



SHIRE OF WOODANILLING



ORDINARY MEETING OF COUNCIL

Unconfirmed Minutes
15 September 2026

Disclaimer

The recommendations contained in the Minutes are subject to confirmation by Council. The Shire of Woodanilling warns that anyone who has an application lodged with Council must obtain and should only rely on written confirmation of the outcomes of the application following the Council meeting, and any conditions attaching to the decision made by the Council in respect of the application. No responsibility whatsoever is implied or accepted by the Shire of Woodanilling for any act, omission or statement or intimation occurring during a Council Meeting.

Agendas and Minutes are available on the Shire website www.woodanilling.wa.gov.au

CONTENTS

1. DECLARATION OF OPENING / ANNOUNCEMENT OF VISITORS	2
1.1. <i>DISCLOSURE OF INTEREST AFFECTING IMPARTIALITY</i>	2
2. RECORD OF ATTENDANCE / APOLOGIES / LEAVE OF ABSENCE (PREVIOUSLY APPROVED)	2
3. RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE	2
4. PUBLIC QUESTION TIME	3
5. PETITIONS / DEPUTATIONS / PRESENTATIONS	3
6. APPLICATIONS FOR LEAVE OF ABSENCE	3
7. ANNOUNCEMENTS BY SHIRE PRESIDENT AND/OR DEPUTY PRESIDENT WITHOUT DISCUSSION	3
8. CONFIRMATION OF COUNCIL MEETING MINUTES	4
8.1. <i>ORDINARY MEETING OF COUNCIL HELD 18 AUGUST 2026</i>	4
8.2. <i>SPECIAL MEETING OF COUNCIL HELD 27 AUGUST 2026</i>	4
9. RECEIVAL OF OTHER MEETING MINUTES	4
9.1. <i>GREAT SOUTHERN SPORT AND RECREATION GROUP MEETING MINUTES HELD 6 AUGUST 2026</i>	4
9.2. <i>GREAT SOUTHERN TREASURES MEETING MINUTES HELD 25 AUGUST 2026</i>	5
10. RECOMMENDATIONS FROM COMMITTEE	5
11. REPORTS OF OFFICERS	5
12. REGULATORY SERVICES	5
13. CORPORATE SERVICES	6
13.1. <i>LIST OF ACCOUNTS FOR PAYMENT – 31 AUGUST 2026</i>	6
13.2. <i>MONTHLY FINANCIAL REPORT FOR THE PERIOD ENDING 31 AUGUST 2026</i>	9
13.3. <i>UNREASONABLE CUSTOMER AND COMPLAINANT CONDUCT – POLICY NO. 120</i>	12
OFFICER’S RECOMMENDATION	14
14. COMMUNITY SERVICES	15
15. OFFICE OF CEO	15
16. CONFIDENTIAL REPORTS	16
16.1. <i>ORGANISATIONAL STRUCTURE REVIEW</i>	16
17. ELECTED MEMBERS’ MOTION OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN	17
18. MOTIONS WITHOUT NOTICE BY PERMISSION OF THE COUNCIL	17
19. CLOSURE OF MEETING	17

ORDINARY MEETING OF COUNCIL

UNCONFIRMED MINUTES

The Shire President, Cr Thomson, declared the meeting open at 5.00pm.

1. DECLARATION OF OPENING / ANNOUNCEMENT OF VISITORS

Recording of Meeting In accordance with the *Local Government Act 1995* and *Local Government (Administration) Regulations 1996*, Members of Council and members of the gallery are advised that this meeting will be audio recorded. The recording will be made publicly available on the Shire of Woodanilling website within 14 days of the meeting taking place.

1.1. DISCLOSURE OF INTEREST AFFECTING IMPARTIALITY

Division 6 Subdivision 1 of the Local Government Act 1995 requires Council Members and Employees to declare any direct or indirect financial interest or general interest in any matter listed in this Agenda.

The Act also requires the nature of the interest to be disclosed in writing before the meeting or immediately before the matter be discussed.

NB: A Council member who makes a disclosure must not preside or participate in, or be present during, any discussion or decision making procedure relating to the declared matter unless the procedures set out in Sections 5.68 or 5.69 of the Act have been complied with.

DISCLOSURE OF INTEREST AFFECTING IMPARTIALITY

Disclosures of Interest Affecting Impartiality are required to be declared and recorded in the minutes of a meeting. Councillors who declare such an interest are still permitted to remain in the meeting and to participate in the discussion and voting on the particular matter. This does not lessen the obligation of declaring financial interests etc. covered under the Local Government Act.

To help with complying with the requirements of declaring Interests Affecting Impartiality the following statement is recommended to be announced by the person declaring such an interest and to be produced in the minutes.

"I (give circumstances of the interest being declared, eg: have a long standing personal friendship with the proponent). As a consequence there may be a perception that my impartiality on this matter may be affected. I declare that I will consider this matter on its merits and vote accordingly".

2. RECORD OF ATTENDANCE / APOLOGIES / LEAVE OF ABSENCE (PREVIOUSLY APPROVED)

Cr HR Thomson OAM	Shire President
Cr S Vermeulen	Deputy Shire President
Cr R Marshall	
Cr K Stephens	
Cr M Trimming	
Officers:	
Signe Balodis	Chief Executive Officer
Peter Vlahov	Manager of Works and Services
Ciara Whitmore	Customer Service Officer
Jarrad Blair	Manager of Corporate Services
Leave of Absence:	
Nil.	
Apologies:	
Cr I Garstone	
Observers:	
Nil.	

3. RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

Nil.

4. PUBLIC QUESTION TIME

Written public questions were received from Cathi Bessell-Browne in relation to Road Capital Works Prioritisation and Robinson Road West. As Mrs Bessell-Browne was not present at the meeting, the Shire President advised that the questions would be taken on notice, with a response to be provided at the next Ordinary Council Meeting.

Question 1

For each of the 2024/2025, 2025/2026 and 2026/2027 Capital Road Programs, who selected and prioritised the individual projects and determined their project-level budget allocations, and when did this occur? Could the relevant Council resolution, committee decision or delegation please be identified?

Question 2

Was the five-year Strategic Road Plan referred to in the Corporate Business Plan Review formally adopted or endorsed by Council? If not, who approved it, when, and under what delegation?

Question 3

For Robinson Road West, when was the investigation into the possible transfer completed, what was its outcome, and were the findings presented to Council? Who decided the matter would progress from investigation to development of a proposal/application for transfer to Main Roads WA, when was that decision made, and under what authority?

Question 4

Could the Shire explain its governance arrangements for its capital road projects and major strategic road proposals, including:

- how requests or suggestions to prioritise, defer or substitute projects, including those raised by Elected Members outside Council meetings, are considered and formally recorded;
- what records are maintained of the decision-maker, reasons, funding source and approval pathway;
- how any relevant interests of Elected Members, employees or others involved are identified, disclosed and managed; and
- whether these processes have been consistently followed for the road programs and proposals currently being implemented?

Response:

Taken on notice. A response will be provided at the next Ordinary Council Meeting.

5. PETITIONS / DEPUTATIONS / PRESENTATIONS

Nil.

6. APPLICATIONS FOR LEAVE OF ABSENCE

Nil.

7. ANNOUNCEMENTS BY SHIRE PRESIDENT AND/OR DEPUTY PRESIDENT WITHOUT DISCUSSION

The Shire President acknowledged the success of the recent weekend of community events, comprising the Art Exhibition on Friday evening, the Bloom Festival opening on Saturday morning and the Sundowner on Saturday evening. It was noted that more than 1,000 people were estimated to have attended events over the weekend, including visitors from across the State.

The Shire President thanked Cr Trimming and Lesley for their significant contribution to coordinating the events and also acknowledged the efforts of all community members, volunteers and others involved.

8. CONFIRMATION OF COUNCIL MEETING MINUTES

8.1. ORDINARY MEETING OF COUNCIL HELD 18 AUGUST 2026

That the Minutes of the Ordinary Meeting of Council held 18 August 2026 be confirmed as a true and correct record of proceedings.

COUNCIL RESOLUTION – 8.1. ORDINARY MEETING OF COUNCIL HELD 18 AUGUST 2026 (OCM 572/09/2026)

Moved: Cr Marshall

Seconded: Cr Stephens

That the Minutes of the Ordinary Meeting of Council held 18 August 2026 be confirmed as a true and correct record of proceedings.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

8.2. SPECIAL MEETING OF COUNCIL HELD 27 AUGUST 2026

That the Minutes of the Special Meeting of Council held 27 August 2026 be confirmed as a true and correct record of proceedings.

COUNCIL RESOLUTION – 8.2. SPECIAL MEETING OF COUNCIL HELD 27 AUGUST 2026 (OCM 573/09/2026)

Moved: Cr Marshall

Seconded: Cr Trimming

That the Minutes of the Special Meeting of Council held 27 August 2026 be confirmed as a true and correct record of proceedings.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

9. RECEIVAL OF OTHER MEETING MINUTES

9.1. GREAT SOUTHERN SPORT AND RECREATION GROUP MEETING MINUTES HELD 6 AUGUST 2026

That the Minutes of the Great Southern Sport and Recreation Group Meeting held 6 August 2026 be received by Council.

COUNCIL RESOLUTION – 9.1. GREAT SOUTHERN SPORT AND RECREATION GROUP MEETING MINUTES HELD 6 AUGUST 2026 (OCM 574/09/2026)

Moved: Cr Marshall

Seconded: Cr Trimming

That the Minutes of the Great Southern Sport and Recreation Group Meeting held 6 August 2026 be received by Council.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

9.2. GREAT SOUTHERN TREASURES MEETING MINUTES HELD 25 AUGUST 2026

That the Minutes of the Great Southern Treasures Meeting held 25 August 2026 be received by Council.

COUNCIL RESOLUTION – 9.2. GREAT SOUTHERN TREASURES MEETING MINUTES HELD 25 AUGUST 2026 (OCM 575/09/2026)

Moved: Cr Trimming

Seconded: Cr Stephens

That the Minutes of the Great Southern Treasures Meeting held 25 August 2026 be received by Council.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

9.3. WAGIN WOODANILLING LANDCARE ZONE MEETING MINUTES HELD 2 SEPTEMBER 2026

That the Minutes of the Wagin Woodanilling Landcare Zone Meeting held 2 September 2026 be received by Council.

COUNCIL RESOLUTION – 9.3. WAGIN WOODANILLING LANDCARE ZONE MEETING MINUTES HELD 2 SEPTEMBER 2026 (OCM 576/09/2026)

Moved: Cr Marshall

Seconded: Cr Vermeulen

That the Minutes of the Wagin Woodanilling Landcare Zone Meeting held 2 September 2026 be received by Council.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

10. RECOMMENDATIONS FROM COMMITTEE

Nil.

11. REPORTS OF OFFICERS

Nil.

12. REGULATORY SERVICES

Nil.

13. CORPORATE SERVICES

13.1. LIST OF ACCOUNTS FOR PAYMENT – 31 AUGUST 2026

File Reference	ADM0066
Date of Report	08 September 2026
Responsible Officer	Signe Balodis, Chief Executive Officer
Author of Report	Brooke Dellacqua, Senior Finance Officer
Disclosure of any Interest	No Officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the <i>Local Government Act 1995</i> .
Voting Requirement	Simple Majority
Attachments	Attachment 13.1.1 – List of Accounts for Payment – 31 August 2026

BRIEF SUMMARY

The purpose of this report is to present to Council the list of accounts paid, for the month ending 31 August 2026, as required under the *Local Government (Financial Management) Regulations 1996*.

BACKGROUND/COMMENT

In accordance with *Local Government (Financial Management) Regulations 1996*, Clause 13 (1) schedules of all payments made through Council's bank accounts are presented to Council for inspection.

Council has delegated, to the Chief Executive Officer, the exercise of its power to make payments from the Shire's Municipal and Trust funds. In accordance with Regulation 13 of the *Local Government (Financial Management) Regulations 1996*, a list of accounts paid is to be provided to Council, where such delegation is made.

The following table summarises the payments for the period by payment type, with full details of the accounts paid contained within **Attachment 13.1.1**.

Payments up to 31 August 2026

Payment Type	Account Type	Amount \$
Automatic Payment Deductions (Direct Debits & BPay.	Municipal	\$20,967.25
Cheque Payments:	Municipal	
EFT Payments #8406 to #8434	Municipal	\$121,035.06
Sub Total	Municipal	\$142,002.31
Payments	Trust	\$0.00
Payments	Reserve	\$0.00
Totals		\$142,002.31

STATUTORY/LEGAL IMPLICATIONS

Regulation 13 of the *Local Government (Financial Management) Regulations 1996* states:

13. **Payments from municipal fund or trust fund by CEO, CEO's duties as to etc.**

- (1) *If the local government has delegated to the CEO the exercise of its power to make payments from the municipal fund or the trust fund, a list of accounts paid by the CEO is to be prepared each month showing for each account paid since the last such list was prepared —*
 - (a) *the payee's name; and*
 - (b) *the amount of the payment; and*
 - (c) *the date of the payment; and*
 - (d) *sufficient information to identify the transaction.*

- (2) *A list of accounts for approval to be paid is to be prepared each month showing —*
- (a) *for each account which requires council authorisation in that month —*
 - (i) *the payee's name; and*
 - (ii) *the amount of the payment; and*
 - (iii) *sufficient information to identify the transaction;**and*
 - (b) *the date of the meeting of the council to which the list is to be presented.*
- (3) *A list prepared under subregulation (1) or (2) is to be —*
- (a) *presented to the council at the next ordinary meeting of the council after the list is prepared; and*
 - (b) *recorded in the minutes of that meeting.*

POLICY IMPLICATIONS

The Chief Executive Officer, under relevant delegation, is authorised to arrange purchase of specific items in the budget, which do not require calling tenders, providing that it is within the approved and adopted budget.

FINANCIAL IMPLICATIONS

There are no financial implications that have been identified as a result of this report or recommendation.

STRATEGIC IMPLICATIONS

PILLAR 3: CIVIC LEADERSHIP

Goal 8: Accountable and compliant governance

8.1 Maintain compliance with the Local Government Act 1995 and associated regulations

CONSULTATION/COMMUNICATION

There are no community engagement implications that have been identified as a result of this report or recommendation.

RISK MANAGEMENT

The risk in relation to this matter is assessed as "Minor- Moderate" on the basis that if Council does not accept the payments. The risk identified would be failure to fulfil statutory regulations or compliance requirements. Shire Officer's provide a full detailed listing of payments made in the timely manner.

Consequence Likelihood		Insignificant	Minor	Moderate	Major	Catastrophic
		1	2	3	4	5
Rare	1	Low (1)	Low (2)	Low (3)	Low (4)	Moderate (5)
Unlikely	2	Low (2)	Low (4)	Moderate (6)	Moderate (8)	High (10)
Possible	3	Low (3)	Moderate (6)	Moderate (9)	High (12)	High (15)
Likely	4	Low (4)	Moderate (8)	High (12)	High (16)	Extreme (20)
Almost Certain	5	Moderate (5)	High (10)	High (15)	Extreme (20)	Extreme (25)

Shire of Woodanilling Risk Acceptance Criteria			
Risk Rank	Description	Criteria	Responsibility
Low	Acceptable	Risk acceptable with adequate controls, managed by routine procedures and subject to annual monitoring	Operational Manager
Moderate	Monitor	Risk acceptable with adequate controls, managed by specific procedures and subject to semi-annual monitoring	Operational Manager
High	Urgent Attention Required	Risk acceptable with effective controls, managed by executive management/CEO and subject to monthly monitoring	Executive Manager/CEO
Extreme	Unacceptable in most circumstances	Risk only acceptable with effective controls and all treatment plans to be explored and implemented where possible, managed by highest level of authority and subject to continuous documented monitoring	CEO/Council

VOTING REQUIREMENTS

Simple Majority

OFFICER'S RECOMMENDATION

That Council accepts the list of accounts and details of the credit card amounts, totalling \$142,002.31 paid under delegated authority in accordance with Regulation 13(1) of the *Local Government (Financial Management) Regulations 1996* for the period ended 31 August 2026, as contained within **Attachment 13.1.1.**

COUNCIL RESOLUTION – 13.1. LIST OF ACCOUNTS FOR PAYMENT – 31 AUGUST 2026 (OCM 580/09/2026)

Moved: Cr Marshall

Seconded: Cr Trimming

That Council accepts the list of accounts and details of the credit card amounts, totalling \$142,002.31 paid under delegated authority in accordance with Regulation 13(1) of the *Local Government (Financial Management) Regulations 1996* for the period ended 31 August 2026, as contained within **Attachment 13.1.1.**

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

13.2. MONTHLY FINANCIAL REPORT FOR THE PERIOD ENDING 31 AUGUST 2026

File Reference	ADM0066
Date of Report	8 September 2026
Responsible Officer	Signe Balodis, Chief Executive Officer
Author of Report	DL Consulting
Disclosure of any Interest	No Officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the <i>Local Government Act 1995</i> .
Voting Requirement	Simple Majority
Attachments	Attachment 13.2.1 – Monthly Financial Report 31 August 2026

BRIEF SUMMARY

The Monthly Financial Report for period ending 31 August 2026 is presented for Council's consideration.

BACKGROUND/COMMENT

In accordance with regulation 34 of the *Government (Financial Management) Regulations 1996*, the Shire is to prepare a monthly Statement of Financial Activity for approval by Council. The Monthly Financial Reports have been prepared in accordance with statutory requirements.

The Statement of Financial Activity as at 31 August 2026 shows a closing surplus of \$1,190,199.

The opening surplus brought forward from 2025-2026 is still subject to changes from year-end adjustments and any audit adjustments.

STATUTORY/LEGAL IMPLICATIONS

Section 6.4 of the *Local Government Act 1995* requires a Local Government to prepare an annual financial statement for the preceding year and other financial reports as they prescribed.

Regulation 34 (1) of the *Local Government (Financial Management) Regulations 1996* as amended requires the Local Government to prepare monthly financial statements and report on actual performance against what was set out in the annual budget.

POLICY IMPLICATIONS

There is no Council Policy relevant to this item.

FINANCIAL IMPLICATIONS

The Budget will be regularly monitored on at least a monthly basis, by the Chief Executive Officer and Accountant. Responsible Officers are also required to review their particular line items for anomalies each month, with a major review required by law, between 1 February and 28 March of each year pursuant to the *Local Government (Financial Management) Regulations 1996* (Regulation 33A).

Any material variances that have an impact on the outcome of the budgeted closing surplus/deficit position are detailed in the Monthly Financial Report contained within **Attachment 13.2.1**.

STRATEGIC IMPLICATIONS

THEME 3

Governance

OBJECTIVES

To promote continual improvement that is supported by efficient and effective governance structures and processes.

STRATEGIES

By ensuring legislation is used to effectively enable quality decision making.

CONSULTATION/COMMUNICATION

Reporting Officers receive monthly updates to track expenditure and income and to be aware of their work commitments versus budget allocations.

RISK MANAGEMENT

The risk in relation to this matter is assessed as “Low” on the basis that if Council does not receive the Monthly Financial Reports for the month reported leading to the Shire not meeting legislative requirements on financial reporting. The risk identified would be failure to fulfil statutory regulations or compliance requirements.

Consequence Likelihood		Insignificant	Minor	Moderate	Major	Catastrophic
		1	2	3	4	5
Rare	1	Low (1)	Low (2)	Low (3)	Low (4)	Moderate (5)
Unlikely	2	Low (2)	Low (4)	Moderate (6)	Moderate (8)	High (10)
Possible	3	Low (3)	Moderate (6)	Moderate (9)	High (12)	High (15)
Likely	4	Low (4)	Moderate (8)	High (12)	High (16)	Extreme (20)
Almost Certain	5	Moderate (5)	High (10)	High (15)	Extreme (20)	Extreme (25)

Shire of Woodanilling Risk Acceptance Criteria			
Risk Rank	Description	Criteria	Responsibility
Low	Acceptable	Risk acceptable with adequate controls, managed by routine procedures and subject to annual monitoring	Operational Manager
Moderate	Monitor	Risk acceptable with adequate controls, managed by specific procedures and subject to semi-annual monitoring	Operational Manager
High	Urgent Attention Required	Risk acceptable with effective controls, managed by executive management/CEO and subject to monthly monitoring	Executive Manager/CEO
Extreme	Unacceptable in most circumstances	Risk only acceptable with effective controls and all treatment plans to be explored and implemented where possible, managed by highest level of authority and subject to continuous documented monitoring	CEO/Council

VOTING REQUIREMENTS

Simple Majority

OFFICER'S RECOMMENDATION

That Council receive the Monthly Financial Report for the period of 31 August 2026, in accordance with section 6.4 of the *Local Government Act 1995* and Regulation 34 of the *Local Government (Financial Management) Regulations 1995* as presented in **Attachment 13.2.1**.

COUNCIL RESOLUTION – 13.2. MONTHLY FINANCIAL REPORT FOR THE PERIOD ENDING 31 AUGUST 2026 (OCM 581/09/2026)

Moved: Cr Marshall

Seconded: Cr Vermeulen

That Council receive the Monthly Financial Report for the period of 31 August 2026, in accordance with section 6.4 of the *Local Government Act 1995* and Regulation 34 of the *Local Government (Financial Management) Regulations 1995* as presented in **Attachment 13.2.1**.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

13.3. UNREASONABLE CUSTOMER AND COMPLAINANT CONDUCT – POLICY NO. 120

File Reference	ADM0019
Date of Report	September 2026
Responsible Officer	Jarrad Blair, Manager Corporate Services
Author/s of Report	Hannah Wilson, Corporate Services Officer
Disclosure of any Interest	No Officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the <i>Local Government Act 1995</i> .
Voting Requirement	Simple Majority
Attachments	Attachment 13.3.1 - Unreasonable Customer and Complainant Conduct - Policy No. 120

BRIEF SUMMARY

The purpose of this report is to consider and adopt Policy No. 120 – Unreasonable Customer and Complainant Conduct.

BACKGROUND

The proposed Unreasonable Customer and Complainant Conduct Policy No. 120 establishes a framework for identifying and managing unreasonable customer and complainant conduct. The policy applies to a person's conduct and does not prevent a person from making a complaint, disagreeing with a Shire decision, or raising a genuine new matter.

Under the policy, the Chief Executive Officer, following discussion with the Manager Corporate Services or relevant Manager where appropriate, may determine that conduct is unreasonable and decide an appropriate and proportionate response. The policy has been developed to provide a consistent approach for managing circumstances where the nature or frequency of a person's conduct places unreasonable demands on Shire employees, Council Members or Shire resources, while ensuring that genuine complaints and new matters continue to be appropriately considered.

COMMENT

Policy No. 120 provides Council and the Chief Executive Officer with a clear, consistent framework for identifying and responding to unreasonable customer and complainant conduct, balancing fair access to Shire services with the protection of employees, Council Members and Shire resources. The policy provides a range of proportionate management options depending on the nature and circumstances of the conduct. These include managing the frequency or method of contact, nominating a single point of contact, ending abusive or threatening interactions and, where necessary, seeking assistance from Police, legal advisers or another relevant authority.

Any ongoing restrictions imposed under the policy are to be reviewed by the Chief Executive Officer at a time appropriate to the circumstances, and at least every 12 months.

STATUTORY/LEGAL IMPLICATIONS

Section 2.7(2)(b) of the Local Government Act 1995 provides that the council is to determine the local government's policies, which includes the adoption of Policy No. 120.

Section 19 of the Work Health and Safety Act 2020 imposes a primary duty of care on the Shire, as a person conducting a business or undertaking, to ensure, so far as reasonably practicable, the physical and psychological health and safety of its workers, which this policy supports by providing a framework for managing conduct that may place employees at risk.

POLICY IMPLICATIONS

Adoption of Policy No. 120 will establish a formal Shire policy framework for identifying and managing unreasonable customer and complainant conduct.

The policy provides for fair access to Shire services while supporting the protection of employees, Council Members and Shire resources.

FINANCIAL IMPLICATIONS

There are no direct financial implications identified in the policy. Implementation is expected to be undertaken within existing Shire resources.

STRATEGIC IMPLICATIONS

This report aligns with Goal 8 of the Strategic Community Plan (Accountable and compliant governance), through the establishment and maintenance of appropriate Council policies and governance frameworks.

CONSULTATION/COMMUNICATION

The draft policy has been considered internally by Shire management.

RISK MANAGEMENT

The risk associated with adoption and implementation of the policy has been assessed as “Low”. Adoption of the policy provides a consistent, proportionate framework for managing unreasonable customer and complainant conduct, supporting employee health, safety and wellbeing and reducing the risk of disruption to Shire operations. Ongoing restrictions imposed under the policy are reviewed regularly, as reflected below.

Consequence Likelihood		Insignificant	Minor	Moderate	Major	Catastrophic
		1	2	3	4	5
Rare	1	Low (1)	Low (2)	Low (3)	Low (4)	Moderate (5)
Unlikely	2	Low (2)	Low (4)	Moderate (6)	Moderate (8)	High (10)
Possible	3	Low (3)	Moderate (6)	Moderate (9)	High (12)	High (15)
Likely	4	Low (4)	Moderate (8)	High (12)	High (16)	Extreme (20)
Almost Certain	5	Moderate (5)	High (10)	High (15)	Extreme (20)	Extreme (25)

Shire of Woodanilling Risk Acceptance Criteria			
Risk Rank	Description	Criteria	Responsibility
Low	Acceptable	Risk acceptable with adequate controls, managed by routine procedures and subject to annual monitoring	Operational Manager
Moderate	Monitor	Risk acceptable with adequate controls, managed by specific procedures and subject to semi-annual monitoring	Operational Manager
High	Urgent Attention Required	Risk acceptable with effective controls, managed by executive management/CEO and subject to monthly monitoring	Executive Manager/CEO
Extreme	Unacceptable in most circumstances	Risk only acceptable with effective controls and all treatment plans to be explored and implemented where possible, managed by highest level of authority and subject to continuous documented monitoring	CEO/Council

VOTING REQUIREMENTS

Simple Majority

OFFICER'S RECOMMENDATION

That Council:

- Adopts Policy No. 120 – Unreasonable Customer and Complainant Conduct as presented; and
- Authorises the Chief Executive Officer to implement the policy and manage unreasonable customer and complainant conduct in accordance with the policy.

COUNCIL RESOLUTION – 13.3. UNREASONABLE CUSTOMER AND COMPLAINANT CONDUCT – POLICY NO. 120 (OCM 582/09/2026)

Moved: Cr Trimming

Seconded: Cr Vermeulen

That Council:

- Adopts Policy No. 120 – Unreasonable Customer and Complainant Conduct as presented; and
- Authorises the Chief Executive Officer to implement the policy and manage unreasonable customer and complainant conduct in accordance with the policy.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

14. COMMUNITY SERVICES

Nil.

15. OFFICE OF CEO

Nil.

16. CONFIDENTIAL REPORTS

16.1. ORGANISATIONAL STRUCTURE REVIEW

File Reference	ADM0333
Date of Report	8 September 2026
Responsible Officer	Chief Executive Officer
Author of Report	Jarrad Blair, Manager Corporate Services
Disclosure of any Interest	No Officer involved in the preparation of this report has an interest to declare in accordance with the provisions of the <i>Local Government Act 1995</i> .
Voting Requirement	Simple Majority
Attachments	Confidential Attachment 16.1.1 - Draft Organisational Structure - September 2026

OFFICER'S RECOMMENDATION

That Council notes the reviewed organisational structure for the Shire of Woodanilling, as presented at **Attachment 16.1.1**.

COUNCIL RESOLUTION – 16.1. ORGANISATIONAL STRUCTURE REVIEW (OCM 583/09/2026)

Moved: Cr Marshall

Seconded: Cr Stephens

That Council notes the reviewed organisational structure for the Shire of Woodanilling, as presented at **Attachment 16.1.1**.

CARRIED 5/0

For: Cr Thomson, Cr Vermeulen, Cr Stephens, Cr Marshall, Cr Trimming

Against: Nil

17. ELECTED MEMBERS' MOTION OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN

Nil.

18. MOTIONS WITHOUT NOTICE BY PERMISSION OF THE COUNCIL

Nil.

19. CLOSURE OF MEETING

There being no further business, the Shire President declared the meeting closed at 5.10pm.

Presiding Member - Cr Russel Thomson OAM

Date: _____