 March 2009.

To ensure the protection of significant historical elements of the Showground, Council also commissioned Conybeare Morrison to prepare a Conservation Management plan for the site. The plan was exhibited over December 2009 and January 2010 and endorsed by Council at its meeting on 3 February 2010.

3.2 FACILITIES AVAILABLE

The Mudgee Showground is an important community space, providing facilities for family gatherings, livestock owners, equestrian users, and trade shows. The Showground is also a component in the important 'green belt' that follows the Wallerawang-Gwabegar Railway line as it traverses Mudgee, providing the residents of Central and Southern Mudgee with recreational areas, and open space. The following facilities are available:

- ✓ Main pavilion offering 534m² floor area, suitable for seating over 400 people at an event.
- ✓ Kitchen and Hall seating 200 people for an event, with attached kitchen and cool room
- ✓ Chook Catering Shed and adjoining grassed space in front of the Chook Shed
- ✓ Grandstand seating overlooking main arena
- ✓ Separate bar area adjacent to Main Arena
- ✓ Fenced main arena (2.5 Ha) with 3 vehicle access points
- ✓ Dressage arena – 60 by 20 m
- ✓ Stables housing 16 horses
- ✓ Stalls housing 12 horses/ponies
- ✓ Equestrian Arena , and day yards for 26 horses
- ✓ Truck unloading ramps
- ✓ Cattle Shed, Sheep Shed, Chook Shed, Wool Shed
- ✓ Toilet and Shower facilities

The Showground is divided into a series of precincts each with a primary focus.

3.2.1 Entertainment Precinct

This area offers the following features:

- ✓ Convenient location for events
- ✓ Space for fetes, markets, dances, fundraising
- ✓ Good visibility of the action when an event is underway
- ✓ New kitchen and toilet facilities for large gatherings
- ✓ Securable buildings and areas
- ✓ Good off-street parking

3.2.2 Equestrian Centre

The equestrian precinct provides:



MUDGEE SHOWGROUND BUSINESS PLAN 2013 / 2014

- ✓ A convenient location in Mudgee
- ✓ Access to grassed areas and sand arena
- ✓ Dedicated area for horses
- ✓ Stables and Day Yards
- ✓ On-site parking
- ✓ Grassed, fenced areas for warming up and schooling

3.2.3 **Livestock Precinct**

- ✓ Convenient location for local and regional events
- ✓ Space for fetes, markets, car boot sales, BBQ's and fundraising
- ✓ Dog Shows
- ✓ Good visibility when event is underway
- ✓ Securable buildings and areas
- ✓ Good off-street parking
- ✓ Loading ramps





3.3 USERS

The Vision for the Showground is to create great facilities for the community and visitors to enjoy open space and agricultural events, recognising the heritage of the Showground, but providing modern, user-friendly facilities.

The Showground is attractive to a range of stakeholders.

- ✓ The halls, kiosks and sheds are used for the Mudgee Show, livestock shows, balls, antique auctions, family parties and small to medium sized functions;
- ✓ The main arena is utilised mainly for equestrian activities, including pony club, dressage, rodeos, but is also used for camel racing and other activities that require a larger space, and an elevated viewing platform;
- ✓ Circuses, trade shows, swap meets, tractor pulls and touring groups use grassed areas, arenas and various halls and sheds;
- ✓ The stables and stalls are hired on a permanent and casual basis by local residents to accommodate their horses and ponies;
- ✓ There are many powered or shaded sites that allow individuals and groups to camp in their preferred level of comfort, often with their livestock;
- ✓ Camping and caravan powered sites are available with water and drainage connections.

3.4 ORGANISATION & MANAGEMENT

3.4.1 Crown Land – Principles of Management

The area covered by this plan are dedicated under the Crown Lands Act 1989 which requires that the Showground must be managed for the benefit of the people of New South Wales according to the following principles:

- ✓ that environmental protection principles be observed in relation to the management and administration of Crown land;
- ✓ that the natural resources of Crown land (including water, soil, flora, fauna and scenic quality) be conserved wherever possible,
- ✓ that public use and enjoyment of appropriate Crown land be encouraged;
- ✓ that, where appropriate, multiple use of Crown land be encouraged;
- ✓ that, where appropriate, Crown land should be used and managed in such a way that both the land and its resources are sustained in perpetuity; and
- ✓ that Crown land be occupied, used, sold, leased, licensed or otherwise dealt with in the best interests of the State consistent with the above principles.

3.4.2 Trustee - Mid-Western Regional Council

Council has extensive experience in delivery of public spaces and venues for sporting and community groups. It manages the following activities.

- ✓ Maintenance of grounds and buildings. These services are reimbursed from the Mudgee Showground operating account.
- ✓ Management of horse stabling, policy development for the hire of the facilities, administration for the Showground Management Committee.
- ✓ Booking and payments for activities at the Showground through Customer Services.
- ✓ Monetary transactions are undertaken through Council's finance system



Council employs under contract a showground caretaker who provides an on-site after-hours service for bookings and camping, security and supervision of activities within the Showground, including all ground maintenance.

With the investment of over 1.8 million dollars upgrading the facilities at the Showground, Council want to retain this open space and promote these facilities in order to maximise their utilisation.

3.4.3 *Mudgee Showground Management Committee*

The Mudgee Showground operates as a Section 355 Management Committee of Mid-Western Regional Council. Representatives from key stakeholder groups, including one elected Councillors, Director Operations, Show Society, Equestrian, Livestock & Poultry and Building users.

The membership of the Committee provides a solid background in local agricultural business, equestrian and livestock groups, and community usage.

Showground Terms of Reference (see attachment A)

4 SITUATIONAL ANALYSIS

4.1 SWOT

A review of the previous SWOT analysis has been undertaken for the Mudgee Showground. A SWOT analysis is an analysis of the:

- ✓ Strengths of the function
- ✓ Weaknesses of the function
- ✓ Opportunities available to the function
- ✓ Threats the function faces

The SWOT analysis allows Council to identify how the Showground is currently operating. It also enables the development of actions that utilise the strengths, minimises weaknesses, takes advantage of opportunities, and reduce threats.

It should be noted that such actions are based on the main items that emerge from the SWOT analysis that have the greatest impact on the activity. Hence, an action is not necessarily developed for each matter identified.

Strengths	Weaknesses
✓ Central location for Mudgee	✓ Limited disable access to buildings
✓ Historical association with community	✓ Close proximity to residents
✓ Competitively priced hiring fees	✓ Lack of directional signage
✓ Wide range of modern structures	Limited off street parking
✓ Large arena	✓ Grandstand unsafe due to age
✓ Long Standing relationship with Mudgee and environs community	✓ Lack of shade around arena and grassed areas
	✓ Restrictions on use of current buildings



Opportunities	Threats
<ul style="list-style-type: none">✓ Group tourism✓ School groups✓ Wedding receptions✓ Indoor sports✓ Entrance sign advertising events✓ Web- based promotions✓ Attract new events and user groups✓ Showground could be more attractive to budget conscious due to affordability	<ul style="list-style-type: none">✓ Overpriced camping✓ Main Arena has drainage issues✓ Incomplete commercial kitchen ✓ Economic conditions may curb spending by families/employees on recreational activities✓ Other business moving into same niche markets, specialising in equestrian events, for example✓ Competing facilities✓ Land does not belong to Council

5 MARKETING & PROMOTIONS

5.1 ANALYSIS

Research has been conducted to determine the Showground's current and potential customer base. The initial data gathered for the Showground focused on:

- ✓ current users of the Showground, and the reasons why they still use the facilities
- ✓ past users of the Showground, and the reasons why they no longer use the facility
- ✓ possible users of the Showground, and the factors that would need to be in place to encourage future usage
- ✓ Competition to the Showground – how the Showground is differentiated from other facilities and venues.

The Master Planning process undertaken by R.O.S.S. Planning involved interviewing all the possible stakeholders identified by the Working Party, and approaching other possible groups that their previous experience with rural Showground redevelopment had identified.

This process was aimed at clarifying the expectations and constraints that the Showground needed to address to provide the required levels of service to customers.

The customer base available to use the facilities at the Mudgee Showground is given a wide range of competing venues within a 30km radius of the site. The differentiation between the venues is often based on cost, the type of event, availability and connections between stakeholders and particular events.

The main advantages that the Showground offers to its customers are:

- ✓ the size of the facilities,
- ✓ the reasonable price to hire the Showground areas,
- ✓ the location near the centre of Mudgee,
- ✓ the 'rural' atmosphere

This has created distinct markets – equestrian users, small events, agricultural events and circuses.



5.1.1 **Equestrian Users**

The Mudgee Showground has found the following factors attract this market:

- ✓ Base for local Pony and Dressage and Working Horse Clubs
- ✓ Dedicated areas for equestrian activities
- ✓ Stabling, yards, wash bay, and sand yard on ground
- ✓ Walking distance for some horse owners
- ✓ Fully fenced around entire Showground
- ✓ Areas for parking vans/floats on site
- ✓ Can host larger equestrian events
- ✓ Access through adjoining reserves to outer areas of Mudgee, suitable for trail rides.

5.1.2 **Small Events**

The main users of the Halls, grassed spaces, grandstand and kitchen areas are small events. These range from social occasions, for example birthday parties, fundraising and community events, to trade shows. The following factors are attractive to this market:

- ✓ Variety of spaces and structures for each event – the size of the group can find an appropriate building or ground area for their projected crowd size.
- ✓ Fully fenced perimeter– allowing better security, control of ticket sales and keeping the event contained
- ✓ On-site parking
- ✓ Many power outlets around the grounds
- ✓ Appropriate catering and toilet facilities available for any size or style gathering

5.1.3 **Agricultural Events**

The main users of a combination of sheds, yards, grassed spaces, grandstand and kitchen areas are agricultural events. The local show, breed shows, and specific livestock groups use the facilities, and the following factors make this site the most suitable for their requirements:

- ✓ A number of sheds to provide shelter for animals
- ✓ On-site unloading and wash facilities.
- ✓ Good location for regional and district participants
- ✓ Easily located from major traffic routes
- ✓ Character of Showground is still rural and fits within the 'Australian Vernacular' so is appropriate for agricultural events
- ✓ Fully fenced perimeter– allowing good security and keeping animals contained
- ✓ On-site parking for cars, floats and trucks

5.1.4 **Circuses**

The Showground host a circus show per year. Although there are other sites that can accommodate a big top, the following factors make this venue more attractive to the circus market:

- ✓ Flat grassed areas for circus tents
- ✓ Fully fenced perimeter– allowing good security
- ✓ Central Mudgee location with plenty of parking



- ✓ Appropriate facilities available for crowds
- ✓ Areas for livestock and entourage to camp
- ✓ Proximity of good circus sites in other nearby towns allow the circus to plan a schedule through this area

5.2 TARGET MARKETS

The Mudgee Showground is targeting several core markets,

- ✓ families and community groups, who are seeking an appropriate sized venue for their event;
- ✓ the equestrian enthusiast, who is looking for a venue capable of staging horse-related events;
- ✓ local livestock producers who are seeking to hold breed and locality shows to showcase the region's excellence and variety.

Based on the analysis above, the target market for each of the three precincts are presented below

5.2.1 Entertainment Precinct

- ✓ Community Groups & Schools
- ✓ Family gatherings and events
- ✓ Business Events and Trade Shows

5.2.2 Equestrian Centre:

- ✓ Stable hirers
- ✓ Equestrian events
- ✓ Equestrian Skill's Development
- ✓ Rodeos
- ✓ Equestrian Expos

5.2.3 Livestock Precinct

- ✓ Community Groups & Schools
- ✓ Family gatherings and BBQ's
- ✓ Livestock Breed shows and auctions

5.3 THE COMPETITORS

The Mudgee Showground has the following direct competitors:

- ✓ 3 large event centres
- ✓ venues offering similar sized halls
- ✓ Other equestrian facilities



5.3.1 **Large Event Centres**

The other large event centres are outside the town boundaries of Mudgee, and have larger covered spaces for sporting, business and cultural events, and one offers a large range of powered, seweraged and watered sites for very large events.

However the distance from town, proximity to the airport, and the lack of shelter from wind, makes these areas less attractive for equestrian and other livestock events, and for smaller group gatherings. The distance from town makes access by younger participants more difficult and less safe.

The showground is intending to remain an affordable and more intimate venue for livestock events, small and medium sized gatherings, family functions and community groups.

5.3.2 **Venues with similar sized halls**

The Showground is a preferable venue for most family gatherings due to the availability of the kitchen and cool room and the space available around the buildings; which is compatible with many family activities.

The venues available in the Clubs are of a better standard of décor, but may cause issues for private events due to the proximity of bars and gaming machines, and for this reason many family events are also attracted to the Showground.

The Showground is intending to remain as the best alternative for gatherings of up to 400 people who will need a kitchen, cool room, on-site parking, segregated or private areas, with the added benefit of safe access to covered or grassed outdoor areas, all delivered at a competitive price.

A comparison of other facilities charges has been undertaken and has been made available to Councillors on a 'commercial in confidence' basis for consideration in the determination of the fees and charges applicable to this facility.

5.3.3 **Other equestrian facilities**

There are a number of local equestrian businesses offering similar features to the Showground.

- ✓ 2 private complexes offer a combination of horse hiring, trail rides, horse yard and a horse arena with cattle yards
- ✓ The local racecourses offer stabling, and some grassed areas for schooling horses
- ✓ The other local showground's in Gulgong and Rylstone offer arenas, watering areas, yards, and one includes a dedicated camp draft facility, fully equipped with cattle yards
- ✓ A local polocrosse facility also offers a cross country course, day yards and an arena

No other equestrian facility provides as many features on the one site as the Mudgee Showground, although the Showground cannot compete for camp drafting or cross country events, as the Main Arena is not suitable for these activities. The Showground can support jumping, dressage, working horse events, schooling and stabling, and a training ring for harness activities.

5.4 **COMPETITIVE ADVANTAGE**

The Mudgee Showground will contend against its main competitors in the following ways:

- ✓ Good ambience for agricultural and social activities
- ✓ Ability to provide a mix of facilities to suit the size and needs of a particular event



- ✓ Full range of facilities in one location
- ✓ Ability to segregate each event from other facility users
- ✓ Competitive pricing for similarly equipped facilities
- ✓ Sentimental attachment for many older / long term residents
- ✓ The halls are not directly adjacent to residential housing or other businesses;
- ✓ Halls are in an area where there is space for off-street car parking for most events;
- ✓ Main arena and large grassed areas can be used separately from each other, or in conjunction with grandstand, halls or equestrian events

5.4.1 **Service**

Mudgee Showground offers the following services in order to fully maximise its selling potential.

- ✓ Use of halls for parties and events, with large kitchen, cool room, kiosk, covered areas, grassed areas and segregated bar facilities
 - Only community facility to offer all these features
 - Allows events to be adjusted to suit weather conditions
- ✓ Use of main arena for equestrian and major events
- ✓ Use of specific grassed areas and yards for smaller events
- ✓ Use of open sheds for livestock and community uses

5.4.2 **Product and Service Development**

The existing services offered by the Showground could be progressively upgraded as new venues, or upgraded facilities, become available for hire. However, the main area of product development will continue to be the identification of market niches for which the Showground can provide a suitable facility, and the broadening of the customer base for the existing facilities.

5.4.3 **Pricing**

The existing fees are based on annual, community, long-term and casual hire rates that are not calibrated to the costs of maintaining the facilities.

It is considered that the current fee structure is now appropriate and has been benchmarked to take into account both commercial and not for profit users. If a dispute arises whether the event is commercial or not for profit, the final decision will be delegated to the General Manager to resolve.

5.5 **STRATEGY**

Mudgee Showground's marketing strategy seeks to optimise its prime advantage of location, character, agricultural relevance, range of facilities and existing users. Our research has shown that location, price and available facilities are the motivating factors for the use of the facility.

Market research was done through ROSS Planning as part of the Mudgee Showground Master plan, and further public consultation has been undertaken to determine the requirements of users groups, and the fees that users are prepared to pay for facilities that meet their needs.



MUDGEE SHOWGROUND BUSINESS PLAN 2013 / 2014

This research has shown that there is strong support for facilities that retain roughly the size of the current buildings, and that improvements to these facilities should see smaller-scale events being scheduled.

The Showground occupies an important niche in the local market – a range of facilities, priced to appeal to community groups, family functions, regular users and small scale, selective trade events. It is seen as being compatible with rural, agricultural and historical events, due to the size and appearance of the buildings, their history and their usage. Our research has shown that location, price and available facilities are the motivating factors for the use of the facility.

Additionally, the location in Mudgee is attractive to those who are planning an event. With less than an hour's drive from Kandos, Rylstone, Gulgong, Wellington and the other villages in the MWRC Area, and less than 2 hours from Bathurst, Lithgow, Dubbo and Orange there is scope for local and regional events to attract a greater range of participants, particularly livestock shows, equestrian competitions and rodeos.

The area usually attracts a stronger than expected representation from those who live in the 'less than 5 hour drive' ring, including Sydney, Newcastle, Tamworth and other western population centres, for both local events and those events with a broader appeal, such as rodeos and expos. The Mudgee region is a strong agricultural area, with high quality sheep, cattle, alpaca, goat and working dog studs. These breeders require adequate display areas to facilitate the sale of their animals, not only locally, but also to buyers from other regions and states.

The region's high proportion of equestrian activities also provides a large pool of potential competitors and spectators for all equestrian events. In part, the demand for on-site stabling is driven by the lack of appropriate grazing areas near Mudgee, and the high level of interest in horses for recreational purposes.

The location of the Showground allows residents to house and exercise their animals, often within walking or cycling distance, which makes the Showground an attractive venue for parents of teenaged children who are involved in equestrian activities.

Mudgee is also well equipped with a range of accommodation styles, with at least one participant in every market niche appealing to travellers, tourists and visitors, and the area boasts a host of other recreational activities. This expands the possible targets for events being held at the Showground, as any visitor should be able to find a style of accommodation that they deem suitable, when attending an event in this area.

Those travelling with dogs, horses and other livestock currently use the open sheds as camping spaces, and, with more facilities of this type on site, the Showground can actively market the livestock precinct to these users.

The goals of the marketing strategy are to increase utilisation of the Showground in the following areas in the next 12 months:

- ✓ Attract 1 more major event to the Showground.
- ✓ Increase the income by 5%

Over the next two years, the Showground should be hosting:

- ✓ Continue to attract two major events each year
- ✓ Increase the income by 5% each year



5.5.1 **Marketing Action Plan**

A combination of marketing tools will be used to promote the showground and its facilities over the next 12 months.

Given the limited budget available for marketing activities (~~(\$1,500)~~), the focus will be on identifying inexpensive and cost effective avenues to promote the showground and its facilities.

Council Website

The Council website will be the main tool used to provide information about the showground and its facilities for potential users and to promote the opportunities available for future events.

The Council website will provide the following:

- ✓ An easy to find and direct link to the showground page;
- ✓ A clear summary of the exact facilities available and relevant charges;
- ✓ Updated photographs showing all of the facilities;
- ✓ Examples of past events that have been held at the showground (this should be continuously updated as new events utilize the new facilities);
- ✓ Testimonials that are received from showground users (this should be continuously updated as new events utilize the new facilities);
- ✓ A brochure/flyer which can be downloaded by interested parties;
- ✓ Contact details for further information and to make a booking.

It will be important to encourage all showground users and event organizers to provide testimonials for the facilities available. This will assist word-of-mouth promotion for potential future users.

Estimated costs: nil – as website upgrade will be completed by existing staff.

Events Manager

The Council has an events manager, this person will have amongst other key performance indicators be asked to work closely with the Showground Management Committee to increase the utilisation at the Showground.

Estimated costs: nil

Newspaper

The Community News will be the major form of newspaper advertising and promotion. As a minimum, the following articles should be published:

- ✓ Successful events – an article should be written after each major event held at the showground, so that potential users and event organizers can see the facilities being successfully used to host target events.

Council will meet with the Mudgee Guardian and provide stories and press releases about upcoming events or the success of events hosted at the Showground.

Estimated costs: nil for Community News

Radio

Local radio interviews will be conducted highlighting upcoming events at the Showground.

Estimated costs: nil

Formatted: Indent: Left: 0.5 cm, No bullets or numbering

Formatted: Indent: Left: 0.5 cm, No bullets or numbering



Signage

Council has provided signage at the major entrances to the showground in Douro Street. The signage should include a message for potential users/event organizers, which prompts them to consider the showground as a suitable site for their next event. It can also be used to promote upcoming events. For example: Mudgee Showground - the ideal venue for your next event.

Direct Marketing

A letter and simple colour brochure (prepared in-house) will be sent to relevant target businesses and organizations in the showground target market as well as past users. The letter and brochure will provide an overview of the showground improvements, available facilities and provide colour photographs.

The businesses and organizations will be encouraged to forward information to their membership base.

As a minimum, the following businesses and organizations should be sent letters/brochures:

- ✓ Circus companies
- ✓ Rodeo promoters (such as Australian Bushman's Camp draft & Rodeo Association, National Rodeo Council)
- ✓ Equestrian event organizers (such as NSW Pony Club Association, Australian Horse sports)
- ✓ Community groups such as Scouts, Pony Clubs etc.

Estimated costs: nil – existing staff time only if letters and brochure are prepared and printed in-house.

Magazine Advertising

The costs of display advertising in targeted magazines can be relatively expensive and therefore, will not be used in the first 12 months. However, if there is sufficient budget available for marketing in future years, display advertisements could be considered in the following magazines, which satisfy the showground target market:

- ✓ Equestrian magazines (such as Horse & Rider, Horse Deals, HorseWyse, The Horse Magazine, Horse Scene)
- ✓ Rodeo magazines (such as Rodeo in Australia, Campdraft & Rodeo Magazine)

There are also a number of online magazines/newsletters, which provide opportunities to purchase advertising space or write editorials.

~~Estimated costs: starting prices for 1 x ¼ page display ad around \$250 but anywhere up to \$1,000 depending on publication, budget say \$1,400 per year.~~

6 OPERATIONS & MAINTENANCE

A detailed assessment of the buildings has not been performed in terms of on-going maintenance and renewal. The buildings that are past their useful life are proposed to be replaced as part of the delivery of the Master Plan endorsed by Council.

The Building Strategic plan has classified each of the buildings present at the Showground giving them a rating of a, b, or x.

- ✓ Class A Buildings are the public face of the Council. These buildings must be kept clean, hygienic, in good repair, accessible, and safe.



- ✓ Class B Buildings – are community spaces that host community and cultural activities on a casual basis. The requirement to keep the building secure and water proof will still require on-going maintenance and a prompt response when repairs are required.
- ✓ Class X buildings are leased or under the care of another group. Council insures the building, but the occupiers perform maintenance activities and only require help for major repairs or renewal.

Building	Rating	Building	Rating
Old Toilet Block	b	Main Pavilion	a
Animal Nursery	b	Meal Pavilion	a
Bar Shelter	b	Open Horse Stalls	b
Catering Shed	b	Poultry Pavilion	a
Cattle Pavilion	b	Refreshment Kiosk	b
New Cattle Shed	b	Ringside Management Office	b
BBQ Shelter	b	Ringside/Pony Club Shed	b
Beer Kiosk	x	Sheep Pavilion	b
Gatehouse	b	New Amenities Block	b
Goat Pavilion	b	Woodworkers Pavilion	x
Grandstand	b	Wool Pavilion	b
Horse Stalls	b		

The Building Strategic Asset Management Plan considered the buildings on this site in conjunction with all others under the care and control of Council – hence the detailed analysis for the buildings for maintenance purposes is not dealt with in detail in this plan.

As outlined above, building maintenance whole of life costs have not been determined, but have been based on the historical costs. It is expected that with the construction of a number of new facilities the costs going forward will be significantly less than those experienced in the past – so the decision to build new facilities or not in terms of maintenance is not considered to be a primary factor.

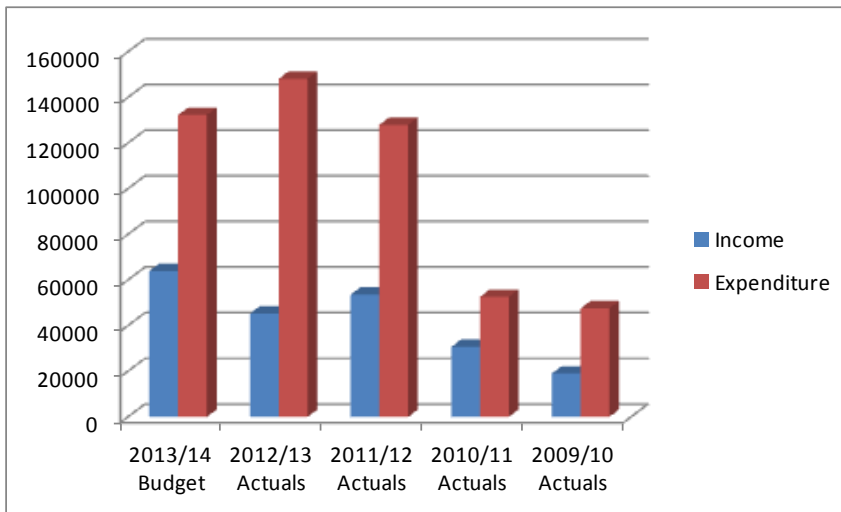
General maintenance of the grounds is carried out by a contracted caretaker who lives on site in the Caretakers Cottage. His duties are listed in Attachment B. The individual users groups are also expected to contribute to the maintenance of the facility and remove all rubbish and rectify any damage that relates to their usage after each event. The caretaker is not there to provide a personal service to these users groups.

7 FINANCIAL ANALYSIS

The Showground is operated under the general fund and every year expenditure exceeds income with the graphs below clearly showing that the showground is not self funding. Depreciation has been excluded from the graphs to clearly show operating income and expenditure.

The key financial objectives have been developed in response to the expectations expressed by major stakeholders and the local community. The key financial objectives are:

- ✓ To minimise the burden on the Community to maintain the Showground
- ✓ To retain an affordable facility in Mudgee, that allows the fulfilment of community service obligations by Mid-Western Regional Council
- ✓ Aim to develop a facility that can provide further opportunities for employment and growth in the region.



7.1 INCOME PROJECTIONS

A modest increase in most of the fees and charges have been used in the development of this business plan, however it is recommended that a reduction in fess for camping and caravans be implemented to attract more visitors and also recognising the reduced facilities the Showground offers compared to established caravan parks.

The tables below identify the fees and charges and also the projected usage and current hire costs (ex GST) and those that are considered reasonable given the redevelopment that has occurred. In most cases a modest increase has been provided for which is considered a conservative estimate of income.

These rates will need to be considered by the Showground Management Committee for review and recommendation to Council.



MUDGEE SHOWGROUND BUSINESS PLAN 2013 / 2014

PROJECTED INCOME 2014/2015					
FACILITY	HIRE	RATE	QTY	NO. DAYS/WKS	INCOME
Animal Nursery	Day	\$ 91.00	1	1	\$ 91.00
Antique Machinery	Event	\$ 296.00	1	1	\$ 296.00
Caravan Club of Australia	Day	\$ 234.00	1	1	\$ 234.00
Clearing Sales Auction Sales	1% of gross				\$ 250.00
Clearing Sales – Livestock	1% of gross				\$ 250.00
Caravan Site Powered	Day	\$ 24.00	7	25	\$ 4,200.00
Caravan Site Unpowered	Day	\$ 17.00	3	15	\$ 765.00
Cattle Shed	Day	\$ 91.00			\$ -
Sheep Shed	Day	\$ 304.00	1	2	\$ 608.00
Day Yard	Day	\$ 10.00			\$ -
Kitchen & Hall Building	Day	\$ 304.00	1	13	\$ 3,952.00
Old Stables	Week	\$ 23.00	1	3	\$ 69.00
Old Stables	Day	\$ 13.00	1	20	\$ 260.00
New Stables	Week	\$ 44.00	5	30	\$ 6,600.00
New Stables	Day	\$ 22.00	5	28	\$ 3,080.00
Pony Club Rally	Day	\$ 100.00	1	15	\$ 1,500.00
Woodworkers Pavilion	Day	\$ 102.00			\$ -
Wool Pavilion	Day	\$ 102.00			\$ -
Equestrian Arena	Day	\$ 130.00	1	15	\$ 1,950.00
Equestrian Arena	1/2 Day	\$ 73.00	1	25	\$ 1,825.00
Equestrian Arena	Hour	\$ 11.00	1	35	\$ 385.00
Dressage Arena Only	Day	\$ 68.00	1	12	\$ 816.00
Dressage Arena Only	Hour	\$ 6.00	1	28	\$ 168.00
Dressage Arena + Main Arena	Day	\$ 104.00	1	2	\$ 208.00
Main Arena	Day	\$ 134.00			\$ -
Main Pavilion	Day	\$ 425.00	1	8	\$ 3,400.00
Main Pavilion, Bar & Kitchen	Day	\$ 525.00	1	1	\$ 525.00
Circus	Day	\$ 446.00			\$ -
Mudgee Show	Function	\$ 1,822.00	1	3	\$ 5,466.00
Major Event	Function	\$ 1,599.00	1	1	\$ 1,599.00
Minor Event	Day	\$ 912.00	1	3	\$ 2,736.00
Rodeo	Function	\$ 1,600.00	1	1	\$ 1,600.00
Ram Selling	1% of gross				\$ -
Sheep Dog Trials	Event	\$ 293.00			\$ -
Antique Machinery Club	Annual	\$ 122.00	1	1	\$ 122.00
Poultry Club	Annual	\$ 304.00	1	1	\$ 304.00
Woodworkers	Annual	\$ 425.00	1	1	\$ 425.00
Gem & Lepidary Club	Event	\$ 748.00	1	1	\$ 748.00
Pony Club Event	Event	\$ 912.00	1	2	\$ 1,824.00
			TOTAL PROJECTION		\$ 46,256.00



7.2 CAPITAL WORKS REQUIREMENTS

The capital works list has been compiled in conjunction with reference to the Mudgee Showground Master Plan as commissioned and completed by Ross Planning in 2009.

The capital items listed below are not included in Council's current delivery plan 2014 – 2018. The Mudgee Showground Management Committee acknowledges that Council funding is not available in current forward budget estimates for these projects and thus the delivery of these projects is reliant on grant funding and/or Council allocations and approval.

• 2014/15

- The commercial kitchen in the main pavilion is unable to be fully commissioned as during the initial construction inadequate power was supplied to enable all appliances to be connected. Major electrical works are required with the addition of a transformer upgrade - \$20,000
- The irrigation drainage and rain water run-off on the main arena requires underground connection to remove water from the arena and under the outside track which will require excavation and pipe works - \$15,000
- Fencing is required between the caravan area and the horse stables to ensure no unattended horses enter the caravan area which could cause injury to residents - \$10,000
- Hard surface path to the disabled toilet - \$1,000

• ~~2015/16~~ Capital Works Priority List

- The old amenities blocks that are utilised by major functions and events are extremely worn and require full replacement - \$250,000
- Major grandstand repairs are required to the timber work structure and the seating/floor area - \$300,000 or demolish and build viewing mound with shade sail - \$100,000
- Sealing of internal access road joining the Douro Street entrance and the Madiera Road entrance to better provide for caravan/truck access and reduce erosion - \$20,000
- Covered drainage along Atkinson Street - \$350,000

• ~~2016/17~~

- ~~The old amenities blocks that are utilised by major functions and events are extremely worn and require full replacement - \$250,000~~
- Enclosed cover for the sand area - \$500,000
- Lighting of the main arena and electrical upgrade - \$350,000

• ~~2017/18~~

- Repairs to perimeter fencing are required as there are some breaches that over time are being widened that will need major repairs - \$50,000
- Shade shelters - \$75,000



MUDGEE SHOWGROUND BUSINESS PLAN 2013 / 2014

	2011/12 ACTUAL	2012/13 ACTUAL	2013/14 ESTIMATED	2013/14 BUDGET	2014/15 BUDGET	2015/16 BUDGET	2016/17 BUDGET	2017/18 BUDGET
Operating Revenues								
Fees and charges	53,632	45,378	48,000	44,000	46,200	48,500	51,000	53,500
SUB-TOTAL	53,632	45,378	48,000	44,000	46,200	48,500	51,000	53,500
Operating Expenses								
Materials	7797	9378	10000	10000	10300	10609	10918	11227
Utilities	5355	15983	6000	6060	6241	6429	6615	6803
Contractors	105317	112177	110000	95000	115000	118450	121900	125350
Waste fees	8	455	500	1060	600	618	636	654
Land rates	5374	5186	5814	6645	6844	7049	7255	7460
Water usage	0	0	0	12730	13112	13505	13899	14292
Internal costs	4173	5002	3000	840	1865	1921	1977	2033
SUB-TOTAL	128,024	148,181	135,314	132,335	153,962	158,581	163,200	167,819
CONTRIBUTION REQUIRED FROM GENERAL FUND	74,392	102,803	87,314	88,335	107,762	110,081	112,200	114,319



ATTACHMENT A

**MID-WESTERN REGIONAL COUNCIL
MUDGEE SHOWGROUND MANAGEMENT COMMITTEE
TERMS OF REFERENCE**

PREAMBLE

Mid Western Regional Council appreciates the advice, voluntary time, commitment, interest and dedication demonstrated by members of its Advisory Committees. Council will give serious consideration to recommendations stated in the minutes of Advisory Committees. Such recommendations are considered in the context of Council's Management Plan and budgetary considerations at an operational and strategic level.

COUNCIL CONTACT

The Director - Operations is the Council contact officer for the Committee.

RESPONSIBILITIES

a) The Mudgee Showground Management Committee will:

- Consider forward planning for the Mudgee Showground and formulate a list of priorities for improvement works. Each item is to be costed (Council staff may assist in the development of estimates). The list of costings is to be submitted to the Council with the minutes.
- Submit a list of recommended fees and charges for the use of the Showground. The list shall be submitted to the Council with the minutes of the March meeting.

When formulating the recommendations, the Committee shall take into account: -

- i) The ability of each organisation to pay;
 - ii) The more money generated, the more improvements Council will be able to carry out.
- Actively promote the use of the grounds and facilities both within the local community and to other state and national groups that may be potential users.
 - Submit proposals for minor improvements to the Director Operations for consideration. Urgent ground improvement works shall be submitted via Council's Works Request System.

b) Mid-Western Regional Council will be responsible for:

- Regular mowing and watering of the grounds
- Receiving and recording bookings for use of the facilities via the Mid-Western Customer Service desk.
- Building maintenance (note that the Committee is encouraged to promote 'working bee's' to undertake minor maintenance activities such as painting etc)
- Any major maintenance or works in respect of the Showground.
- Collect all fees and charges arising from the use of the grounds and associated facilities.
- Allocate the use of the various areas and facilities at the Showground to any organisation, group or person. *A list of bookings should be included in the minutes of each meeting.*



- Ensure that the grounds and associated facilities are not abused in any way by organisations or persons to whom they have been allocated and that the grounds and facilities are left in a clean and tidy state.
- c) User Groups will be responsible for:
- The appropriate use of the grounds and associated facilities, ensuring they are not abused in any way and that they are left in a clean and tidy state.

COMPOSITION OF COMMITTEE

The Committee shall comprise the following:

Mid-Western Regional Council	1 delegate
Director Operations	1 delegate
Mudgee Show Society	1 delegate
Livestock and other animal groups	1 delegate
Building users	1 delegate
Mudgee Dressage Group	1 delegate
Mudgee Pony Club	1 delegate
Mid-Western Working Horse	1 delegate

FREQUENCY OF MEETINGS

The committee shall meet six times per year.

QUORUM

The quorum for meetings of the Committee shall be four (4) delegates.

DELEGATIONS

Nil.

FINANCIAL ARRANGEMENTS

Nil.

ATTACHMENT B

SHOWGROUND CARETAKERS DUTIES

1 GROUNDS - ARENA AND INTERNAL LAWNS

- TURF MAINTENANCE & REHABILITATION:
- MOWING:
- WEED CONTROL:
- IRRIGATION/WATERING:
- AERATING OF ARENA;
- TOP-DRESSING:
- SLASHING:
- FERTILISING

2 SURROUNDING ROADSIDE AREA

- MOWING:
- WEED CONTROL:
- SLASHING:

3 MAIN ARENA (TROTTING TRACK)

- Level and grade when required.
- Maintain a weed program as required.
- Irrigation/Watering of Trotting track when required -
- Surface topping

4 WALKWAYS AND PATHS

- Edges around walks, paths, flower beds and walls maintained including
 - pruning of shrubs and trees
 - Weed Spraying
 - Fertilising
 - Disposal of leaves

5 TREES & SHRUBS

- Fertilising and pruning when required.
- Equipment, products and labour included in Contractor quote.



6 WEED CONTROL

7 AUTOMATIC SPRINKLER SYSTEM

- Maintained in working order.

8 HORSE & STABLE AREA

- To be maintained by the relevant Clubs unless otherwise directed by Council.
- Level/screed as requested by Council.
- Irrigation/Watering as and when required

9 EQUESTRIAN SAND ARENA

- Level/screed as requested by Council.
- Top-up of sand at no charge upon supply by Council
- Irrigation/Watering as and when required by Council.

10 RODEO/SHOW HORSE AREAS

- Graded and screeded as requested by Council
- Irrigation/Watering as and when required by Council.

11 CATTLEYARD (CONCRETED AREA)

- Cleaned and washed down at all times

12 PAVILIONS

- General Cleaning as and when required and as directed by Council.

13 GRANDSTAND

- Maintained in a clean and tidy state

14 DINING ROOM

- Kept in a clean, hygienic condition.

15 SHOW SECRETARY'S OFFICE

- No access, no duties



16 ALL AMENITIES (SHOWERS & TOILETS)

- Toilets and Showers - Cleaned on a (minimum) weekly basis, and prior to an event.

17 GENERAL CLEANING (CARPARKS, GROUNDS, BINS ETC)

- Kept in neat and tidy conditions at all times.
- Put out the three wheelie bins on Mondays if left near the Pony Club Shed
- A weekly (Monday - or as and when required) garbage tip run will be carried out.

18 BOOKINGS

- Including Showground/Buildings/Pavilions/Stables etc.
- Collecting fees on behalf of Council
- Liaise with Council's Customer Service Department.

19 BUILDING SITE INSPECTION AFTER HIRE OF GROUNDS

- A full building inspection will be undertaken and a written report will be supplied to Council, for the purpose of releasing bonds.

20 AFTER-HOURS LOCKUP

- To be undertaken by onsite Caretaker
- Security Register kept.

21 CARETAKER'S COTTAGE

- The quotation price includes the use of the caretaker's cottage.

22. BUILDING MAINTENANCE

- All damage to Council's buildings within the showground complex is be reported to Councils' Building Maintenance Officer via Customer Service and Council's work request system.
- All requests for repairs or capital works from user groups must be referred to Councils' Building Maintenance Officer via Customer Service and Council's work request system.