

KYOGLE COUNCIL



Six Monthly Report on the Operational Plan and Delivery Program Covering the period July 2018 to June 2019

October 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	Events calendar live on the Kyogle Council Website that community can fill in Links to Kyogle and District Chamber of commerce directory through Kyogle 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	Mayor currently President of JO. Council staff actively involved with regional JO committees and resource sharing groups. General Manager actively involved in JO activities. Priorities have been set, short term funding established. Mayor providing regular reports to Council on JO progress and activity.
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. Business analyst has been 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 prepared for the My Community Project and Crown Reserves Improvement Fund, and Stronger Country Communities Funds submitted. Tabulam Agri-business Precinct application under consideration in Growing Local Economies. Tabulam Water Supply and Three Villages Sewer funding applications submitted. Bridge Renewal Funding applications regularly submitted and approved. Currently developing applications for Cedar Point Bridge and Clarence Way. Design for indoor sports stadium in progress.
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 local policies concerning approvals and orders adopted in accordance with section 165 of the Local Government Act.

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	Preparatory work to be included in the in the Harvest Trail Program in partnership with Northern Rivers Food. Attendance at the Regionality Food Producers Forum.
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	No activity to report for this reporting period. Further amendments will be considered during development of the Local Strategic Planning Statement.
Promote cross-generational involvement in agriculture and facilitate the opportunities for young farmers to have access to land and allow older farmers to retire	Kyogle Council administers the Facebook page – Kyogle and Villages Future Food Producers – and promotes and shares ongoing opportunities through this medium.
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	Tabulam Agri-business Precinct application under consideration in Growing Local Economies. Tabulam Water Supply and Three Villages Sewer funding applications submitted. Bridge Renewal Funding applications regularly submitted and approved. Currently developing applications for Cedar Point Bridge and Clarence Way.
Partner with relevant government agencies to encourage and support sustainable land management practices	Partnering with DPI Rural Resilience Program to deliver mens' and womens' working on the land program in October / November 2019

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	<p>Council has commissioned an Options Report on the provision of home care and related services – this will be used to inform future advocacy and project development work.</p> <p>Council is exploring an LEP Amendment to allow certain categories of residential development in the Kyogle town centre, that would be attractive to older people.</p>
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	<p>Council continues to liaise with social housing and specialist support providers to identify opportunities to increase social housing provision in the municipality.</p> <p>A Housing Needs Assessment is due to be commissioned to assist in quantifying the demand for key categories of housing, and to ascertain the level of demand for specialist support services.</p>
Development of a community transport information resource kit for distribution within the council area	<p>Completed</p> <p>Project managed by Social Futures and the local Kyogle Transport Working Group.</p> <p>Kyogle and Villages Transport Guide https://www.goingplaces.org.au/regions/kyogle/kyogle/</p>
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	<p>Mobile outreach program being developed in partnership with the mobile library service. Council staff will accompany the mobile library and provide a pop-up service in the towns and villages.</p>

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>Completed. Village masterplans completed and adopted July 2018.</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>Completed as part of Village Masterplans project. Consultation with these communities is ongoing in relation to projects and initiatives proposed in the village masterplans.</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>In June 2019, Council proposed an updated Development Contributions and Charges Discounting Policy, expanding the types of development for which developer contributions would not be required. The intent is to encourage industry to bring-forward development of land in the Kyogle LGA for a variety of land uses including business and industry.</p> <p>Further amendments to strategic planning documents will be considered during development of the Local Strategic Planning Statement.</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 completed in 2019. Council adopted the 100% Renewables Sustainable Councils and Communities Action Plan in May 2019, along with renewable energy targets. Projects included in the Action Plan are to be incorporated into the review of the Long term Financial Plan in 2020.</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>Five apprentices and trainees currently employed. Three school based trainees employed. Additional work for the dole and corrections work place opportunities utilized on an ad hoc basis when available.</p>

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	Completed
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.	Ongoing – Council sponsors a range of events that have an economic impact. Survey undertaken of attendees and participants in the Working Dog Rally.
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>The Kyogle Mountain Bike Development Strategy was adopted in August 2018. The strategy includes a number of key actions including supporting the development of mountain bike trails in Boorabee State Forest as well as walking tracks and a lookout to the summit of Fairymount.</p> <p>Partnership in development with NPWS and SCU to examine opportunities.</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>Council has commissioned a new stock of high quality photographic images and video clips to assist in promoting the area – these will be added to the Visit Kyogle and Invest Kyogle platforms.</p> <p>Council liaises with Destination North Coast on a range of tourism related projects and studies, and has also collaborated with Tenterfield Shire Council in identifying tourism projects of common interest.</p>

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 has been updated and is ongoing</p> <p>5 permanent staff left Council during the period and 4 new permanent employees commenced.</p> <p>22 employee performance reviews were conducted during the period.</p> <p>21 injuries were sustained, 7 progressed to Worker's Compensation Claims.</p> <p>Review of recruitment practices undertaken and Employment Procedure implemented.</p>
COMMUNICATION and CONSULTATION	<p>Kyogle Council is to be efficient and effective in its operations, actively listening to the community and anticipating and responding to community needs.</p>	<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 regularly and shared with various Facebook pages servicing Kyogle and the villages. Facebook is used regularly to communicate with and inform the community with individual posts regularly reaching more than 3,000 people. Council's Facebook now has 2,227 followers.</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>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
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>	<p>All reporting deadlines and statutory obligations met.</p>
GOVERNANCE	<p>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>	<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 being delivered in partnership with JO Councils.</p> <p>Finance in Local Govt training delivered.</p>
CUSTOMER SERVICES	<p>Best practice customer services with an emphasis on friendly, helpful and timely assistance.</p>	<p>Incoming and outgoing correspondence report.</p> <p>Complaints to the Public Officer reported.</p>	<p>Weekly correspondence report received by executive staff.</p> <p>No formal complaints to Public Officer received.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
INFORMATION TECHNOLOGY	A modern user friendly IT system that increases productivity, customer use and council's records management system.	Implementation of upgraded IT system.	Systems implemented and upgraded as required. <ul style="list-style-type: none"> ● Implementation of new On line mapping and customer request modules completed successfully. ● Implementation of new remote desktop service for connection to Council's main corporate network from remote locations completed successfully. ● Upgrade of Exchange from Exchange 2010 to Exchange 2016 completed successfully. ● Project to connect Council administration building to the NBN with FTTP completed successfully. ● Implementation of new ATO STP reporting requirements completed successfully. ● Upgraded Radio links between the administration building and grove house completed successfully. ● Upgraded Radio links between the administration building and the KMI completed successfully. ● Upgraded Radio links between the administration building and the Kyogle depot completed successfully. ● Implementation of new app, (ACTUS), for remote workers has been started. ● Upgraded firewall project has been completed successfully. ● Online DA tracking website has been updated and now includes the new corporate colour scheme and logo. ● New reverse proxy device has been installed which now provides for an extra layer of security and an extra level of separation for our public facing systems. ● Implementation of new web security software for all remote sites. ● Project to migrate all copper based landlines to VoIP over the NBN Fibre at the Chambers is underway. ● Project to migrate all copper based landlines to VoIP over the NBN at all affected remote sites has been completed successfully. ● NBN rollout to 7 remote sites has been completed successfully. ● NBN rollout to the Chambers has been completed successfully.

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>On-line community calendar available for self-population</p> <p>3 x Facebook options for distribution of information – Kyogle Council; Roxy Gallery; Visitor Information Centre</p> <p>Kyogle LGA events regularly promoted in Council's community newsletter and on the event 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>2 x post-fire forums attended by Kyogle Council staff</p> <p>Staff attend monthly Kyogle and District Chamber of Commerce meetings</p> <p>Staff attend Tidy Towns meetings</p> <p>Staff attend Tabulam Progress meetings</p> <p>Staff attend Bonalbo Progress meetings</p> <p>Staff attend Mallanganee Progress meetings</p> <p>Staff attend Woodenbong Progress meetings</p> <p>DV group meets quarterly and has a large representation from the services provided in Kyogle LGA</p> <p>Kyogle Transport working Group meets quarterly and has representation from transport providers and services developing transport options for targeted groups in the community ie. Youth, aged, workers, students</p> <p>Community Engagement strategy being examined in line with the Community Participation process for the LSPS</p>
	Provide for a disability inclusive community	Projects incorporating disability inclusion elements	<p>Outdoor community gym</p> <p>Roxy Gallery lift</p> <p>Staff attendance at the Disability Group held in Bonalbo facilitated by Ability Links</p> <p>Launched accessible shops project in partnership with Ability Links</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>Sponsorship of Kyogle Reconciliation Week activity and staff participation</p> <p>Sponsorship of Bonalbo NAIDOC week celebration</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	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	Completed Kyogle and Villages Transport Guide https://www.goingplaces.org.au/regions/kyogle/kyogle/
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	In development – Image library and film components in production Mayor reported 67 new business registrations in Kyogle.
	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>	Image library and film stories of local businesses to be used on Invest Kyogle website in development. Links to local, regional, state and federal economic development services and supports
	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	Staff working actively with the Kyogle and district Chamber of Commerce; Woodenbong Progress Association; Old Bonalbo Progress Association; Bonalbo Progress Association (SOS); Tabulam Progress Association; Mallanganee Progress Association
	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	Participation in the Cross Border Tourism Working Group – primary call to action The Rainforest Way https://www.therainforestway.com.au/ Year to date = 5,485 Survey conducted for Working Dog Rally and Fairymount Festival.

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.	Percentage of area covered by NBN roll out as per proposed delivery methods; <ul style="list-style-type: none"> • Satellite areas • Fixed wireless areas • Fixed fibre to node areas Additional mobile phone towers funded, constructed and operational through programs such as Federal Mobile Black Spot Project Preparation of business cases and economic prospectus to support funding applications for transport infrastructure projects	
WASTE SERVICES	Improvements to waste management and disposal facilities implemented within budget and adopted timeframes	Completion of Woodenbong Landfill Closure and Transfer Station Construction Review preferred capital improvements and operational plan for transfer stations West of the Range	Action completed. Improvements to the Mallanganee and Bonalbo transfer stations have been completed.
	Solid waste to landfill minimised to prolong asset life and reduce potential for environmental harm	Kerbside recycled waste pickup service in accordance with Domestic Waste Collection Contract. Incidents of non-compliance with collection contract requirements and time period for rectification Annual per capita tonnage of waste to landfill and waste recycled based on EPA Levy statistics provided by Council and revised ABS population estimates	Kerbside service continues to be provided in accordance with contract. Minor variations to contract were approved during reporting period to ensure continuation of levels of service after implementation of bridge weight limits by ARTC. No reported incidents of non-compliance with contract. Tonnages of waste and recyclables reported to EPA monthly. For the reporting period, the quantities are as follows: <ul style="list-style-type: none"> • 2,629.46 tons general waste to landfill • 211.16 tons of organics processed for reuse • 812.48 tons co-mingled recyclables transported off-site. • 463.94 tons metals transported off-site
	Waste facilities managed in accordance with regulatory requirements	All EPA Landfill Licence conditions complied with	All EPA licence conditions complied with during reporting period with the exception of the new Erosion and Sediment Control (ESC) Plan for the Kyogle Landfill Facility. A draft ESC Plan was completed by 30 June 2019.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	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	Rates of recycling at the CRC remain steady. Council commenced negotiations with TOMRA Cleanaway to establish an automated Reverse Vending Machine for the collection of eligible containers under the Container Deposit Scheme. Council submitted request through NEWaste to secure two Community Recycling Stations for central business area to encourage correct disposal of problem household items such as batteries, light bulbs, printer cartridges, glasses and mobile phones.
	Minimal illegal dumping of waste in public areas	Number of illegal dumping events recorded Number of notices issued for illegal dumping	5 reports of illegal dumping, 1 of asbestos. 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	All fixed food premises registered and approved. 100% fixed food premises inspected during reporting period. Preliminary assessment of temporary and mobile premises also completed. Food register will be updated as Council receives registration forms. Activity report due to NSW Food Authority on 31 July 2019.
	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. 2018/19 report presented to Councillors.
	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	3 pollution complaints received in the reporting period. 2 cases were resolved with minimal regulatory effort. 1 Notice of Intention to Issue Preventative Action Notice was issued. 2 reports of illegal vegetation clearing were received in the reporting period. Both matters were referred to OEH for investigation. Investigation is continuing.
REGULATORY SERVICES	Domestic dogs and cats managed in accordance with State legislation	Compliance with <i>Companion Animals Act 1998</i>	4 dog attack reports received & investigated.
	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>	Completed. 3 warning letters and 2 penalty notices were issued during the reporting period for cattle unattended 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 requirements promoted through community newsletter. 70 pools inspected during reporting period. 34 compliant on first inspection, 34 compliant on second inspection, 2 enforcement notices issued.
	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	29 new OSMS inspected. 17 upgraded systems inspected. No incidents of non-compliance with relevant legislation during the reporting period.
	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>	No incidents of non-compliance with relevant legislation 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	11 Exhibitions have been held: - 4,961 Visitors Monthly Attendance at the Kyogle & District Arts Council meetings. At the April board meeting of Arts Northern Rivers Cultural Services Officer re-appointed to the position of Deputy Chair. Attended. June & August board meetings of Arts Northern Rivers. Director Planning and Environment attended Arts Northern Rivers Strategic Workshop (September 2019). • Gallery income - \$6,062.63
LIBRARY SERVICES	Equitable access to information sources	Provision of library services in accordance with Richmond-Upper Clarence Regional Library Agreement	Services delivered in accordance with Agreement. Refurbishment works commenced August 2019.

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>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 Amendment to revitalise Kyogle CBD by allowing greater diversity of uses in CBD is underway. Preliminary discussions with DPIE indicate they are supportive of proposal.</p> <p>In June 2019, Council proposed an updated Development Contributions and Charges Discounting Policy, expanding the types of development for which developer contributions would not be required. The intent is to encourage industry to bring-forward development of land in the Kyogle LGA for a variety of land uses including business and industry.</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 meetings with the agricultural sector when requested.</p> <p>Planning staff will attend village outreach meetings when requested.</p>
	Kyogle as an older person friendly location to live	Number of development proposals specifically for or able to accommodate older people.	In period Jan – Jun 2016 a number of development applications for semi-detached units in central Kyogle were approved and commenced construction.
	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 continues to be available for pre-lodgement meetings.</p> <p>There were no pre-lodgement meetings held in the period January-June 2019. This is a decrease on this period of the previous year when three were held.</p> <p>The average DA processing time for the period has been 14.9 days, which is a decrease on the 17.65 days achieved during the previous period.</p>
	Council land use planning consistent with State strategic planning	Council advised of any proposed State planning changes	Planning Services monitor changes in State planning provisions and ensure Council's provisions are consistent.
	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>Development applications are assessed within acceptable timeframes.</p> <p>Planning Services provide all required reporting data to the Department of Planning.</p> <p>Development applications approved and outstanding are reported monthly to Councillor workshops.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Developer contribution requirements for infrastructure and services that support and encourage new development	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	The value of development approved was \$17,359,608.
	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 and development as quickly as resources permit. Any land use compliance activities are consistent with the <i>EP&A Act 1979</i> .
	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	3 articles were published in the Council community newsletter on exempt provision for fencing. 1 article was published in the Council community newsletter on the Development Contributions Discounting Policy. 1 pre-lodgment meeting was held during the period.

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>	<ul style="list-style-type: none"> -Number of timber bridges replaced meets 30 year replacement strategy from LTFP -Number of load limited bridges -Number of bridges inspected per year -Decreased infrastructure backlog -Bridges CARs 	<ul style="list-style-type: none"> 15 bridges replaced 28 124 \$6.69 million as at June 30, 2019 up from \$6.8 million as at June 30, 2018 68
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>	<ul style="list-style-type: none"> -Reseal of roads meeting LTFP targets: 23.2 km/yr at \$37,758 /km -Rehabilitation of roads meeting LTFP targets: 9.3 km/yr at \$282,473 /km -Number of Potholes patched -Roadside slashing of 533km/yr -Decreased infrastructure backlog -sealed Roads CARs 	<ul style="list-style-type: none"> 13.35km at \$43,291/km 10.97km (includes initial seals on Lillian Rock and Green Pigeon, and major widening at Culmaran Creek Rd) \$688,965/km 51,507 pot holes 1,439km \$1.274 million down from \$2.82 million as at June 30, 2018 314

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>14.8km</p> <p>57.5km</p> <p>152.28</p> <p>100.9</p> <p>57.7</p> <p>At \$2,844/km</p> <p>13.5km at \$57,851/km</p> <p>\$1.575 million down from \$3.16 million as at June 30, 2018</p> <p>294</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>20m</p> <p>14</p> <p>Microbiological 100%, Chemical 100%, Physical 100%, Turbidity 99.28%, Free Chlorine 87.5%</p> <p>66</p> <p>0</p> <p>Not available at this stage</p> <p>3,207m relined</p> <p>9</p> <p>27</p> <p>400m</p> <p>Tabulam flood study in progress and application in for Bonalbo Flood study.</p> <p>22</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>31,410</p> <p>1919 hours operated.</p> <p>10 promotional events</p> <p>61</p> <p>76 (including swimming pools)</p>