

Community Strategic Plan 2016-2026 Priorities

Priority Actions from Community Strategic Plan	Report
Governance and community	
Build a LGA wide Community Calendar and Community and Business Directory accessible through Council's website and in hard copy	Business and Visitor Attraction website still under development. Community calendar and link to business directory (Chamber of Commerce) will be available once the website goes live.
Council to have active involvement in the development of the Northern Rivers Joint Organisation (JO) including an examination of resource sharing opportunities and regional service delivery options	Mayor now President of NOROC. Council staff actively involved with NOROC committees and resource sharing.
Complete Information Technology strategy that optimises access to on-line services for the community and provides integrated access to records and mobile services for staff	Strategy under development and well advanced. Innovation Fund application submitted and approved. Funding Agreement executed August 2017. Project to be delivered in stages, completion expected March 2019.
Actively prepare applications for external grant funding and lobby appropriate levels of government to attract grant funding required for implementation of the Long Term Financial Plan	Grant funding applications being submitted as opportunities arise. Projects for external grant funding included in 2017/18 – 2020/21 Delivery Program for project development. Current external grant funding levels exceeding requirements of LTFP. Grant funding status reports included with monthly works program progress reports.
Develop an integrated framework for the development and review of Council Policy that provides a clear vision to all stakeholders	Council policies under review. All Integrated Planning and Reporting policies adopted and up to date. Internal and external stakeholders consulted. Code of Conduct currently being reviewed by the Office of Local Government.

Priority Actions from Community Strategic Plan	Report
Ageing in place, disability and respite care	
Establish a Working Party of local community service providers and agency representatives to investigate diverse housing options for older people and people with disability service needs in the Kyogle Council area	Disability working group was established during the writing and implementation of the Disability Inclusion Action Plan to advocate for service provision, careers and people with Disabilities. Funds carried over to the 2017/18 financial year to initiate this process.
Ensure that Kyogle Council is part of any regional forums or efforts around affordable housing, aged and disability care, and respite services and promote regional awareness of Kyogle Council areas needs and opportunities	CDO attends bi-monthly Aged and Disability committee, to advocate for Kyogle LGA needs and opportunities and service provision. Deputy Mayor also attending regional forums, and General Manager attending Premier and Cabinet
Development of a community transport information resource kit for distribution within the council area	Completed and also available on line on Councils web site.
Undertake a feasibility study for the provision of community information across service functions and the whole council area, including consideration of the establishment of Community Information Centre/s at suitable Council, community and privately operated locations	Draft copy of Community Engagement Plan address issues on access to information and strategies to identify these.

Priority Actions from Community Strategic Plan	Report
Village Life	
<p>Undertake a “Visions of Village Life” project involving the preparation of village-based master plans to articulate the future vision for Woodenbong, Old Bonalbo, Bonalbo, Tabulam, Mallanganee, and Wiangaree. The plans for each village to compile the projects relating to Council functions including stormwater, flooding, Crown Reserves, footpaths and cycleways, parks and gardens, community buildings, town streets, water and sewerage, cemeteries, waste, pools and recreational facilities, as well as community and place making aspects that provide for the sense of place that exists in village life.</p>	<p>Process to commence in the 2017/18 financial year.</p>
<p>Establish village-based advisory groups to ensure community input and consultation around planning, aspirations, needs and future visions for each village and surrounding areas</p>	<p>Process to commence in the 2017/18 financial year.</p>
<p>Review the provisions of the Kyogle Local Environmental Plan and associated development control and contributions plans with a view to streamlining the approvals process for the establishment of new businesses in the village areas, and diversification of income sources on the surrounding agricultural land</p>	<p>LEP amendments have been presented for a range of areas to facilitate housing and business growth opportunities. Council has also resolved to review developer contributions plans.</p>
<p>Undertake assessments of Council buildings and other assets to identify energy efficiency improvements and implement improvements wherever possible to deliver long-term savings and promote the image of Council as a local leader in renewable energy</p>	<p>Energy audits undertaken on key Council buildings and findings fully implemented in 2016/17 with the completion of energy efficient lighting in the administration building. Other sites where energy efficiency improvements have been implemented are the three swimming pool complexes, the Library building and the Kyogle Community Centre. Solar PV systems also installed across three Kyogle water supply sites as part of the Kyogle Water Supply Augmentation, and grant funding has been obtained for a solar PV system at Grover House to be installed in 2017/18.</p>
<p>Maximise opportunities for improving youth employment and training across the Local Government area through mechanisms such as school-based traineeships, apprenticeships, work experience, and work for the dole programs</p>	<p>2 School based traineeships underway. 5 apprenticeships in place.</p>

Priority Actions from Community Strategic Plan	Report
Visitor Attraction	
<p>Develop the Kyogle Local Government Area brand in collaboration with regional and interstate tourism and visitor destination strategies and identify what makes the Kyogle Council area unique and why people come to visit, and develop a targeted promotional strategy based on the message of rainforest, lifestyle and culture</p>	<p>Branding completion completed in 2017, graphic artist engaged to finalise brand, awaiting involvement from local aboriginal artists.</p>
<p>Identify a common vision for Kyogle and Villages to develop a series of well-coordinated events that attract a range of visitors and community members, including a signature community-showcasing and celebration event and establishment of a central community and event calendar on the Council website to help promote the activities of community organisations.</p>	<p>TEDO has assisted groups to develop events with the assistance of Council's Event Management Guide. Tabulam Blueberry Festival and Tabulam Lighthorse 100th Anniversary Celebrations. Previous and ongoing assistance with the Kyogle Fairymount Festival and Kyogle Bazaar Markets.</p>
<p>Enable a range of recreational, heritage, cultural activities and access to places of interest including our world class heritage areas, National Parks, and visitor facilities by undertaking a review of existing facilities and services and identifying potential improvements and opportunities for partnerships to realise these improvements.</p>	<p>Limited resources have restricted progress in this area. However a review of 'hotspot' mapping along the Rainforest Way touring route as part of the Australia's Green Cauldron National Landscapes 2018 Gold Coast Commonwealth Games marketing program will enable some audits to be undertaken.</p> <p>Community and stakeholder consultation on Draft Kyogle Mountain Bike Trail Development Report has been undertaken. Plan to be revised based on feedback received.</p>
<p>Develop a Destination Management Plan and Visitor Economy Strategy around recreational, heritage, cultural activities and places of interest with a view to identifying the most appropriate platform/s for promotion and marketing.</p>	<p>Recommendations from Kyogle's Economic Development Future discussion paper will add scope to develop a DMP and VES. The newly formed Destination North Coast will be undertaking a DMP for the hinterland region- no timeframe established at this stage.</p>

Operational Plan 2017-2018 and Delivery Program 2018-2021

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
GENERAL MANAGER'S OFFICE			
HUMAN RESOURCES	<p>Establish capability for a productive, sustainable and inclusive workforce.</p> <p>Promote and adhere to EEO principles to attract and retain the best possible staff.</p> <p>Create and nurture a safe working environment with learning and development opportunities for staff.</p> <p>Be widely known as a respected and reputable employer with high levels of staff satisfaction</p>	<p>In accordance with IP&R requirements draft, adopt and implement a Workforce Management Plan.</p> <p>Review, update, promote and adhere to EEO Policy.</p> <p>Report on staff turnover, induction, review, and incident and accident rates.</p> <p>Implement Learning and Development plan.</p> <p>Review and improve recruitment practices.</p>	<p>Workforce Management Plan has been adopted by Council</p> <p>EEO Policy currently being reviewed to align with the Workforce Management Plan</p> <p>Ten staff left Council during the period</p> <p>21 new employees, 17 permanent, 4 apprentices</p> <p>Organisation-wide training plan is still under development</p> <p>85 reviews were conducted during the period</p> <p>During the period there were 7 reports of workplace injury, three requiring medical intervention and two going onto Workers comp status.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
COMMUNICATION and CONSULTATION.	Kyogle Council is to be efficient and effective in its operations, actively listening to the community and anticipating and responding to community needs.	<p>Integrated Planning and Reporting requirements are met and the community actively engaged</p> <p>Community newsletter distributed monthly.</p> <p>Social media communications updated regularly.</p> <p>Update Council's website.</p> <p>Council papers made publicly available in the week prior to meetings.</p>	<p>Community newsletter distributed monthly throughout the LGA and posted on Council's website.</p> <p>Posts added to Council Facebook page daily. Facebook is used regularly to communicate with and inform the community with some posts reaching more than 13,000 people.</p> <p>Council's website is updated regularly.</p> <p>Council meeting agendas are available for collection by the public from the Council Chambers in the week prior to monthly meetings; agendas are posted on Council's website in the week prior to the meeting; agendas are sent to post offices and general stores throughout the LGA for viewing by the public in the week prior to monthly meetings.</p>
FINANCE	<p>Council is on time and on budget with all community and statutory obligations.</p> <p>The sustainable management of roads bridges and other infrastructure.</p>	<p>Monthly Finance reports and quarterly budget reviews presented to Council.</p> <p>Annual finance requirements, including, Audit and Annual Report met.</p> <p>Timely annual budget preparation and community display.</p> <p>Adherence to FFTF financial sustainability targets</p>	All reporting deadlines and statutory obligations met.
GOVERNANCE	Set the example in Local Government through efficient and effective management practices and provide an environment that fosters trust and encourages and rewards excellence in performance	<p>Access to Information in accordance with GIPA guidelines.</p> <p>Policies reviewed and updated within statutory requirements.</p> <p>All external reporting delivered on time.</p> <p>All appropriate consultation undertaken.</p> <p>Councillor induction training delivered.</p> <p>Council meetings held align with statutory requirements.</p>	<p>Internal and external statutory reporting requirements met.</p> <p>Councillor induction training delivered.</p> <p>Council meetings held in accordance with guidelines and statutory requirements.</p> <p>Statutory requirements met.</p>
CUSTOMER SERVICES	Best practice customer services with an emphasis on friendly, helpful and timely assistance.	<p>Incoming and outgoing correspondence report.</p> <p>Complaints to the Public Officer reported.</p>	<p>Correspondence report to MANEX</p> <p>No formal complaints to the Public Office in the reporting period.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
<p>INFORMATION TECHNOLOGY</p>	<p>A modern user friendly IT system that increases productivity, customer use and council's records management system.</p>	<p>Implementation of upgraded IT system.</p>	<p>Achievements for the 2016/17 year include.</p> <ul style="list-style-type: none"> • Upgrade of Corporate software system, Civica Authority • Upgrade of Council's Email Archive software • Upgrade Council's Anti-Virus Management Console • Upgrade of Council's Web Protection software • Upgrade of Council's Backup software • Doubled the capacity of the data storage system • Set up of 3 new offices at Kyogle depot • Refreshed Council's Fleet of Multi Functional Devices • Implementation of a new Business Paper distribution system • Implementation of a new Customer Request system • Implementation of new online service portal • Revamp of Council's web site - ongoing • Installation of Free Public WIFI • Renewal of radio links to the Kyogle Depot • Renewal of older style phone handsets • Applied Advance Threat Protection to Councils Email Security • Renewed Councils Firewall

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
PLANNING AND ENVIRONMENT SERVICES			
COMMUNITY SERVICES	Council to take a lead role in the promotion of local community services, businesses, agricultural opportunities, events and visitor information and improve availability and access to on-line services and information.	<p>Compile a local government area Community Calendar</p> <p>Number of services available on-line</p> <p>Number of events promoted by Council through newsletters</p>	<p>Being developed as part of new Business & Visitor Attraction website</p> <p>Eservices being implemented as part of planned software upgrades</p> <p>Promotion of events available to the public through Council's monthly community newsletter.</p>
	Council to enhance and utilise suitable forum/s for broader community engagement to promote the creation of partnerships with groups across the council area and the region, including community groups, service providers, industry, agriculture, commerce, tourism, recreation and cultural groups.	<p>Number of forums involving community and Council representation and attendance at meetings.</p> <p>Number of partnership based projects</p> <p>Number of projects with commitments for external partner contributions</p> <p>Revised Community Engagement Strategy</p>	<p>CDO attends/represents Council at the following:</p> <ul style="list-style-type: none"> Mental Health Forum Transport forums NSW Health Hospital Consultation committee Crime Police/partnership Aged/Disability forum Reconciliation group Domestic Violence committee Partnerships formed through forums and committees to work on events or projects.
	Provide for a disability inclusive community	<p>Disability Inclusion Action Plan completed by July 2017</p> <p>Projects incorporating disability inclusion elements</p>	<p>DIAP completed and lodged with Office of Local Government.</p>
	Positive recognition of the area's strong Aboriginal culture and heritage	<p>Ongoing support by Council of the Reconciliation Committee</p> <p>Annual support of NAIDOC week by Council</p>	<p>CDO worked on 3 events with Reconciliation group.</p> <p>Council supported NAIDOC event.</p>
	A community-led approach to integrated transport provision for older people and people with disability needs	<p>Council's Community Services Officer attends all Transport Working Group meetings</p> <p>Development of a Transport Information Resource Kit</p>	<p>CDO attends all forums and chairs bio-monthly Public Transport working group meetings, addressing gaps in services, infrastructure grants, and implement community information days x 2 per year.'</p> <p>Transport Resource kit developed.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
ECONOMIC DEVELOPMENT	Promotion of Kyogle as a place of choice for lifestyle and economic opportunity	Development of a Kyogle Investment and Visitor Attraction (I&VA) webpage Increased value of development applications approved, based on Council DA records Annual increase in number of businesses, based on ABS and Department of Regional Development statistics	Consultant engaged to develop website-Image library being collated, dialog for website being developed. There has been a decrease in the value of development approved: Jan – July 2017 total value DAs approved \$2,931,157 (July - Dec 2016 \$4,831,450) All sectors down except for business employing 20 to 199 people up 66.7%
	An integrated approach to economic development for opportunities associated with South East Queensland and NSW Far North Coast centres	Preparation and implementation of Council adopted 'prospectus-like' <i>Economic Development Strategy</i>	First draft of Kyogle Economic Development Future –Discussion Paper has been prepared by former Director P&E. Will be progressed when resources permit.
	Council economic development initiatives supported by local business community	Establishment of Council endorsed Business Leaders Forum. Conduct Business Leaders Forum at least annually, and report on outcomes and actions	Back to Business week February. Kyogle Council's Back to Business Week project is to showcase Kyogle Cultural Businesses. This emerging business sector is quickly becoming recognised for their innovative and collaborative approach to doing business. Sharing the skills and knowledge of the success stories will encourage other small businesses to build their capacity to do business through improving their entrepreneurial skills, conduct business health checks, becoming digital ready and exploring options to diversify their business to improve profitability.
	Promote and nurture tourism opportunities and attractions for the local government area	Involvement in marketing and advertising of the area and the range of the marketing reach Numbers of visitors recorded at Visitor Information Centre and during specific events Surveys of visitors	Assisted with the Tabulam Blueberry Festival in May. Seeking expressions of interest to develop the festival in picking season. January to June 2017 25,040 visitors added \$3,684,636 to the local Visitor Economy.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Council to actively lobby and work with State and Federal Governments and local industry to realise improvements in local and regional transport and telecommunications systems that provide connectivity and reliability of services between the villages, the rural areas and across the region.	<p>Percentage of area covered by NBN roll out as per proposed delivery methods;</p> <ul style="list-style-type: none"> • Satellite areas • Fixed wireless areas • Fixed fibre to node areas <p>Additional mobile phone towers funded, constructed and operational through programs such as Federal Mobile Black Spot Project</p> <p>Preparation of business cases and economic prospectus to support funding applications for transport infrastructure projects</p>	<p>Future Towns Digital Readiness Program: the Project represents one tangible way that the Council and the NSW State Government is supporting local economic growth, making rural communities more sustainable and improving livability as well as showcasing some of Kyogle's diversity, culture and quality.</p> <p>Adloyalty's approach to the project was to facilitate the project participants to identify Kyogle's core target audiences and the opportunities that are present and ready to be realised, as well as the gaps and barriers that need to be addressed. This was enabled across a multitude of measures:</p> <ul style="list-style-type: none"> – Initial Project Workshop – Digital Marketing Training – Digital Readiness Workshops – 1-on-1 Digital Marketing Reviews – Development of the "Adopt a Business" Program <p>Across all elements of the project to date there has been 40 x participating businesses, organisations and community groups.</p>
WASTE SERVICES	<p>Improvements to waste management and disposal facilities implemented within budget and adopted timeframes</p> <p>Solid waste to landfill minimised to prolong asset life and reduce potential for environmental harm</p>	<p>Completion of Woodenbong Landfill Closure and Transfer Station Construction</p> <p>Review preferred capital improvements and operational plan for transfer stations West of the Range</p> <p>Kerbside recycled waste pickup service in accordance with Domestic Waste Collection Contract.</p> <p>Incidents of non-compliance with collection contract requirements and time period for rectification</p> <p>Annual per capita tonnage of waste to landfill and waste recycled based on EPA Levy statistics provided by Council and revised ABS population estimates</p>	<p>Woodenbong landfill capping commenced.</p> <p>Minor operational improvements made at Mallanganee and Bonalbo transfer stations. Long-term operational plan for the two sites not completed.</p> <p>Kerbside collection service continuing.</p> <p>Incidents (missed bins, truck breakdown) reported to Council in a timely manner.</p> <p>Tonnages of waste to landfill and recycling transported off-site reported to EPA every month.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Waste facilities managed in accordance with regulatory requirements	All EPA Landfill Licence conditions complied with	General compliance with EPA Licenses.
	Community Recycling Centre facility at Kyogle Landfill strongly supported by community	Reduction in waste to landfill and increase in recycled material collected at CRC Events to promote community awareness and services available	Recyclables continue to be diverted from landfill at CRC. Council 'pasteurising' green waste so it can be reused off-site. Council provides free household asbestos testing and free household asbestos removal kits. Partnership developed to local schools to promote recycling (artwork on skip bins). Waste management assistance provided at events to reduce litter.
	Minimal illegal dumping of waste in public areas	Number of illegal dumping events recorded Number of notices issued for illegal dumping	10. None.
ENVIRONMENTAL SERVICES	Kyogle regarded as safe place to dine and purchase takeaway food and beverages	All food premises registered and approved Number of food premises inspected annually and as a percentage of the total	Yes. 61 fixed food premises in LGA, 59 inspected during reporting year (97%). 10 temporary/mobile food premises registered in LGA, 3 inspected during reporting year (30%).
	Effective weeds management across private and public land throughout the local government area	Services for management of noxious weeds undertaken by Rous CC in accordance with Service Level Agreement, periodic reporting against service level measures	Service Level Agreement in place.
	Minimal (noise, water or air) pollution incident impacts throughout local government area	Respond to pollution complaints logged with Council in accordance with <i>Protection of Environment Operations Act</i> and associated legislation at all times Review response times to align with statutory requirements Preparation of regulatory enforcement policy to clarify service levels and responsibilities	Pollution complaints investigated as quickly as possible with resources available. Statutory requirements for response times not determined. Work carried out around service levels, however Regulatory Enforcement Policy not completed.
REGULATORY SERVICES	Domestic dogs and cats managed in accordance with State legislation	Compliance with <i>Companion Animals Act 1998</i> –	Batch of letters sent regarding unregistered dogs and cats. Complaints investigated as quickly as possible with resources available.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Nuisance animals managed, including stray cattle	Preparation of regulatory enforcement policy to clarify service levels and responsibilities Enforcement proceedings against owners of stray cattle undertaken in accordance with <i>Impounding Act 1993</i>	Work carried out around service levels for stock on roads and companion animal cats, however Regulatory Enforcement Policy not completed. Penalties Notices have been issued for unattended stock on public roads.
	Private pools appropriately fenced or enclosed to guard against accidental drownings	Articles and events promoting community awareness and requirements. Number of pools inspected is in accordance with requirements of legislation	Swimming pool awareness promoted through community newsletter Inspected 14 swimming pools.
	Effective onsite sewerage management systems in non-sewered areas	Articles and events promoting community awareness and requirements. All incidents of registration non-compliance are enforced within 7 days of identification in accordance with <i>Local Government Act 1993</i> 'High Risk' systems are audit-inspected every 3 years in accordance with Council's Onsite Sewerage Management Strategy	Not undertaken in the last 6 months. Unregistered systems are located during routine audit inspections. Conducting 200-450 audit inspections annually and high risk systems are captured in this process
	Healthy environments through effective plumbing and drainage	Articles and events promoting community awareness and requirements. All incidents of non-compliance are enforced in accordance with the <i>Local Government Act</i> and the requirements of the <i>Plumbing and Drainage Act 2011</i>	Not undertaken in the last 6 months. Critical stage inspections carried out in accordance with the Act.
ARTS AND CULTURE	Local arts and culture recognised as a cornerstone of Kyogle communities	Number of separate exhibitions per annum and attendance numbers at each exhibition. Attendance at meetings, including Arts Northern Rivers Visitor numbers and gallery sales	6 exhibitions, average attendance 450 per exhibition. 3 meetings 2700 visitors, income \$3801 (annual)
LIBRARY SERVICES	Equitable access to information sources	Provision of library services in accordance with Richmond-Upper Clarence Regional Library Agreement	Library is operated in accordance with the Regional Library Agreement Door count – 17,217 Loans – 16,405

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
PLANNING SERVICES	Council to review and amend the Kyogle Local Environmental Plan (LEP) and associated development control and contributions plans to reduce restrictions and provide improved opportunities for economic growth of all local businesses, residential accommodation, rural residential and agricultural land uses, and events, whilst ensuring sustainable environmental outcomes.	<p>Number of LEP Amendments identified that are consistent with local economic growth and environmental objectives</p> <p>Time period from Council decision to draft LEP Amendments being processed ready for Gateway Determination</p> <p>Local Growth Management Strategy revised consistent with adopted Economic Development Strategy and endorsed by NSW Department of Planning and Environment and adopted by Council by July 2019</p> <p>Staff attend quarterly meetings with development industry</p> <p>Staff attend 4 monthly meetings with agriculture-sector representative groups</p> <p>Staff attendance at Village Outreach Meetings</p>	<ul style="list-style-type: none"> • LEP amendments are consistent. • LEP amendments are being drafted as expediently as resources permit. • The revision of the LGMS is scheduled for the 2017-18 FY. • Staff have attended meetings with prospective developers when requested. No regular meetings have been scheduled. • Staff have not attended 4 monthly meetings with agricultural sector representatives. • Planning staff will attend village outreach meetings when requested.
	Kyogle as an older person friendly location to live	<p>Council LEP and DCP provisions promote and facilitate housing diversification for older people by end July 2018</p> <p>Number of development proposals specifically for or able to accommodate older people.</p>	LEP Amendment no. 9 and the associated DCP amendment were specifically intended to facilitate development of smaller lots and dwellings for accommodation of older persons. The LEP amendment and DCP provisions are expected to be gazetted by September 2017.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Ready access to Council professional advice regarding development processes and requirements	Development management Panel 'pre-lodgement' meetings available every Wednesday by appointment Increase in number of requests for Pre-lodgement Meetings on previous year No increase in average DA processing times compared to previous year – based on Council records	DMP pre-lodgement meetings are available every Wednesday. There has been a 100% increase in the number of meeting requests the previous half year: 4 in Jan-June 2017; 2 in July-Dec 2016 The average time to process a DA is 14.26 days.
	Council land use planning consistent with State strategic planning	Council advised of any proposed State planning changes	Planning Services stays informed of changes in State planning legislation and policy through email updates and attendance at workshops and briefing sessions.
	Responsive development approval systems	Development approvals are processed within acceptable timeframes Figures reported to ABS and NSW Dept Planning to be used for regular reporting Regular reporting of development applications approved and outstanding	The average time to process a DA is 14.26 days. Planning Services provides all required reporting data to State Dep Planning. DAs approved and outstanding are reported to Councillors at Council workshops.
	Developer contribution requirements for infrastructure and services that support and encourage new development	Completion of draft S94A Developer Contributions Plan by end June 2018 All current developer contribution requirements are considered on merit against any adopted draft S94A contributions where requested by the applicant Increase in the value of approved development during the year	Not yet commenced. To be completed when s94A plan introduced. Jan – July 2017 total value DAs approved = \$2,931,157 (July - Dec 2016 \$4,831,450)
	Land uses throughout the local government area are consistent with planning approvals requirements under the <i>Environmental Planning and Assessment Act 1979</i>	Inspect and respond to illegal development complaints within 2 weeks of complaint Undertake illegal land use action consistent with the requirements of the EP&A Act	Staff respond to unapproved land use complaints as quickly as resources permit. Any land use compliance activities are consistent with the <i>EP&A Act 1979</i> .

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Improved awareness of Exempt and Complying Development provisions and development approval requirements	Number of articles promoting Exempt and Complying Development provisions Number of articles providing information on development approval requirements Number of pre-lodgement meetings held with applicants	Nil Nil 4 pre-lodgment meetings held between Jan and June 2017.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
ASSETS AND INFRASTRUCTURE SERVICES			
Bridge Infrastructure	<p>The sustainable management of roads, bridges and other infrastructure</p> <p>Ensure conductivity for freight and commuter transport throughout the LGA by improving the condition of councils bridge assets</p>	<p>-Number of timber bridges replaced meets 30 year replacement strategy from LTFP</p> <p>-Number of load limited bridges</p> <p>-Number of bridges inspected per year</p> <p>-Decreased infrastructure backlog</p> <p>-Bridges CARs</p>	<p>12 replaced</p> <p>41</p> <p>64</p> <p>Figures awaiting audit</p> <p>89</p>
Sealed Road Network	<p>The sustainable management of roads, bridges and other infrastructure</p> <p>Improve the condition of councils 217km sealed rural road network, 53km sealed urban road network and 117km regional road network</p>	<p>-Reseal of roads meeting LTFP targets: 23.2 km/yr at \$37,758 /km</p> <p>-Rehabilitation of roads meeting LTFP targets: 9.3 km/yr at \$282,473 /km</p> <p>-Number of Potholes patched</p> <p>-Roadside slashing of 533km/yr</p> <p>-Decreased infrastructure backlog</p> <p>-sealed Roads CARs</p>	<p>15.7km at \$45,957</p> <p>8.7km @ \$161,994</p> <p>Potholes – Regional 24,415 pholes Local 21,739 pholes Urban 6,251 pholes</p> <p>Slashing – Regional 212.16 km Local 520.76 km</p> <p>Figures awaiting audit</p> <p>341</p>
Unsealed Road Network	<p>The sustainable management of roads, bridges and other infrastructure</p> <p>Improve the condition of council 15km unsealed regional road network and 806km unsealed road network.</p>	<p>-Length of road graded by road classification: Regional 30 km/year Arterial 172 km/year Collector 233 km/year Feeder 204 km/year Residential 141 km/year At \$2005 /km</p> <p>-33 km/yr of roads re sheeted</p> <p>-Decreased infrastructure backlog</p> <p>-Unsealed roads CARs</p>	<p>Grading – Regional 14.83 km Arterial 104.66 km Collector 198.62 km Feeder 136.66 km Residential 98.15 km</p> <p>31.1km</p> <p>Figures awaiting audit</p> <p>290</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
Water and Sewer	<p>The sustainable management of roads, bridges and other infrastructure</p> <p>Provide the community with quality water supply meeting NSW Public Health Legislation</p> <p>Encourage water conservation</p> <p>Provide the community with quality sewerage services</p> <p>Maintain council's urban stormwater network</p> <p>Manage the risks associated with flooding in urban area</p>	<p>-Performance reporting for water supply and sewerage services as per the requirements of NSW DPI Water, NSW Health and the NSW EPA</p> <p>-Metres of water main replaced</p> <p>-Number of new properties connected</p> <p>-Conformance with microbiological, physical and chemical standards</p> <p>-Number of main breaks</p> <p>-Educational activities conducted</p> <p>-Water usage against state average</p> <p>-Metres of mains replaced</p> <p>-Number of new properties connected</p> <p>-Number of sewer chokes</p> <p>-length of new stormwater pipes laid</p> <p>-flood management works completed</p> <p>-Stormwater and flood management CARs</p>	<p>Performance reporting in accordance with requirements</p> <p>500m</p> <p>13</p> <p>Standards met</p> <p>6</p> <p>1</p> <p>Last year's data</p> <p>15m</p> <p>13</p> <p>8</p> <p>120m</p> <p>Flood levee and breakout</p> <p>55</p>
Pools and Community Facilities	<p>Encourage patronage of council pools at Bonalbo, Kyogle and Woodenbong</p> <p>Help promote a sense of community by providing safe and pleasant recreation areas</p>	<p>-Numbers of attendances recorded</p> <p>-Total hours operated</p> <p>-Number of promotional events held</p> <p>-Parks and Gardens CARs</p> <p>-Community Buildings CARs</p>	<p>13,904</p> <p>3,3904 hours operated.</p> <p>3 promotional events</p> <p>23</p> <p>44</p>