

KYOGLE COUNCIL



Hinterland • Lifestyle • Culture

Report on the Operational Plan and Delivery Program 2022-2023

Prepared October 2023 (for the period 1 July 2022 to June 30 2023)

Kyogle Council
P O Box 11
Kyogle, NSW 2474
Phone (02) 6632 1611 • Fax (02) 6632 2228
Email: council@kyogle.nsw.gov.au
Web Site: www.kyogle.nsw.gov.au

Performance Reporting Metrics

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
GENERAL MANAGER'S DEPARTMENT			
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>-Total staff exits during the period</p> <p>-Total staff with excess leave entitlements above 8 weeks</p> <p>-Total excess leave above 8 weeks per employee</p> <p>-Total number of incidents, accidents and near misses reported during the period</p> <p>-Total working days lost due to injury for the period</p> <p>-Total spend on staff training and development</p> <p>-Total number of staff undertaking non-mandatory training or development</p>	<ul style="list-style-type: none"> • 28 exits • 67 individuals with leave entitlements in excess of 8 weeks • Excess annual leave 92 weeks, Long service leave at 204 weeks. For a total of 296 weeks • 99 safety related reports in total, including hazard and near miss reports • 82 working days lost to injury • \$299k spent on training • 30 individuals undertook non-mandatory training or education.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
<p>COMMUNICATION and CONSULTATION</p>	<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>	<ul style="list-style-type: none"> -Community newsletter editions published and distributed. -Number of social media communications -Total number of hits and shares on social media -Number of updates to Councils website. -Total number of calls for public submissions and total submissions received 	<p>Kyogle Council's Community Newsletter is published and distributed throughout the LGA by Australia Post monthly.</p> <p>Council's Facebook page had a reach of 493,827 for the year 1 July 2022 to 30 June 2023. This is an increase of 38.9 per cent on the previous year. Council's Facebook page had 4,803 followers which is up by 518 on the previous year. A total of 52 people unfollowed the page.</p> <p>The highest reaching post in that period announcing the Lions Road had reopened to traffic in August 2022 reached 37,700 people.</p> <p>Other high reaching posts included a positions vacant post on 7 March 2023 which reached 23,900 people and a Works Report post on 26 June which reached 16,900 people.</p> <p>Regular social media updates in relation to flood restoration and works program have been ongoing since July 2022, with major updates included in the November 2022 and March and August 2023 Newsletters.</p> <p>I</p> <p>Council's corporate website is updated regularly – pages are updated as needed as are events and news posts.</p> <p>The analytics for the website were only available for the month of June. They revealed that during June, 3,200 people visited the website, and each person, on average, viewed 2 pages. The top 10 pages were: Home page, Contact Kyogle Council, Waste and Recycling, Positions Vacant, Council Forms and Applications, Council Agendas and Minutes, Kyogle Gardens Caravan Park, Fees and Charges, Kerbside Bins, 13 June Ordinary Meeting Agenda.</p> <p>The average time users were on the Council website was 3 minute 36 seconds a session.</p> <p>Kyogle and Villages Information Centre Facebook page has 1800 followers and 1600 likes.</p>

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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 and on time.</p> <p>-Timely annual budget preparation and community display.</p> <p>-Adherence to financial sustainability targets</p>	<p>Finance and Works Program Progress reports included in monthly Council business papers.</p> <p>Quarterly budget reviews included in Council business papers.</p> <p>All statutory requirements around financial reporting and audit met.</p> <p>Reported as part of the Annual Financial Statements, no interim figures provided.</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>-Number of GIPA requests received and percentage of responses meeting required timeframes</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>188 GIPA requests received and 100% meeting timeframes.</p> <p>Policies updated in line with statutory requirements</p> <p>External reporting completed on time and reported through Council's Internal Audit Committee, Compliance Report.</p> <p>Consultation undertaken as required. During the reporting period;</p> <ul style="list-style-type: none"> • • Local Orders Policy – Keeping Animals on Premise advertised August 2022 adopted October 2022 • Amended Waste Fees and Charges advertised August adopted September 2022 • Extension of Developer Contributions Discounting Policy advertised Nov 2022 • Pesticide Use Notification Plan advertised Dec 2022 <p>Councillor induction training completed 2022, Finance, Code of Conduct and Councillor/Staff Interaction policy training held 2023</p> <p>Meetings held in line with statutory requirements</p>
CUSTOMER SERVICES	<p>Best practice customer services with an emphasis on friendly, helpful and timely assistance.</p>	<p>-Total correspondence received</p> <p>-Complaints to the Public Officer reported.</p> <p>-Number of compliments received</p>	<p>8,979 items of incoming correspondence requiring action</p> <p>No formal complaints to the public officer</p> <p>74 compliments received</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
PLANNING AND ENVIRONMENTAL SERVICES			
COMMUNITY SERVICES	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.	<ul style="list-style-type: none"> -Number of forums involving community and Council representation and attendance at meetings. -Number of partnership based projects -Number of projects with commitments for external partner contributions -Number of formal community based partnerships 	<p>Meetings/Forums attended:</p> <ul style="list-style-type: none"> • Kyogle Tidy Towns meetings attended. • Kyogle Chamber of Commerce Meetings – bi-monthly (when held) • Monthly Arts Northern Rivers meetings attended. • Northern Rivers Tourism Managers Group meetings attended - quarterly • Transport Working Group • Landcare projects • Roxy Gallery and Kyogle and District Arts Council • Kyogle Council Climate Change Working Group meetings (administered by Council). CCWG also initiated and provided support for an On-farm Regional Carbon Forum held in Kyogle. • Meetings with Community Groups and Progress Associations ongoing as part of a proactive community engagement framework. <p>Projects with partnerships and/or funding commitments;</p> <ul style="list-style-type: none"> • Swoopin Season project (Kyogle Together and SCCF) • Sports Priority Needs Program upgrades to community sports facilities affected by flooding • Up For Adventure Business Case • Art on Bundjalung Festival (Gugin Gudduba LALC and Arts Northern Rivers) • Mallanganee Sports Ground improvements (Mallanganee Progress, Mallanganee Rugby Union Club, SCCF and LRCIP) • Bonalbo Caravan Park improvements (Bonalbo SOS and LRCIP) • Mallanganee Lookout/Observatory – funding via Regional Tourism Activation Fund.

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	Provide for a disability-inclusive community	-Number of projects incorporating disability inclusion elements	<p>Projects during the period with improved access and disability inclusion elements:</p> <ul style="list-style-type: none"> • Tabulam and Woodenbong Cemetery Improvements • Mallanganee Sports Ground Improvements • Tabulam Racecourse Improvements • Kyogle Shooting Range Improvements
	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>Established an Aboriginal Advisory Group to provide an ongoing forum for collaboration with local Aboriginal organisation's and representatives. No face to face meetings for the reporting period, but ongoing communications within the group.</p> <p>Sponsorship of Kyogle Reconciliation Week activity and staff participation.</p> <p>Placement of Cultural Heritage mapping on Kyogle Council's corporate website to guide development decisions.</p> <p>Inclusion of Welcome to Country message and Cultural burning stories on Invest Kyogle website and acknowledgement of Country on corporate e-mails.</p>
ECONOMIC DEVELOPMENT	Promotion of Kyogle as a place of choice for lifestyle and economic opportunity	<p>-Increased value of development applications approved, based on Council DA records</p> <p>-Annual increase in number of businesses, based on ABS and Department of Regional Development statistics</p>	<p>The value of development approved for the full financial year periods were;</p> <p>2016/17 - \$ 7.85 million 2017/18 - \$ 9.91 million 2018/19 - \$18.51 million 2019/20 - \$15.15 million 2020/21 - \$12.67 million 2021/22 - \$12.22 million 2022/23 - \$15,643,926</p> <p>There were an estimated 1124 total registered businesses in the Kyogle LGA at the end of 2021, and 1,179 at the end of 2022.</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
	<p>Promote and nurture tourism opportunities and attractions for the local government area</p>	<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 (VIC) and during specific events</p>	<p>Founding partner for the Northern Rivers Brand and ongoing commitment to the brand. Included in Pandemic funding for "Up for It" marketing campaign.</p> <p>Participation in regional marketing activity including:</p> <ul style="list-style-type: none"> • regional self-drive tourism map in collaboration with regional tourism managers • promotion of Kyogle LGA in the visitor kiosk located in the Ballina BP on the M1 <p>Ongoing sponsorship of the Kyogle Culture magazine incorporating the inclusion of the Kyogle Visitor Guide.</p> <p>Sponsorship of 2023 Kyogle Writers Festival to stimulate and diversify the local visitor economy.</p> <p>Sponsorship of the 2023 Kyogle Show, Tabulam Turtle Divers Rugby League Carnival and 2023 Summerland Giant Pumpkin and Watermelon Festival similarly stimulate diverse economic activity</p> <p>The relocation of Information Centre activities to a main street shop front has seen a quite clear increase in average daily VIC customers, including a doubling of local engagement. Regional and interstate engagement is recovering, with South East Queensland the most frequent interstate visitor.</p> <p>A majority of walk-in visitors at the VIC were from New South Wales and the Northern Rivers and most enquiries were seeking directions, followed by information regarding local attractions and information about the National Parks.</p> <p>Delivery of main street temporary Visitor Information Centre Information on the number of face to face visitor interactions recorded at the Kyogle Visitor Information Centre for the reporting period: 2524 interactions</p>

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	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>-Additional mobile phone towers funded, constructed and operational through programs such as Federal Mobile Black Spot Project</p> <p>-Preparation of business cases to support funding applications for transport infrastructure projects</p>	<p>-Towers benefitting Kyogle LGA;</p> <ul style="list-style-type: none"> • Preliminary Round – 1 • Round 1 – 10 • Round 2 – 1 • Round 4 – 3 <p>-field work undertaken for updated mobile black spot mapping project, report expected to be presented to Councillors in April 2023</p>
-	<p>Waste management facilities and services cost effectively manage waste generated within the Kyogle local government area.</p> <p>Waste disposed to landfill is minimised to prolong asset life and reduce potential for environmental harm.</p> <p>Waste facilities are managed in accordance with regulatory requirements.</p>	<p>-Total cost of waste management activities to Council.</p> <p>-Savings accrued through implementation of new waste management improvement projects/initiatives.</p> <p>-Percentage of projects delivered in accordance with agreed timeframes and within allocated project budget.</p> <p>-Number of incidents of non-compliance with domestic waste collection contract.</p> <p>-Annual tonnage of waste to landfill based on EPA Waste and Resource Reports provided by Council.</p> <p>-Number of new initiatives introduced to reduce waste disposed to Landfill.</p> <p>-Percentage compliance with Environmental Protection Licence conditions.</p> <p>-Number of reported incidents requiring implementation of Pollution Incident Management Response Plan or other necessary measures.</p>	<ul style="list-style-type: none"> • Operational expenses of \$963k for Domestic Waste and \$1.16m for Other Waste during the period • Most significant initiative is the movement to the 3 bin system, projections are increases in costs to the customer in the order of 40-50%, reduction in landfill volumes of 460t per year, saving \$40k in EPA Waste Levy. • 3 bin waste collection system was implemented with service commencing from 26 June 2023. Scheduled infrastructure projects were not completed due to building material and labour supply issues stemming from the post-flood reconstruction effort. • 0 incidences of non-compliance with domestic waste collection contract. • 3,627.98 tonnes of waste landfilled – a 5% decrease from 22/23. • 13 recycling bins installed in Kyogle's CBD area. • Council introduced the new 3 bin domestic waste collection service which commenced on 26 June 2023 • 1 instance of non-compliance with EPL conditions associated with landfill fire in November 2022. • 1 incident requiring implementation of PIMRP, same incident as above.

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	Increased rate of recycling within the Kyogle local government area	<p>-Total tonnage of recycled materials collected including at the Community Recycling Centre and Community Recycling Stations.</p> <p>-Recycling initiatives implemented.</p> <p>-Number of promotional activities to raise community awareness of services available and how they can increase recycling in the community.</p>	<ul style="list-style-type: none"> • 1185.04 tonnes of materials recycled • 10 articles in Community Newsletter promoting recycling initiatives and waste education. • 5 articles in Community Newsletter promoting new 3-bin waste collection service. • 23 Facebook posts on Kyogle Council page promoting recycling initiatives and waste education. • 12 Facebook posts promoting the new 3-bin waste collection service. • 8 posts regarding waste events organised or being assisted by Kyogle Council: <ul style="list-style-type: none"> - 3-bin Community Information Sessions - Second Hand Saturday - Beeswax workshop • Woodenbong Village Waste audit conducted (pre-rollout of 3-bin service)
	Minimise illegal dumping of waste in public areas	<p>-Number of illegal dumping events reported.</p> <p>-Costs incurred by Council to clean up illegal dumping.</p> <p>-Number of notices issued for illegal dumping.</p>	<ul style="list-style-type: none"> • 62 illegal dumping incidents reported (including 11 abandoned vehicles) • Illegal Dumping and Litter Prevention Strategy adopted by Council in March 2023. • Illegal Dumping and Litter Prevention Response Procedure prepared. • 10 show cause letters, 3 warning notices, 1 penalty notice, 1 clean-up request issued for illegal dumping • 4 Community Newsletter articles promoting awareness. • Successful application for funding under the Illegal Dumping Prevention Grants (Round 1) for \$72,100 to target dumping in public bins in Kyogle parks.
ENVIRONMENTAL SERVICES	The Kyogle local government area is regarded as safe place to dine and purchase takeaway food and beverages	<p>-Percentage food premises registered with Council</p> <p>-Percentage of food premises inspected annually</p> <p>-Percentage of food premises assessed as having very good or excellent hygiene and food safety practices.</p> <p>-Number of notices issued for breaches of food safety standards.</p>	<ul style="list-style-type: none"> • 90% of food premises registered with Council for reporting period of 2022/23. • 71% of registered food premises inspected • All food premises inspected within reporting period have good or excellent standards. • 6 warning letters issued • 0 prohibition order issued • 0 improvement notice issued

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	Weeds are effectively managed across private and public land throughout the local government area	<p>-Services for management of noxious weeds undertaken by Rous CC in accordance with Service Level Agreement, periodic reporting against service level measures</p> <p>-Number of projects partnering with community and environmental agencies/community groups (e.g. Landcare).</p> <p>-Grant funding secured for projects to address weed infestations.</p>	<p>Council provided funding to Kyogle Landcare to assist with rehabilitation and weed removal works along Fawcetts Creek (Kyogle Rec Reserve).</p> <p>Flying-fox habitat enhancement and creation project (funded by Environmental Trust, LGNSW & Council):</p> <ul style="list-style-type: none"> • flying-fox education and community engagement resources developed; • on-ground works commenced in Kyogle Recreation Reserve to restore/ create 4.7ha habitat including weed removal; • 2 community flying-fox events held (Walk and Talk, Community Tree Planting); • 2 newsletter articles to advertise events. <p>Protocols to manage extreme weather incidents and to undertake routine works near flying-fox camp developed.</p> <p>Crown Reserves Improvement Fund – Camphor laurels and palms in proximity of the flying-fox camp removed.</p> <p>Habitat Action Grant – Gross pollutant litter sock installed (Aug 2022) and 1ha or riparian habitat restored (weed control and planting native vegetation) by Bush Regenerator, Kyogle Landcare and Kyogle Council.</p> <p>9 weed reports received and action taken.</p>

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	Pest animals are effectively managed across private and public land throughout the local government area	<p>-Number of pest animal issues reported by LLS, DPI and environmental agencies/community groups (e.g. Landcare).</p> <p>-Grant funding secured for projects to address pest animals.</p>	<p>Partnerships to address feral deer, cats, cane toads, Indian Mynas progressed. Working with DPI to address Red Imported Fire Ants.</p> <p>Deer – supporting regional project, awareness raising activity with staff and Councillors (Sept 2022), deer control workshop, deer control activity. Regional Feral Deer Survey promoted (Community Newsletter article).</p> <p>Cats – As part of Keeping Cats Safe at Home Project (RSPCA) – promoted community awareness campaigns and involved with a free cat desexing program . 209 cats desexed. 3 primary school visits with RSPCA to roll-out school educational program on responsible cat ownership. Received training in feral cat trapping. 21 cat nuisance/responsible ownership reports received and action taken. 2 newsletter articles.</p> <p>Cane toads – Council involved with review of cane toad biosecurity zone and will work with Landcare to fund 3 x cane toad bust events across the LGA. Kyogle cane toad bust held (2 other events postponed). 2 newsletter articles.</p> <p>Indian mynas – 3 reports received and action taken.</p>
	Pollution incident (noise, water, land or air) impacts throughout local government area are minimized.	<p>-Number of pollution incidents reported</p> <p>-Number of notices issued for pollution</p> <p>-Percentage of pollution incidents cleaned up as required to remove risk of environmental harm.</p>	<p>Air pollution – 18 incidents received and action taken.</p> <p>Noise pollution – 28 incidents received and action taken.</p> <p>Environmental (including clearing, water pollution, smell issues) – 31 incidents received and action taken.</p>
	Onsite sewage management systems operate effectively in non-sewered areas to protect public and environmental health	<p>-Total number of OSMS registered</p> <p>-Number of new OSMS approved</p> <p>-Number of OSMS inspected in accordance with Council's Onsite Sewage Management Strategy</p> <p>-Percentage of OSMS which pass inspection</p> <p>-Number of notices issued regarding failing OSMS.</p>	<ul style="list-style-type: none"> • 3,340 OSMS registered. • 32 new OSMS approved. • 7 Approvals to up-grade • 52 OSMS inspections undertaken. • 0 notices issued. • 11 Conveyance reports produced, up-grades resultant from reports.

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	Contaminated lands in the local government area, including Underground Petroleum Storage Systems, are effectively managed to prevent environmental harm.	<ul style="list-style-type: none"> -Total number of contaminated properties including UPSS sites -Percentage of UPSS sites compliant with regulatory requirements -Number of contaminated properties remediated. 	<ul style="list-style-type: none"> • 61 contaminated sites (on register) • In process of determining regulatory compliance of UPSS sites in LGA (new Council responsibility). Information received for 4 sites. • Continued involvement with Regional Contaminated Land group
REGULATORY SERVICES	Domestic dogs and cats are managed in accordance with legislative requirements	<ul style="list-style-type: none"> -Number of dangerous, menacing or nuisance animal reports received -Number of dangerous, menacing or nuisance animal notices issued -Number of incidents of non-compliance with Companion Animals Act (e.g. failure to register companion animal) 	<ul style="list-style-type: none"> • 48 dog attacks reported • 5 dangerous/menacing dog declarations issued. • 21 warnings issued • 76 nuisance dog reports received. • 6 nuisance dog declarations issued. • 17 nuisance cats received and warning letters issued.
	Nuisance animals are managed in accordance with legislative requirement, including stray cattle	<ul style="list-style-type: none"> -Number of reports regarding nuisance animals received -Number of notices regarding nuisance animals issued -Number of incidences involving repeat offenders recorded. 	<ul style="list-style-type: none"> • 136 reports of Stray stock received. • 18 notices regarding Stray stock issued. • 6 Infringements issued for stray stock • 5 incidents involving repeat offenders.
	Abandoned vehicles are managed to maintain public safety and prevent pollution	<ul style="list-style-type: none"> -Number of abandoned vehicles reported -Number of abandoned vehicles impounded -Costs to Council of impounding vehicles and percentage of costs recovered. 	<ul style="list-style-type: none"> • 26 abandoned vehicles reported • 4 vehicles impounded • \$1600 costs incurred to Council for impounding activities, \$0 recovered through sale of abandoned vehicles

<p>ARTS AND CULTURE</p>	<p>Local arts and culture recognised as a cornerstone of Kyogle communities</p>	<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>Exhibitions July 2022-January 2023</p> <p>Abstraction and Beauty (22 Artists from West of the Range) Woodenbong Artist Group & Bonalbo Artists Alliance . Exhibition July 8 Friday – July 31 Sunday Visitation: 318 people</p> <p>The Space Between Us All (5 Artists) Exhibition August 5 Friday –August 28 Sunday Visitation: 295 people</p> <p>The Painted Years Anthea Moffatt (solo exhibition celebrating artist's 90th birthday) Exhibition September 1 Thursday– October 9 Sunday Visitation: 462 people</p> <p>Dalaang Galli Wogun (12 artists) (2 workshops) Exhibition October 14 Friday – November 6 Sunday Funding received from CTA Partnership Initiative R A NSW Visitation: 355 people</p> <p>Chrysalis – To See With New Eyes (3 artists) Exhibition November 11 Friday – December 11 Sunday Visitation: 330 people</p> <p>Surrounds (3 artists) Exhibition December 16 Friday – January 30 Sunday 2023 Visitation: 351 people</p> <p>Total Visitation 2111 people visited gallery Sales of Art Works \$14,934.00 Gallery Commission: \$1258.62 Display Fees: \$2138.00</p> <p>Lift broken down on 5th October 2022 Stairs Only access ³ ANR Meetings attended via zoom 26th August 2022 & December 9 2022. Social Media Facebook site has 717 followers Google Business Profile 289 profile interactions.</p> <p>Exhibitions: January – June 2023</p> <p>Tender Ground (3 Artists) Exhibition Dates: February 2 – March 5 Visitation: 285 people</p> <p>Coffee and a Little Something Else (14 Artists) Exhibition Dates: March 9 – April 9 Visitation: 427 people</p> <p>Mud and Ink (20 Artists) Exhibition Dates: April 13 – May 14 Visitation: 409 people</p>
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			<p>Fire Stories (14 Artists) Exhibition Dates: May 18 – June 18 Visitation: 389 people + 298 people for Writers Festival Event</p> <p>Ruminations (1 Artist) Exhibition Dates: June 22 – July 23 Visitation: 120 people counted up to the 30 June.</p> <p>TOTAL VISITATION TO GALLERY 2393</p> <p>Sales of Art Works \$11,093.50 Gallery Commission: \$2280.23 Display Fees: \$1329.50 Council supported Fire Stories Exhibition as part of the KRWF</p> <p>ANR Meetings February 17 2023 May 26 2023 AGM (Ruth appointed Deputy Chair)</p> <p>Social Media Facebook site has 772 followers. Post Reach 5423 people Post Engagement 545 Google Business Profile views 780</p>
LIBRARY SERVICES	Equitable access to information sources	-Provision of library services in accordance with Richmond-Upper Clarence Regional Library Agreement	2022-23 visitors to K library = 33,568 New Kyogle library members as at 30 June 2023 = 246 Total Kyogle library members as at 30 June 2023 = 3,838
PLANNING SERVICES	Ensure Council's planning framework encourages economic growth, population growth and social development whilst ensuring sustainable environmental outcomes.	-Implementation of actions identified in the Local Strategic Planning Statement.	<ul style="list-style-type: none"> • DPIE led planning proposal for new Employment Zones in Kyogle LGA finalised. • DPIE led planning proposal for Agritourism finalised. • Local Heritage Program developed and launched in May 2023

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	Industry and the community has ready access to professional advice regarding development processes and requirements	<ul style="list-style-type: none"> -Number of requests for pre-lodgement advice serviced by Planning Services team. -Number of requests for further information issued. -Availability of written guidance for the development industry and community regarding development processes and requirements. -Number of 'Meet a Planner' and industry information sessions held and number of attendees. 	<ul style="list-style-type: none"> • 956 requests for planning advice received. • 78 requests for further information issued. • advice uploaded onto Council's website advising applicants of electronic lodgement via the NSW Planning Portal.
	Council's development assessment processes are efficient and focused on achieving good planning outcomes for our community.	<ul style="list-style-type: none"> -Number of development applications received and approved by Council -Number of requests for further information issued -Percentage of applications processed within recommended statutory timeframes -Average timeframe for processing development applications. 	<ul style="list-style-type: none"> • 95 applications received, 91 approved (including some registered in previous reporting period). • 78 requests for further information issued. • 80% applications processed within statutory timeframes. • Average processing timeframe = 31.7 days
	Developer contribution requirements for infrastructure and services support and encourage new development	<ul style="list-style-type: none"> -Number of development applications received and approved by Council -Amount of developer contributions collected by Council -Annual value of approved development. 	<ul style="list-style-type: none"> • 17 applications received where policy was applicable. • \$0 contributions collected (waived under current policy). • Value of development = \$15,643,926
	Land uses throughout the local government area are consistent with planning approvals requirements under the <i>Environmental Planning and Assessment Act 1979</i>	<ul style="list-style-type: none"> -Number of incidences of unlawful development reported or detected -Number of notices issued. 	<ul style="list-style-type: none"> • 7 reported • 7 notices issued.
	Improved awareness of Exempt and Complying Development provisions and development approval requirements	<ul style="list-style-type: none"> -Number of articles promoting Exempt and Complying Development provisions -Number of complying development applications received and approved. 	<ul style="list-style-type: none"> • 3 articles in community newsletter regarding development approval requirements. • 7 received; 5 approved.
BUILDING SERVICES	Buildings are approved in accordance with requirements under the <i>Environmental Planning and Assessment Act 1979</i> and constructed in accordance with building codes.	<ul style="list-style-type: none"> -Number of development applications received by Council. -Number of Construction Certificates issued. -Number of Occupation Certificates issued. 	<ul style="list-style-type: none"> • 95 development applications received. • 48 construction Certificates issued. • 30 Occupation Certificates issued.

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	Unlawful building works are appropriately regulated to ensure community safety.	<ul style="list-style-type: none"> -Number of incidents of illegal building works reported or detected -Number of notices issued -Number of section 149D applications received. 	<ul style="list-style-type: none"> • 42 incidents of illegal building works reported or detected • 9 notices issued • 21 s149D applications received.
	Private pools and spas comply with legislative requirements regarding pool safety.	<ul style="list-style-type: none"> -Number of pools and spas inspected -Percentage of pools and spas which pass inspection -Number of notices issued. 	<ul style="list-style-type: none"> • 14 pools inspected. • 36% passed inspection. • 13 notices issued.
	Industry and the community have ready access to Council professional advice regarding building processes and requirements.	<ul style="list-style-type: none"> -Number of requests for pre-lodgement advice serviced by Building Services team. -Number of requests for further information issued. -Availability of written guidance for the development industry and community regarding building approval processes and requirements. -Number of 'Meet a Certifier' and industry information sessions held and number of attendees. 	<ul style="list-style-type: none"> • 366 requests for pre-lodgement advice. • No written requests issued. • All Applications, Guides, Calculation tables and information packs publicly available on Councils website and hardcopies available at Administration Office • Industry information sessions yet to commence.

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 -Number of load limited bridges -Number of bridges inspected -Change in infrastructure backlog -Bridges Customer Requests 	<p>32</p> <p>9 load limits & 4 side tracked or closed (as at Dec 2022)</p> <p>0</p> <p>Still being calculated for 2022/23 financial year. Will be available November</p> <p>49</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
Road Network	<p>The sustainable management of roads, bridges and other infrastructure</p> <p>Improve the condition of councils sealed and unsealed rural road network, urban streets network and regional road network</p>	<ul style="list-style-type: none"> -Length of roads re-sealed (km and m²) -cost (\$/m²) -Length of roads rehabilitated (km and m²) -cost (\$/m²) -Length of gravel roads re-sheeted (km) -cost (\$/km) -Length of footpath replaced and constructed (m) -Length of kerb and guttering replaced/constructed (m) -Length of roads graded (km) -Number of Potholes patched -Roadside slashing (km) -Change in infrastructure backlog (\$) -Number of Customer Requests 	<ul style="list-style-type: none"> 0km 15.3km, 91,800m² \$36/m² 195.9km (Includes flood damage repairs) Cost to be confirmed at end of financial year 0 0 6km (excludes grading done as part of flood response) 59,906 355.15 Still being calculated for 2022/23 financial year. Will be available November 1060

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>-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/relined</p> <p>-Number of new properties connected to sewer</p> <p>-Number of sewer chokes</p> <p>-Water Customer Requests</p> <p>-Sewer Customer Requests</p>	<p>Report submitted September 2022</p> <p>0</p> <p>4</p> <p>100% Micro 100% Chemical 97.87% Physical</p> <p>17</p> <p>0</p> <p>217L/person/day (Kyogle) vs 177L/person/day (NSW weighted median) <i>These are FY 21/22 figures</i></p> <p>0</p> <p>3</p> <p>15</p> <p>133</p> <p>34</p>
Stormwater and Flooding	<p>Maintain council's urban stormwater network</p> <p>Manage the risks associated with flooding in urban area</p>	<p>-length of new stormwater pipes laid or renewed</p> <p>-flood management actions completed</p> <p>-Stormwater and flood management Customer Requests</p>	<p>33m</p> <p>Bonalbo Flood Risk Management Plan commenced. Mallangane Township Flood Study adopted</p> <p>Two properties in the Kyogle Floodplain purchased and removed 35</p>

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
Parks, Pools and Community Facilities	Encourage patronage of council pools at Bonalbo, Kyogle and Woodenbong Help promote a sense of community by providing safe and pleasant recreation areas	-Numbers of attendances recorded -Total hours operated -Number of promotional events held -Parks and Gardens Customer Requests -Community Properties Customer Requests	42,620 3,758 4 64 111