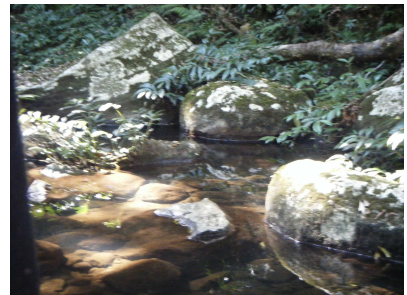




# Kyogle Council Annual Report 2009/2010



## KYOGLE COUNCIL

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## 2009/2010 ANNUAL REPORT

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# Message from the Mayors & General Manager

On behalf of Kyogle Council, we have pleasure in presenting Council's Annual Report for the 2009/2010 financial year.

The Annual Report provides an overview of Council's highlights over the past year, as well as providing the Department of Local Government with its annual statutory reporting requirements.

The following pages summarise some of the main achievements for the financial year.

The successful acquisition of grant funding has enabled significant road and bridge improvements, the final stage of the Kyogle Main Street footpath upgrade to be commenced, other footpath/cycleway extensions throughout the Local Government Area (LGA), refurbished sporting facilities, improvements to drainage and major water and sewerage upgrades to be carried out during the year.

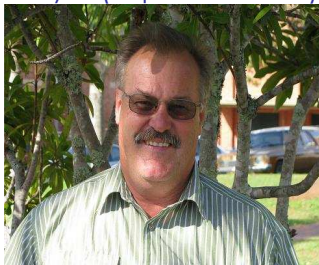
It has also pleasing to note that the great work of our staff and the community has been recognised through various awards nominations during the year. These include :

- being a finalist at Tourism Awards held at Coffs Harbour
- receiving five awards at the NSW Tidy Towns Awards
- being a finalist in the 2010 Local Government Excellence – Environmental Best Practice awards.

This success is a reflection of the dedication shown by both staff and the community and our shared commitment to the LGA.

We would like to extend our appreciation to Councillors, staff and volunteers for their commitment throughout the year, and thank the community for their interest and input.

Cr Ross Brown  
Mayor (Sept 2008-2010)



Cr Ernie Bennett  
Mayor (From Sept 2010)



Arthur Piggott  
General Manager



# Summary of Achievements

## **Achievements**

Some of the achievements over the past year are detailed below:

### Division of Local Government requirements

In 2005/2006 the Department of Local Government (now called Division of Local Government, Department of Premier and Cabinet) (DLG) conducted a section 430 investigation into Council and tabled a report containing 14 recommendations for Council's action. This was followed up with a "Promoting Better Practice" review which contained another 47 recommendations for Council's action.

Council has been reporting back to the DLG on a regular basis on its progress in addressing all of these recommendations. Significant resources (that would normally have been utilised on other Council activities) have been required in order to take the necessary actions needed to address these recommendations.

It is pleasing to note that Council has recently received formal notification from the DLG that it has satisfactorily addressed all of the recommendations of both reports and that no further reporting will be required. Whilst there will continue to be ongoing resource requirements as a result of this process (e.g. crown reserves) and in addressing the new Integrated Planning and Reporting requirements set down by the DLG, it is hoped that some additional resources will now be available for core Council activities.

### Community Services

Kyogle Together has successfully managed the community centre situated in the former ambulance station (now known as Grove House). A Cultural Strategy for the Local Government Area has been finalised and adopted.

### Maintenance and upgrading of local roads and bridges.

\$3.9 million was spent on maintenance of urban and rural local roads during the year, including \$1.75 million on continued flood damage restoration from the May 2009 floods, gravel resheeting of \$484,000 and bitumen resealing of \$120,000.

The first stage of the Kyogle Main Street Redevelopment project was completed in the year. This project cost \$1.2 million over three financial years, with \$104,000 spent in the final year. Funding of a further \$1.2 million to enable the whole Main Street project to be completed over the next 12 months was granted at the end of the year through the Federal Governments Stimulus Package Strategic Projects Program.

Projects valued at approximately \$259,000 funded through the Federal Government's Economic Stimulus Package including Round 1 of the Regional and Local Community Infrastructure Program and the Cycleways Program were

completed during the year providing much needed additional footpaths in Kyogle and all of the villages.

Councils ongoing program of rehabilitation of urban streets continued during the year with \$155,000 being spent on this program.

Roads to Recovery funding of \$848,000 spent during the year funded rehabilitation of 1.65 km and initial sealing of 1km of rural roads, gravel resheeting of 7.4km of unsealed rural roads, replacement of three timber bridges with concrete culverts and replacement of one timber bridge with a new concrete bridge.

A total of 7 timber bridges were replaced during the year, including those funded under the Roads to Recovery program, and two replacements were commenced, with total expenditure on bridge replacements being \$764,000. \$534,000 was spent on maintenance of timber and concrete bridges.

#### Regional Roads Upgrading

Three timber bridges on the Clarence Way were replaced with concrete bridges at a cost of \$1.13 million bringing the total number of bridges on Regional roads replaced to 11 since the beginning of the Regional Roads Timber Bridge Partnership.

Rehabilitation of 3.1km of the Clarence Way at three locations between Old Bonalbo and Urbenville was completed at a total cost of \$722,000 with 50% of this funding provided under the Regional Road Repair Program.

#### Water Supplies

The Kyogle Integrated Water Cycle Management Strategy continues to be the guiding strategy for the Kyogle Water Supply and Sewerage Services, as well as the financial planning for the water supplies, sewerage services, and stormwater and flood mitigation for each of the serviced villages.

Major activities during the course of the 2009/10 financial year include;

- o Ongoing construction of the Bonalbo Water Treatment Plant.
- o Ongoing construction of the treatment plant at Urbenville for the joint water supply of Urbenville, Muli Muli and Woodenbong.
- o Continued upgrading of the Kyogle Water Treatment Plant.

#### Sewerage Systems

During the 2009/10 financial year further development of the hydroponic wetland for reuse of effluent from the Kyogle treatment plant has been undertaken.

#### Stormwater Network

Investigation of stormwater issues in Kyogle and all other villages as part of the strategic planning process for the stormwater network has continued during the year. The major drainage project completed in the year in Kyogle was the piping of the open drain east of the Summerland Way at Lower Highfield.

Other minor improvements including cleaning and deepening of roadside table drains have also been carried out in the Kyogle and other village urban areas to

address some of the problems identified in the January 2008 and May 2009 flooding.

Funding was received for investigation works relating to the proposed Kyogle flood levee identified in the Kyogle Floodplain Risk Management Study investigations were commenced.

#### Asset Services

Council has continued to upgrade the quality of the information recorded in our systems to enable comprehensive strategic planning to be undertaken.

Identification and valuation of all road and road related assets was completed during the year to meet the deadline for revaluation of these assets by the end of the 2009/10 financial year.

#### **Financial Result**

A full copy of Councils General and Special Purpose Financial Statements and the associated audit report are included in this document as Appendix 1.

Councils surplus from all activities for the year ended 30<sup>th</sup> June 2010 totalled \$3,654,000. This compares to a surplus in 2009 of \$7,659,000. The 2010 result can be summarized as follows:-

	<b>2009 \$'000</b>	<b>2010 \$'000</b>
Revenues from continuing operations	21,668	19,719
Expenses from continuing operations	(14,251)	(15,165)
Result from continuing operations	7,417	4,554
Less Depreciation	(4,130)	(4,341)
Results from continuing operations before capital amounts	3,287	213
Capital grants and contributions	5,498	4,065
Gain/(loss) on disposal of assets	(1,126)	(714)
Surplus/(Deficit) from all activities	7,659	3,564

## Kyogle Council Profile

Kyogle Council services an area of 3,589 square kilometres and adjoins the Scenic Rim Council in Queensland and the Northern Rivers Shires of Tweed, Lismore, Richmond Valley, Clarence Valley and Tenterfield in New South Wales.

Kyogle Council comprises a large and diverse region with spectacular natural (including the renowned Border Ranges National Park and other world heritage listed areas) and cultural attributes, within two hours drive from Brisbane and one hour from the Gold Coast and NSW coastal communities of Byron Bay, Ballina and Tweed Heads. This, combined with a superb climate and a close proximity to all services, education and recreation, makes the Kyogle area an ideal place to live and work.

The district boasts a wide range of natural assets, including the World Heritage listed Border Ranges, Toonumbar National Park and no fewer than 12 state forests, all within easy reach of the towns and villages.

An abundance of well-maintained facilities, picnic spots, camping sites, lookouts and walking trails will ensure that you enjoy all Kyogle has to offer.



# Vision, Mission, & Values

## COMMUNITY VISION

Working together to balance Environment, Lifestyle, and Opportunity.

## OUR MISSION

To meet the challenges of our unique and diverse region

## OUR VALUES

- Respect and respond to community needs
- Improve the quality of our services
- Be open and accessible
- Act with honesty and integrity
- Value people's contribution
- Support the culture of teamwork, cooperation and safety

## Elected Representatives

Nine Councillors represent three wards of the council area and are responsible for the direction and control of Councils affairs in accordance with the Local Government Act and associated legislation. Our current Councillors were elected on September 13, 2008 and will hold office until September 2012.

A Ward	B Ward	C Ward
<p>Ross Brown Mayor (Sept 09-10) Ph: 66321349</p> 	<p>Robert Dwyer Ph: 6632 3352</p> 	<p>Ernie Bennett Mayor from Sept 2010 Ph: 6664 7291</p> 
<p>Robert Leadbeatter Ph: 66321353</p> 	<p>Lynette Zito Deputy Mayor (Sept 09-10) Ph: 0429 922 169</p> 	<p>Tom Cooper Ph: 66651286</p> 
<p>Janet Wilson Deputy Mayor from 2010 Ph: 0419600848</p> 	<p>John O'Reilly Ph: 0419155101</p> 	<p>Lindsay Passfield Ph: 6635 1429</p> 

## Attendance at Council Meetings

Total Ordinary Meetings 11

Total Extraordinary Meetings 7

Total Workshops 10

Councillor Name	Ordinary Meetings attended	Extraordinary Meetings attended	Workshops attended
Clr Bennett	11	6	10
Clr Brown	11	6	8
Clr Cooper	10	6	1
Clr Dwyer	11	7	9
Clr Leadbeatter	11	6	7
Clr O'Reilly	9	4	5
Clr Passfield	10	7	8
Clr Wilson	7	3	2
Clr Zito	11	7	10

# Organisational Structure

## GENERAL MANAGER (Arthur Piggott )

Managing Council Relationships	Organisation and Operations Management	Tourism And Promotion	Economic Affairs	Governance	Risk Management and OH & S	Human Resources Management	Public Relations Management
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## DEPARTMENT OF TECHNICAL SERVICES (Director: Frank Winter)

Project Services	Asset and Design Services	Water and Sewerage Services	Quarries	Maintenance and Construction Services	Emergency Services Coordination Rural Fire Services
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## DEPARTMENT OF PLANNING & ENVIRONMENTAL SERVICES (Director: John Hession)

Planning Services	Environmental, Health and Building Services	Crown Reserves	Parks and Gardens	Facilities Maintenance Services
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## DEPARTMENT OF CORPORATE & COMMUNITY SERVICES (Director: Carol O'Neill)

Financial and Audit Services	Information Technology Services	Human Resource Services	Plant and Purchasing Services	Community And Cultural Services	Administration and Customer Services
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The Organisational structure was last revised and presented to Council in November, 2008.

## Principal Activities

FUNCTION	ACTIVITY
WASTE & WATER	Commercial Waste Management Domestic Waste Management Stormwater & Flood Management Water Fund Sewer Fund
VILLAGE LIFE	Community & Youth Services Swimming Pools Public Libraries Community Buildings Public Cemeteries Art Galleries Pre Schools
CUSTOMER SERVICE	Governance Administration Human Resources Finance
ENVIRONMENT & PASTORAL	Parks & Gardens Crown Reserves Town Planning Environmental Health Building Control Fire Protection Animal Control
ECONOMIC DEVELOPMENT	Economic Development Tourism
ROADS & INFRASTRUCTURE	Regional Roads Urban Local Roads Rural Local Roads Engineering Works & Administration Bridges State Highways Quarries Plant & Depots

## Key Strategic Priority Areas

Throughout 2010 the ten year Community Strategic Plan adopted in 2007 has been reviewed. A period of public exhibition was conducted throughout July with the amended document being adopted in August 2010. Copies of this document are available at Council's office or on the Kyogle Council website.

The Plan was formulated with the input, ideas, and views of key stakeholders in the community, Kyogle Council's elected representatives and Council's senior management through a series of workshops during June, July and August 2007.

The major key strategic priority areas identified in the plan prior to the review and applicable for this period are:

- o **Waste and Water**

Waste and water are key business functions of any local Council and Kyogle Council is no exception. This was underlined by the first community survey that identified improving water and sewer infrastructure as the third priority after improving roads and promoting local employment,

In recent years concern for the natural environment has driven many changes in the way water resource and waste products are managed with public concern over issues relating to climate change and dwindling non renewable resources. This important trend will continue and will influence Council's decisions relating to flood plain management, water supply and sewerage augmentations recycling and the management of landfills.

- o **Village Life (town and village development)**

The village life within Kyogle Local Government Area is one of the things that make that area unique. Council aims to improve the "village life" experienced by its residents through controlled development of its towns and villages and promotion of the physical, social, cultural and general well being of the Community.

- o **Customer Service**

The highest priority of any public organisation is its ability to provide service to its constituents. Kyogle Local Government Area residents have a right to expect the highest level of service from their Council. In order to provide a high level of customer service Kyogle Council must be well managed, must communicate openly and must be responsive to the needs of the community.

- o **Environmental and pastoral**

Throughout the community strategic planning process, the process indicated a strong desire to protect the unique character of towns and villages in the Local Government Area and to strike a balance between this preservation and growth and development strategies. It is therefore a high priority for the Environmental and Pastoral aspects of this overall plan to be maintained to a high level in order to achieve this fine balance



- **Roads and Infrastructure**

Roads and associated infrastructure has by far the highest impact on the community as a whole and recent community surveys consistently rate this area as the one needing most attention by council and the areas of operations in which respondents are least satisfied.

- **Economic Development**

Throughout the process of establishing the strategic plan economic development has been identified as important – both in terms of building Kyogle Council's reputation as a place where business can thrive and ensuring growth is supported by adequate services levels. With strong foundations in place, economic development, tourism and job-creating investments should flourish.

## Audited Financial Reports

### Section 428(2)(a)

A complete set of Kyogle Council's 2010 Financial Statements and the audit report from Thomas Noble and Russell are attached to this document as Appendix 1. The complete set of financial statements also appears on Kyogle Council's website at [www.kyogle.nsw.gov.au](http://www.kyogle.nsw.gov.au)

## Compliance with Special Variation Approval Conditions

There was no above pegging rate increase in the 2009/10 Financial year

# Performance of Principal Activities

## Section 428(2)(b)

### Waste and Water

#### 1 Waste Management

##### Aims:

- Manage solid wastes stream to maximise recycling and minimise the quantities of waste being returned to landfill.
- Maximise lifespan of current landfill site.

INITIATIVES	STRATEGIES	INDICATORS
Minimise waste being returned to landfill.	Maximise recycling opportunities	Total waste collected Total waste to landfill Total waste recycled
Maximise lifespan of current landfill sites	Ongoing enhancement of current capacity in refuse cells and the monitoring of recycling activities.	Construction of new waste trench commenced end June 2010.
Collection Services	Contract collection services are supervised and reviewed under terms of contract, including consideration of new contract needs.	Annual review of Collect ion contract
Management of Landfill sites	Managed and operated in accordance with relevant environmental standards guidelines and reporting provisions.	License conditions/reporting obligations are complied with, as Council allocated resources permit.
Management of transfer station sites	Installation of a Kyogle Waste Transfer Station Facility and staging of rehabilitation	Facilities maintained in an acceptable condition and waste transferred in a timely manner



## 2 Flood and Stormwater Management

### Aims:

Provide an effective stormwater drainage system capable of protecting public and private property from inundation and to manage and minimise the impact of flooding.

INITIATIVES	STRATEGIES	INDICATORS
Provide infrastructure (subject to available resources) which meets the environmental, economic and social needs of the community.	Implement Floodplain Management Plan initiatives.	Consultants engaged and geotechnical work commenced for Kyogle levee bank.
Maintain and update the Stormwater Management Plan for the Kyogle town area.	Identify changes required to the plan as objectives are refined.	Stormwater upgrade requirements for Kyogle identified and reported to Council. Priority works program prepared for next three years - subject to funding availability.
Identify stormwater drainage needs in the villages.	Site inspections and discussion with local residents.	Drainage needs for Bonalbo determined at workshop in January 2010. Open drains cleaned out in Wiangaree, Woodenbong and Bonalbo as first stage in improving village drainage.
Develop systematic maintenance programs for urban drainage	Assess the condition and effectiveness of the existing drainage networks	Ongoing inspections following flooding in 2008 and 2009 have identified needs and maintenance programs have been implemented.
Pursue community awareness programs on stormwater management issues	Participate in stormwater education initiatives jointly with adjacent councils, DWE or other organisations	Catchment management display and information provided to schools.

### 3 Water Supplies

#### Aims:

- Implement integrated water cycle management principles
- Pursue water conservation

INITIATIVES	STRATEGIES	INDICATORS
Ensure the principles of Integrated Water Cycle Management are used in strategic planning.	Prepare and Integrated Water Cycle Management Strategy for water supply, sewerage and storm water systems as required by the best practice guidelines prepared by the DWE.	Development planning of Kyogle off stream storage continuing. Emergency(bore water) supplies developed for Kyogle and Bonalbo.
Develop and implement Demand Management initiatives.	Strategies are developed for each water supply to identify demand management measures to achieve cost and energy savings, protect the environment and reduce wastewater flows.	08/09 statistics (latest available) Total urban water supplied 450ML Operational cost per property connected \$292. Average residential water supplied per property 180kl
Drinking water quality meeting the Australian Drinking Water Guidelines	Maintain and operate Councils water supplies in accordance with the multi barrier approach outlined in the Australian Drinking Water Guidelines.	Water treatment plants completed for Woodenbong/Muli Muli and Bonalbo systems. 08/09 compliance statistics: Physical water supply compliance 100% Chemical compliance 100% Microbiological compliance 100%
Regular Performance Reporting is undertaken	Collection of data and completion of reports as required by the DWE and NSW Health, and other agencies.	Annual returns are completed as required within the timeframe specified by the agency.
Maintain high standard of response to customer requests	Maintain the Customer Action Request system and document inspection and response procedures to ensure prompt, efficient response to requests.	08/09 statistics: Water quality complaints per 1000 properties 2 Water service complaints per 1000 properties 19 No of watermain breaks per 100km of main 5

#### 4 Sewerage Services

##### Aims:

Implement integrated water cycle management principles

INITIATIVES	STRATEGIES	INDICATORS
Ensure the principles of Integrated Water Cycle Management are used in strategic planning.	Prepare and Integrated Water Cycle Management Strategy for water supply, sewerage and storm water systems as required by the best practice guidelines prepared by the DWE	Hydroponic wetlands completed at Kyogle STP Septage receipt and treatment established at Kyogle STP 100% of effluent recycled.
Develop and implement Demand Management initiatives.	Strategies are developed to identify demand management measures to achieve cost and energy savings, protect the environment and reduce wastewater flows.	08/09 statistics (latest available) Operational cost per connection \$332 Waste water flow per property 317kl
Regular Performance Reporting is undertaken	Collection of data and completion of reports as required by the DWE and NSW Health, and other agencies.	Annual returns are completed as required in the timeframe specified by the agency.
To meet the requirements of Councils Environmental Protection Licenses administered by DECC	Specific license requirements are met for each Sewerage System License.	Compliance with BOD condition 86% Compliance with suspended solids condition 98% (Minor non-compliances in effluent quality due to high flows in heavy rainfall periods.)
To maintain acceptable Levels of Service.	Service interruption response times are set out in Councils Strategic Business Plan.	Odour complaints received per 1000 properties 0.6 Service complaints per 1000 properties 17 Average sewerage interruption time 60 minutes.

## Village Life

### 5 Community Services

#### Aims:

- Maintain Council services in the villages.
- Help create and develop a strong sense of community.
- Coordinate and support services and facilities and employment opportunities for young, elderly, disabled and indigenous community members.

INITIATIVES	STRATEGIES	INDICATORS
Provide services to villages	Identify potential sites for the establishment of Services	Level of assistance in the promotion of Villages to Service Providers
Develop a strong sense of community	Provide a teamwork approach and cooperation	Social Plan completed.
Work cooperatively with social and recreational clubs and organisations throughout the area	Identify the priorities of the various clubs and organisations	Assistance provided through financial assistance policy.
Prepare new Local Environmental Plans, Development Control Plans, and strategies to guide the future development of the Council area which will enhance village life.	Undertake an audit of under-utilised land within the Villages	Crown Lands strategic Plan adopted by Council and Department of Lands.
To co-ordinate and support services and facilities and employment opportunities for youth, elderly, disabled and indigenous community members.	Promote more understanding and awareness of issues. Fund and construct facilities	Juvenile Crime Statistics Funding identified and services/facilities provided. Education activities conducted. Usage of facilities
To facilitate and promote co-ordinated and consistent community resource provision.	To provide an up to date database.	Community Directory and Profile updated by CTC.

### 6 Pre Schools

#### Aims:

To co-ordinate and support services and facilities, which cater for, needs in the areas of childcare.

INITIATIVES	STRATEGIES	INDICATORS
To co-ordinate and support services and facilities, which cater for, needs in the areas of childcare.	Continue the autonomy of Council owned preschools.	Lease arrangements for Preschools current. Improvements conducted through infrastructure grant. Payments made for general maintenance as per leases.

## 7 Public Cemeteries

### Aims:

Ensure local cemeteries are maintained and improved including expansion needs.

INITIATIVES	STRATEGIES	INDICATORS
To preserve an essential community facility and to cater for future community needs.	Cemetery income to support essential maintenance and works activities to seek a stand-alone capacity.	Cemeteries maintained within available budget.
To provide an efficient, compassionate community service.	To ensure staff are suitably trained to compassionately deal with burial arrangements and enquiries.	Number of complaints received from dissatisfied persons - 2

## 8 Public Libraries

### Aims:

To provide accessible reference reading and recreational reading for the community and associated services associated with Regional Library Management

INITIATIVES	STRATEGIES	INDICATORS
Monitor Performance of the Richmond Upper-Clarence Regional Library.	Liaison with regional library regarding community needs.	Ongoing evaluation of Regional Library. Library agreement signed.
To maintain the community asset.	Inclusion of the asset within the facilities maintenance program.	Building asset included in maintenance program.

## 9 Community Buildings

### Aims:

Provide safe, accessible and secure community facilities.

INITIATIVES	STRATEGIES	INDICATORS
Structures are maintained to prolong physical life of the asset as well as reducing long-term maintenance costs.	Maintenance scheduled within facilities maintenance program.	Maintenance works within budget limits.
To provide appropriate facilities for community needs.	Facilities cater for specific needs of community groups, facility hirers and visitors to the area.	Periodic consultation with community groups and reference to PAMP
Provide safe, accessible and secure community facilities.	Safety, access and security issues addressed with improvements implemented where necessary.	Regularly monitor and review safety access and security needs.

## 10 Swimming Pools

### Aims:

To provide safe and enjoyable swimming facilities for recreational and competitive needs.

INITIATIVES	STRATEGIES	INDICATORS
Safety issues addressed with improvements implemented where necessary.	Regularly monitoring and review of safety issues and contract management.	Safety and Capital works carried out within budgetary allocations.
Structures are maintained to prolong physical life of the asset as well as reducing annual maintenance budget in the long term.	Maintenance works scheduled within facilities maintenance program.	Pools ready for opening at commencement of swimming season Patronage statistics e.g. Kyogle Pool 28,494 persons

## 11 Parks & Gardens

### Aims:

To provide a safe and pleasant atmosphere in Council's parks, gardens and recreation areas and to pursue their steady improvement.

INITIATIVES	STRATEGIES	INDICATORS
Minimise the potential for liability claims.	Undertake regular risk audits	Ongoing Risk Assessment carried out and documented.
Pursue means to reduce costs of recreation facility maintenance	Encourage community and sporting body participation in maintenance	Receive community input into the maintenance and development of parks and gardens
Ensure parks, gardens and recreation areas are safe	Ensure rectification of identified hazards is given high priority in the routine maintenance program.	Upgrade park equipment in disrepair or at the end of its functionality Number of complaints

## 12 Crown Reserves

### Aims:

To provide a safe and pleasant atmosphere in Council's crown reserves and to pursue their steady improvement.

INITIATIVES	STRATEGIES	INDICATORS
Efficient running of reserves	Continue actions in relation to preparation of Crown reserves Strategic Plan.	Strategic Plan completed and adopted
Pursue means to reduce costs of recreation facility maintenance	Encourage community and sporting body participation in maintenance	Receive community input into the maintenance and development of crown reserves
Ensure crown reserves are safe	Undertake regular risk audits, ensure rectification of identified hazards is given high priority in the routine maintenance program.	Ongoing Risk Assessment carried out and documented. Number of claims/complaints 8
Ensure community lands plans of management are in accordance with current legislative requirements	Conduct a review to ensure community lands plans of management are in accordance with current legislative requirements	Review to be conducted in accordance with recently adopted Crown Reserves Strategic Plan by March 2011.

### 13 Arts & Cultural Services

**Aims:**

Support, promote and initiate cultural activities within the Kyogle area.

INITIATIVES	STRATEGIES	INDICATORS
Complete Cultural Policy	Policy prepared through input from working party	Policy adopted.
Liaise with DEC (National Parks and Wildlife Service) to collaborate on the development of an Aboriginal Archaeological Study to objectively and professionally document and identify the Aboriginal heritage of the local government area.	Develop a Heritage Map for the Council area as the basis for determining whether development will diminish the cultural significance, archaeological integrity or historic value of any identified site, object or feature.	Identified Aboriginal heritage is included in a Heritage Map and Schedule 5 of an endorsed LEP in an appropriately sensitive manner
To ensure that known places of heritage and cultural significance are preserved, enhanced or revealed.	That the comprehensive Local Environmental Plan for the Council area include the items of environmental heritage identified in the Kyogle Heritage study 1996.	That the endorsed LEP include items of environmental heritage identified in the Kyogle Heritage Study 1996.
Council liaise with the NSW Heritage Council to explore funding to establish a heritage advisory service.	Identify the possibilities for funding including the viability of engaging a Heritage Advisor on a part time basis under the NSW Heritage Assistance Program	That all avenues of funding to provide professional advice on heritage related issues are explored.

## Customer Service

### 14 Governance

#### Aims:

- Better manage community expectations.
- Understand and meet the needs of the community.
- Set the example in Local Government through efficient and effective management practices and provide an environment that fosters trust, encourages and rewards excellence in performance and which supports the implementation of Council's goals and policies.

INITIATIVES	STRATEGIES	INDICATORS
Report community opinions	Conduct a community survey Review strategic plan	Community Strategic Plan adopted.
Engage the community in Council processes	Conduct public meetings and engage in appropriate consultation	Six (6) meetings held this financial year.
Organisation structure reviewed annually	Organisation Structure review to be carried out in consultation with the General Manager, Council and staff	Structure reviewed at least annually.
All policies reviewed annually	Review all policies annually to ensure that they are consistent with stated objectives	Reported to Council.
Management Plan reviewed quarterly	Undertake quarterly reviews of Management Plan, identifying any areas of concern and adjusting targets as necessary.	Reviews completed by August, 2009, November, 2009, February, 2010 and May, 2010 and presented to Council.
Minimise number of customer complaints	Provide prompt response to phone calls, correspondence and customer complaints	1070 customer service complaints received during the year.. 4921 items of correspondence registered. 190 outstanding as at 30/06/10.



## 15 Administration

### Aims:

Efficient and effective management of customer services (both internal and external)

INITIATIVES	STRATEGIES	INDICATORS
Ensure information technology is effectively utilised as a means of enhancing the effectiveness of work groups and the efficiency of the organisation.	Subject to availability of funds, all information technology needs are met.	Training commenced for Civica installation.
Provide efficient management of Council records	Effective registration, storage and follow ups for all documents and e-mail.	Ready access to centralised system of current and archival information by all staff is provided.
Ensure public is aware of services, relevant events, meetings etc.	Full public knowledge of services, events, meetings etc.	Co-ordinate, produce and distribute monthly newsletters.
Maintain relevant and current web site	Manage in line with Council and Community requirements	Community events included in newsletter and website.
Compile and prepare Business papers for distribution to Councillors, staff, press and public	Business papers prepared accurately and distributed within sufficient time to allow review prior to meetings.	Distribution requirements met for quarter.
Minimise exposure to insurance risk	Ensure adequate insurance coverage and regularly inspect all facilities in accordance with developed risk management program	Report on number of claims received/lodged; 15 claims received for quarter regarding public liability. 7 claims denied 4 claims settled 4 claim ongoing.

## 16 Personnel

### Aims:

- Employ recruitment and selection procedures to attract the best possible applicants
- Ensure all staff, contractors and volunteers are aware of policies, safety issues and conditions of engagement.
- Ensure all staff training needs are addressed and training budget spent effectively
- Monitor progress and performance of staff

INITIATIVES	STRATEGIES	INDICATORS
High quality staff employed.	Positions to be filled according to recruitment procedures and policies	Resignations - 7 casual 3 permanent Inductions - 4 casuals 2 permanent
Policies, safety procedures and conditions of engagement fully known and applied.	Induct staff, contractors and volunteers prior to their commencing duties.	-10 inductions carried out for year.
All necessary training completed within budget.	Training plan to be developed for all staff	Structured training plan is under review by OH&S officer.
All staff reviewed at least once a year.	Conduct regular reviews and reward positive achievement	Staff reviews ongoing.
Minimise workers compensation claims/costs	Provide OH&S training for all employees, Interview all employees making accident claims and review work practices	59 incidents and accidents reported for the year.

## 17 Finance

### Aims:

Manage the finances of Council and ensure processes and procedures are in place for the efficient processing and reporting of financial data.

INITIATIVES	STRATEGIES	INDICATORS
Minimise debt service costs	Evaluate the use of loan funding for capital works projects as required	Report on debt service ratio provided by auditors.
Ensure budgeted results/objectives are obtained	Oversee budgets to ensure budget objectives are attained.	Report on percentage variances from budget as part of quarterly budget review
Ensure taxation requirements are met	Taxation minimised. Nil fines or penalties.	All returns lodged on time, through period.
Minimise level of outstanding debts.	Enforce debt collection methods to reduce levels of outstanding debt	Report on levels of outstanding rates and debtors provided to monthly council meetings.
Manage cashflows to maximise investments	Investment return forecast in adopted budget.	Monthly investment reports provided to Ordinary meetings.
Ensure internal controls are in place to minimise risk of error and opportunity for fraud	Document systems, train staff and implement auditors recommendations	No major problems identified by Auditors. Points noted in Management letter from auditors acted upon where possible.

## Environment and Pastoral

### 18 Environmental Health

#### Aims:

- Protect and promote the health and well being of the public of the Kyogle Council area Community by developing and applying environmental health and public safety measures
- Encourage responsible land management on privately owned lands.
- Continue to enforce and police air pollution legislation.

INITIATIVES	STRATEGIES	INDICATORS
To ensure public health standards are maintained in accordance with statutory obligations.	Response to complaints and the procedures for issue of Orders is monitored and regularly reviewed.	Complaints are responded to within 21 days or less depending on health issues concerned.
Carry out periodic surveillance of food preparation, handling and sale procedures.	Inspection of food handling premises and food handling methods, including development of upgrading programs for individual premises.	Annual inspection of all food premises.
Monitor and inspect skin penetration activities and equipment, which has the potential to harbour legionella bacteria.	Registration and periodic inspection of premises conducting skin penetration activities or containing water-cooled air conditioning units.	Annual Inspections of all premises.
Continue to enforce and police air pollution legislation	Air pollution incidents are investigated and appropriate education and or regulatory action is implemented.	Incident investigation. Incident response
Investigate the outcomes from the Cities for Climate Protection Program	Council is part of the CCP Program Council is actively involved in the Northern Rivers Group on Energy. Council provides resources to facilitate local CCP initiatives.	CCP milestone achievements
To provide community education on health and environmental issues.	Develop and maintain reference material.	Number of education programs conducted - 2 Topical and current material stocked and displayed.
Monitor weed control activities of Far North Coast County Council (Far North Coast Weeds) within Council area.	Staff are conversant with functions of the County Weeds	FNCW statistics on time spent in area, levels of infestation Number of education programs conducted.

## 19 Town Planning

### Aims:

- Achieve acceptable planning and development standards to protect the environment in accordance with community expectations.
- As part of the preparation of the draft Local Environmental Plan, consider the identification of environmentally sensitive lands and provide protection through appropriate environmental protection zoning and provisions.

INITIATIVES	STRATEGIES	INDICATORS
To ensure a high level of assessment is carried out in respect of all development in accordance with the requirements of Section 79C, policies and objectives for the development of the area.	All development applications are assessed in accordance with the provisions of the Environmental Planning and Assessment Act, Council Policies and codes.	Determination of development applications for quarter - 31 determined @ a 15.5 day turnaround. Financial year 159 determined @ 12 day turnaround.
To enforce planning statutes as required.	All identified non-compliance activities are satisfactorily dealt with, resulting in the cessation or legalisation of the use.	Number of illegal activities controlled as a percentage of illegal activities identified - 28 investigated - 7 controlled.
To process Section 149 Certificates efficiently	Section 149 Certificates processed on a PC based system.	Section 149 Certificates quarter - 91 applications received @ a 1.3 day turnaround. Financial year - 397 applications received @ a 1.5 day turnaround.
As part of the preparation of the draft Local Environmental Plan , consider the identification of environmentally sensitive lands and provide protection through appropriate environmental protection zonings and provisions	Assign land use zones through a consideration of parks, reserves and private land in context with state policy, the regional strategy and local strategic planning documents (including the NPWS key habitats and corridors database)	Identified environmentally sensitive lands are protected in the LEP under the Environmental Protection, RU6, R5 and RE1 zones as appropriate.

## 20 Building Control

### Aims:

Achieve acceptable building standards in accordance with community expectations.

INITIATIVES	STRATEGIES	INDICATORS
Building appraisal procedures are performed in accordance with relevant legislation and statutory time frames.	Application appraisal procedures are regularly reviewed.	Building certificates processed within statutory timeframes.
Policies developed and reviewed to provide relevant criteria for building activities, as Council allocated resources permit.	The majority of the work is undertaken "in house".	Policies referred to Council and community as necessary.
Ensure building related enquiries are dealt with efficiently and professionally.	Inspections carried out in a timely and professional manner, as Council allocated resources permit.	Level of customer satisfaction/complaint monitored through complaints register.

## 21 Ranger Services

### Aims:

- Monitor incidence of straying dogs and stock.
- Reduce the risk of vehicle accidents due to straying animals.

INITIATIVES	STRATEGIES	INDICATORS
Animal control	Carry out regular patrols of public streets and roads	Patrols carried out on a regular and systematic basis. Number of infringements - 8
Educate community on responsible animal ownership	Formulation and review of policies and supply of information to the community	Public consultation, education and meetings for Companion Animals Management Plan.
Provide prompt response to community needs regarding animal control.	Enquiries and complaints are actioned promptly.	Complaints and enquiries acted on within 7 days.

## 22 Emergency Services

### Aims:

To protect life and minimize damage to property and environment

INITIATIVES	STRATEGIES	INDICATORS
Rural Fire Service Level Agreements	Implement the Service Level Agreement between Council and the NSW RFS	Service level agreement reviewed as required
SES support	Support the activities of the local State Emergency Services brigades	Donations made to State Emergency Services plus compulsory contribution.
Local Emergency Management Committee	Nominate LEMO, attend meetings and provide support to LEMC.	Four LEMC meetings held during the year. DEMC meetings attended. Emergency Risk Management Plan completed.

## Roads and Infrastructure

### 23 State Highways

#### Aims:

Maintain to an acceptable standard the network of 113km of State Roads.

INITIATIVES	STRATEGIES	INDICATORS
Liaise with RTA in the development of five year capital works and maintenance programs for State Roads	Participate in annual inspections of State Roads with RTA to determine needs.	Annual inspections completed and input provided.
Continually monitor defects to identify areas where additional works to routine maintenance are required.	Advice submitted to RTA on identified needs for rehabilitation or reconstruction	Ongoing liaison continued with contract surveillance officers.
Pursue a commitment for a heavy vehicle alternative route for the Summerland Way through Kyogle and Wiangaree.	Liaise with the RTA and other government departments.	Not currently in RTA forward plan. Request for investigation funding included in TRAIN submission to Infrastructure Australia.
Pursue further investigation of the East of Mount Lindsay deviation for the Summerland Way	Liaise with the RTA and other government departments	Not currently in RTA forward plan. Request for investigation funding included in TRAIN submission to Infrastructure Australia.
Maintain State Roads to the requirements of the Single Invitation Contract	Negotiate realistic prices related to standards specified	Agreement reached on prices applicable for the current year. - as per terms of RMCC.
	Comply with quality, safety and environmental management plans	Minor non-conformance identified in audit in January 2010 are being addressed.
Construct capital projects on State Roads to RTA requirements	Submit competitive tenders for works	No tenders called. Ordered works allocated to Council in accordance with RTA program.

## 24 Regional Roads

### Aims:

Maintain to an acceptable standard its network of 127km of regional roads.

INITIATIVES	STRATEGIES	INDICATORS
Develop forward capital works and maintenance programs for Regional Roads.	Regular assessment of road condition by visual inspection and analysis of maintenance expenditure. Scope and submit projects to RTA for inclusion in funding programs	Four year REPAIR program continued with \$722,000 spent on three projects on Clarence Way
Regional road network appropriate for current and anticipated transport needs.	Negotiate with RTA for appropriate changes e.g. inclusion of Gradys Ck Rd in the network.	Review of network finalised - no changes in Kyogle Council.
Lobby for action on MR 622 specifically between the Qld State border and the Summerland Way Intersection.	Support the Summerland Way Promotional Committee and (SWPC) and Downs to Rivers Action Committee (DTRAC)>	Ongoing support through Summerland Way and DTRAC Committees.
Replace timber bridges on the Regional roads	Prepared and submit funding proposals to RTA for consideration	Replacement of four timber bridges on Clarence Way completed at a cost of \$1.008 million, making a total of 11 bridges replaced since 2006/07
	Pursue funding assistance	One additional program approved for replacement on 2010/11.



## 25 Urban Local Roads

### Aims:

To identify and address the needs for the improvement or the expansion of the Urban Local road network and to improve the level of service to residents in the village area.

INITIATIVES	STRATEGIES	INDICATORS
Construct and maintain all roads to standard outlined in the Road Network Management Plan	Review the gap between actual funding and funds required for the various maintenance activities	Urban road construction program completed
Review the classification hierarchy for Urban Local Roads	Review the urban road classifications to ensure they are appropriate for current development and usage.	Urban Road classifications not changed during the year.
Develop construction and maintenance standards for urban local roads	Review appropriate standards for local conditions	Standards documented in Northern Rivers Councils design manual.
Develop a forward rehabilitation and upgrading Program to address the backlog of works required.	Regular assessment of road condition by visual inspection and analysis of maintenance expenditure	Forward program developed and annual requirement included in Management Plan.
Eliminate all unsealed urban streets and lanes	Review the program to achieve this objective in five years	Annual Program included in management plan proposals
Reduce risk exposure due to trips and falls in the urban areas.	Implement programs for reconstruction or repair to footpaths, kerb and gutter and street tree management where hazards have been identified.	PAMP program continuing with State and Federal funding assistance. First stage of Kyogle Main street upgrade completed and upgrades in Bonalbo, Woodenbong, Tabulam and Old Bonalbo undertaken.
Pursue systematic maintenance programs for urban streets	Identify maintenance needs by regular inspections and reference to complaints received.	Inspection records maintained and reviewed on a monthly basis. Works prioritized in accordance with Network Management system and budget.
Maintain high standard of response to customer requests	Maintain the Customer Action Request system and document inspection and response procedures to ensure prompt, efficient response to requests.	Response time to action requests monitored.

## 26 Rural Local Roads

### Aims:

- Maintain to an acceptable standard its network of 1,082km of local roads.
- Work towards increased funding base and ensure responsible asset management including continual review of construction and maintenance activities.
- Ensure a balance is maintained between the most economical use of available funds and community expectations.

INITIATIVES	STRATEGIES	INDICATORS
Develop a forward programs for Rural Local Roads	Carry out condition surveys and traffic projections for RLR to identify priorities	Rural road rehabilitation and resheeting programs completed.
Review the Road Network Classification annually	Review traffic usage and development trends to identify any changes in classifications warranted	Road usage trends monitored. No change to Road Classifications made during the year.
Develop construction and maintenance standards for each classification of road	Review appropriate standards for local traffic conditions and topography	Standards documented and incorporated into Road Network Management Plan
Maintain high standard of response to customer requests	Maintain the Customer Action Request system and document inspection and response procedures to ensure prompt, efficient response to requests.	Concurrence with required levels of service
Promote responsible management of the roadside environment	Implement Roadside Vegetation Management plan	Protection and enhancement of roadside environment incorporated into works program.
Promote road safety	Pursue funding for specific road safety projects as appropriate	Five (5) blackspot projects approved and now completed.

## 27 Bridges

### Aims:

- To identify and address the needs for the improvement of the Kyogle Council Bridge Network.
- To work towards the upgrading of bridges to provide a higher level of service to the public and lower annual maintenance costs

INITIATIVES	STRATEGIES	INDICATORS
Develop annual bridge maintenance/replacement program.	Prioritise bridges and determine appropriate structure	Increased maintenance expenditure on timber bridges to address ageing infrastructure, Four timber bridges replaced with new bridges and three replaced with culverts.
Implement the adopted Bridge System Improvement Strategy	Continue systematic inspection and testing program	Approx. 5% of timber bridges reassessed during the year.
Update the bridge asset register	Record data from ongoing bridge survey and add details of new works as they occur.	Bridge register updated on a continuous basis
Develop construction and maintenance standards for bridge network	Review appropriate standards for local conditions Review new and existing technologies to replace bridges with economical low cost structures	Continued replacement of timber bridges with culverts where appropriate. Increased use of steel and concrete replacement components in timber bridges.
Maintain serviceability of existing bridges	Undertake regular appropriate preventative maintenance as identified in bridge inspections.	Reduction in incidence of emergency repairs - maintenance program continued.
Signage	Upgrade warning signage on bridges and approaches.	Install signage as each bridge undergoes maintenance works
Termite Control	Continue termite control program	Reduction in evidence of recurring termite damage to bridges

## 28 Engineering & Works Administration

### Aims:

To control private structures on roads and road openings and to ensure that all works are carried out to adopted standards.

INITIATIVES	STRATEGIES	INDICATORS
Ensure compliance with the adopted grid policy.	Carry out an inspection of all grids and update records of owners and serve the required notices when grids need upgrading	269 grids registered and complying, 69 unregistered structures remaining and being followed up with adjacent land owners
Ensure compliance with adopted Property access and Addressing Policy and Management Plan	Inspect existing property accesses and advise owners of the requirements as adopted. Approvals for new property accesses to be in compliance with the policy and management plan.	All property accesses and rural addresses to comply with the required standard.
Ensure compliance with adopted Road Reserve Policy and Management Plan	Monitor road openings, subdivisional roadworks and other private works within road reserves	All works to Council standards.

## 29 Quarries

### Aims:

To provide economical quarry products and to operate within all relevant legislation.

INITIATIVES	STRATEGIES	INDICATORS
Investigate new raw material sites.	Identify potential sources and carry out preliminary investigations to determine quantity and quality of material available.	Existing sources have sufficient material for short to medium term. A number of private operators are considering development or upgrading of quarries.
Develop a quarry business plan.	Review the draft plan and adapt it to current operations and future proposals.	Quarry Business Plan to be developed.
Develop quarry operations plans	Carry out site surveys of quarries.  Prepare operations plans to comply with relevant legislation	Quarry operations plans completed.
Maintain and update Quarry Safety Management Plan to DPI requirements	Provide relevant staff training and conduct safety meetings and site inspections in accordance with the Plan.	No adverse reports from DPI Mines Inspections.

## 30 Plant and Depots

### Aims:

- Plant fleet is adequate to meet needs.
- Ensure plant has high levels of utilisation

INITIATIVES	STRATEGIES	INDICATORS
Replace/acquire plant as and when necessary.	Regular review of plant conditions and use.	Purchase being made within budget.
Rationalise under utilised plant.	Review works program and plant income reports regularly.	Plant income exceeds projected budget.

## Economic Development

### Aims:

- Assist and coordinate the ongoing development of Kyogle Council area and enhance and market its capacity as a location for residential opportunities, primary production, industry, commerce, government services and tourism.
- To foster the development of the tourism industry, within the Council area in order to promote economic growth and improved facilities.

STRATEGIC INITIATIVES	SPECIFIC TARGETS	ACTIONS
Range of alternative funding/revenue sources identified	Applications submitted	Report on funding obtained
To assist intending developers to identify sites and lodge applications for appropriate commercial, industrial and other employment generating activities and to appropriately determine such applications.	All activities in this category are to be undertaken "in house" utilising existing staff and resources as available. Outside agencies may be called on to assist as required.	Number of new commercial and industrial developments approved. 1 major development approved. 2 major rezonings approved.
Continue the strategic planning process with Council and key community stakeholders	Consult broadly on the actions and content of the plan	Minutes of the Community Cultural & Economic Committee presented to Council.
Actively pursue opportunities for the development of Value Adding industries for forest plantation products	Liaise with government and industry groups	Report to Council
Prepare Economic Development Strategic Plan.	Liaise with Council, the community, Kyogle businesses and Government Departments.	Draft prepared
Prepare promotional material for the area as required, aimed at achieving maximum target audiences.	Council has an adopted tourism strategy, which sets out the strategic direction for tourism within the Council area, including resource requirements.	Number of tourist development applications received - 0  Seeking feedback from tourism operators on level of assistance provided by Council.
Actively assist in the regional promotion and development of the tourism industry.	Given the limited level of resources available for this activity, the majority of the work is undertaken "in house".	Annual Implementation of a combined tourism brochure with Richmond Valley Council  Establish a Tourism Marketing Plan.  Continue the association between Kyogle Council and the Regional Tourism Organisation

# State of Environment Report

Section 428(2)l, cl 217(2), cl 218-226

All Councils are required under the Local Government Act and the Local Government (General) Regulation to produce a comprehensive State of the Environment (SoE) reports every four (4) years. This document effectively provides a report card on the condition of our environment and natural resources. Kyogle Council developed a comprehensive report in 2009. Council is also required to produce annual supplementary reports between comprehensive reports. The supplementary report was presented to the October 2010 Ordinary meeting

A copy of the 2009 comprehensive State of the Environment Report is available on the Kyogle Council website or from Council's Administrative Office.

The Comprehensive State of the Kyogle Council State of the Environment annual supplementary report for 2010 is included in this report as Appendix 2.

# Condition of Public Works

## Section 428(2)(d)

The information contained in this Schedule comprises accounting estimates formulated in accordance with the NSW Local Government Code of Accounting Practice and Financial Reporting. Nothing contained within this Schedule may be taken to be an admission of any liability to any person under any circumstance

Council recognises that the standard that it considers to be "satisfactory" may be different from that adopted by other Councils.

### **BUILDINGS and other MAJOR FACILITIES**

Council manages and/or maintains 86 public buildings and facilities within the Kyogle Council Area. Assets included in this section include Council offices, works depots, tourism promotion facilities, cemeteries, swimming pool facilities, buildings in recreational areas, waste disposal facilities, public halls/community centres, properties owned and let commercially, libraries, museums and public toilets.

All building assets were indexed by an external valuer during 2009/2010. Maintenance programs are developed to reflect the condition of the facilities.

Estimate of cost (at current values) to bring these buildings/major facilities up to a satisfactory standard.

A review of the total range of facilities has been carried out and an assessment of necessary maintenance required to achieve a satisfactory standard identified and costed. A condition code has been applied to each facility and then a representative rating applied to each class of facility. These codes are included in the financial statements. The total estimated cost to bring these facilities to a satisfactory condition is \$2,545,000.

Estimate of cost (at current value) to maintain the building / major facilities at a satisfactory standard.

If all the facilities were at a satisfactory standard it is estimated to cost \$124,000 each year to maintain that condition.

Current value of the annual building / major facility maintenance program.

The current value of the annual building/major facility maintenance program is \$120,000 .



## **ROADS and ASSOCIATED STRUCTURES (Bridges, Kerb & Gutter, Footpath)**

Council maintains a total road length of 1,200 km of local and regional roads, which include a total of 222 timber bridges and 121 concrete bridges.

Estimate of cost (at current values) to bring these roads/structures up to a satisfactory standard.

### **Roads**

An assessment has been made of the condition of the road network using Council's Asset Management database, based on ongoing inspection information. For a road to be considered to be in a satisfactory condition the following requirements should be satisfied:

- The road is trafficable in both wet and dry weather conditions and provides a safe environment for vehicles.
- Indicators of road pavement condition (seal cracking, surface rutting and the extent of surface defects) are less than 5% of the pavement area
- Bitumen seals on sealed roads have been in place for less than 10 years since resealing
- Depth of gravel on unsealed roads is greater than 200mm (for sub-arterial roads), 150mm (for collector roads) and 100mm (for other local roads).

To estimate the cost to bring the road network to a satisfactory standard the condition of those roads that do not achieve the above requirements was identified. The type of repair that would be appropriate for these various roads was determined, and the unit rate cost applied to carry out those repairs. The treatment techniques ranged from resealing to full pavement rehabilitation and addition of gravel to unsealed roads. The total amount to carry out the appropriate treatments across the entire road network is the figure reported as follows:

- Sealed roads surface – Cost to bring to satisfactory condition of \$4,720,000.
- Pavement – Cost to bring to satisfactory condition of \$1,320,000.
- Unsealed roads - Cost to bring to satisfactory standard of \$8,700,000.

### **Bridges**

The condition of bridges is based on routine inspections conducted using the VicRoads model. Timber bridges are inspected every two years and concrete bridges at three year intervals. Information from these inspections is entered into Council's bridge management software, BridgeAssyst. To be assessed as satisfactory the structure is structurally sound without the requirement for replacement of major components. The cost to bring these assets to a satisfactory condition is the amount required to carry out major maintenance on each structure, based on information from the most recent inspections.

The total estimated cost to bring these facilities to a satisfactory condition is \$3,300,000.

### **Footpaths & Carparks**

Footpaths are required to be trafficable and safe, with trip hazards being the primary indicator of safety. In addition to regular visual inspections, detailed footpath surveys are undertaken every three to five years to identify and quantify all existing defects. Different treatment techniques have been proposed (with corresponding unit cost rates) to determine the cost to bring those defective areas to a satisfactory standard. These techniques ranged from step grinding to full replacement.

The total estimated cost for the various treatment techniques is \$612,000.

#### Estimate of cost (at current value) to maintain the roads, bridges & footpaths at a satisfactory standard.

If the roads and associated infrastructure were at a satisfactory standard it is estimated that it would require \$4,688,000 annually to maintain that standard.

#### Current value of the annual roads, bridges and footpaths maintenance program.

The amount provided for maintenance of roads and associated infrastructure is made up of Council funds, Commonwealth Financial Assistance Grant funds and Roads to Recovery program funds, and the Regional Roads Block Grant. The total amount available was \$5,001,000.

### **STORMWATER DRAINAGE**

Details of the extent of Council's urban stormwater drainage network are kept in Council's assets database. The total length of the network is 86 km of drains, and 29km of kerb and guttering.

#### Estimate of cost (at current values) to bring these drainage facilities up to a satisfactory standard.

The estimated cost to bring drainage to a satisfactory standard is \$2,369,000

#### Estimate of cost (at current value) to maintain the drainage facilities at a satisfactory standard.

If the drainage facilities were upgraded and were functioning satisfactorily it is estimated to cost a total of \$61,000 per year to maintain that condition.

#### Current value of the annual drainage maintenance program.

The current program to maintain and upgrade urban drainage facilities is \$40,000.

## **WATER & SEWERAGE**

Council operates water and sewerage schemes in the villages of Kyogle, Bonalbo and Woodenbong.

Estimate of cost (at current values) to bring these water & sewerage facilities up to a satisfactory standard.

The total cost to bring the water and sewerage facilities to a satisfactory condition is \$11.949 million.

Estimate of cost (at current value) to maintain the water & sewerage facilities at a satisfactory standard.

If the water & sewerage facilities were upgraded and were functioning satisfactorily it is estimated to cost a total of \$921,000 per year to maintain that condition.

Current value of the annual water & sewerage maintenance program.

The current program to maintain and operate the water and sewerage systems is \$879,000.

# Cost of Legal Proceedings

## Section 428(2)(e)

### Legal Costs - Outstanding rates and charges

Council conducted the recovery of overdue rates and outstanding debts. In 2009/2010, \$4,743 was spent in recovery action with external agents. These costs are added to the outstanding balance and recovered.

### Seeking legal opinions

Legal expenses were incurred for the purposes of representing Council in legal proceedings and in seeking legal opinions on various issues coming before council, advice on contracts, property transfers, road realignments and investigation of illegal structures. Total costs for these expenses in 2009/2010 amounted to \$36,716.

Animal control legal expenses amounted to \$4,185 and a further \$9,635 in relation to town planning.

### Summary of Legal Proceedings

During the 2008/2009 year Council commence action to appeal extended licensing hours – this matter was still proceeding at June 30, 2009. During the reporting period Council was successful in this action.

There was court action regarding the prosecution of penalty notices. This matter was dismissed by the Court

### Legal Assistance – Other Councils

Council approved a contribution of \$339.70 during the year as a contribution to the legal costs incurred by Berrigan Council.

# Mayoral & Councillor Fees, Expenses & Facilities/ Senior Staff Contracts /Overseas Travel

## Section 428(2)(f) (g), cl 217(1)

### Fees and Expenses relating to the Mayor and Councillors

Under the Local Government Act 1993, Councillors are to be paid an annual fee, payable monthly in arrears. The Mayor is entitled to receive a fee in addition to the Councillor annual fee for the responsibilities of that office.

<b>Expense/Allowance</b>	<b>2009/2010</b>
Mayoral Allowance	20,284
Councillors fees	83,610
Travel allowance	17,572
Provision of office equipment	167
Telephone expenses	1,544
Conference and Seminar expenses	7,158
Councillor sustenance	2,877
Interstate visits	3,264
Expenses of spouses	Nil
Overseas visits	Nil
Childcare expenses	Nil
<b>TOTAL</b>	<b>136,476</b>

### Councillor Expenses and Facilities

Council has developed a Policy for the payment of expenses and provision of facilities for Councillors which is reviewed at least annually. This Policy addresses the provision of expenses to be paid in relation to approved travel outside the Kyogle Council area, travel involving the use of private vehicle, reimbursement of the cost of Council related telephone calls. The Policy covers the provision, where appropriate of Secretarial support, access to meeting rooms, leased vehicle, computer, facsimile machine, mobile telephone, identification badges, and business cards.

The Policy is written to ensure that the philosophy "no loss: no gain" to Councillors is maintained at all times. A copy of the Policy can be read and downloaded from the Council website at [www.kyogle.nsw.gov.au](http://www.kyogle.nsw.gov.au) .

### Senior Staff Contracts

There was one senior staff member as designated in the Local Government Act during the financial year ended June 30, 2010. The General Manager is employed under a four-year performance based contract. Total Remuneration package for the General Manager was \$154,941.81 (includes salary, superannuation, and reportable fringe benefits tax).

There was no overseas travel undertaken by any Councillors or senior staff representing Council during the 2009/2010 financial year.

# Major Contracts Awarded

## Section 428(2)(h)

### Contracts Greater than \$150,000.

Council calls tenders annually for the supply of various facilities, including the supply of bitumen, cement stabilisation of roadworks, truck hire, and plant hire. Other purchases may be tendered as necessary throughout the year.

For the 2009/2010 year, Council awarded two (2) formal contracts in excess of \$150,000 (other than employment contracts) as shown in the following table.

<b>Contractor</b>	<b>Details of Contract</b>	<b>Value \$</b>
Civica	Corporate software package	272,026
EK Sanderson	Construction of bridge	469,178

The following organisations have provided Council with goods and/or services during the financial year with an accumulated value for goods or services exceeding \$150,000.

<b>Contractor</b>	<b>Details of Contract</b>	<b>Value \$</b>
Eden Creek Constructions	Concrete work/ products	393,779
Bromelton Quarry	Quarry Product	480,430
Caltex Energy	Supply of Fuel	574,984
City Toyota	Supply vehicles and service	272,397
Civil team Engineering	Bridge construction – contract 07/08	316,773
Clark Asphalt P/L	Bitumen Sealing – Annual tender	843,132
Clovass Quarry	Quarry product	205,457
Country Energy	Electricity supply	355,362
Downer EDI Works P/L	Pavement stabilisation – Annual tender	407,608
EK Sanderson	Bridge construction 08/09 + 09/10 contract	706,396
GCM Enviro P/L	Landfill compactor	231,000
Golden Grove Wholesalers P/L	Timber	181,038
Hayes Toyota	Supply vehicles and service	151,269
Humes Ltd	Concrete products	181,695
MJ Smith Ground Preparation	Plant hire	190,663
Nviroscope P/L	Landslip repair	466,621
Renolith International P/L	Stabiliser	163,960
Smith Plant( Lismore) P/L	Plant hire and quarry product	210,360
SRS Roads P/L	Reseals	1,270,374
Terragon Mobile Crushers	Crushing quarry product	240,172
Water Systems Australia P/L	Bonalbo Water Treatment Plant	350,953

# Bushfire Hazard Reduction Programs

## Section 428(2)(11)

### Bushfire Hazard Reduction

The review of the Bushfire Risk Management Plan following the combination of Bushfire Management Districts of Kyogle, Richmond Valley and Lismore into the Northern Rivers Bushfire District was completed in May, with the plan to be displayed for public comment and adopted before the end of 2010.

The Bushfire Risk Management Plan identifies the different land tenure, vegetation types and land management practices and provides objectives and strategies for these areas.

All agencies are required to submit hazard reduction plans prior to the fire season, have them reviewed by the Committee and report back to the Committee after the season, usually in March, on the success or failure of the plans.

While all agencies carried out some form of hazard reduction programs/works these works are not required to be reported in the Annual Report.

During 2009/2010 hazard reduction carried out by Kyogle Council was confined to roadside slashing operations throughout the road network.

### Bushfire Management Strategies Implementation by Council

Council where necessary continues, through its Development Assessment process, to control and in some cases restrict development of housing in areas where adequate fire protection zones cannot be established.

All new development in the Council area must conform to the Planning for Bushfire Protection Guidelines 2001.

Council supports and encourages the development of evacuation and emergency plans and during the year, through its Local Emergency Management Committee, considered possible locations of Neighbourhood Safer Places, or places of last resort for specific communities during a major bushfire emergency and made recommendations to the Rural Fire service on suggested locations for further consideration.

Council has maintained and in some cases upgraded its public roads, which form the only Strategic Fire Advantage Zones in the Council area.

# Multicultural Services

## Section 428(2)(j)

In the 2006 census, 5.8% of the Kyogle Council population was identified as being of Indigenous origin.

The main ethnic groups are set out in the table below. The non-English speaking population is negligible.

<b>Birthplace</b>		
Place of birth	Number	Proportion of total population
Australia	7,998	86.4%
United Kingdom	259	2.8%
New Zealand	128	1.4%
Germany	75	0.8%
United States of America	36	0.4%

<b>Language spoken at home</b>		
Language	Number	Proportion of total population
English	8,726	94.3%
German	56	0.6%
Italian	26	0.3%
Bundjalung	11	0.1%
French	11	0.1%
Swedish	10	0.1%

No special services were offered to cater for people with diverse cultural or linguistic backgrounds.



## Council Subsidised Private Works

### Section 428(2)(k)

All private works undertaken by Council were carried out in accordance with the approved fees and charges and also the works estimating and costing procedures as fixed by Council in conjunction with the adoption of the Management Plan.

The scope of other private works carried out by Council included subdivision works, plant hire, supply and delivery of road materials, minor contract works, sewer, drainage and water jobs and other general works. Private Works jobs are documented by way of an "Private Works and Services Request" which details job description, location, application name, estimated cost, payment details and other relevant job information.

# Financial Assistance Provided

## Section 428(2)(I)

Grants Provided by Council under Section 356 on the Local Government Act 1993 during the 2009/2010 Year, total \$104,948

The policy for the Financial Assistance to Organisations and Individuals was last reviewed and presented to the March 2008 Ordinary meeting. This policy can be viewed on Councils website on [www.kyogle.nsw.gov.au](http://www.kyogle.nsw.gov.au)

Appropriate advertisements are placed in Councils Newsletter and local media seeking applications from local groups and individuals.

Council granted the following donations during the 2009/10 year:

ORGANISATION	VALUE
Quarterly Determinations- determined by Council under Financial Assistance Policy	10,569
Futures funding – determined by Council under Futures funding program	55,672
Australia Day Committee (East)	3,688
Australia Day Committee (West)	3,688
Various Halls	4,846
Life Education Van/Pools	4,647
North Coast Academy of Sport	992
Bonalbo Show Society	348
Woodenbong Show	348
Kyogle Show Society	1,160
Kyogle Citizens Band	1,195
Kyogle SES	8,357
Tabulam SES	9,090
Kyogle NAIDOC celebrations	348
<b>TOTAL</b>	<b>104,948</b>

# Human Resource Activities

## Section 428(2)(m)

### Organisational Structure

Council last reviewed its organisational structure in November 2008.

### Training and Development

throughout the year Council has continued the process of collating all identified training (from performance reviews, OH&S Audit, management Plan requirements and individual staff survey) to form a Corporate Training Plan. Work is being undertaken to formalize and document an individual training plan for each staff member that lists identified training and a priority has been placed against each training item e.g. essential, high, medium & low.

### Consultative Committee Activities

The Consultative Committee has met five times throughout the reporting period issues attended to during the year include:

- Ongoing update on status of positions vacant/filled.
- Provided input into the continuing implementation of the new 10 grade salary system adopted by Council.
- Review of position descriptions as required.
- Provided input into the review of the Vehicle Policy
- Provided input into the review of the Non smoking Policy
- Conducted a survey of staff using questionnaire designed by the Consultative Committee
- Conducted a follow up survey to further examine some of the findings of the survey.

### Occupational Health & Safety

The Occupational Health Safety and Training officer has progressed a major emphasis on reviewing safe work procedures and systems of work. Training and instruction has been provided to many staff members throughout the year. Documenting and recording these activities has improved the Corporate Occupational Health & Safety Management System.

### Risk Management

During the reporting period, property, public liability, motor vehicle and other insurances insurance premiums have remained relatively stable. Council received an improved report from the OH and S audit conducted by Council's insurer.

## Activities to Implement Equal Employment Opportunity Management Plan

### Section 428(2)(n)

Equal Employment Opportunity at Kyogle Council is about:

- Fair practices in the workplace
- Management decisions made without bias
- Recognition and respect for the social and cultural backgrounds of all staff and customers
- Employment practices which produce staff satisfaction, commitment to the job and delivery of quality services to ratepayers and residents
- Improved productivity by guaranteeing:
  - The person with the most merit is recruited or promoted
  - Skilled staff are retained
  - Training and development are linked to employee and Council needs
- An efficient workplace free of discrimination and harassment
- Reduced staff turnover and stress

The Equal Employment Opportunity Management Policy and Management Plan is a combined document with a policy area and a Management Plan with objectives, actions, target and performance indicators. The document also makes reference to the National Framework for Women in Local Government and aims to achieve the objectives of this document.

The provisions of the Equal Employment Opportunity Management Plan are reflected in the following activities:

- Communication and raising awareness
- Recruitment
- Appointment, promotion and transfer
- Training and development procedures

A full copy of the policy is available on the website at [www.kyogle.nsw.gov.au](http://www.kyogle.nsw.gov.au).

## Organisations having Delegated Authority

### Section 428(2)(o)

#### County Councils

During the year Kyogle Council was a constituent member of the Far North County Council that exercised functions in relation to noxious weeds control on its behalf.

#### Other Groups

Council has formal arrangements with several local management groups that have authority for care control and management of parks and reserves and for the organization of Australia Day events. A list of these committees appears below.

Organisation	Comments
Bonalbo & District Development Association	Village Mowing and Maintenance
East of Range Australia Day Committee	Organises Australia Day Activities
Mallanganee & District Progress Association	Village Mowing and Maintenance
Old Bonalbo & District Progress Association	Village Mowing and Maintenance
West of Range Australia Day Committee	Organises Australia Day Activities
Wiangaree Progress Association	Village Mowing and Maintenance
Woodenbong Progress Association	Village Mowing and Maintenance

# Controlling Interest in Companies & Joint Ventures

## Section 428(2)(p)(q)

### Companies in Which Council Has a Controlling Interest

Council did not have a controlling interest in any Companies during the reporting period.

### Joint Ventures in Which Council Has an Interest

- ❑ Richmond/ Upper Clarence Regional Library - Kyogle Council is involved in a jointly funded arrangement with Richmond Valley Council to provide library services through the management of the Richmond/ Upper Clarence Regional Library.
- ❑ North-East Weight of Loads Group (NEWLOG) - Council is also a member of the North-East Weight of Loads Group. The constitution of the group specifies the Council as having a one tenth "ownership" of the groups net assets. The stated objectives of the group include to generally promote the aims of reducing damage to Council and classified roads by policing vehicle weight limits.
- ❑ Statewide Mutual - pooling arrangement with various NSW local government authorities to acquire insurance coverage and best practice systems for risk management.

# Rates and Charges Written Off

## Clause 132

During 2009/2010, Council wrote off the following rates and charges.

Pension Write Offs- includes one quarter water + sewer (55% recovered from State Government)	352,192
Properties becoming exempt, terminated leases and licenses, valuation objections, re-ascertainments	5,084
Changes in Category	1,047
<b>TOTAL</b>	<b>358,323</b>

# Activities for Children

## CI 217(1) (c)

Council controls three buildings that are used as pre schools within the Council area. These buildings are included in Council's maintenance schedule, and have funding allocated to them on an annual basis for maintenance and upgrading.

Seven playgrounds and four sports fields are also maintained or managed by Council, some with the assistance of community groups. The playground areas in Anzac, Cenotaph and Apex Parks, Kyogle have been the subject of upgrading resulting in substantial use by the children of the area. New playground equipment has been installed at Harrison Park Geneva. Further equipment has been purchased for installation at Mallanganee and Highfield Park Kyogle.

A program for updating playground equipment has been established, with items being purchased as finances permit. A shade structure has been erected at the skate park in Kyogle and six portable structures have been purchased for community use. The portable shade shelters have been well used and are available free of charge to community and sporting groups.

# Access and Equity Activities

## CI 217(1)(d)(i)

Kyogle Council is committed to meeting the needs of its community. To assist in providing or advocating for appropriate and accessible services and facilities for its community, Council has adopted the Kyogle Council Social Plan 2009-2014, the Kyogle Council Access Policy and Action Plan 2000 and Access Audit 2005. Council also facilitates the Kyogle Public Transport Working Group.

An access and equity activity is defined as one that assists Council to:

- Promote fairness in the distribution of resources, particularly for those most in need
- Recognise and promote people's rights and improve the accountability of decision makers
- Ensure that people have fairer access to the economic resources and services essential to meeting their basic needs and improving their quality of life
- Give people better opportunities for genuine participation and consultation about decisions affecting their lives.

### Children

Council has undertaken a number of activities to improve services to children. These include:

- Identifying funding opportunities and providing data to assist with applications for children's services
- Providing for improved ramp access in the main street upgrade
- Adopted a Pedestrian Access and Mobility Plan and undertaken some of the work identified in the plan.
- Conducting monthly safety audits of Children's play areas and equipment
- Providing donations for Preschools and playgroups, after school care, learn to swim and Life Education
- Promoting services available to children through sponsoring the Community Directory and posting on the council website
- Planning and organising events that promote safe communities for children
- Obtained funding for the installation of playground equipment.

### Youth

Council has undertaken a number of activities to improve services to youth. These include:

- Working with in Bonalbo community to identify community projects for young people
- Providing funding for youth week activities
- Providing donations for youth projects



- Providing donations for young people to develop skills in their areas of expertise
- Assisting the community develop youth activities and assisting with funding applications
- Convened meetings of transport working group project to facilitate affordable transport for young people
- Partnered with training agency to provide environmental training programs in local government area
- Sponsorship of two youth events for Youth Week
- Liaison, information sharing and supporting youth workers in the LGA
- Promoting services available to young people through sponsoring the Community Directory and posting on the council website
- Participation in Kyogle Youth Forum.

#### Older People

Activities undertaken to improve services to aged people include:

- Provision of a new Seniors Centre for use by seniors organisations and the community
- Undertaken a Pedestrian Access and Mobility Plan
- Encouraging the provision of affordable transport of through facilitation of public transport working group
- Promoting services available to older people through sponsoring the Community Directory and posting on the council website
- Liaison, information sharing and supporting aged care workers in the LGA

#### People with Disabilities

Activities undertaken to improve services for people with disabilities include:

- Implementation of a number of improvements identified in Mobility Access Management Audit and Implementation Plan
- Undertaken a Pedestrian Access and Mobility Plan
- Provided for improved parking for people with disability in conjunction with mainstreet upgrade. Pedestrian access projects undertaken in villages.
- Promoting accessible public facilities through facilitation of Access of Kyogle Committee
- Encouraging the provision of affordable transport of through facilitation of public transport working group

#### Women

Activities undertaken to improve services for women include:

- Provision of funding and coordination of International Women's Day event
- Participation at regular meetings of the Kyogle Interagency Against Domestic Violence
- Planning and organising events that promote safe communities for women

#### Community

Council has undertaken a number of activities to improve services to the community. These include:

- Distribution of a monthly newsletter to inform the public about council activities and community news

- Regularly updating Kyogle Council website to inform residents of Council news and promote Kyogle Local Government Area to people outside the shire
- Provision of a Community Projects Officer to undertake projects identified in Social and Community Plans
- Facilitation of community and industry forums to inform council decision making and planning
- Develop and implement a program of upgrades for local roads and footpaths
- Promotion of recycling and waste management services through monthly newsletter
- Establishment of a community fund to assist individuals and families facing extreme hardship brought about by unforeseen disaster
- Facilitation of cultural activities through provision of an art gallery and director that promote the work of local artists
- Providing timely information and community organisations with funding enquiries
- Completed the fit out a community services centre and recruited a part time centre coordinator (Area Assistance funding).
- Convening a Public Transport Working Group to assist with the provision of public transport for transport disadvantaged people
- Cultural Strategy finalized with the assistance of Arts Northern Rivers and a community working party.

# National Competition Policy

## CI 217(1)(d)

Council has declared that the following are business activities:

### Category 1 Business Activities

- Transport

### Category 2 Business Activities

- Water
- Sewer
- Quarries
- Domestic Waste

### Expenses, Revenues and Assets for Category 1 Business Activities

Competitive neutrality principles have been applied to Council's Business Activities through the development of a corporatised model. These principles include the factoring in of applicable commercial entity employee on-costs; taxation equivalent payments and removal of costs not imposed in the commercial sector.

Applying the full impact of competitive neutrality principles noted above, the revenues, expenses and assets at 30 June 2010 for the Category 1 business activity is:

Revenue	(\$,000)	3,811
Expenses	(\$,000)	3,627
Assets	(\$,000)	1,863

### Implementation of Competitive Neutrality Principles

Summary of progress to implement principles of Competitive Neutrality:

- Council has established a complaints handling system for competitive neutrality issues.
- Separate internal reporting has been established for each business activity
- Introduced implementation of full cost attribution
- Introduced system to make subsidies to business activities an explicit transaction
- Council complies with the same regulations as the public sector

## **Competitive Neutrality Pricing Requirements in Relation to Category 1 Business Activities**

Category 1 business has full cost attribution to satisfy competitive neutrality requirements.

### **Complaints Handling Mechanism for Competitive Neutrality Complaints**

Council has adopted a Complaint Handling Policy in February 2006. This policy covers all formal complaints including Competitive Neutrality Complaints. Councils Electronic Complaints System records, tracks and reports on all verbal and written requests and complaints. No such complaints were received during 2009/10.

Council has placed an article in the monthly newsletter which is distributed to all residents advising of the procedures that should be used to lodge a complaint.

### **Actual vs. Projected Performance for Category 1 Activities**

Council has maintained a break-even budget for its Category 1 Activity.

## **Stormwater Management Services**

### **CI 217(1)(e)**

Council has continued to implement strategies identified in the Urban Stormwater Strategy for Kyogle and has incorporated these into the Kyogle Integrated Water Cycle Management Strategy study. The issues identified in the Kyogle studies also apply to the major villages and are being addressed in those areas.

During 2009/10 the following progress was made on the issues identified:

1. Completion of capital works projects in Kyogle involving piping of open drains in Merrigan Street and the Summerland Way near Andersons Engineering.
2. Upgrades to the stormwater drainage in the Summerland Way, Kyogle, associated with the main street beautification works.
3. Various minor improvements to stormwater inlets and extensions of underground drainage to improve interception of stormwater and reduce surcharging in the Kyogle urban area.
4. Completion of flood damage restoration works associated with the January 2008 natural disaster event.
5. Successful application for financial assistance and commencement of the pre-construction activities associated with the Kyogle Flood Mitigation Works.

Council collected revenue of \$45,000 from the Stormwater Management Charge.

## Privacy and Personal Information Protection Act 1998

Council adopted its Privacy Management Plan in June, 2000. This Plan was reviewed and a reviewed plan adopted by Council in March 2008. A copy of the adopted Privacy Management Plan is available from Council's office or on Council's website at [www.kyogle.nsw.gov.au](http://www.kyogle.nsw.gov.au).

Council has completed the following statistical Reviews:

Internal Review applications lodged during the year – Nil

Internal Review applications finalised during the year – Nil

Matters proceeded to the ADT during the year – Nil

Results of any ADT matters finalised (determined or settled) during the year – Nil

## Code of Conduct Complaints

Under clause 12.33 of the Kyogle Council Code of Conduct the General Manager must report annually to council on code of conduct complaints

One Code of Conduct complaint was received during the reporting period.

The issue raised by the complainant related to relationships between a Councillor and staff.

The outcome of the matter was that the Council resolved to require the Councillor to apologise to the Council staff involved, prior to the next Council meeting. This action was taken.

# Freedom of Information Act 1989 and Regulation

## FOI Requests Received

FOI Requests	Personal		Other		Total	
	2010	2009	2010	2009	2010	2009
New	2	Nil	6	4	8	4
Pending	Nil	Nil	Nil	Nil	Nil	Nil
Total	2	Nil	6	4	Nil	4
Completed	2	Nil	6	4	Nil	4
Transferred out	Nil	Nil	Nil	Nil	Nil	Nil
Withdrawn	Nil	Nil	Nil	Nil	Nil	Nil
Total Processed	2	Nil	6	4	Nil	4
Unfinished	Nil	Nil	Nil	Nil	Nil	Nil

## What Happened To Completed Requests

Results	Personal		Other		Total	
	2010	2009	2010	2009	2010	2009
Granted in Full	Nil	Nil	2	3	2	3
Granted in part	1	Nil	4	1	5	1
Refused	Nil	Nil	Nil	Nil	Nil	Nil
Deferred	Nil	Nil	Nil	Nil	Nil	Nil
Documents not held by Council	1	Nil	Nil	Nil	1	Nil

## Ministerial Certificates

No Ministerial Certificates were issued during 2009/10

## Formal consultation

No requests required formal consultation during 2009/10

## Amendment of Personal Records

Result of Amendment Request	2010	2009
Agreed	Nil	Nil
Refused	Nil	Nil

## Notation of personal records

No requests for notation were received

### FOI Requests Granted In Part Or Refused

Basis of Disallowing or Restricting Access	Personal		Other		Total	
	2010	2009	2010	2009	2010	2009
Application incomplete	Nil	Nil	Nil	Nil	Nil	Nil
Deposit not paid	Nil	Nil	Nil	Nil	Nil	Nil
Unreasonable diversion of resources	Nil	Nil	Nil	Nil	Nil	Nil
Exempt	1	Nil	4	1	5	1
Otherwise available	Nil	Nil	Nil	Nil	Nil	Nil
Documents more than 5 years old	Nil	Nil	Nil	Nil	Nil	Nil
Deemed Refusal	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	1	5	1

### Costs and fees of requests processed

FOI Fees Received		Assessed Costs	
2010	2009	2010	2009
420.00	120.00	420.00	120.00

### Discounts Allowed

Type of Discount Allowed	Personal		Other		Total	
	2010	2009	2010	2009	2010	2009
Public Interest	Nil	Nil	Nil	Nil	Nil	Nil
Personal Hardship – pensioner/child	Nil	Nil	Nil	1	Nil	1
Financial hardship – non-profit organisation	Nil	Nil	Nil	Nil	Nil	Nil

### Days to Process

Elapsed Time	Personal		Other		Total	
	2010	2009	2010	2009	2010	2009
0-21 days or <35 days where consultation involved	2	Nil	6	4	8	4
Over 21 days	Nil	Nil	Nil	Nil	Nil	Nil

### Processing Time

	Personal		Other		Total	
	2010	2009	2010	2009	2010	2009
0-10 hours	2	Nil	5	4	8	4
10-20 hours	Nil	Nil	1	Nil	Nil	Nil
Over 20 hours	Nil	Nil	Nil	Nil	Nil	Nil

## Reviews and Appeals

	Personal		Other		Total	
	2010	2009	2010	2009	2010	2009
Number of Internal Reviews finalised	Nil	Nil	Nil	Nil	Nil	Nil
Number of Ombudsman Reviews finalised	Nil	Nil	Nil	Nil	Nil	Nil
Number of District Court appeals finalised	Nil	Nil	Nil	Nil	Nil	Nil

## Details of Internal Review Results

Basis of Review	Personal 2010		Other 2010		Personal 2009		Other 2009	
	Upheld	Varied	Upheld	Varied	Upheld	Varied	Upheld	Varied
Grounds on which internal review requested	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Access Refused	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Deferred	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Exempt material	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Unreasonable charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Charges incurred unreasonably	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Amendment refused	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

## Impact of the FOI legislation on Council's activities and policies.

During 2009/2010, F.O.I. requirements have not had a significant impact on Council's activities, policies and procedures. However, there is increased awareness by staff and Council of the need to be more aware of the requirements. In this regard Council's Public Officer is responsible for the co-ordination of F.O.I. matters.

## Environmental Planning and Assessment Act

Kyogle Council has not entered into any planning agreements during the 2009/2010 year.



# Enforcement & Compliance with Companion Animals Act

Reg cl217(1)(f) & Companion Animals Act 1998

## Lodgement of pound collection data with the Department of Local Government

Summary of Pound Data for 2009/2010	Cats	Dogs	Total
Seized & transferred to Council's Facility	4	28	32
Returned to Owner	0	14	14
Dumped	0	1	1
Surrendered by Owners	0	3	3
Released to Owners	0	6	6
Euthanased	3	12	15
Sold	0	1	1
Released for rehoming	1	9	10
Died at Council's Facility	0	1	1
Stolen or Escaped from Council's facility	0	0	0

## Lodgement of data relating to dog attacks with the DLG

Council has a procedure in place to notify the Department when council officers have investigated complaints of dog attacks.

Statistics relating to dog complaints appear below:

### Complaints received

Dogs barking	Dogs aggressive	Dogs - General	Warning Notices issued
8	19	10	21

## Animal management/activities expenditure

Expenditure for animal management for the 2009/10 financial year was \$92,245.

**Companion animals community educations programs**

Council is a member of a regional companion animal compliance committee and in conjunction with this committee has released an educational DVD and brochures.

The Ranger is able to carry out presentations to local schools regarding companion animal care and safety. Council produces a monthly newsletter which is distributed to all residents. This newsletter regularly contains articles relating to the provision of care for dogs and cats.

**Strategies to promote and assist with desexing of dogs and cats.**

Kyogle Council as a member of the regional companion animal and compliance committee currently is pursuing a program to promote and assist with desexing of cats in the next financial year.

**Strategies to seek alternatives to euthanasia for unclaimed animals**

Kyogle Council has a strategy in place to seek alternatives to euthanasia for unclaimed animals.

**Off leash areas provided in the Council area.**

Council acknowledges the importance of providing areas where dogs can walk/run without being on a leash and as such provides the following designated areas within the Council area:

Bonalbo - Recreation Oval

Tabulam - Recreation Oval

Woodenbong - Recreation Oval

Mallanganee - Old Caravan Park

Wiangaree - Rodeo Ground

Kyogle - Recreation Reserve - Fawcetts Creek

**Use of the Companion Animals Fund money**

Council received \$9,379 from the Companion Animals Fund for the 2009/2010 year which was used towards the wages of a full-time Ranger and general companion animal compliance.

## Appendix 1

### Kyogle Council Financial Statements

## Appendix 2

### Kyogle Council State of the Environment Report