

KYOGLE COUNCIL

Item 13.2 (1)



Report on the Operational Plan and Delivery Program 2023-2024

Prepared April 2024 (for the period 1 July 2023 to December 31 2023)

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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"> • 14 exits • 25 individuals with leave entitlements in excess of 8 weeks • Excess annual leave 91 weeks, Long service leave at 187 weeks. For a total of 278 weeks • 53 safety related reports in total, including hazard and near miss reports • 108 working days lost to injury • \$81k spent on training • 0 individuals undertook non-mandatory training or education.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURES	REPORT
COMMUNICATION and CONSULTATION	Kyogle Council is to be efficient and effective in its operations, actively listening to the community and anticipating and responding to community needs.	<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 215,200 for the six months from 1 July 2023 to 31 December 2023. Council's Facebook page had 5,010 followers which is up by 207 on the previous reporting period. Considerably more women (65.3%) than men (34.7%) follow they page. The highest reaching post in that period inviting the community to come on down to the Kyogle pool on a particularly hot summer day reached 13,500 people and generated 105 reactions, while numerous Works Reports and notices of work reached 8,500 – 11,000 people.</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 revealed that for the six months from 1 July to 31 December 2023, 22,000 people visited the website, and each person, on average, viewed 3 pages. The top 10 pages were: Home page, Contact Kyogle Council, Positions Vacant, Forms and Applications, Swimming Pools Opening Hours and Admission Prices, Waste and Recycling, Council Minutes Index, Current Road Closures, Kyogle Gardens Caravan Park, Councillor Contact List.</p> <p>The average time users were on each page was 1 minute 21 seconds.</p> <p>Kyogle and Villages Information Centre Facebook page has 1800 followers and 1600 likes.</p>
FINANCE	<p>Council is on time and on budget with all community and statutory obligations.</p> <p>The sustainable management of roads bridges and other infrastructure.</p>	<ul style="list-style-type: none"> -Monthly Finance reports and quarterly budget reviews presented to Council. -Annual finance requirements, including, Audit and Annual Report met and on time. -Timely annual budget preparation and community display. -Adherence to financial sustainability targets 	<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.</p>

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GOVERNANCE	Set the example in Local Government through efficient and effective management practices and provide an environment that fosters trust and encourages and rewards excellence in performance	<ul style="list-style-type: none"> -Number of GIPA requests received and percentage of responses meeting required timeframes -Policies reviewed and updated within statutory requirements. -All external reporting delivered on time. -All appropriate consultation undertaken. -Councillor induction training delivered. -Council meetings held align with statutory requirements. 	<p>0 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.</p> <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	Best practice customer services with an emphasis on friendly, helpful and timely assistance.	<ul style="list-style-type: none"> -Total correspondence received -Complaints to the Public Officer reported. -Number of compliments received 	<p>8,976 items of incoming correspondence</p> <p>Please note that the count for incoming correspondence may include duplicated correspondence resulting from the Department of Planning, Industry, and Environment (DPIE) portal and Customer Request Management (CRM) management processes. Therefore, the unique number of correspondences may be marginally lower than the stated count.</p> <p>1 formal complaint to the public officer</p> <p>40 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 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). • 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) • Up For Adventure ongoing • 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.
	Provide for a disability-inclusive community	-Number of projects incorporating disability inclusion elements	<p>Projects 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

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	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	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. \$3,200 support for NAIDOC Participation in Roads to Home Program for the Muli Muli Aboriginal Community.
ECONOMIC DEVELOPMENT	Promotion of Kyogle as a place of choice for lifestyle and economic opportunity	-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	The value of development approved for the full financial year periods were; 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 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.
	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 (VIC) and during specific events	Founding partner for the Northern Rivers Brand and ongoing commitment to the brand. Included in Pandemic funding for "Up for It" marketing campaign. Participation in regional marketing activity including: <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 Ongoing investment in online and social media based area promotions. Sponsorship of 2024 Kyogle Writers Festival to stimulate and diversify the local visitor economy. Sponsorship of the 2023 Kyogle Show, and 2024 Summerland Giant Pumpkin and Watermelon Festival similarly stimulate diverse economic activity The placement of the VIC in the shopfront of the KMI building saw a continuation of increasing face to face interaction, with 1150 people through the door over the reporting period. The end of the reporting period coincided with relocation of the VIC back to the original site, leading to a sharp decline in interactions.

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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</p>
	Waste management facilities and services cost effectively manage waste generated within the Kyogle local government area.	<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>	<ul style="list-style-type: none"> • Operational expenses of \$866,291 for Domestic Waste and \$675,162 for Other Waste during the period • 3 bin waste collection system was implemented with service commencing from 26 June 2023. Over the reporting period there has been an average 22% reduction in general waste going to landfill. • Upgrade of general waste drop off area at Kyogle Landfill Facility completed. • 0 incidences of non-compliance with domestic waste collection contract.
	Waste disposed to landfill is minimised to prolong asset life and reduce potential for environmental harm.	<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>	<ul style="list-style-type: none"> • 1,738.72 tonnes of waste landfilled. • Council introduced the new 3 bin domestic waste collection service which commenced on 26 June 2023.
	Waste facilities are managed in accordance with regulatory requirements.	<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"> • No instances of non-compliance with EPL conditions. • No incidents 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"> • 675.95 tonnes of materials recycled • 3 articles in Community Newsletter promoting recycling initiatives and waste education. • 2 articles in Community Newsletter promoting new 3-bin waste collection service. • 2 Facebook posts on Kyogle Council page promoting recycling initiatives and waste education. • 3 Facebook posts promoting the new 3-bin waste collection service. • 10 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
	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"> • 29 illegal dumping incidents reported (including 5 abandoned vehicles) • 7 show cause letters, 2 warning notices, 2 penalty notices, 1 clean-up request issued for illegal dumping • 2 community newsletter articles about illegal dumping.
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 2023/24. • 6 of registered food premises inspected • All food premises inspected within reporting period have good or excellent standards. • 0 warning letters issued • 0 prohibition order issued • 0 improvement notice issued
	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>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 continuing in Kyogle Recreation Reserve to restore/ create 4.7ha habitat including weed removal. 4180 trees planted; • 1 community flying-fox event held (Kyogle Show); • 1 newsletter articles to advertise events. • Weed information published monthly in Community Newsletter <p>0 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	<ul style="list-style-type: none"> -Number of pest animal issues reported by LLS, DPI and environmental agencies/community groups (e.g. Landcare). -Grant funding secured for projects to address pest animals. 	<p>Partnerships to address feral deer, cats, cane toads, Indian Mynas progressed.</p> <p>Red-imported Fire Ants – Community information sessions held at agricultural shows in September/October 2023. Public meeting held on 13 December 2023. 2 articles in Community Newsletter.</p> <p>Deer – continued supporting regional project, awareness raising activities held at Agricultural Shows in September and October 2023 Community Newsletter articles.</p> <p>Cats – As part of Keeping Cats Safe at Home Project (RSPCA) 265 cats desexed.</p> <p>Cane toads – No activity this period.</p> <p>Indian mynas – No activity this period.</p>
	Pollution incident (noise, water, land or air) impacts throughout local government area are minimized.	<ul style="list-style-type: none"> -Number of pollution incidents reported -Number of notices issued for pollution -Percentage of pollution incidents cleaned up as required to remove risk of environmental harm. 	<p>Air pollution – 5 incidents received and action taken.</p> <p>Noise pollution – 23 incidents received and action taken, (some complaints are repeat complaints of the same events)</p> <p>Environmental (including clearing, water pollution, smell issues) – 4 incidents received and action taken. EPA support was received to manage an incident of historical dumping – 400+ tyres removed under EPA Flood Debris Program</p>
	Onsite sewage management systems operate effectively in non-sewered areas to protect public and environmental health	<ul style="list-style-type: none"> -Total number of OSMS registered -Number of new OSMS approved -Number of OSMS inspected in accordance with Council's Onsite Sewage Management Strategy -Percentage of OSMS which pass inspection -Number of notices issued regarding failing OSMS. 	<ul style="list-style-type: none"> • 3,357 OSMS registered. • 17 new OSMS approved. • 0 Approvals to up-grade • 28 OSMS inspections undertaken. • 1 notice issued. • 1 Conveyance reports produced, up-grades resultant from reports.
	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) • Continued involvement with Regional Contaminated Land group • 4 UPSS sites inspected. (operational and non-operational sites)

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
REGULATORY SERVICES	Domestic dogs and cats are managed in accordance with legislative requirements	-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"> • 13 dog attacks reported • 3 dangerous/menacing dog declarations issued. • 16 warnings issued • 6 infringement notices issued • 37 nuisance dog reports received. • 0 nuisance dog declarations issued. • 3 nuisance cats received and warning letters issued.
	Nuisance animals are managed in accordance with legislative requirement, including stray cattle	-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"> • 70 roaming cattle complaints/reports • 30 phone/verbal notices issued • 10 warning letters issued • 5 infringement notices issued • Some complaints called in multiple times.
	Abandoned vehicles are managed to maintain public safety and prevent pollution	-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"> • 10 abandoned vehicles reported • 5 vehicles impounded • \$2015 costs incurred to Council for impounding activities, \$0 recovered through sale of abandoned vehicles.

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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>Exhibitions July 2023-January 2024</p> <p>Ruminations – Jason Farrow Abstract sculpture, painting and installation Exhibition Dates: June - July</p> <p>Woodenbong Arts Group & Bonalbo Arts Alliance Mixed media exhibition of West of the Range arts collectives Exhibition Dates: August - September</p> <p>Fibre Arts Biennale Textile art exhibition & workshop series Exhibition Dates: September - November</p> <p>Return to Forever – Charlotte Sayer Examination of extinction and conservation in Australia Exhibition Dates: November - December</p> <p>Tumbleweeds Local art development class exhibition of works Exhibition Dates: December - January</p> <p>TOTAL VISITATION TO GALLERY 1,796</p> <p>Income from exhibition fees and commissions: \$3065.00</p> <p>Kyogle District Arts Council Meetings supported by venue access and attended by staff</p> <p>Social Media data is unavailable due to handover of account from private to Council, at the end of 2023.</p>
LIBRARY SERVICES	Equitable access to information sources	-Provision of library services in accordance with Richmond-Upper Clarence Regional Library Agreement	<p>July-December 23 visitors to Kyogle library = 26,839</p> <p>New Kyogle library members as at 31 December 2023 = 139</p> <p>Total Kyogle library members as at 31 December 2023 = 3,683</p>
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"> • Local Heritage Program finalised and submissions received • Local Growth Management Strategy tender completed and consultant engaged • Local Growth Management Strategy process and timeline finalised for initiation in 2024

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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"> • 489 requests for planning advice received. • 18 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"> • 51 applications received, 48 approved (including some registered in previous reporting period). • 18 requests for further information issued. • 81% applications processed within statutory timeframes. • Average processing timeframe = 28.6 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"> • 7 applications received where policy was applicable. • \$0 contributions collected (waived under current policy). • Value of development = \$3,886,845
	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"> • 5 reported • 5 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"> • 1 article in community newsletter regarding development approval requirements. • 1 article in community newsletter regarding Local Heritage program and grant opportunities • 1 received; 1 approved.

FUNCTION	LONG TERM GOAL STRATEGY/SERVICE LEVEL	MEASURE	REPORT
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"> • 22 development applications received. • 30 construction Certificates issued. • 19 Occupation Certificates issued.
	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"> • 13 incidents of illegal building works reported or detected • 4 notices issued • 10 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"> • 5 pools inspected. • 20% passed inspection. • 6 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"> • 110 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.

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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>16</p> <p>6 bridges load limited or closed. 2 completely closed, 3 side tracked, 1load limited but still in use.</p> <p>0</p> <p>Reduction of \$3.7M</p> <p>12</p>

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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 	<p>0km (no reseals carried out due to ongoing flood damage repair work)</p> <p>8.3km, 58,100m² \$50m² (an estimate)</p> <p>75km Cost to be confirmed at end of financial year <i>(note: we decided not to differentiate between flood damage and non-flood damage work for this report)</i></p> <p>0</p> <p>308m</p> <p>173km</p> <p>33,400</p> <p>413km</p> <p>Reduction of \$15M</p> <p>255</p>

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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>	<ul style="list-style-type: none"> EPA Annual Sewerage Treatment Plant returns submitted 11 August 2023 DPE Local Water Utility reporting submitted 12 October 2023 <p>0</p> <p>2</p> <p>100% Micro 98.61% Chemical 100% Physical</p> <p>9</p> <p>0</p> <p>217L/person/day vs 177L/person/day (NSW weighted median) <i>These are FY 21/22 figures</i></p> <p>0</p> <p>3</p> <p>10</p> <p>68</p> <p>27</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>28m</p> <p>Bonalbo Flood Risk Management Plan in progress. Liaison and administrative support to Reconstruction Authority</p> <p>5</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	19670 1772 0 33 71