

KYOGLE COUNCIL

Item 13.3



Hinterland • Lifestyle • Culture

Six Monthly Report on the Operational Plan and Delivery Program Covering the period July 2019 to January 2020

April 2020

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	<p>Events calendar live on the Kyogle Council Website that community can fill in</p> <p>Links to Kyogle and District Chamber of Commerce directory (and other business support agencies) through Kyogle Council Website and forthcoming Invest Kyogle website</p>
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	<p>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.</p>
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	<p>IT Strategy completed. On-line services available and promoted. Additional actions in the IT Strategy to be implemented over the next twelve months, focused on training and development of mobile capability internally.</p>
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	<p>Grant funding applications prepared for projects identified in the LTFFP and Delivery Program.</p> <p>Business case prepared for Cedar Point Bridge Replacement and Clarence Way.</p> <p>Funding applications for Cedar Point Bridge and Clarence Way.</p> <p>Design and business case development for indoor sports stadium in progress.</p> <p>Draft Plans of Management and Master Plans for key open spaces currently on public display.</p> <p>Consultant engaged for master planning around the Kyogle civic precinct and main street.</p>
Develop an integrated framework for the development and review of Council Policy that provides a clear vision to all stakeholders	<p>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.</p>

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	<p>Preparatory work to be included in the in the Harvest Trail Program in partnership with Northern Rivers Food.</p> <p>Attendance at the Regionality Food Producers Forum.</p> <p>Participation in regenerative agriculture discussions and forums.</p>
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	Further amendments have been identified and incorporated into the development of the Local Strategic Planning Statement, which is currently on public display.
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	<p>Tabulam Water Supply and Three Villages Sewer funding applications approved for the pre-construction activities.</p> <p>Bridge Renewal Funding applications regularly submitted and approved focusing on replacement of load limited bridges where possible.</p> <p>Applications for Cedar Point Bridge and Clarence Way submitted based on business cases developed for each.</p>
Partner with relevant government agencies to encourage and support sustainable land management practices	Partnered with DPI Rural Resilience Program to deliver women working on the land program in October / November 2019

Priority Actions from Community Strategic Plan	Report
Ageing in place, disability and respite care	
<p>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>	<p>Council's draft Local Strategic Planning Statement (LSPS) includes actions to support the growth of the local housing market and to identify options to extend choice in the market. The LSPS includes a commitment to commission a Housing Needs Assessment that will also consider access to support services for older people and those living with a disability.</p> <p>As part of the draft LSPS, Council has identified an LEP Amendment to allow certain categories of residential development in the Kyogle town centre, that would be attractive to older people and people living with disability.</p>
<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>	<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>As stated above, as part of the LSPS 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>
<p>Development of a community transport information resource kit for distribution within the council area</p>	<p>Completed. 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/ Northern Rivers Car Pool http://www.nswcarpool.org/find.php?from=KYOGL&to=Lismore&ACTION=Search</p>
<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>	<p>Mobile outreach program being implemented on an ongoing basis utilising opportunity such as the mobile library service, Mayoral Outreach meetings, and other forums involving community consultation across the LGA.</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 August 2019, Council adopted 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 have been incorporated into the 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 funded through the Drought Communities Program grant funding received by Council, with funding to achieve future targets 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>12 apprentices and trainees currently employed. One school-based trainee employed. Additional work for the dole and corrections work place opportunities utilised 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.	<p>Council sponsors a range of events that have an economic impact through the Economic Development operating budget and Community Grants Program, as well as through the Drought Communities Program grant funding received in 2019/20.</p> <p>Survey undertaken of attendees and participants in the Working Dog Rally and other major events to provide feedback.</p> <p>Event calendar completed and operating as on-line service.</p> <p>Kyogle visitor Information Centre & Roxy Gallery Facebook pages promote events and activities.</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>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 to improve access to National Parks and support growth of the visitor economy.</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>3 permanent staff left Council during the period and 5 new permanent employees commenced.</p> <p>24 employee performance reviews were conducted during the period.</p> <p>8 injuries were sustained, 4 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.</p> <p>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 2,751 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> <p>Financial sustainability targets met in the last audited financial statement, with the exception of own source revenue due to higher than anticipated external grant funding levels.</p> <p>Budget preparation and community display timetable allowing for adoption of budgets in ordinary meeting cycle.</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 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 received by Public Officer.</p>
INFORMATION TECHNOLOGY	<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>Systems implemented and upgraded as required. On-line services promoted on Council's website and social media platforms.</p>

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 on Kyogle Council website</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> <p>Links to Kyogle and District Chamber of Commerce website included in Council platforms.</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>4 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>
	Provide for a disability inclusive community	Projects incorporating disability inclusion elements	<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> <p>Cabins at Kyogle Gardens Caravan Park are accessible.</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	Sponsorship of Kyogle Reconciliation Week activity and staff participation Sponsorship of Bonalbo NAIDOC week celebration Discussion around inclusion of Cultural Burning activity as a tool in land management
	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	Ongoing attendance at Transport Working Group meetings. 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. Invest Kyogle website due to launch April 2020. Ongoing refresh and revision of Visit Kyogle website carried out as required.
	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 completed. Links to local, regional, state and federal economic development services and supports. Investment in Profile/Economy ID software package provides public/business and developer access to key statistics and trends for the Kyogle LGA – supporting inward investment.
	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 Small Business Month event held in Kyogle in partnership with Kyogle Chamber of Commerce Ongoing meetings and discussions with interstate developers to encourage inward investment.

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>Participation in the Cross-Border Tourism Working Group – primary call to action The Rainforest Way https://www.therainforestway.com.au/</p> <p>Year to date = 2,226</p> <p>Council collaborating with NPWS, SCU and other partners to identify nature-based tourism opportunities to drive the visitor economy.</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>Business cases and funding applications lodged for Cedar Point Bridge and Clarence Way.</p> <p>Funding applications for fixing local roads lodged for Afterlee Road, Lynches Creek Road, Lions Road, Sextonville Road and Tabulam Road.</p> <p>Project in development to link transport disadvantaged workers with access work in Casino and Tabulam.</p> <p>Mobile Black Spot mapping provided to the Australian Government as part of the submissions to the Mobile Black Spot Program.</p> <p>Ongoing liaison with the NBN Co on the roll out across the LGA, roll-out completed in 2019.</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>Action completed.</p> <p>Improvements to the Mallanganee and Bonalbo transfer stations have been completed.</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 service continues to be provided in accordance with contract. In December 2019, Council extended current domestic waste contract until 30 June 2023.</p> <p>No reported incidents of non-compliance with contract.</p> <p>Tonnages of waste and recyclables reported to EPA monthly. For the reporting period, the quantities are as follows:</p> <ul style="list-style-type: none"> • 1458 tons general waste to landfill • 106.48 tons of organics processed for reuse • 348.98 tons co-mingled recyclables transported off-site. • 286.32 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. A new Erosion and Sediment Control (ESC) Plan for the Kyogle Landfill Facility was completed in July 2019.
	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>Rates of recycling at the CRC remain steady. Article in Jan/Feb Community Newsletter to promote recycling in the community.</p> <p>In December 2019 Council signed an agreement with TOMRA Cleanaway to establish an automated Reverse Vending Machine for the collection of eligible containers under the Container Deposit Scheme.</p> <p>Council received two Community Recycling Stations to encourage correct disposal of problem household items such as batteries, light bulbs, printer cartridges, glasses and mobile phones. The CRS are located in the Kyogle Library and Bonalbo Community Hall.</p>
	Minimal illegal dumping of waste in public areas	<p>Number of illegal dumping events recorded</p> <p>Number of notices issued for illegal dumping</p>	<p>4 reports of illegal dumping.</p> <p>2 Show Cause Notices, 1 Warning Letter and 1 Penalty Notice issued.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
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	Council established Food Compliance Framework outlining consistent strategy for regulating food premises going forward. 6 Warning Letters, and 1 Improvement Notice issued. In December 2019, Council carried out a targeted program to ensure water carting businesses were registered and compliant with regulatory requirements.
	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	1 pollution complaint received in the reporting period. This case was resolved with minimal regulatory intervention.
REGULATORY SERVICES	Domestic dogs and cats managed in accordance with State legislation	Compliance with <i>Companion Animals Act 1998</i>	5 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. 1 warning letter and no penalty notices were issued during the reporting period for cattle unattended 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 requirements promoted through community newsletter. No data available during reporting period due to resignation of responsible officer.
	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	No incidents of non-compliance with relevant legislation during the reporting period.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
	Healthy environments through effective plumbing and drainage	<p>Articles and events promoting community awareness and requirements.</p> <p>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></p>	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	<p>Number of separate exhibitions per annum and attendance numbers at each exhibition.</p> <p>Attendance at meetings, including Arts Northern Rivers</p> <p>Visitor numbers and gallery sales</p>	<p>6 Exhibitions have been held in main gallery</p> <p>2 exhibitions have been held in 'Steppin Up' Gallery (located in foyer on ground level)</p> <p>Monthly Attendance at the Kyogle & District Arts Council meetings.</p> <p>Attended June & August board meetings of Arts Northern Rivers, and Chaired Arts Northern Rivers Meetings in August & December.</p> <p>October sat on Arts Northern Rivers Artistic Advisory Committee</p> <p>Attended The Art Of Attraction Conference October</p> <p>Assisted Kyogle & District Arts Council in establishing Mini Mudwood Pop Up Shop for 2 weeks prior to Christmas.</p> <p>2850 recorded Visitors</p> <p>Gallery income - \$10,406.68</p>
LIBRARY SERVICES	Equitable access to information sources	Provision of library services in accordance with Richmond-Upper Clarence Regional Library Agreement	<p>Services delivered in accordance with Agreement.</p> <p>Internal refurbishment works commenced August 2019, and completed in November 2019, external building works and modifications to entry points and amenities in progress, expected completion early April 2020.</p>

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 August 2019, Council adopted 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>
	Kyogle as an older person friendly location to live	Number of development proposals specifically for or able to accommodate older people.	There have been two unit style developments in Kyogle CBD vicinity where construction has been completed, one with construction commenced, and one where approval has been given and construction is ready to commence subject to issue of a Construction Certificate.
	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 July-December 2019.</p> <p>The average DA processing time for the period has been 17.5 days.</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 \$10,939,679
	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	One article specifically on exempt development provisions, and 4 articles on other development opportunities and planning system matters. Pre-lodgement meetings held formally as requested, and informally through phone and cold calling.

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>6 bridges replaced to December 2019</p> <p>27</p> <p>6</p> <p>To be reported at end of financial year</p> <p>13</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>0.68km</p> <p>6.81km</p> <p>26,137 pot holes</p> <p>627.29km</p> <p>To be reported at end of financial year</p> <p>128</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>14.8km</p> <p>6km</p> <p>64.85km</p> <p>40.31km</p> <p>32km</p> <p>44.64km</p> <p>To be reported at end of financial year</p> <p>118</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>390m</p> <p>5</p> <p>Microbiological 100%, Chemical 100%, Physical 100%, Turbidity 100%, Free Chlorine 83%</p> <p>36</p> <p>4</p> <p>Not available at this stage</p> <p>90 meters new pipe</p> <p>5</p> <p>8</p> <p>100m</p> <p>Tabulam flood study in progress and application in for Bonalbo Flood study.</p> <p>7</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>28,248</p> <p>4,916 hours operated.</p> <p>6 promotional events</p> <p>14</p> <p>34 – NO SWIMMING POOL CARS RECEIVED – FIGURES ARE BUILDINGS ONLY</p>