



Norfolk Island Chamber of Commerce, Inc

SUBMISSION ON DRAFT OPERATIONAL PLAN 2017-2018

SECTION	PAGE	COMMENT
	4	<p>Capital grants income</p> <ul style="list-style-type: none"> ▪ To what extent have these been confirmed by the Commonwealth or are they hypothetical? ▪ What are the dates for expecting an answer to these applications? ▪ What plan is in place if these monies are not forthcoming? ▪ Will the Norfolk Island community be consulted and informed on the decision of these applications? If not why not?
1.1.1	10	<p>Energy Policy Plan is to appoint consultant to write policy.</p> <ul style="list-style-type: none"> ▪ How can this be done until the Norfolk Island Regional Council <i>and also</i> the island community have an array of options with strengths and weaknesses / costs and benefits of each? <ul style="list-style-type: none"> ➤ The Norfolk Island Chamber of Commerce Inc recommends that suppliers be requested to present their proposals to the community in a community forum / display, allowing time for the community to discuss and confer with them, then the community vote on the preferred option. ➤ The Norfolk Island Chamber of Commerce Inc recommends that the energy policy cannot be written until the whole community of Norfolk Island is adequately informed and provided input.
1.2.1	10	<p>Water testing</p> <ul style="list-style-type: none"> ▪ The Norfolk Island Regional Council needs to be clearer about how often and what the testing services entail, and frequency of testing against national and/or international standards. <p>Continued monitoring of private drinking water suppliers to assist businesses to meet their obligations under the Public</p>

		<p>Health Act 2010 (NSW)</p> <ul style="list-style-type: none"> ▪ Which businesses? <ul style="list-style-type: none"> ○ Tourism accommodation only? ○ Retail? ○ What are their “obligations”? ▪ Can the Norfolk Island Regional Council confirm that no accommodation house, cafes, restaurants would pass the new standards and therefore each business would have to install expensive purification systems?
1.2.2	10	<p>Continued testing of waste water treatment plant to gain evidence to support possible grant funding for major work to be carried out.</p> <ul style="list-style-type: none"> ▪ What is predicted? ▪ How is the treatment currently? ▪ Should not testing be carried out for some length of time <u>before</u> a grant application can be submitted so the Norfolk Island Regional Council and also the island community has an idea what is needed?
1.3.3	11	<p>Many businesses stockpile plastic bags.</p> <ul style="list-style-type: none"> ▪ Has the cost impact of this for local businesses been assessed? ▪ Why phase out plastic shopping bags but then introduce plastic bags for household waste? ▪ Is this policy going to extend to all other excess plastic like plastic drinking cups and cutlery, plastic water bottles, disposable plastic plates etc? ▪ Why not a policy on minimal waste from plastic in general? ▪ What do businesses do with excess plastic bags after the deadline? Is the Norfolk Island Regional Council intending to buy all these plastic bags?
1.4.1	11	<ul style="list-style-type: none"> ▪ What is meant by “Population Policy”? ▪ <u>Is it</u> the right of the Norfolk Island Regional Council to start dictating population issues? ▪ What “statistical data” is proposed to be collected? ▪ How is the “statistical data” going to be collected? ▪ Will a local census be taken? ▪ Is this likely to lead to discrimination against certain types of people? ▪ Does the Norfolk Island Regional Council have the authority to do this?
1.4.2	11	<p>Airport Plan Details of what is needed here are scant.</p>

		<p>The airport will need maintenance and resealing</p> <ul style="list-style-type: none"> ▪ Has this been costed? ▪ What specific targets have been set?
1.5.1	12	<p>Home gardening, composting and vermiculture:</p> <ul style="list-style-type: none"> ▪ Has the Norfolk Island Regional Council assessed the need for this? ▪ What biosecurity issues are raised by importing worms? ▪ How has the issue of rats and composting been addressed? ▪ No specific actions or “education campaign” has been outlined at all, only vague generalised statements. <p>From the recent compost-workshop, suitable worms are available locally, and there was no suggestion of bringing worms in. Rats, cats, Argentine ants, chooks, seagulls (bird-strike threat!) etc. would all be managed by “vigilant work practices”. C-wise very pragmatic, by attempting to work out the level of demand <i>before</i> taking the next step, very aware that they could create an over-supply, which would be a waste in itself!</p> <p>Actions so far have been notices in paper encouraging residents to have worm-farms and composting at home.</p> <ul style="list-style-type: none"> ▪ Why does the Norfolk Island Regional Council not use a questionnaire to determine the demand for various compost products, and to allow free dumping of green waste? Cost-recovery is then via sales of the compost products.
1.7.1	12	<p>Monitoring seawater quality along coastline:</p> <ul style="list-style-type: none"> ▪ What is actually being monitored? ▪ What methods of monitoring are being used and/or proposed? ▪ What castings are there for these? ▪ How often, and what steps are to be taken if issues are identified?
2.1.2	13	<p>Planning Act</p> <ul style="list-style-type: none"> ▪ Why is there reference to “low density”? ▪ What does this mean in practice? <p>Reference here also to “economic development” but it</p>

		<p>seems out of place.</p> <ul style="list-style-type: none"> Should there not be an entire section in the Draft Strategic Plan to economic development, with clear targets and time lines?
2.3.1	13	<ul style="list-style-type: none"> Where is Norfolk Island community consultation on identifying areas of “high conservation value”? What criteria are being used?
2.4.1	14	<p>Eradication and/or management of “invasive species” should be sub-divided into Flora and Fauna and include specific targets for each category e.g. red guava or lantana, rats.</p> <p>Eradication of any species requires major grant funding and community support. Back in 1983 a Norfolk Island Weed Control Committee was formed to prioritise weed control/eradication, and advise the Norfolk Island Government accordingly.</p> <ul style="list-style-type: none"> The Norfolk Island Regional Council should make known to the public weeds that are supposed to have been eradicated. Are there any? <p>Consideration needs to be given to disturbing the ecosystem by removing one “pest” at the expense of another e.g. culling the feral chooks may result in higher risk from army grubs.</p> <ul style="list-style-type: none"> Has a detailed environmental impact analysis been done? Has consultation been had with all Norfolk Island groups, and the island community generally regarding eradication? <p>This seems contradictory to “respect and protect natural biodiversity”.</p> <ul style="list-style-type: none"> Where is the Norfolk Island Regional Council’s respect to both the Norfolk Island community for consultation?
3.1	16	<ul style="list-style-type: none"> To what extent does the Norfolk Island Regional Council have the right to “promote” cultural teachings within the Norfolk Island Central School curriculum? Will this be done in consultation with New South Wales Education? Is this the Norfolk Island Regional Council overstepping its jurisdiction? Have parents being consulted?

3.2.1	16	<p>No specific objectives for preserving KAVHA have been outlined.</p> <ul style="list-style-type: none"> ▪ What is the overall (10-year?) plan for this area? ▪ Why are no visitor data being collected? ▪ What actions are needed to preserve and enhance the site and the museums? ▪ Where are the costings? ▪ Where is information provided to the community?
3.3.1	17	<p>Community Events</p> <p>This makes no reference to those community events that occur regularly throughout the year.</p> <ul style="list-style-type: none"> ▪ Could this be an insult to the people of Norfolk Island? ▪ How will the Norfolk Island Regional Council support these events? ▪ Is there a public Norfolk Island Register of these events and organisations responsible? ▪ Will the Norfolk Island Regional Council be funding these?
3.3.2	17	<p>Advocate for a Preamble to the Norfolk Island Act</p> <p>Targets and Actions are exactly the same. This is very poorly articulated.</p>
3.4.1	17	<p>Community cultural satisfaction survey developed and issued to the community with results collated and reviewed and necessary actions incorporated into relevant strategies</p> <ul style="list-style-type: none"> ▪ What is meant by this (“community cultural satisfaction”)? ▪ How will it be promoted? ▪ How will data collated?
4.2	19	<p>The Mayor and the General Manager will keep the community informed through various media outlets</p> <ul style="list-style-type: none"> ▪ How often? ▪ Needs to be at least one media release per month <p>This is a very vague statement!</p> <p>This is a strategy but needs to detail what information will be disseminated and how, how often, purpose etc.</p> <ul style="list-style-type: none"> ▪ Is this to promote the Norfolk Island Regional Council or awareness of Council activities, seek community consultation, etc?

4.2.2	19	<p>Council Internal Procedures</p> <ul style="list-style-type: none"> ▪ Where are the guidelines, policies etc? ▪ Are these public documents, if not why not? ▪ Will the Norfolk Island community be kept informed by media notices?
5	20	<p>Economic Strategy</p> <p>Deadline for policy is August 2017 but there does not seem to have been any community consultation.</p> <p>Tourism is a major sector within the economy but no focus seems to be put on diversifying the economy by investigating and promoting alternative sources of economic streams e.g. harvesting boutique products such as red guava</p> <p>Increased service levels and commercial functionality to support the economy, including education and tourism sector</p> <ul style="list-style-type: none"> ▪ What does this mean?
5.1.2	21	<p>Introduction of 4G and new land line system with roll out of new generation of PABX systems</p> <p>This refers to telecommunications. This section is very poorly articulated with very limited measurable goals, time lines or assessment of costs/benefits.</p> <p><u>NOTE:</u> Telecommunications is critical for successful businesses and economic growth in the modern world!</p>
5.2.1		<p>Promote respectful behaviours and a safe community</p> <ul style="list-style-type: none"> ▪ Is attending WAGNI meetings and “relevant forums” the only strategy Council has for this? ▪ What about other groups and organisations?
5.3.1	21	<p>Change management</p> <p>There is still no strategic change management plan in place –</p> <ul style="list-style-type: none"> ▪ It is not trite to state that the “community has embraced change”? ▪ Is anyone monitoring community participation in the Norfolk Island Regional Council meetings and “community forums”?

		<p>It seems there is an incredibly low and unrepresentative of the broader community views. A wide range of strategies are needed to engage community participation. A satisfaction survey (if done properly) would reveal very low levels of engagement.</p>
5.4	21	<p>As above 5.3.1</p> <ul style="list-style-type: none"> ▪ Why only One survey to ascertain “community satisfaction”? <p>NOTED: This is well below standard.</p> <ul style="list-style-type: none"> ▪ What will be done with the data? ▪ What action if satisfaction is low? ▪ Will the Norfolk Island public get to see the result? <p>Again, objectives and actions (strategies) seem to be used interchangeably.</p>
5.5.1	22	<p>Child Care Accreditation</p> <ul style="list-style-type: none"> ▪ Exactly what strategies are being followed and enacted to have accreditation implemented? ▪ This section does not set out exactly what is being done? ▪ Why is this purview of the General Manager? ▪ What other child care options will be made available? ▪ Who will be covering the costs?
6.1	23	<ul style="list-style-type: none"> ▪ How is the Norfolk Island Regional Council planning to support the expansion of small businesses in the community? ▪ There is no reference here to working with local organisations like the Norfolk Island Chamber of Commerce Inc or the Accommodation & Tourist Association, why not? ▪ There is no evidence of any planned strategies for attracting new business ventures to the island, why not? ▪ How will the need for specific new businesses be identified? <p>The Chamber is in the process of developing a directory of local businesses to be able to profile gaps and duplications.</p> <ul style="list-style-type: none"> ▪ How will the Norfolk Island Regional Council support the resolution of identified gaps?

6.1.2	23	<p>Barriers to agricultural diversification to be removed:</p> <ul style="list-style-type: none"> ▪ Has Council consulted with biosecurity and local growers to investigate barriers and enablers? ▪ Exactly how will barriers be removed? ▪ Why is there no actions identified.
6.2.1	23	<p>Progress made on securing Federal Government business start-up and development funding for the Norfolk Island community</p> <ul style="list-style-type: none"> ▪ What progress has bene made? ▪ There has been nothing reported to the Norfolk Island community or to groups like the Norfolk Island Chamber of Commerce Inc as far as the Norfolk Island Chamber of Commerce is aware – Why not? ▪ Why is there no evidence that the General Manager has consulted on this matter other than publishing a link to government funding? ▪ What barriers have been addressed to local small start-ups seeking assistance? Such as assistance with writing grant applications – build capacity of the business community to seek government start-up funding.
6.3	23	<p>Council has reported to the Commonwealth identified barriers to economic growth and diversity, including 'red tape' barriers</p> <ul style="list-style-type: none"> ▪ When were these barriers assessed? ▪ How? ▪ How often are these data re-collected? ▪ What was the response rate? ▪ Is it representative of all business sectors or only retail? ▪ Has a report been produced? ▪ Actions so far have been to <i>increase</i> business costs! Refer comment no. 23, Statement in second column is a “target”, so no actions have been taken yet, why?
6.4	24	<p><u>NOTE:</u> Here is another section referring to telecommunications.</p> <ul style="list-style-type: none"> ▪ Why are these sections disconnected? <p>The Plan states: “Further action to be taken in 18/19”</p> <ul style="list-style-type: none"> ▪ Why is there no plan to address this key issue? ▪ Why are no actions identified? ▪ Why is the Norfolk Island community not informed?

7.2.1	24	<p><u>NOTE:</u></p> <p>Another disconnected section refers to telecommunications but it's combined with training for fire officers.</p> <ul style="list-style-type: none"> ▪ Why is this? ▪ Why is it so confusing and disjointed?
7.2.2	24	<p>This section refers to expanding training opportunities:</p> <p>Opportunities are realised for training and up-skilling work skills for both the public service and community.</p> <ul style="list-style-type: none"> ▪ Why are there no strategic objectives or action plans identified for promoting training across the community?
7.2.4	24	<p>Refers to training attended by Councillors.</p> <ul style="list-style-type: none"> ▪ Why does this not include training attended by all Norfolk Island Regional Council staff including Mayor and just as importantly the General Manager.? ▪ What is the Norfolk Island Regional Council's budget for staff training? ▪ How does this compare to the budget to support expansion of the community's training capacity?
8.1.2	25	<p>Roads Program</p> <p><u>NOTE:</u> This whole section is disjointed. Reference is only made to roads maintenance which should be part of the general community environment / transport strategy including maintenance of verges and all public space.</p> <ul style="list-style-type: none"> ▪ Why does this not include updating and beautifying Burnt Pine as the community's showcase to visitors – need for more seating, more gardens along the main street, creating wider spaces for outdoor seating at central café's, etc.
8.1.3	25	<p>Airport maintenance and planning issues come up here again</p> <ul style="list-style-type: none"> ▪ Why is this out of place even though it refers to 1.4.2?
9	26	<p>This section relates to governance and Council responsiveness to the community.</p>

		<ul style="list-style-type: none"> ▪ Why is there is no specific reference to the time it should take for the General Manager, the Mayor or Councillors to respond to community enquiries? <p>This is an ongoing issue with inconsistent reports in timeliness.</p> <p>NOTE: Some comments have been heard that Councillors have not had information passed on to them.</p> <p>Councillors are satisfied with the standard of staff reports”</p> <ul style="list-style-type: none"> ▪ How is this being assessed? <p>Activities and KPIs addressed as per schedule prepared by the Commonwealth:</p> <ul style="list-style-type: none"> ▪ How can the community access KPI’s of key council personnel like the General Manager? ▪ Why are these not made available to the public? ▪ How can the public obtain information about these? ▪ Where does it state in legislation, documents that these cannot be viewed by the Norfolk Island community? ▪ Why is the Norfolk Island Regional Council and then the General Manager not being transparent about these? <p>The General Manager and the Norfolk Island Regional Council should be held accountable to provide this information to the Norfolk Island community.</p>
9.3	26	<p>The Norfolk Island Regional Council meets the requirements as set by the Commonwealth for best quality local government administration with 90% of areas reached satisfaction in this term of Council. (19/20)</p> <ul style="list-style-type: none"> ▪ Why is the Norfolk Island community having to wait another 2-3 years before expecting this standard? ▪ Is the Norfolk Island Regional Council answerable to the Commonwealth or to the Norfolk Island community?
9.4.1	26	<p>Facilitate Community Advisory Committees as adopted by Council</p> <ul style="list-style-type: none"> ▪ What guidelines have been put into place to manage these committees?

		<ul style="list-style-type: none"> ▪ Why did the entire Waste Management Committee resign? ▪ What is being done to address the concerns that led to this action? ▪ How is the Norfolk Island Regional Council addressing these issues? <p>NOTE: This is an urgent issue and should be addressed immediately with complete community transparency.</p> <ul style="list-style-type: none"> ▪ Why was an Interagency Network set up last year but received no support from the Norfolk Island Regional Council to facilitate a co-ordinated approach to community services delivery and evaluation? <p>It is imperative that the Norfolk Island Regional Council and the General Manager take into consideration the points raised below which were the basis of a Norfolk Island Chamber of Commerce motion at a meeting on Monday, 8 May 2017</p> <ol style="list-style-type: none"> 1. Fees for the dumping of non-recyclable waste should be removed, and replaced by an appropriate increase in the waste management levy on imported goods. 2. The policy for the mass export of recyclable and non-recyclable waste beyond June 2018 must be abolished, and replaced with a policy of Waste-to-Energy via pyrolysis/incineration/gasification, in combination with other innovative solutions. 3. Other innovative solutions such as vermiculture, biogas, fuel-from-plastic, and biodynamic composting must be re-examined and integrated with the concepts of repair, re-use, re-purpose and re-cycle.
9.5.5	28	<p>Set fees and charges in line with cost of services provided or at profit to build up reserves for future improvements</p> <p>It appears that Council fees and charges are given very minor space in this Plan and are designed simply to generate revenue, without reference to any assessment of the economic impact on the community, or community capacity to meet these fees and charges.</p> <ul style="list-style-type: none"> ▪ Why?

11.1	30	<ul style="list-style-type: none"> ▪ What community consultation has taken place to identify these targets? ▪ Are exercise stations a wise idea given the climate? <p>These will incur significant costs for insurance.</p> <ul style="list-style-type: none"> ▪ Why does the Norfolk Island community health seem to be given such a lower priority? ▪ Why is it not to be addressed for another 2-3 years?
11.2.2	31	<p>The community already has a site for “go to” events – Rawson Hall.</p> <ul style="list-style-type: none"> ▪ Does this need to be upgraded to allow for larger groups? ▪ This is a historical building, why is it not being recognised by the Norfolk Island Regional Council and utilised as such? ▪ The building belongs to the Norfolk Island people, why are there charges being made to the public for usage? ▪ Does the Norfolk Island community really need a multipurpose conference / entertainment centre that could be developed on the site of Rawson Hall?
11.3.1		<p>Council advocates for children with special needs. Children have access to early intervention services</p> <ul style="list-style-type: none"> ▪ How is the Norfolk Island Regional Council planning to do this? ▪ Is it the Norfolk Island Regional Council’s job? ▪ What is being done now to prepare the community for access to the NDIS?
11.4.1	31	<p>Youth Wellness Plan</p> <ul style="list-style-type: none"> ▪ Why is there no reference to wellness plans for all other community sectors – those with mental health challenges, the aged, families etc?
12.1	32	<p>Services provided to meet the needs of the Community</p> <p>This refers to health services.</p> <p>NOTE: The section above needs to be integrated with this.</p> <ul style="list-style-type: none"> ▪ What data is being collected to profile the community’s health needs? ▪ What is being done to identify service gaps for health delivery? ▪ How sustainable is the current medevac strategy?

		<ul style="list-style-type: none"> What is being done to expand mental health services? <p>Actions will be assigned for 18/19 and 19/20 financial years</p> <p>Why is such a long timeline? The timeline for these actions is completely unacceptable and the Norfolk Island Chamber of Commerce is totally surprised and shocked that this is included.</p> <p>This whole section needs to be re-worked to cover physical wellbeing, mental health, disability services, aged care services, youth health.</p> <ul style="list-style-type: none"> Why has the Norfolk Island Regional Council and the General Manager not done any consultation with different groups on the island about this topic? <p>12.5 Council is facilitating an interagency with clear aims and direction in assisting with responding to mental health, drug and alcohol, domestic violence and child protection. (19/20)</p> <ul style="list-style-type: none"> Why is this being left another 2-3 years? <p>NOTE: An interagency was set up last year and given no support by Council.</p> <p>12.6 There is no stigma in accessing these services.</p> <ul style="list-style-type: none"> Why does the General Manager and the Norfolk Island Regional Council not recognise the fact that - <i>Stigma</i>, especially seeking mental health services, is a major issue in the community? Why does the Norfolk Island Regional Council not have evident plans to tackle this problem? If there is a plan – where is it? Why has the General Manager and the Norfolk Island Regional Council not spoken to different groups, organisations on the island regarding <i>Stigma</i>?
13.1	34	<ul style="list-style-type: none"> Why has there has been no consultation between the Norfolk Island Regional Council and local groups to co-ordinate “the visitor experience”?
		<p>Land Valuers – Notice in the Norfolk Island Government Gazette which includes the right to enter any building and inspect any paper/book work requested.</p> <ul style="list-style-type: none"> Is the Norfolk Island Regional Council introducing

		<p>improved value rates?</p> <ul style="list-style-type: none">▪ With increase in fee units, plus income tax, plus valuation based land/ property rates, plus increased waste management rates, etc., does the Norfolk Island Regional Council consider the Norfolk Island community some kind of 'magic pudding'?▪ Can the Norfolk Island Regional Council confirm to the Norfolk Island Chamber of Commerce and also the Norfolk Island community that strata title will be introduced soon and what impact does that have on the island?▪ Will the Norfolk Island Regional Council please explain to the public what are the guidelines that the contracted valuer is working with? <p>Norfolk Island Council Rates and Charges:</p> <ul style="list-style-type: none">▪ How long before the imposition of all these new rates implodes the NI economy?▪ What safeguards are in place to protect this happening?▪ In a struggling community, what is the 'tipping' point, and what checks and balances are in place to protect the community and economy? <p>The Norfolk Island Chamber of Commerce requests the General Manager and the Norfolk Island Regional Council to have the courtesy to reply, in writing, before 30 June 2017 to all questions in this submission.</p> <p>Norfolk Island Chamber of Commerce Inc 18 May 2017</p>
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