



Ordinary Council Meeting

7:00 pm Wednesday 28 February 2024
Supplementary Mayoral Minute and Late Item

Venue:
Rockdale Town Hall,
Level 1, 448 Princess Highway,
Rockdale

Contract Us:

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MEETING NOTICE

The **Ordinary Meeting** of
Bayside Council
will be held in the Rockdale Town Hall, Council Chambers,
Level 1, 448 Princes Highway, Rockdale
on **Wednesday 28 February 2024** at **7:00 pm**

SUPPLEMENTARY MAYORAL MINUTE AND LATE ITEM

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Meredith Wallace
General Manager

7 MAYORAL MINUTES

Council Meeting

28/02/2024

Item No	7.5
Subject	SUPPLEMENTARY - Mayoral Minute - Bexley Chamber of Commerce 100 Years
File	SF23/8069

Motion

That Council acknowledges and congratulates Bexley Chamber of Commerce on its 100th anniversary.

Mayoral Minute

I am very pleased to present this Mayoral Minute recognising and congratulating the Bexley Chamber of Commerce on the occasion of their 100th anniversary.

The Bexley Chamber of Commerce is almost as old as the Bexley Town Centre which itself dates back to the early 1920s.

On Friday 1 February 1924 the St George Call newspaper reported that:

A new Chamber of Commerce has just been formed in Bexley and there was a fair attendance at the first meeting.

The Mayor of Bexley (Ald. FS Stephens) presided and outlined the advantages of such an association of business people. A secretary was appointed, and also a committee, which will approach other Bexley businesses and secure them as members.

On present indications the new body should be an asset to the town and push ahead the chariot of civic progress in Bexley.

Every one of our centres should possess its own Chamber of Commerce – a body of united public-spirited businesspeople working for the good of the community.

Since it opened, the Bexley Chamber of Commerce has advocated for local business and the wider community — helping local business grow and succeed — and to improve the visual amenity and vibrance of the Bexley Town Centre.

One of the Bexley Chamber of Commerce's proudest achievements was helping raise \$650,000 to establish the Bexley Community Bank Branch of Bendigo Bank that opened in 2004, when many other banking institutions had closed their Bexley branches.

More recently the Bexley Chamber of Commerce has advocated for businesses impacted by the M8 motorway and helped lobby for measures to mitigate congestion in the town centre.

Council values the contribution the organisation makes advocating for local businesses and I am pleased to say I will be representing Council when the Bexley Chamber of Commerce holds its official 100th anniversary celebration on Friday 22 March.

I look forward to this opportunity to catch up with current and past members, as well as network with other community leaders.

Council has also invited Jeff Tullock, the current President, Bexley Chamber of Commerce, to next month's Council Meeting so Council can officially recognise the work this important organisation does for our local business community.

Attachments

Nil

10 REPORTS TO COUNCIL

Council Meeting

28/02/2024

Item No	10.12
Subject	LATE ITEM - Aquatic Centres - Cash Facilities - Progress Report
Report by	Bobbi Mayne, Manager Libraries & Lifestyle
File	SF23/3260

Summary

On 22 November 2023 a Notice of Motion was adopted to reintroduce cash at the Angelo Anestis and Botany Aquatic Centres.

A progress report was provided to Council at its Extraordinary Meeting on 6 December 2023 with Council resolving the following;

1. That Council endorses Botany Aquatic Centre continue its current operating model (cash accepted at kiosk and cashless for all other transactions) and a review of the model be included in the major redevelopment commencing next year.
2. That Council notes that the research and investigation into cash transaction options at Angelo Anestis Aquatic Centre is progressing, including a detailed financial and risk assessment, and will be reported to Council in February 2024.

This report addresses point 2 of Council's decision.

Officer Recommendation

- 1 That Council notes that 'Load and Go Kiosks' present a potential long term solution to the cash handling issues described in this report but require further investigation.
- 2 That Council determines whether it wishes to introduce cash transactions for kiosk purchases or for all transactions at the Angelo Anestis Aquatic Centre.

Background

Angelo Anestis Aquatic Centre

Current Operating Model

Cashless transactions that are currently accepted at Angelo Anestis are direct debit (for memberships and learn to swim) and card for casual entry, multi-visit passes, upfront payments for memberships and kiosk transactions.

Cash/card payment vending machines have now been installed on site that provide snacks and drinks. This service compliments the kiosk operation and enables patrons to access refreshments outside of kiosk operating hours.

Since opening:

- Angelo Anestis Aquatic Centre has over 1700 learn to swim participants attending classes each week,
- 1030 gym and fitness members
- 37 group exercise classes are provided per week (657 total attendance for last week)
- Aquatic programs and activities delivered by third party hirers (schools, learn to swim programs for our CALD community and children with disabilities, squads and water polo) and;
- thousands of visitors of all ages and abilities have attended the centre for various structured and unstructured activities.

All transactions relating to the above activities have been cashless generating over \$2 million in income in 7 months of operating. Council will be provided with a further update on the overall performance of the centre, including financials, at its April 2024 Services Committee Meeting.

Of the 32 school carnivals held this season there have been no issues regarding the kiosk or centre being cashless. Some primary schools permitted only carers and teachers to access the kiosk and it has been discretionary for high schools with most students using a card and/or their smart phone for payment.

Options for Future Operating Model

Operating Model Options

In consideration of the risk assessment and ICAC guidelines, the following options have been investigated.

Option 1 is the lowest risk through to option 3 the highest risk.

	Model	Risk	Cost	Time Frame	Comments
1	Cash Load and Go Kiosk <i>(Insert cash into kiosk, load credit and use for various transactions in the centre)</i>	Low	Costs to be investigated. Kiosk purchase Upgrade of software Safe Cash collection Annual cost – software license	End of 2024 <i>Timing to allow for kiosk purchase and installation, software upgrade and staff training.</i>	<ul style="list-style-type: none"> • Minimal cash handling by staff (collect from machine and arrange collection service only) • Minimal administration required • No additional staff costs required for reconciliation process / cash mgt tasks • Provides flexibility for customers to make purchases with the one

					<p>loaded card (e.g. entry and kiosk)</p> <ul style="list-style-type: none"> • Lowers risk of theft in the centre (e.g. stolen money / wallets from patrons bags) • Low risk in accordance with Council's risk matrix. <p>This is the long term option but requires additional investigation into applications and systems compatibility.</p>
2	Cash transactions in Kiosk and Cashless for all other transactions	Medium	<p>Safe \$7117</p> <p>Cash register \$2500</p> <p>Cash Collection Service \$6000pa</p> <p>CCTV up grade \$8000</p> <p>Hold up alarm upgrade \$5000</p> <p>Staffing \$0 if kiosk closes 30 minutes prior to end of shift or \$7800 pa if 30 minutes extra for one staff member to reconcile</p> <p>Total Capital \$22617 Recurrent \$6000 -\$13800</p>	April 2024	<ul style="list-style-type: none"> • Increased risk (theft, errors) as physical cashier introduced as Kiosk service point. • Investment in infrastructure required (CCTV) • Increase in administrative costs to financial reconciliation process. • Kiosk hours to be adjusted to (e.g. closing 30min early) to allow staff time to complete end of day financial reconciliation of cash before end of shift. • More secure than front entry area. • Medium Risk in accordance with Councils risk matrix.
3	Cash and cashless	High	Costs as above with additional	July 2024	<ul style="list-style-type: none"> • Highest risk in accordance with

	<p>options at Counter and Kiosk</p>		<p>Cash register \$5000</p> <p>Duress Alarm \$5000</p> <p>CCTV upgrade \$35000</p> <p>Service Desk modification \$12000</p> <p>Cash collection service \$4000 (additional to above)</p> <p>Additional Staffing costs \$25000</p> <p>Total Capital \$57000</p> <p>Recurrent \$29000</p>		<p>Council's risk matrix.</p> <ul style="list-style-type: none"> • Significant investment required to secure front entrance area to minimise risk (e.g. CCTV and hold arm alarm upgrades, modifications to service desk area, safe). • Increase in administrative time and effort to manage cash, complete end of day reconciliation and investigate and resolve 'over' or 'under' errors and process refunds. • Increase in staffing costs to undertake financial reconciliation and comply with cash handling procedures and controls advised by ICAC (e.g. separation of duties, 2 to undertake the reconciliation and a separate senior officer to check and sign off on reconciliation) • Increase in administrative tasks for Finance team to check and map cash transactions banked to the appropriate budget.
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Budget

The establishment costs and ongoing operational costs to introduce and accept cash transactions is not accounted for in the current adopted budget.

It will have an impact on the level of financial subsidy council provides to support the centre's operations.

Risk Assessment and ICAC Guidelines

While there are significant costs associated with using cash instead of cards, the main reason cashless facilities were adopted is to reduce safety risks to our staff when handling cash and remove possible avenues for corrupt behaviour.

A cash handling audit was undertaken by independent auditors in 2019 with several recommendations and actions to mitigate risks. Council has also responded to the ICAC investigation (Operation Ricco) and NSW Audit recommendations coming out of that investigation, to reduce cash transactions and to introduce other forms of payments including via card and online.

According to ICAC, cash handling is a high-risk function, the most serious and obvious risk being theft of money. A risk assessment should be undertaken and proper controls and measures put in place to mitigate risks.

ICAC advise that the main measures that should be included in a cash-handling procedure are:

- a centralised method for cash processing and storage
- secure mechanisms to control access to cash and its transport
- procedures for issuing receipts
- regular cash reconciliation for control and audit purposes.

Following a risk assessment of cash-handling, the organisation is to consider:

- detailing the cash holdings allocated for each good/service
- recording the date/time for all receipting, securing, transferring and banking that occurs, including cash collection and dispensing by machine
- centralising collection points for cash
- using secure cash storage facilities and security for those transporting cash
- registering the identity and position of personnel with access to safes, cash registers or cash/card operated machines
- reconciling balances against corresponding bank deposits to account for all cash takings and to identify anomalies
- limiting the number of employees able to handle cash to minimise risk of theft to facilitate the tracking of losses
- performing criminal background checks on staff applying for positions that involve handling cash

- monitoring and restricting access to computer systems involved in cash-handling
- including delegations in the cash-handling procedures, and informing relevant personnel of any changes in delegations.

Council's risk matrix was used to assess the level of risk for each option outlined in the report. The less physical cash service points and physical handling of cash by staff the lower the risk.

Administrative Impact

The Aquatic Centre Industry has a highly casualised workforce. This workforce is fairly transient (e.g. school leavers moving on to other jobs and/or working at other centres). This further adds to the significant risk of cash transactions and requires additional controls and effort to continue to train and equip the workforce in cash handling as well as stringent checks and balances to reduce errors and risk of misappropriating cash.

Financial Implications

Not applicable

Included in existing approved budget

Additional funds required Will require additional funds as detailed.

Community Strategic Plan

Theme One – In 2032 Bayside will be a vibrant place

Theme Two – In 2032 Our people will be connected in a creative City

Theme Three – In 2032 Bayside will be green, resilient and sustainable

Theme Four – In 2032 Bayside will be a prosperous community

Risk Management – Risk Level Rating

No risk

Low risk

Medium risk

High risk

Very High risk

Extreme risk

Community Engagement

N/A

Attachments

Nil