

KYOGLE COUNCIL



Hinterland • Lifestyle • Culture

Six Monthly Report on the Operational Plan and Delivery Program

Covering the period July 2018 to Dec 2018

March 2019

Kyogle Council

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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	Visitor Kyogle website completed, and Invest Kyogle website in production with launch expected in April 2019. Community calendar and link to business directory (Chamber of Commerce) up on existing Council website.
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	Northern Rivers Joint Organisation has been established and all requirements met. Statement of Regional Priorities launched late 2018. Mayor currently President of JO. Council staff actively involved with regional JO committees and resource sharing groups. General Manager actively involved in JO activities.
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	IT Strategy completed. Innovation Fund deliverables completed March 2019, with additional on-line services now available and mapping to come once NBN completes fibre to the premise connection for the chambers building. Business analyst to be engaged to finalise the internal work flows and system integration to deliver on the remaining IT Strategy items.
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. 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 in accordance with priorities set through Councillor Workshop. All policies adopted and up to date. Internal and external stakeholders consulted.

Priority Actions from Community Strategic Plan	Report
Agriculture	
Expand agricultural business opportunities through promotion and marketing of local produce, information on contemporary agricultural practices that are innovative and aid diversification, and identifying the advantages of the region and the unique environment of the Kyogle Council area	Contact established with Northern Rivers Food Hub developers to explore opportunities to support the growth and diversification of local producers.
Review and amend the Kyogle Local Environmental Plan to allow for a variety of activities in rural areas and ensure removal of any barriers to development that enhances the agricultural sustainability and economic viability of rural land	Ongoing amendments to the LEP have been carried out to enable a broader range of land uses and development to support economic viability of rural land- eg. LEP Amendment Nos. 8 (temporary workers' accommodation) and 11 (caravan parks). The Local Strategic Planning Statement may identify further requirements or demand for LEP amendments in relation to development and land use in rural areas.
Promote cross-generational involvement in agriculture and facilitate the opportunities for young farmers to have access to land and allow older farmers to retire	Opportunities to support development of dual occupancies and other development to allow the diversification of farms and succession planning will be explored through the LEP review. process. Contact established with Young Farmers Business Incubator and Education Hub.
Identify areas where infrastructure is not adequate to support agricultural activities, and implement strategies to improve the infrastructure including lobbying other levels of government to help improve the quality of transport and telecommunications infrastructure in particular	Council submitted Growing Local Economies application for Tabulam Agribusiness Precinct, with strong support from local businesses, which will deliver comprehensive transport infrastructure upgrades. Bridge renewal program gives priority to load limited bridges that restrict first mile transport options.
Partner with relevant government agencies to encourage and support sustainable land management practices	Council liaising with Rous County Council to improve land management practice. Council staff contributing to the review of the governance options around the management of the Richmond Catchment.

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. Brief for consultants issued to explore models of Homecare Service delivery in Woodenbong (following community advocacy) – with the potential to inform patterns of service provision in other settlements.
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	Deputy Mayor attending regional forums, and Mayor and General Manager providing input to regional advocacy around housing affordability and homelessness. SIC attended forum in Lismore with State/Federal Labor Candidates re affordable housing in the Northern Rivers. Negotiations ongoing to explore partnership opportunities to deliver social housing projects.
Development of a community transport information resource kit for distribution within the council area	Completed and also available on line on Council's web site. Social Futures updating content through Transport Working Group
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	Updated Community Engagement Strategy adopted by Council in October 2017. Council staff in the visitor services and strategic initiatives area working with existing local businesses and community groups in the villages to establish networks for the distribution of tourism and community information across the villages..

Priority Actions from Community Strategic Plan	Report
Village Life	
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.	Completed- Village Masterplans adopted at Council’s July 2018 meeting.
Establish village-based advisory groups to ensure community input and consultation around planning, aspirations, needs and future visions for each village and surrounding areas	Village-based Advisory Groups established and involved in Visions of Village Life master plan process.
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	LEP and DCP subject to ongoing amendments where the need is identified. Interim Developer Contributions Policy adopted (to be reviewed in March 2020).
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>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.</p> <p>Currently investigating options around the bulk replacement of street lighting to allow for change over the LED lighting where possible.</p> <p>Review of energy usage across all Council functions underway in 2019, with draft action plan presented to Councillor workshop in</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	3 school-based traineeships underway. Six apprenticeships in place, three in bridges, two in road construction, and one mechanic. Work for the dole and corrections program participants utilised where available, and through partnerships with Village Maintenance Agreements.

Priority Actions from Community Strategic Plan	Report
Visitor Attraction	
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	New place brand developed and adopted by Council. Council collaborating with Tenterfield Shire Council in the identification of shared priorities and tourism sector development opportunities.
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.	Council staff providing ongoing assistance to groups to develop events and resources such as Council's Event Management Guide. Examples include the Tabulam Blueberry Festival, Tabulam Lighthouse 100 th Anniversary Celebrations, Kyogle Fairymount Festival, Kyogle Bazaar Markets, Kyogle Farmers Markets, Tabulam Races; Car Rallies etc. The new structure within the Planning and Environmental department will also provide for improved co-ordination and support for event organisers across the LGA.
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>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>Kyogle Mountain Bike Trail development Strategy completed and adopted at Council's August 2018 meeting. Opportunities for funding of Stage 1 of the Strategy are now being pursued.</p> <p>New amenities provided at the Bells Bay campground adjacent to Toonumbar Dam, and ongoing liaison with WaterNSW in relation to further improvement to facilities at Bells Bay Campground and the</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.	Destination North Coast has undertaken a DMP for the hinterland region.

Operational Plan 2018-2019 and Delivery Program 2019-2022

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 , and implementation is ongoing.</p> <p>EEO Policy updated and implementation ongoing.</p> <p>Three permanent staff left Council during the period, and two new permanent employees commenced.</p> <p>12 employee performance reviews were conducted during the period.</p> <p>During the period there were 7 reports of workplace injury, with 3 resulting in lost time totalling 3 days, and four workers compensation claims of medical treatment only.</p> <p>Organisation-wide training plan is in final stages 2019-2020 training identified with 5 year forward matrix almost complete.</p> <p>Review of recruitment practices undertaken and draft Employment Procedure prepared.</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 (except December) throughout the LGA and posted on Council's website.</p> <p>Posts added to Council Facebook page on a regular basis. Facebook is used regularly to communicate with and inform the community with some posts reaching more than 13,000 people. The number of people following Council's Facebook page has hit 2000. Average reactions per week is 41, with a peak of 180 for a single week.</p> <p>Council's website is updated regularly and new content added.</p> <p>Council meeting agendas are available for collection by the public from the Council Chambers in the week prior to monthly meetings - the same time they are made available to councillors; 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.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
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>Council meetings held in accordance with guidelines and statutory requirements.</p> <p>Statutory requirements met.</p> <p>Councillor inductions completed and professional development program to be developed based on new OLG guidelines, with LGNSW Capability Framework being used for Councillors self-assessment. Councillors have prepared initial Development Plans.</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 weekly.</p> <p>No formal complaints to the Public Office received in the reporting period.</p>
INFORMATION TECHNOLOGY	A modern user friendly IT system that increases productivity, customer use and council's records management system.	Implementation of upgraded IT system.	IT Strategy completed. Innovation Fund deliverables completed March 2019, with additional on-line services now available and mapping to come once NBN completes fibre to the premise connection for the chambers building. Business analyst to be engaged to finalise the internal work flows and system integration to deliver on the remaining IT Strategy items.

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>Ongoing efforts to encourage the community to link in with Kyogle Council events calendar</p> <p>E-services being implemented as part of planned software upgrades. On-line payments, customer requests and DA tracking all now available, on-line mapping to come once NBN fibre to the premise is completed at the chambers building.</p> <p>Promotion of events available to the public through Council's monthly community newsletter and through the events calendar on Council's website.</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>Officers attend/represent Council at the following:</p> <ul style="list-style-type: none"> • Mental Health Forum • Transport forums • NSW Health • Hospital Consultation committee • Youth group forums • Crime Police/partnership • Aged/Disability forum • Reconciliation group <p>Partnerships formed through forums and committees to work on events or projects.</p>
	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> <p>Projects incorporating DIAP elements include Kyogle outdoor gym, KMI Hall upgrade, Kyogle Museum and Bells Bay amenities upgrade.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Positive recognition of the area's strong Aboriginal culture and heritage	Ongoing support by Council of the Reconciliation Committee Annual support of NAIDOC week by Council	Officers work on events with Reconciliation Group. Council supported NAIDOC events.
	A community-led approach to integrated transport provision for older people and people with disability needs	Council's Strategic Initiatives Coordinator attends all Transport Working Group meetings Development of a Transport Information Resource Kit	Officers attend forums including bi-monthly Public Transport Working Group meetings, addressing gaps in services, infrastructure grants, and implement community information days x 2 per year. Transport Resource Kit developed and distributed.
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	Invest Kyogle website under development – due for completion early 2019.
	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>	Economic Development Futures paper adopted by Council December 2017. Council to develop Economic Development Policy to support recently finalised Regional Economic Development Strategy (REDS).
	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	Business Leaders Forums now operating at regional level with Council Officers and local business leader's involvement. Council also represented on Kyogle and District Chamber of Commerce Committee.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Promote and nurture tourism opportunities and attractions for the local government area	<p>Involvement in marketing and advertising of the area and the range of the marketing reach</p> <p>Numbers of visitors recorded at Visitor Information Centre and during specific events</p> <p>Surveys of visitors</p>	<p>Ongoing involvement in regional tourism and marketing initiatives.</p> <p>VIC stats period July – Dec 2018: 2616 walk-in visitors; 26,411 Visit Kyogle website hits; merchandise sales = \$4,145.95.</p> <p>Council supported recent international advertising campaign by Supercheap Auto, which illustrated the natural attractions of the area.</p>
	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>Council providing support for NBN and mobile black spot program roll outs.</p> <p>Council submitted Business Case to the Growing Local Economies application for Tabulam Agribusiness Precinct, with strong support from local businesses, which will deliver comprehensive transport infrastructure upgrades. Business cases submitted for the Tabulam Water Supply and Tabulam, Mallanganee, Wiangaree Sewerage Schemes in March 2019, currently working on project development phase for the Cedar Point Bridge replacement business case.</p> <p>Specialist software packages to enhance business planning and economic forecasting and modelling purchased.</p>
WASTE SERVICES	Improvements to waste management and disposal facilities implemented within budget and adopted timeframes	<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>Woodenbong landfill capping completed. Transfer station works have been completed.</p> <p>Improvements made at Mallanganee and Bonalbo transfer stations. Council is able to continue to operate both sites under existing arrangements in accordance with Long Term Financial Plan.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Solid waste to landfill minimised to prolong asset life and reduce potential for environmental harm	<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>Kerbside collection service continuing.</p> <p>Incidents (missed bins, truck breakdown) reported to Council in a timely manner and rectified in accordance with contract conditions.</p> <p>Tonnages of waste to landfill and recycling transported off-site reported to EPA every month. For the six months from July to Dec 2018; -2,494 tonne received -1,674 tonne diverted to landfill -149 tonne organics (green waste) processed for reuse -184 tonne metal recycled -487 tonne co-mingled recyclables transported off site.</p>
	Waste facilities managed in accordance with regulatory requirements	All EPA Landfill Licence conditions complied with	General compliance with EPA Licenses and reporting requirements, with one outstanding item being the completion of a new erosion and sedimentation control plan for the Kyogle waste facility following recent changes to the site layout. Planned for completion by June 2019. No regulatory actions during period.
	Community Recycling Centre facility at Kyogle Landfill strongly supported by community	<p>Reduction in waste to landfill and increase in recycled material collected at CRC</p> <p>Events to promote community awareness and services available</p>	<p>2,350t diverted to landfill in 2017/18 compared to 2,875t in 2016/17.</p> <p>Recyclables continue to be diverted from landfill at CRC. Council 'pasteurising' green waste so it can be reused off-site. Council opened a Container Deposit Scheme depot at the Kyogle landfill in January 2018 to further promote recycling and litter reduction and operations are ongoing, currently reviewing operation of the CDS to ensure efficiency of ongoing operations.</p> <p>Council provides free household asbestos testing and free household asbestos removal kits. Waste management assistance provided at events to reduce litter.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Minimal illegal dumping of waste in public areas	Number of illegal dumping events recorded Number of notices issued for illegal dumping	3 Nil
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	53% (37 of 70) of fixed food premises inspected during reporting period. Activity report submitted to NSW Food Authority in July 2018 and due again in July 2019. Council's now responsible for regulating home-based food premises and will also bring on the market stalls to the food premises register for future inspections.
	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 and periodic reporting in place. Weed identification and management training delivered to Council staff by Rous County Council in July 2018.
	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 and in accordance with the applicable legislation. All legislative requirements met in relation to response times. Enforcement Policy adopted by Council in September 2017.
REGULATORY SERVICES	Domestic dogs and cats managed in accordance with State legislation	Compliance with <i>Companion Animals Act 1998</i>	Complaints investigated as quickly as possible with resources available. Animal Ownership Policy adopted September 2017. Two Penalty Notices were issued during the period relating to dogs.
	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>	Enforcement Policy adopted by Council in September 2017. No Penalty Notices were issued during the period for unattended stock on public roads.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	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 22 swimming pools inspected during the period, 22 passed on first inspection and 15 required a second re-inspection totalling 37 inspections.
	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	13 new OSSMS installation inspections during the period. 9 inspections conducted as a result of Orders issued for existing systems requiring upgrades.
	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>	Critical stage inspections carried out in accordance with the Act. No incidents of non-compliance during the reporting period.
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. Attendance at Arts Northern Rivers Cultural Infrastructure Planning Workshops Estimated 2,700 visitors, income \$2,681 for the reporting period (July-Dec '18)
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

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 four monthly meetings with agriculture-sector representative groups</p> <p>Staff attendance at Village Outreach Meetings</p>	<p>LEP amendments are consistent.</p> <p>LEP amendments are being drafted as expediently as resources permit.</p> <p>The preparation of a Local Strategic Planning Statement (a new statutory requirement) is to be carried out in 2019. Updated housing and land strategies may need to be prepared following, and as proposed by, the LSPS.</p> <p>Staff have attended meetings with prospective developers when requested. No regular meetings have been scheduled.</p> <p>Planning staff are available to attend village outreach meetings when requested.</p>
	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 were gazetted in December 2017.
	Ready access to Council professional advice regarding development processes and requirements	<p>Development Management Panel pre-lodgement meetings available every Wednesday by appointment</p> <p>Increase in number of requests for Pre-lodgement Meetings on previous year</p> <p>No increase in average DA processing times compared to previous year – based on Council records</p>	<p>DMP pre-lodgement meetings are available every Wednesday.</p> <p>There has been a decrease in the number of meeting requests on the previous half year: One in July-Dec 2018; three in Jan- June 2018</p> <p>The average time to process a DA was 18.9 days which is an increase on the previous 17.3 days.</p>
	Council land use planning consistent with State strategic planning	Council advised of any proposed State planning changes	Planning Services keeps staff and councillors informed of changes in State planning legislation and policy through email updates and attendance at workshops and briefing sessions.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Responsive development approval systems	<p>Development approvals are processed within acceptable timeframes</p> <p>Figures reported to ABS and NSW Dept Planning to be used for regular reporting</p> <p>Regular reporting of development applications approved and outstanding</p>	<p>The average time to process was 18.9 days, an increase on the 17.3 days achieved during the previous 6 months.</p> <p>Planning Services provides all required reporting data to State Dep Planning.</p> <p>DAs approved and outstanding are reported to Councillors at Council workshops.</p>
	Developer contribution requirements for infrastructure and services that support and encourage new development	<p>Completion of draft S94A Developer Contributions Plan by end June 2018</p> <p>All current developer contribution requirements are considered on merit against any adopted draft S94A contributions where requested by the applicant</p> <p>Increase in the value of approved development during the year</p>	<p>Not yet commenced.</p> <p>To be completed when s94A plan introduced.</p> <p>The total value DAs approved between July and December 2018 was \$11,873,562 which represents an increase over the previous 6 months (\$4,930,141)</p>
	Land uses throughout the local government area are consistent with planning approvals requirements under the <i>Environmental Planning and Assessment Act 1979</i>	<p>Inspect and respond to illegal development complaints within 2 weeks of complaint</p> <p>Undertake illegal land use action consistent with the requirements of the EP&A Act</p>	<p>Staff respond to unapproved land use complaints as quickly as resources permit.</p> <p>Any land use compliance activities are consistent with the <i>EP&A Act 1979</i>.</p>
	Improved awareness of Exempt and Complying Development provisions and development approval requirements	<p>Number of articles promoting Exempt and Complying Development provisions</p> <p>Number of articles providing information on development approval requirements</p> <p>Number of pre-lodgement meetings held with applicants</p>	<p>Articles in two community newsletters in relation to exempt and complying development and associated approvals processes.</p> <p>One pre-lodgement meeting was held between July and December 2018.</p>

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>9 replaced</p> <p>27</p> <p>122</p> <p>\$6,807,000 as at June 30, 2018 down from \$17,808,000 as at June 30, 2017</p> <p>37</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>5.93km of reseals and heavy patching completed, costs per km to be assessed at end of financial year period.</p> <p>0.62km of rehabilitation completed, costs per km to be assessed at end of financial year period.</p> <p>31,310 potholes patched</p> <p>825.51 km of roadside slashing completed</p> <p>\$2,819,000 as at June 30, 2018 down from \$5,915,000 as at June 30, 2017</p> <p>160</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
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:</p> <p>Regional 30 km/year</p> <p>Arterial 172 km/year</p> <p>Collector 233 km/year</p> <p>Feeder 204 km/year</p> <p>Residential 141 km/year</p> <p>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 14.8 km</p> <p> Arterial 34.7 km</p> <p> Collector 89.96 km</p> <p> Feeder 53 km</p> <p> Residential 40.8 km</p> <p>1.2 km of gravel road resheets</p> <p>\$3,158,000 as at June 30, 2018 down from \$9,168,000 as at June 30, 2017</p> <p>130</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 to water</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 sewer mains replaced</p> <p>-Number of new properties connected to sewer</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>0m</p> <p>8</p> <p>Microbiological 100%, Chemical 100% Physical- PH 100%, Turbidity 98%, Free Chlorine 90%</p> <p>40</p> <p>0</p> <p>259kL/yr average residential consumption, state averages not yet published.</p> <p>3207m relined</p> <p>6</p> <p>14</p> <p>0m</p> <p>Tabulam flood study in progress</p> <p>14</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
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>	<ul style="list-style-type: none"> -Numbers of attendances recorded -Total hours operated -Number of promotional events held -Parks and Gardens CARs -Community Buildings CARs 	<p>31,410</p> <p>1919 hours operated.</p> <p>10 promotional events</p> <p>36</p> <p>35</p>