



OUR REF: 16255

YOUR REF: 141-02/03

6 August 2015

Director Environment & Planning
Greater Hume Shire
PO Box 99,
Holbrook NSW 2644

Dear Sir/Madam,

**Re: James Jelbart – proposal to amend Development Consent No. 141-02/03
Lots 1 to 5 DP1057430 Beatrice Drive, Burrumbuttock NSW 2642**

We are seeking an amendment to the conditions placed upon the development consent (your ref: 141-02/03) issued on 20 January 2003.

Condition 2 of the consent requires;

“Building envelopes shall be nominated for Lots 1 to 3 inclusive that ensure future dwellings are located below the ridgeline and avoid areas of remnant vegetation, rocky outcrops, difficulty in providing water and the electricity lines. The building envelopes shall be nominated on the plan of subdivision taking into consideration farming practices on adjoining properties.”

A plan of subdivision with nominated building envelopes was submitted and endorsed by Greater Hume Shire in July 2003.

The landowner now wishes to remove this condition from the development consent and thus remove these building envelopes from Lots 1 to 3 entirely. At the time of application, the subject land was zoned Residential (Low Density) and the original application, without building envelopes nominated, supported the intended purposes of the zone. Each lot (1 to 3) is sufficiently sized so that it can;

- *Avoid land use and management conflicts with adjoining land uses*
- *Provide choice for living environments in Hume*
- *Provide low density residential development on lots that, in the absence of reticulated sewerage, can satisfactorily treat and retain all wastewater*
- *Provide residential environments on large lots in proximity to urban areas and services*

Since the issue of this development consent, Burrumbuttock has grown considerably and Greater Hume Shire have reviewed and re-issued their Local Environmental Plan in 2012. Under this new LEP, the subject land is zoned RU5 Village and the minimum area on the Lot Size Mapping is now 600m².

The RU5 Village Zoning permits a wide range of uses, with consent, including dwelling houses, retail, commercial, transport, and recreation activity to name a few.

Given the change in zoning to the subject land, and the generous size of these lots (now some 33 times larger than the minimum lot size), the building envelopes are considered restrictive and off-putting for potential future landowners. The proximity of the subject land, so close to Burrumbuttock town centre, mean these lots may be seriously considered by businesses for a wide range of uses and the removal of the building envelopes would enable the landowner to sell these properties more easily and encourage growth in the town of Burrumbuttock.

We request this change to the original Development Consent conditions on behalf of the owner, so that he may make the best use of his land following the implementation of the Greater Hume Shire LEP in 2012.

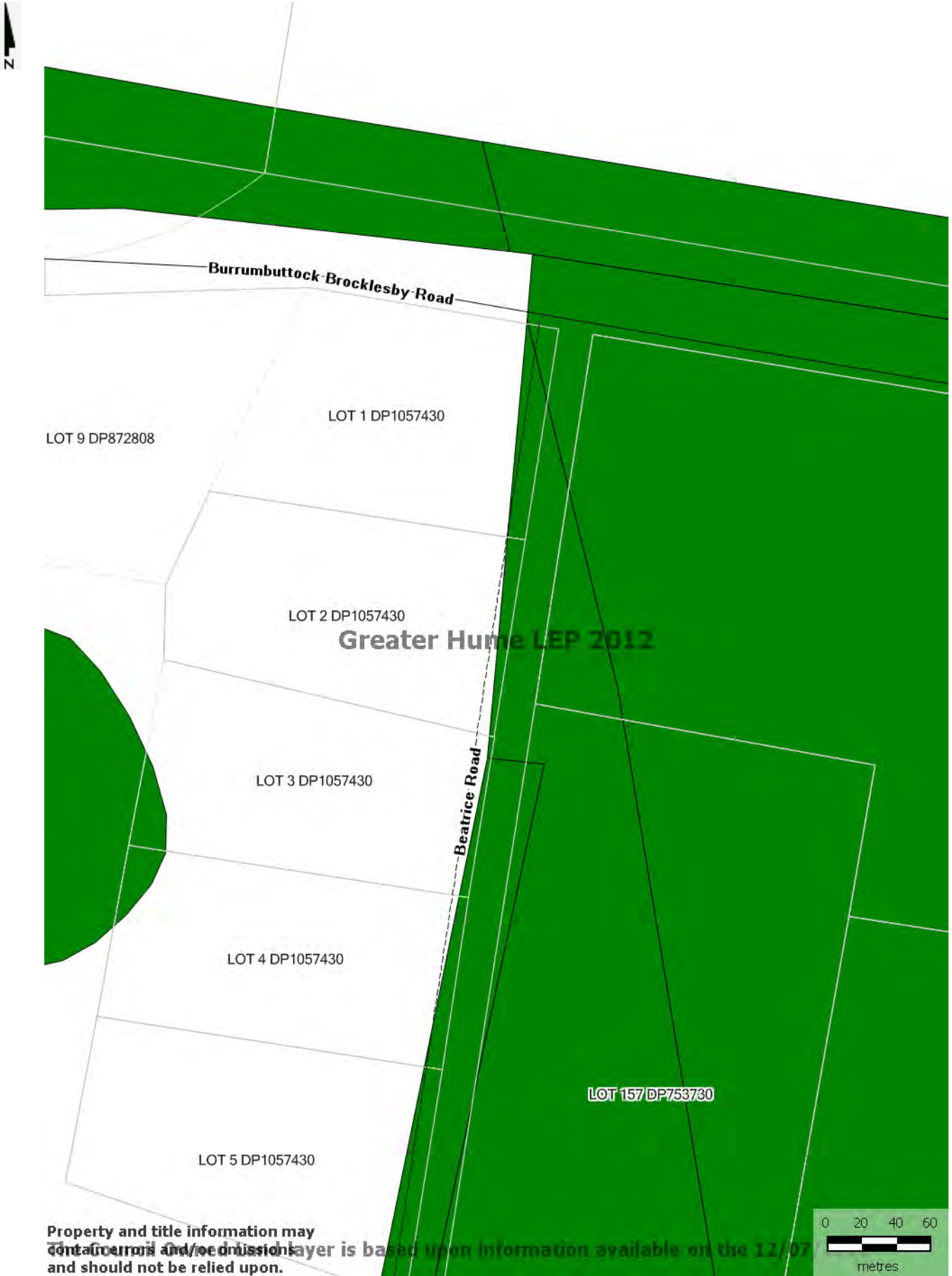
Following amendment of the consent by the removal of condition 2, action can be taken to remove the restriction on use from the individual land titles.

Should you have any questions or require further information regarding this matter, please phone the undersigned at your convenience.

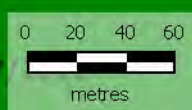
Yours faithfully
ESLER & ASSOCIATES

Per:
Alexandra Paras
Albury Office





Property and title information may contain errors and/or omissions and should not be relied upon.



Information on this layer is based upon information available on the 12/07/2015

Dated: 2015

BETWEEN

JAMES CHARLES JELBART

AND

COUNCIL OF THE SHIRE OF GREATER HUME

DEED OF RELEASE



**Pogson Cronin
Solicitors
PO Box 78
Lavington NSW 2641
Tel: (02) 6025 8255
Fax: (02) 6025 4789
Email: rod@pogsoncronin.com.au
Our ref: 5202 16957 RP:JQ**

Date: 2015

PARTIES

Name: **JAMES CHARLES JELBART**
Address: "Elmslea", Burrumbuttock NSW 2642
Called: the Owner

Name: **COUNCIL OF THE SHIRE OF GREATER HUME**
Address: 39 Young Street, Holbrook NSW 2644
Called: Council

BACKGROUND

- A. Owner is the registered proprietor of the lands contained in Folio Identifiers 1/1057430 and 3/1057430 (the Titles).
- B. Restrictions on the use of land created by registration of DP1057430 are registered on the Titles (the Restrictions on Use).
- C. The Restrictions on Use contain (amongst other things) building envelopes.
- D. Council is the relevant planning authority in respect of the lands contained in the Titles.
- E. The Owner and the Council have agreed that the building envelopes relating to the Titles can be released and removed from the Titles.

OPERATIVE PART

- 1. Council agrees to the immediate release of Restriction on Use 5 in the Instrument Setting Out Terms Of Easements intended to be created pursuant to Section 88B Conveyancing Act 1919 registered with Deposited Plan 1057430 in relation to the Titles.
- 2. The parties agree to execute all necessary documents to facilitate registration of the release of the Restriction on Use on the Titles including LPI form 13RRE.
- 3. The parties further agree that each party is responsible for its own costs in relation to this Deed and any documents contemplated by it however the Owner agrees to be responsible for all registration fees in connection with the registration of the LPI Form 13RRE.

SIGNED SEALED AND DELIVERED
by **JAMES CHARLES JELBART**
in the presence of:

JAMES CHARLES JELBART

Witness

(Print name in block capitals)

SIGNED SEALED AND DELIVERED
by **THE DIRECTOR OF ENVIRONMENT
AND PLANNING of the Greater Hume
Shire Council** in the presence of:

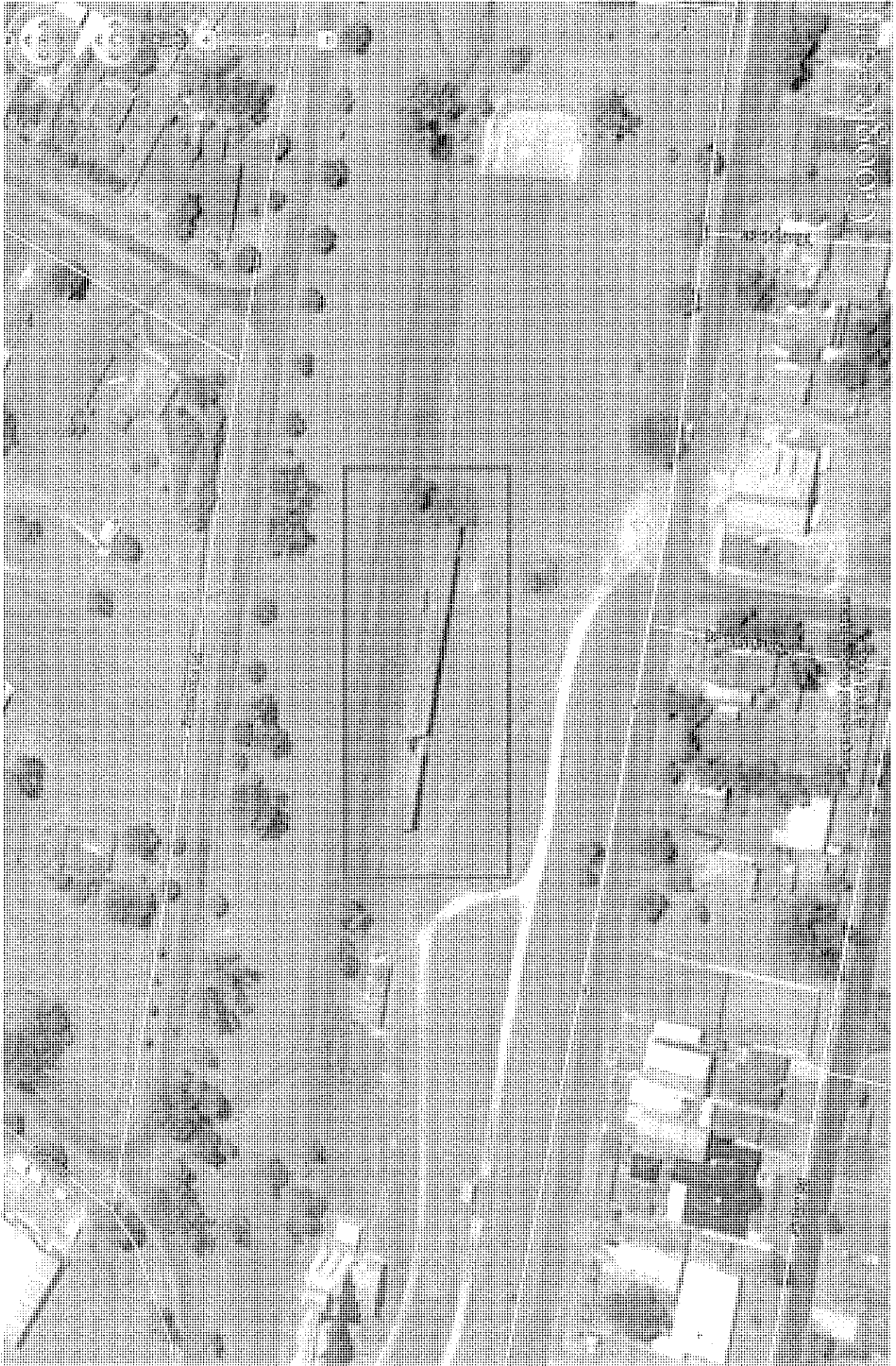
Witness

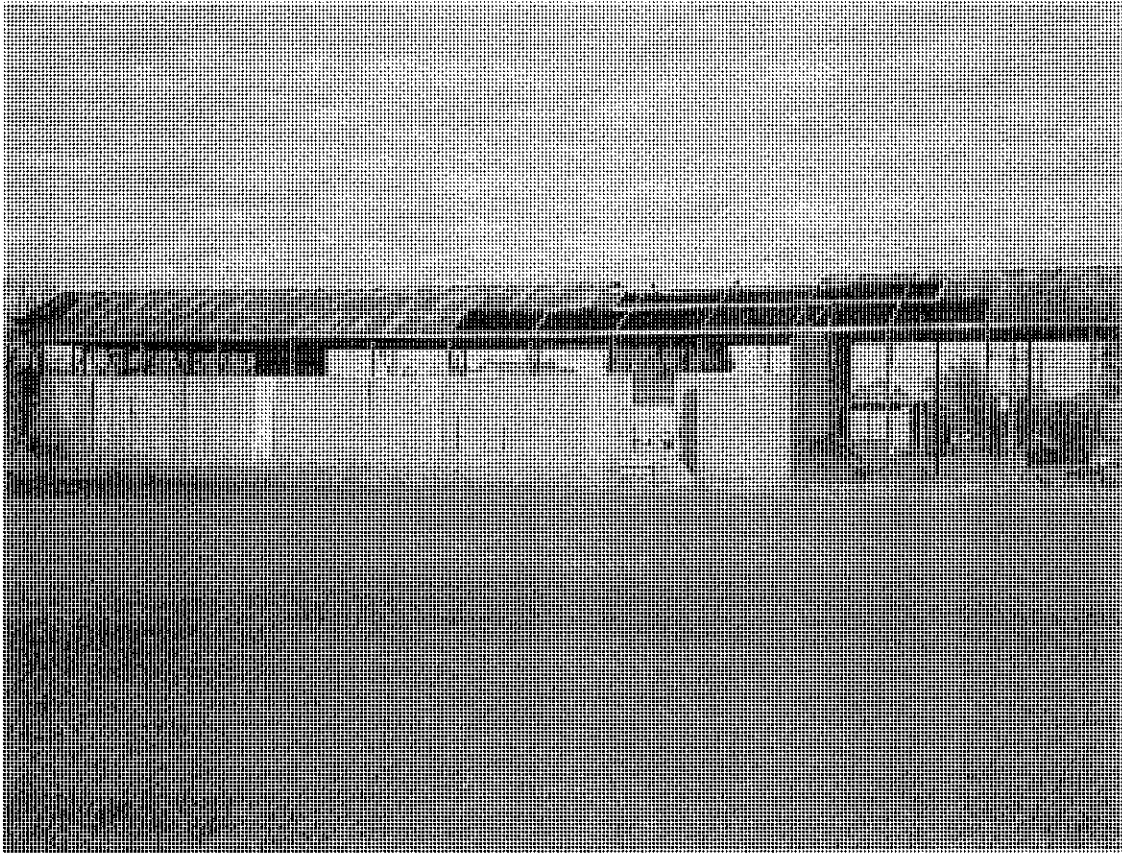
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2





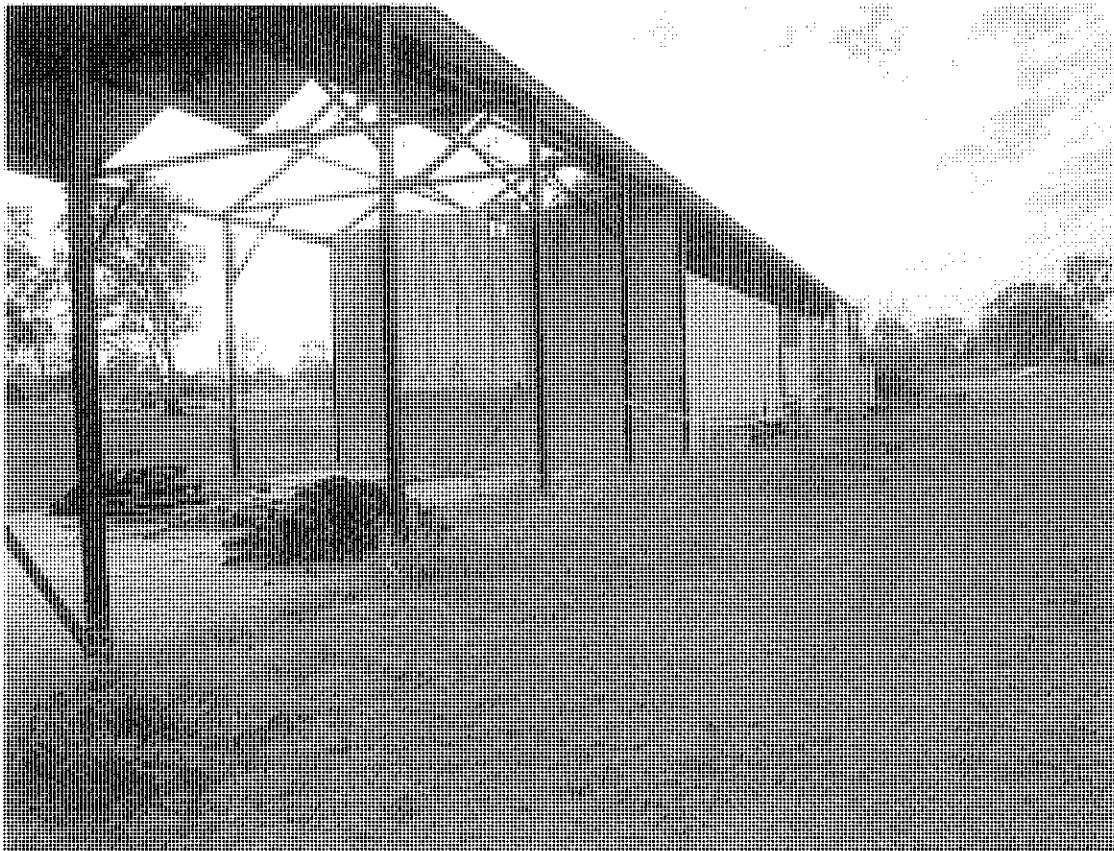


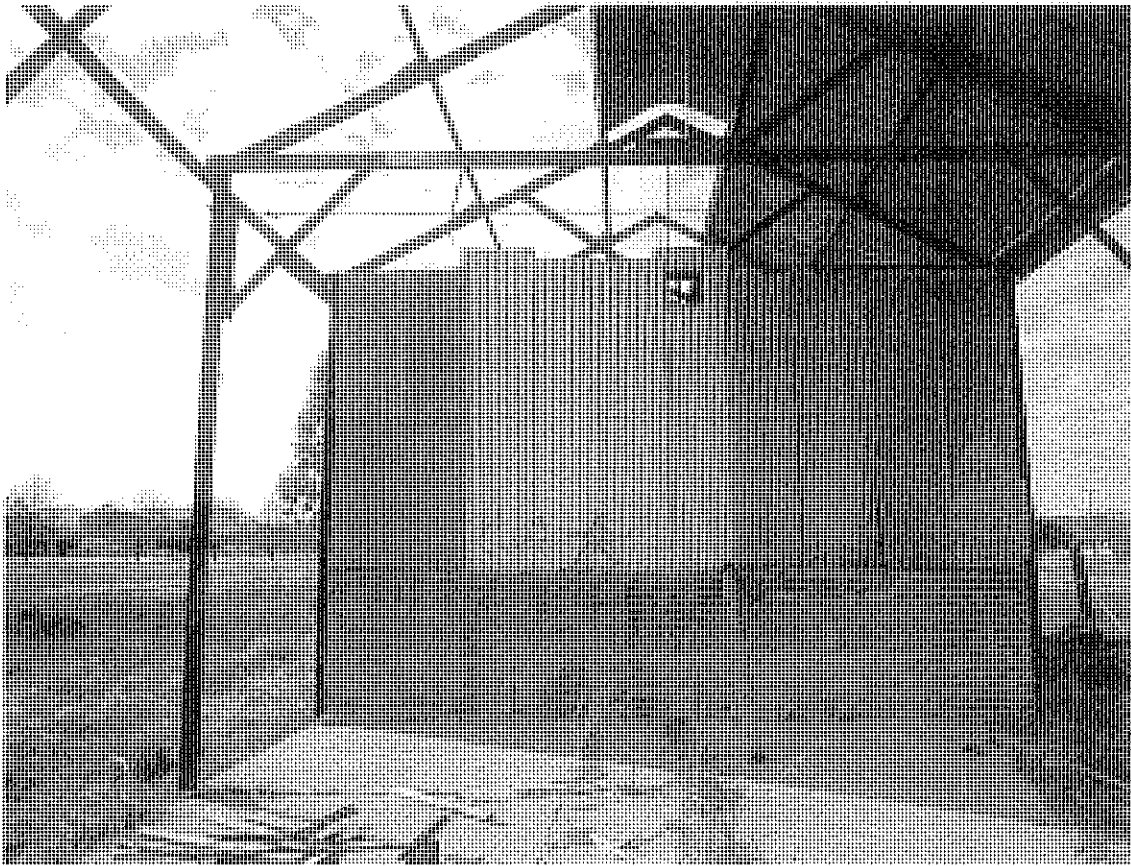
View – North/East



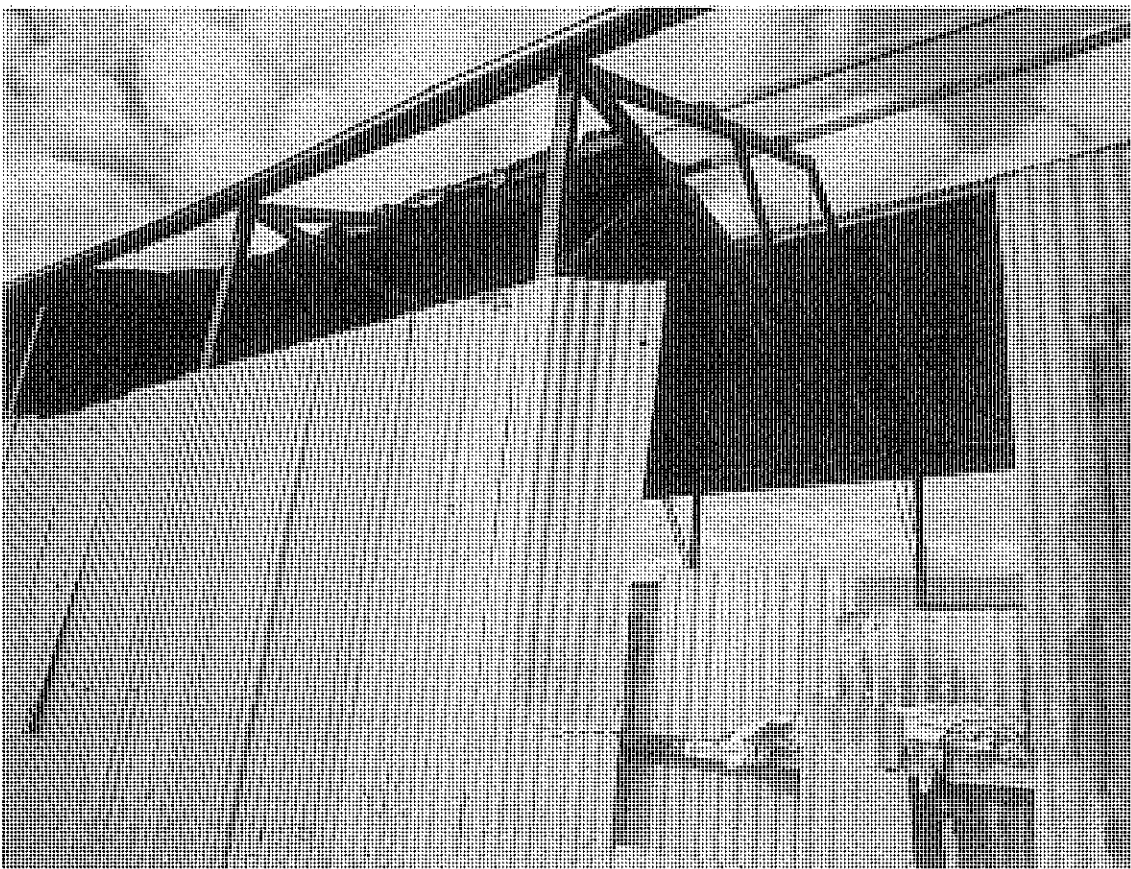


Open Section – Southern Side





Enclosed Section - looking East





Internal – looking East



Internal Roof – Looking East



Economic Development and Social Plan Review - Timeline

Month	Task	Who	Completed
October	<ul style="list-style-type: none"> Form Steering Committee 	SP, DS, CK, GB, MK, KW & JW	30/10/15
	<ul style="list-style-type: none"> Evaluate sections to be reviewed, added and deleted 	All	30/10/15
November	<ul style="list-style-type: none"> Review consultation process, methods and potential use of consultants 	All	16/11/15
	<ul style="list-style-type: none"> Allocate responsibility and timelines 	All	16/11/15
	<ul style="list-style-type: none"> Meet with possible consultant to give brief and request quote 	DS, JW, MK	19/11/15
December	<ul style="list-style-type: none"> Research other councils' plans for contemporary models 	DS, MK, SP	11/12/15
	<ul style="list-style-type: none"> Report to Council seeking endorsement 	SP	7/12/15
	<ul style="list-style-type: none"> Develop Communique and Charter with consultant 	DS, JW, MK, Co	
January	<ul style="list-style-type: none"> Present draft Communique and Charter to Steering Committee for finalisation 	DS, JW, MK	
	<ul style="list-style-type: none"> Develop survey questions 	All	
	<ul style="list-style-type: none"> Finalise questions and other consultation material (including schools' engagement) 	All	
	<ul style="list-style-type: none"> Issue communique to residents and other stakeholders. Done through:- <ul style="list-style-type: none"> Rate instalment notices Shire Newsletter Press Release including community newsletters Direct Email Social Media 	MK KW MK MK KW	
	<ul style="list-style-type: none"> Organise venues and nominate staff for consultations 	All	
	<ul style="list-style-type: none"> Upload survey to survey monkey and provide printed copies 	JW	
	<ul style="list-style-type: none"> Compile invitation lists for focus groups and send invites 	All	

Month	Task	Who	Completed
	<ul style="list-style-type: none"> Develop conversation plans for social media 	MK	
February	<ul style="list-style-type: none"> Business survey Focus groups – 22-26 February Upload social media conversation plans to website and other social media Advertise survey open / close dates 	MK All, Consultant KW MK	
March, April & possibly May	<ul style="list-style-type: none"> Plan process of writing the plan Conduct research for updating the "Review" and "Update" sections of the plan Using consultation and research, write new plan 	All All All	
June	<ul style="list-style-type: none"> Draft Report to June Council meeting Plan on display 	SP	
July	<ul style="list-style-type: none"> Final report to July Council meeting 	SP	

Economic Development and Social Plan Review - Engagement



Focus Groups

Mostly Culcairn Council Chambers and Holbrook CTC (22-26 February)

- Approximately 30 hours of facilitator (focus group meetings plus 1 day contribution to commune plus input into the development of a Charter)

Nominate different staff members to attend each meeting – one to record on a separate overhead projector all comments from meeting

- **Focus Group 1**
2 representatives from each town/village or recognised group (Evening - Culcairn)
 - o Culcairn
 - o Henty
 - o Holbrook (in absence of town committee – one representative from Lions and one from Rotary)
 - o Jindera
 - o Walla Walla
 - o Burrumbuttock
 - o Brocklesby
 - o Woomargama
 - o Gerogery
 - o Walbundrie
 - o Morven
- **Focus Group 2**
Sporting and Recreation Groups (Evening - Culcairn)
 - o All sporting 355 committees
 - o And other identified groups eg. Jindera PC, Holbrook Equine Centre, Gerogery Tennis, Bowling and Golf Clubs, Gerogery Adult Riding Club
- **Focus Group 3**
Businesses (Evening - Culcairn)
 - o Invite Expressions of Interest through MK's contact list
- **Focus Group 4**
Councillors (Evening - Culcairn)

- **Focus Group 5**
Localities - based on hall committees and/or fire brigades capturing the farming community (Evening - Culcairn)
 - o Carabost
 - o Lankey's Creek
 - o Little Billabong
 - o Cookadina
 - o Bowna/Wymah
 - o Bungowannah
 - o Gerogery West
 - o Mullengandra
 - o Alma Park
 - o Glenellen
 - o Talmalmo
 - o Goombargana
 - o Wantagong
 - o Garryowen
 - o Mountain Creek

- **Focus Group 6**
Staff (Day - Various)
 - o Indoor
 - o Outdoor

- **Focus Group 7**
Environmental (Day - Holbrook)
 - o Landcare Groups
 - o Local Land Services
 - o Wirramina
 - o National Parks and Wildlife Services
 - o NSW Fisheries
 - o Murray Darling Association

- **Focus Group 8**
Other external stakeholders (Day - Holbrook)
 - o SES
 - o Health Services
 - o NSW Fire and Rescue
 - o Health & Wellbeing Alliance
 - o Albury City

- **Focus Group 9**

Children and Youth (on site)

- Youth Advisory Committee
- Schools
- Preschools (teachers and parents)
- Greater Hume Children Services

- **Focus Group 10**

Tourism

- Rely on Visitor Experience Plan and Murray Regional Tourism Industry survey
- Potentially include as part of business focus group

Consultation – Other – February

- Survey Monkey for individuals (also available as paper copy)
- Facebook Page
- Website
- Face to face meetings by request



Insight for Business & Government

26 November 2015

Mr Steven Pinnuck
General Manager
Greater Hume Shire Council
30 Sladen Street
Henty NSW 2658

Dear Steven

GREATER HUME SHIRE COUNCIL	
Received: 2 DEC 2015	
Doc ID:	
File: <i>Customer Service</i>	
Officer	Action
GM	✓
DCCS	
DE	
DEP	

Re: Greater Hume Shire Council Community Survey 2016

Thank you for the opportunity to quote for the above mentioned survey work. Below outlines IRIS' approach to undertaking the Greater Hume Shire Council Community Survey 2016.

Summary

Greater Hume Shire Council (hereafter referred to as 'GHSC') plans to undertake an independently delivered community consultation survey around May 2016 to understand the communities' satisfaction with, and its needs and expectations of Council. This survey follows that conducted in May 2012, with IRIS Research's assistance and it is timely for Council to conduct a detailed community survey again. The survey is also an important part of GHSC's Community Strategic Plan 2030 commitments and Fit for the Future deliberations.

Council wants it to be delivered independently by an experienced professional social market researcher to optimize community goodwill, constructive engagement and robust analysis and findings. Having conducted the community survey for council in 2012, IRIS Research offers ideal continuity, familiarity and convenience for Council.

We recommend a sample size of 400 as suitable for Council's purpose.

Illawarra Regional Information Service Limited ACN 002 278 793 ABN 16 002 278 793
Level 1, iC Central, Innovation Campus, Squires Way, North Wollongong, NSW 2500
Postal Address: The University of Wollongong, Northfields Ave, Wollongong, NSW 2522
Ph: (02) 4285 4446 | Fax: (02) 4285 4448 | International: +61 2 4285 4446
Web: www.iris.org.au | Email: research@iris.org.au



MARKET RESEARCH

DATA SERVICES

COMMUNITY RESEARCH

In our experience, community surveys of the scale Council has indicated typically take around ten weeks to complete. Assuming the survey commenced in early May, Council would have the survey results by late June 2016 and final reports by early/mid July 2016. This will provide high level community feedback and to inform Council's operational planning cycle.

Survey Methodology

GHSC requires an accurate reflection of community attitudes and priorities which is why we are an exponent of dual-sample frame telephone surveys for local government surveys (using landline and mobile phone sample frames). IRIS Research also uses a random digital dialing sampling technique for the same reason.

An increasing proportion of the population resides in 'mobile phone only households' which is currently estimated at 19% nationwide. The inclusion of mobile numbers in the sample frame for Council increases the accuracy of the survey results and provides a true indication of the attitudes and behaviours of younger people and single person households which are generally diluted in land line only surveys.

The use of a dual frame approach and random digit dialing minimises the risk to Council of using poor sample frames and wasting your limited resources on areas that are not reflective of community needs.

Data Collection

IRIS Research also ensures that a random sampling approach is taken within each household. The final sample achieved will closely match the age, sex and locality profiles of the GHSC area. IRIS Research follows ISO 20252 accreditation guidelines for its Computer Aided Telephone Interviewing (CATI) facility, assuring you of the highest levels of interviewer training, supervision, survey validation and the elimination of non-conformity in survey implementation. Unlike others, we never use external parties for data collection.

Response Rate and Sample Size

IRIS Research consistently outperforms industry benchmarks (~30%) due to the our interviewing quality strategies including time shifting, retrying of unanswered numbers, call-back and appointment facilities at a more convenient time, and high levels of interviewing training. It is our view that a sample of 400 respondents is adequate for GHSC purposes in this instance. It gives estimates ($\pm 4.9\%$) at the 95% confidence level of population attitudes and behaviour.

Interviewing

IRIS Research has access to bilingual interviewers as required. We have trained interviewers covering a range of languages including English, Mandarin, Cantonese, Arabic, Greek and Vietnamese.

Research Scope Recommendation

IRIS Research recommends a sample size of 400 at the city level we have also submitted a price for a larger sample for Council's comparison. A larger sample size of 500 will provide Council with an increased level of accuracy of $\pm 4.4\%$.

Project Delivery

Schedule

A detailed Community Survey of the nature and dimensions requested by Council takes around ten weeks to complete. Assuming this project commenced w/e 6th May 2016. It would be finalised by late July 2016, with formal presentations to management and Councillors to follow.

A detailed project schedule can be found on page 7.

The IRIS Research difference

- A full service social market researcher offering total, tailored innovative market research design, delivery and analysis solutions.
- IRIS Research specialises in government community consultation.
- Unparalleled experience and knowledge. Over the past 35 years we have serviced over one third of NSW's Council and conducted over 45,000 interviews.
- Staffed by qualified and AMSRS and QPMR certified market research professionals.
- CATI and on-line survey systems continuous improvement processes deliver our clients cost-effective and cutting-edge survey delivery and analysis solutions.
- Our scalable, integrated 25 person CATI team consistently achieves higher than industry average response rates.
- IRIS Research independent Advisory Panel of leading industry academics deliver unique insights and value-add to our work.
- As a SME we understand value for money and time.
- We view clients in terms of relationships not transactions.
- IRIS Research has an established network with GHSC and an understanding of Council, the area and community issues through past engagements.
- Over \$2,200 or additional online value add innovations offered at no extra cost.

Offer

Based on the above recommendation, IRIS Research is pleased to submit the following offer to GHSC for your consideration. The lump sum investment includes the following services;

- Sample design and methodology
- Questionnaire design
- CATI set-up, questionnaire design and testing
- Fieldwork preparation and interviewer training
- Conduct telephone survey – includes pilot test and fieldwork

- Validation 10% of interviews collected
- Telephone cost
- Editing, coding and data quality control
- Data analysis and report preparation - Management Report
- Preparation of PowerPoint Presentation
- Presentation to Mayor/Councillors and Management /Staff both on the one day

Reporting of the survey findings will include a detailed Management Report and a high-level Executive Summary. Appropriate charts and tables will be used to summarise the findings. A PowerPoint presentation will be prepared to inform stakeholder groups of the survey outcomes.

Lump sum price (exc. GST) is ~~\$21,900~~ \$20,000 (exc. GST) as per email attached.

A detailed breakdown of pricing can be found in the Appendix.

Additional Value Add at no extra cost to Council

In addition to the community survey, IRIS Research is pleased to offer GHSC over \$2,200 of additional services at no extra charge.

Service/Product	Benefit	Saving
Pre-survey direct marketing material review	Additional quality control and insights for GHSC	\$175
Online version of Community Survey	Enable any interested GHSC resident to partake in the community survey. The questionnaire is linked to Council's website. The data collected will be held separately to the CATI results and the data set provided to Council.	\$2,080

Our Payment Terms

The fees include all consulting time, both on-site and off-site, all administrative requirements including telephone, photocopying and computer services.

We require 25% upon commissioning; 50% progress payment upon completion of the survey fieldwork and the final 25% on delivery of final report. These fees and quotes hold for 30 days from the date of this quotation.

Thank you for the opportunity to submit this proposal. Please feel free to contact me if you need to clarify any part of this proposal.

To accept the proposal for the research as outlined in this proposal document, please sign below and fax to + 61 2 4285 4446. Signed agreements indicate acceptance of the proposal in full.

Date	
Client project name/order number being \$20,000 plus GST for a 400 Sample at 12 minutes average interview length	
Company	Greater Hume Shire Council
Name of authority / Position	
Signature:	

If you require any further information please contact me on 02 4285 4446 or 0417 295 373.

I look forward to hearing from you soon.

Regards



Michael Di Leo
Research Director

Appendix

Survey Options

We evaluated two survey sample options as requested - sample size of 400 and 500.

We also evaluated one average interview length only, namely 12 minutes which is consistent with the length of interview in Council's last Community Survey, 2011 and deemed suitable for Council's purposes. We have concluded that a survey sample of 400 and a 12 minute survey was suitable for GHSC's purposes in this instance.

The table below outlines the price per interview and indicative number of questions for each sample, with the recommended n=400/12 minutes highlighted.

Sample Size	12 min average interview price exc GST	Indicative number of rating scale items and open-ended questions	Aggregated price per interview after Loyalty Discount
400	\$20,000	50	\$50.00
500	\$24,500	50	\$49.00

Indicative Project Schedule

Item	May-16				Jun-16				Jul-16			
	6-May	13-May	20-May	27-May	3-Jun	10-Jun	17-Jun	24-Jun	1-Jul	8-Jul	15-Jul	22-Jul
Project Inception												
Design												
Sample design & methodology												
Draft questionnaire												
Client approve questionnaire												
Survey design and CATI set-up												
Pilot test of trial survey												
Delivery												
Conduct community survey												
Editing, data and QA control												
Analysis												
Data analysis and testing												
Reporting												
Report preparation												
Present Draft Report to Client												
Client review meeting												
Report finalisation												
Final Report submission												
Report formal presentation												TBC

Project Pricing Breakdown

Sample size 400 -

Stage	Quantitative work & design - 400 Sample 12 minutes	Cost (exc GST)	Discount (exc GST)	Council Investment Price Tendered (exc GST)
1	Sample design and methodology	\$520	\$0	\$520
	Questionnaire design	\$130	\$0	\$130
2	CATI set-up, questionnaire design and testing	\$65	\$0	\$65
	Fieldwork preparation and Interviewer training	\$1,065	\$0	\$1,065
	Conduct telephone survey - Pilot test and fieldwork	\$12,250	(\$1,900)	\$10,350
	Validation 10% of interviews collected	\$225	\$0	\$225
	Telephone cost	\$285	\$0	\$285
	Editing, Coding and Data Quality control	\$500	\$0	\$500
	Data analysis and report preparation - Management Report	\$5,160	\$0	\$5,160
	Preparation of Powerpoint Presentation	\$700	\$0	\$700
	Presentations (2) to Mayor/Councillors and Management /Staff	\$1,000	\$0	\$1,000
	Council direct marketing material review for community survey	\$175	(\$175)	\$0
Value-add Offering	Online version of community survey	\$2,080	(\$2,080)	\$0
	Total	\$24,155	(\$4,155)	\$20,000
Total Investment (exc GST)				\$20,000
Price per interview (exc GST)				\$50.00

Sample size 500 -

Stage	Quantitative work & design - 500 Sample 12 minutes	Cost (exc GST)	Discount (exc GST)	Council Investment Price Tendered (exc GST)
1	Sample design and methodology	\$520	\$0	\$520
	Questionnaire design	\$130	\$0	\$130
2	CATI set-up, questionnaire design and testing	\$65	\$0	\$65
	Fieldwork preparation and Interviewer training	\$1,065	\$0	\$1,065
	Conduct telephone survey - Pilot test and fieldwork	\$14,428	\$0	\$14,428
	Validation 10% of interviews collected	\$225	\$0	\$225
	Telephone cost	\$357	\$0	\$357
	Editing, Coding and Data Quality control	\$700	\$0	\$700
	Data analysis and report preparation - Management Report	\$5,310	\$0	\$5,310
	Preparation of Powerpoint Presentation	\$700	\$0	\$700
	Presentations (2) to Mayor/Councillors and Management /Staff	\$1,000	\$0	\$1,000
	Council direct marketing material review for community survey	\$175	(\$175)	\$0
Value-add Offering	Online version of community survey	\$2,080	(\$2,080)	\$0
	Total	\$26,755	(\$2,255)	\$24,500
Total Investment (exc GST)				\$24,500
Price per interview (exc GST)				\$49.00

The Team

IRIS Research professionals delivering the Greater Hume Shire Council Community Survey 2016, will be:

Michael Di Leo B.Comm. (Hons) (Mktg) QPMR
Research Director/Director

Michael leads our research team from the front, working on the tools and ensuring our market research is conducted to the most rigorous industry and internal quality standards.

With over 15 years of experience in social and market research and data mining, Michael has delivered over 150 Community n Surveys over the past 10 years and knows the subject areas intimately. Michael has worked for major blue chip companies in Australia and overseas, including General Electric in London as a six sigma black belt, business analyst – data mining, marketing analyst – research.

Michael undertook his tertiary qualifications at the University of Wollongong, where he completed the B.Comm in economics and marketing and went on to complete the honours programme under scholarship in marketing. Michael's thesis formed the basis for research that was later co-authored and published in the journal of applied social psychology.

Michael is a qualified practicing market researcher (QMR).

Jenny Burke B.Comm. (Marketing & Organisational Behaviour)
Research Manager/Senior Associate

Jenny is our research professional who delivers the research working closely with Michael and the team.

Jenny brings ten years of qualitative and quantitative research experience from both agency and client-side roles. She has worked across a number of industries, including Social and Government, B2B, Healthcare, FMCG and The Arts.

Jenny has conducted research with a variety of audiences within the community and business environment, with many projects involving challenging methodologies, complex target groups and sensitive subject matter. She is proficient in the use of leading market research technologies and methodologies and has superior analysis and report writing capabilities.

Jenny has managed large scale quantitative projects for both private and public clients in the areas of community and n research. Her exceptional project management skills ensure delivery of quality research in a timely manner. Jenny has significant client-facing experience and her excellent communication skills ensure a constructive and positive experience for clients.

Geoff Besnard B Math
Senior Programmer/Senior Associate

Geoff is our IT guru who manages all the behind the scenes technical requirements for seamless survey delivery.

Geoff has over 24 years' experience in programming and systems design. He is responsible for the updating and refinement of all IRIS Research data systems. Geoff has written all the software for our purpose designed CATI and online systems. This includes questionnaire design features, editing and streaming of responses, control of number presentation and call outcome features, along with system performance and interviewer monitoring features.

Judy Ohlbach
CATI Team Supervisor

Judy keeps CATI working like a well-oiled machine. She can be relied on to deliver quality results for our customers on time and to budget, every time.

Judy has over 20 years' experience as an interviewer, team leader and supervisor at IRIS. She has developed high levels of proficiency in both face to face and telephone interviewing and a specialty in senior corporate in-depth interviewing. Judy has recruited and trained over 100 interviewers and supervises all survey work conducted in our CATI facility and all face to face interviewing. Judy has undergone training in IQCA Procedures and has undertaken various MRSA courses including Introduction to Quantitative Research. In addition, she has completed Cert II in Teleservices and is undertaking Cert IV in Workplace training & assessment.

Ben Middleton
Project Management/Senior Associate

Ben is our expert Project Manager who keeps projects on track, staff focused and customers informed so there are no nasty surprises.

With over 20 years' experience in the market research industry Ben has broad operational & leadership experience. Project Management of multi-million dollar projects (regional and global), leadership of Asia-Pacific regional and global teams across all operations and methodologies, delivery of large scale projects/programs using industry standard practices including BPI & Six Sigma, Certified Black Belt in Business Process Improvement. Ben joined IRIS Research from AC Nielsen for whom he worked for 15 years in Australia and Singapore.

IRIS Research Terms of Business

1. About these Terms and Conditions

Together with the proposal (or quotation), these Terms of Business (Terms) form the entire agreement between IRIS Research (the research service provider) and our client. These Terms of Business should be read in full prior to commissioning. Where appropriate, these Terms of Business may be modified by mutual consent between IRIS Research personnel and the research client.

A copy of these terms can be obtained by contacting IRIS Research at deni_markovski@iris.org.au

2. Commissioning

The acceptance of our proposal (or quotation) constitutes an order for IRIS Research to undertake the project as outlined in the proposal or quotation document. These Terms of Business and the proposal (or quotation) constitute the entire agreement and supersede any prior negotiations, representations, understandings or arrangements made between IRIS Research and the research client in relation to the particular research project.

3. Project Management

IRIS Research will endeavour to assign a qualified research staff director or manager to each research project from proposal (or quotation) stage through to the production of the project deliverables. Where this is not possible, every effort will be made to ensure continuity.

Any significant communication that affects the fees, scope, content, or deliverables of the project should always be communicated in writing (e.g. by email).

4. Client Input

It is inevitable that some level of client feedback is essential in progressing through the stages of the research project, for example, in terms of approving questionnaire documents or providing feedback relating to draft reports. This is essential in order to ensure the research fully meets the client objectives. In most cases this will be requested in writing. IRIS Research relies on timely client feedback and approval in designing and adhering to project timelines. As such, failure to achieve timely client feedback may have a detrimental impact on agreed deadlines and deliverables.

5. Fees and Price Quotations

Unless otherwise stated, all fees are quoted in Australian dollars. The proposal (or quotation) document will clearly indicate the GST exclusive cost, the amount of GST and the GST inclusive cost for each research project (or part thereof).

Price quotations in Australian dollars are valid for 90 days unless otherwise agreed in writing.

6. Disbursements

Unless otherwise stated in the proposal, all disbursements incurred in the course of the project including travel, accommodation, taxis, couriers, stimulus material, printing, venue hire, equipment hire and video production will be invoiced, in addition

to the fees quoted in the proposal, with a 10% administration fee. A best estimate of these costs will be detailed in the proposal.

7. Invoicing and Credit Policy

For survey projects of more than \$10,000 in value IRIS Research normal trading terms are to invoice 25% upon commissioning and 50% upon completion of the survey fieldwork and 25% on delivery of final report.

IRIS Research's invoices are payable on 14 days. Should the client default in payment of any monies due then all monies due to IRIS Research shall immediately become due and payable within 7 days of the date of demand, and IRIS Research shall be entitled to charge interest on all amounts not paid by the due date for payment and the client undertakes to pay interest charged. Such interest shall be calculated on a daily basis from the due date for payment until IRIS Research receives payment at such rate, up to but not exceeding 2% per month.

Any expenses, costs or disbursements incurred by IRIS Research in recovering outstanding monies including agency fees and solicitor costs shall be paid by the client, providing that those fees do not exceed the scale of charges as charged by the debt collection agency/solicitor.

IRIS Research shall be entitled without notice to terminate any credit facility with the client in the event of the client defaulting in any of the terms and conditions contained herein.

In the case of a Trust company, we acknowledge that the Trustee shall be liable on the account and that in addition the assets of the trust shall be available to meet payment of the account.

These terms may be varied by mutual consent.

For invoicing enquiries please contact Deni Markovski on +61 (02) 4285 4446.

8. Project Postponement or Cancellation

Unforeseen changes to the scope or project schedule made by the client may incur additional fees if time or expenses have already been incurred by IRIS Research.

In the event the project is cancelled or postponed by the client, IRIS Research reserves the right to invoice for all costs and executive time incurred on the project between commissioning and receipt of written notice of cancellation or postponement is received by IRIS Research.

9. Publication of Research Findings

Whilst we encourage clients to use our name in external publications and communications to add weight to the research findings, at our discretion, IRIS Research requires notification in advance, and the precise text must be approved by IRIS Research personnel prior to publication.

10. Retention of Records

Unless otherwise instructed, IRIS Research keeps primary field materials (e.g. hard copy questionnaires) for three months after the completion of fieldwork. All research data (e.g. data files, final reports, presentations, etc.) will be kept for a minimum of two years after the completion of the project.

Any respondent completed questionnaires or recordings that clients wish to view or retain will have personal identification of respondents removed before they are forwarded. Handling and forwarding costs associated with this may be invoiced as a disbursement.

11. Feedback

If you have any constructive feedback, are unhappy with any level of service, or wish to register a complaint, please contact our Quality Manager on +61 (02) 42 85 4446 or by email research@iris.org.au

12. Confidentiality

IRIS Research operates under the Market and Social Research Privacy Code as approved by the Privacy Commissioner, and adheres to the Australian Market and Social Research Society's Code of Professional Behaviour.

12.1 Respondent Confidentiality

Unless explicit permission has been given by individual respondents, respondent identity cannot be revealed to the research client under any circumstance.

Participants in groups/interviews will be asked to provide written consent for the group/interview to be recorded on the understanding that the recording is made solely for the purposes of undertaking the specific research project.

At no stage can/will these recordings be used for internal or external marketing purposes (by IRIS Research or by the research client).

If any member of the client organisation or associate recognises a participant while observing a group/interview (or a recording thereof), it is the responsibility of that individual to make the fact known and must immediately remove themselves from the viewing/observation situation.

IRIS Research reserves the right to prohibit the distribution of recordings to client representatives, in order to protect respondent confidentiality.

12.2 Client Confidentiality

The brief, specifications, and research data obtained during this (or any) project remain the property of the research client and will not be disclosed to a third party. IRIS Research will not disclose any confidential information (including findings) relating to a client's research project to a third party. This confidentiality remains in place throughout the duration of the project and after completion, unless express permission has been gained by IRIS Research, from the research client. These restrictions cease to apply to any confidential information which may (other than by default) become available to the public generally.

12.3 Our Confidentiality

Information disclosed by IRIS Research to research clients, either orally or in writing, is disclosed in confidence. All ideas expressed in proposals are provided in confidence and must not be disclosed to any third party without prior written consent from IRIS Research.

Any business intelligence or other information acquired by research clients while dealing with IRIS Research may not be disclosed to another third party or be used by the research client to IRIS Research's detriment.

IRIS Research adheres to the AMSRO Privacy Principles available at www.amsro.com.au

13. Intellectual Property

In accordance with the AMSRS Code of Professional Behaviour, research proposals and quotes prepared by IRIS Research remain the property of IRIS Research and are prepared purely for confidential use by the research client in considering proposal submissions and thus commissioning research projects. The content and intellectual property may not be disclosed to any industry competitor or other third party without written permission from IRIS Research.

14. Limitation of Liability

IRIS Research does not accept responsibility for the parameters of the project that are set by the research client. While IRIS Research accurately records participants' answers, to a level which exceeds the requirements of the current international standard, we do not verify, and are not responsible for verifying, that Participant's answers are accurate, true, complete and not misleading beyond the current international standard.

Conditions and warranties implied by law which cannot be excluded apply, but only to the extent required by law. All other implied conditions, warranties and rights, including any implied by custom, usage or other circumstances are expressly excluded.

IRIS Research's liability for breach of such warranties or conditions is limited to:

- the supplying of the services again; or
- the payment of the cost of having the services supplied again.

IRIS Research is not liable in respect of any indirect loss or consequential loss suffered (including, but not limited to, any loss of profit or business opportunity) by the research client.

IRIS Research's total liability to the research client (and persons claiming through the research client) will not in any circumstances exceed the fees paid to IRIS Research by the research client, in connection to the project that has given rise to the liability. This limit applies irrespective of the number of claims or events (even if linked) giving rise to them.

IRIS Research is not liable to research clients for any consequences as a result of communicating with research clients by email including any interference with the email by a third party or any delay or non-delivery of the email.

IRIS Research will make all reasonable efforts to meet the project schedule set out in the proposal. However times specified are only approximate and not binding.

15. Governing Law

The contract between IRIS Research and the research client, its meaning and interpretation and the relationship between the parties are to be governed by the laws of the state of New South Wales. The parties submit to the non-exclusive jurisdiction of the courts of NSW.

16. About IRIS Research

IRIS Research is the trading name under the Illawarra Regional Information Service Ltd, ACN 002 278 793. The Illawarra Regional Information Service Ltd, ABN: 16 002

278 793. Registered company address of Level 1, iC Central, Innovation Campus, Squires Way, North Wollongong NSW 2500.

Postal address: University of Wollongong, Northfields Avenue, Wollongong NSW 2522. Telephone +61 (02) 4285 4446. Fax: +61 (02) 4285 4448.

17. Industry Information

Staff and management of IRIS Research are bound by, and comply with, the codes and guidelines of AMSRS and AMSRO.

Refer to www.amsrs.com.au/codes for more information on codes and guidelines of the Australian Market and Social Research Society.

Refer to www.amsro.com.au/codes for information on codes and guidelines adhered to by members of the Australian Market and Social Research Organisation.

18. Force Majeure

IRIS Research will carry out the project and deliver the results in accordance with the agreed terms and conditions of the project, but will not be liable for any delay or inability to complete the project as a consequence of an action or event substantially

Steven Pinnuck

From: Michael Di Leo <Michael_DiLeo@iris.org.au>
Sent: Monday, 23 November 2015 2:25 PM
To: Steven Pinnuck
Subject: RE: Greater Hume Shire Council community survey

Hi Steven

Thanks for speaking to me on the phone this afternoon.

I've conferred with the CEO and he has agreed to revise the costing to \$20k + gst.

Kind regards
Michael

From: Steven Pinnuck [mailto:SPinnuck@greaterhume.nsw.gov.au]
Sent: Monday, 23 November 2015 10:25 AM
To: Michael Di Leo
Subject: Re: Greater Hume Shire Council community survey

Yes it is and on top of the survey costs I have the cost of producing and distributing the pre survey information brochure.

Steven

Sent from my iPhone

On 23 Nov 2015, at 10:23 AM, Michael Di Leo <Michael_DiLeo@iris.org.au> wrote:

Hello Steven

Thank you for your email

Can I please clarify, is your \$20k budget excluding gst?

Regards
Michael

From: Steven Pinnuck [mailto:SPinnuck@greaterhume.nsw.gov.au]
Sent: Monday, 23 November 2015 8:37 AM
To: Michael Di Leo
Subject: RE: Greater Hume Shire Council community survey

Hello Michael

Is this the best price you can provide as I only included \$20k in our 15/16 budget based on the cost in 2012 of \$16,775 (exc. GST)?

Regards

Steven Pinnuck
Greater Hume Shire Council

0429 310205

From: Michael Di Leo [mailto:Michael_DiLeo@iris.org.au]
Sent: Friday, 20 November 2015 5:47 PM
To: Steven Pinnuck
Cc: Peter Watts
Subject: Greater Hume Shire Council community survey

Hi Steven

Please find attached our quotation for the Greater Hume Shire Council community survey.

Kind regards

Michael Di Leo
Research Director
IRIS Research

P: 02 4285 4446
F: 02 4285 4448
m: 0417 295 373

www.iris.org.au | <https://twitter.com/irisresearch> | <http://www.facebook.com/home.php?>

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and Business

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Important Notice

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HUME ZONE - SUMMARY

Item	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
Appliances - New	461,799.00	275,490.00	281,641.00	105,000.00	285,000.00	503,800.00
Appliances - Secondhand	60,300.00	75,000.00	-	153,250.00	98,055.00	101,772.00
Group vehicles	3,000.00	-	3,000.00	-	-	15,000.00
Community education	120,767.00	154,537.00	164,772.00	152,265.00	132,917.00	107,500.00
Council reimbursement	300,000.00	250,000.00	250,000.00	250,000.00	-	-
Fire Control Centre	225,000.00	230,000.00	238,500.00	245,655.00	253,025.00	282,102.00
Maintenance and Repairs	25,000.00	28,916.00	5,000.00	29,800.00	29,561.00	26,351.00
Other equipment	25,000.00	47,664.00	55,600.00	30,000.00	30,000.00	45,250.00
Protective equipment	75,000.00	-	21,983.00	50,188.00	60,000.00	111,944.00
Stations	611,285.00	906,838.00	850,331.00	883,013.00	806,198.00	832,556.00
District Management						
Sub total	1,907,151.00	1,968,445.00	1,870,827.00	1,899,171.00	1,694,756.00	2,026,275.00
Volunteer and Statewide Support	1,458,800.00	1,766,714.00	1,754,665.00	1,852,902.00	1,616,569.00	2,129,440.00
Total	3,365,951.00	3,735,159.00	3,625,492.00	3,752,073.00	3,311,325.00	4,155,715.00
Volunteer and Statewide Support						
Aviation and other operational	232,687.00	243,767.00	249,017.00	220,394.00	217,489.00	438,360.00
Communications and public awareness	68,135.00	62,734.00	60,629.00	61,225.00	55,924.00	89,671.00
Corporate support	82,975.00	92,152.00	81,844.00	136,075.00	128,536.00	158,323.00
Emergency Funds	91,577.00	81,458.00	84,461.00	80,569.00	64,639.00	83,349.00
Engineering and other infrastructure	178,408.00	179,533.00	187,716.00	241,653.00	179,984.00	262,537.00
Fire fitigation works	376,647.00	571,521.00	595,796.00	666,879.00	707,104.00	723,538.00
Insurance	137,967.00	146,099.00	154,566.00	101,889.00	105,490.00	131,361.00
Radio communications	113,076.00	230,712.00	192,460.00	202,787.00	13,044.00	54,717.00
Regional support	93,250.00	87,276.00	71,939.00	63,532.00	76,288.00	94,417.00
Training and volunteer support	84,078.00	71,462.00	76,237.00	77,899.00	68,071.00	93,167.00
Total	1,458,800.00	1,766,714.00	1,754,665.00	1,852,902.00	1,616,569.00	2,129,440.00
VASS charges as a % of total allocation	43.34	47.30	48.40	49.38	48.82	51.24
VASS charges as a % of other costs	76.49	89.75	93.79	97.56	95.39	105.09