

# Annual Report 2016–2017



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Hard copies of this report can be viewed at Council's offices at Murwillumbah and Tweed Heads.  
A digital copy is available online at [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au)

## Statement of Acknowledgement of the Bundjalung Aboriginal Nation

We wish to recognise the generations of the local Aboriginal people of the Bundjalung Nation who have lived in and derived their physical and spiritual needs from the forests, rivers, lakes and streams of this beautiful valley over many thousands of years as the traditional owners and custodians of these lands.

## Council statements and values

### Vision statement

The Tweed will be recognised for its desirable lifestyle, strong community, unique character and environment and the opportunities its residents enjoy.

### Mission statement

Working with community and partners, provide leadership in facilitating and delivering services that manage growth sustainably, create opportunity and enhance the value of our civic and natural assets for this and future generations.

### Value statement

#### *What we value*

*Living and loving the Tweed.*

*We look after people and places, explore all opportunities and are proud of our passionate approach.*

*We care about each other, choose to be here, and are in this together.*

*We have conversations where everyone can contribute and we are willing to have a go.*

*We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.*

**Cover image:** Construction on the Kingscliff Bridge at Cudgen Creek.

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**Welcome to Tweed Shire Council's  
Annual Report 2016–2017**

Tweed Shire Council is committed to serving our community through the provision of infrastructure and services to facilitate and promote safety, prosperity and wellbeing.

We produce an annual report for the benefit of our community and stakeholders, to keep them informed about our operations and activities during the financial year and to provide a record of our investment of funding and resources.

This report provides an overview of Council's progress towards the goals set out in the ten year *Community Strategic Plan 2013–2023* and the specific activities outlined in the *Delivery Program 2013–2017* and *Operational Plan 2016–2017*. For further details, see the section on Integrated Planning and Reporting.

**Note:** On 6 April 2017, Council adopted a new *Community Strategic Plan 2017–2027: Living and Loving the Tweed*.

## Principles for Local Government

The object of the principles for Tweed Shire Council, as set out in Section 8 of the *Local Government Amendment (Governance and Planning) Bill 2016*, is to provide guidance to enable council to carry out its functions in a way that facilitates a local community that is strong, healthy and prosperous.

## Guiding Principles for Tweed Shire Council

### (1) Exercise of functions generally

The following general principles apply to the exercise of functions by Tweed Shire Council:

- (a) Provide strong and effective representation, leadership, planning and decision-making.
- (b) Carry out functions in a way that provides the best possible value for residents and ratepayers.
- (c) Plan strategically, using the integrated planning and reporting framework, for the provision of effective and efficient services and regulation to meet the diverse needs of the local community.

- (d) Apply the integrated planning and reporting framework in carrying out their functions so as to achieve desired outcomes and continuous improvements.
- (e) Work co-operatively with other councils and the State government to achieve desired outcomes for the local community.
- (f) Manage lands and other assets so that current and future local community needs can be met in an affordable way.
- (g) Work with others to secure appropriate services for local community needs.
- (h) Act fairly, ethically and without bias in the interests of the local community.
- (i) Be responsible employers and provide a consultative and supportive working environment for staff.

### (2) Decision-making

The following principles apply to decision-making by Tweed Shire Council (subject to any other applicable law):

- (a) Recognise diverse local community needs and interests.
- (b) Consider social justice principles.
- (c) Consider the long term and cumulative effects of actions on future generations.
- (d) Consider the principles of ecologically sustainable development.
- (e) Decision-making should be transparent and decision-makers are to be accountable for decisions and omissions.

### (3) Community participation

Council should actively engage with the local community, through the use of the integrated planning and reporting framework and other measures.

Council is committed to the delivery of these principles and to transparent reporting and accountability to the community.

While the *Annual Report 2016–2017* is the primary means of sharing Council's performance in the last financial year, there are many other ways members of the community can find out about and contribute to the running of Council.

**Council's corporate website** ([www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au)) provides 24/7 access to detailed information on Council's operations, meeting agendas and minutes, and strategic plans, documents, policies and guidelines.

**Council's smartphone app** provides a wide range of services and information at your fingertips and is available free from the Apple App Store and Google Play.

**Your Say Tweed** ([www.yoursaytweed.com.au](http://www.yoursaytweed.com.au)) is Council's online hub for community engagement, where the community can learn about and provide feedback on a range of current Council projects and initiatives.

**Tweed Link** is a weekly gazetted newspaper produced in-house by Council to provide the community with the latest Council-related news and information. It is delivered free to more than 40,000 households in the Tweed and is published to Council's website each Tuesday. It is also available by email subscription. All of Council's statutory advertising is published in the Tweed Link.

**Council meetings** are held in the Council Chambers at the Murwillumbah Civic and Cultural Centre at Tumbulgum Road, Murwillumbah or the Harvard Room at the Tweed Heads Administration Building, Brett Street, Tweed Heads on the third Thursday of each month. The dates, venues and agendas of Council meetings are communicated through the Tweed Link.

**Planning Committee meetings** are held in the Council Chambers at the Murwillumbah Civic and Cultural Centre at Tumbulgum Road, Murwillumbah or the Harvard Room at the Tweed Heads Administration Building, Brett Street, Tweed Heads on the first Thursday of each month. These meetings deal exclusively with matters pertaining to land use planning.

**Community Access sessions** are convened immediately prior to Council meetings and Planning Committee meetings to enable the community to informally address Councillors on items for consideration of Council. A booking is required and can be made by contacting Council.

## Mayor's introduction



**Council's Annual Report gives a great snapshot of the year for Council and shines some light into what happened across the Shire also.**

The flood of Cyclone Debbie dominated the year with "The big one" that former Mayor Max Boyd always warned us of. No one predicted this particular cyclone would

circle back to the Tweed with such force though, or the extent of the torrential rains. The waters rose quickly, and in the dark of the night it was catastrophic.

Our thoughts are still with all those who suffered so badly, and to the many we know are still suffering, especially those who lost loved ones.

I saw Council staff show absolute dedication to the community during this time. The local and wider community were incredible. Literally hundreds of people reached out to help not just family and friends but neighbours and strangers too.

We can never thank the SES and all our emergency service men and women enough for their extraordinary assistance and the many lives they saved. This flood did highlight that we need a lot more SES trained volunteers so please consider joining up.

Over \$430,000 was raised for the Mayoral Flood Appeal. That amazing generosity benefited hundreds of affected people and again showed the community cared deeply.

Even though the flood was so consuming, Council still met all the annual statutory reporting requirements, the former 'Fit for the Future' (or amalgamate) benchmarks, and we even achieved an \$11 million surplus at the end of the financial year. This is the largest surplus I have ever seen for Council. Some of the surplus is due to abnormal State Government payment periods, but this healthy balance is still very reassuring.

There were some fantastic economic indicators for the Shire also. Over a two-year period, the unemployment rate had a whopping decrease from 8.4 per cent to five per cent. The average number of employees per business increased from 5.8 to 6. Tweed's economic output was up from \$5.3 billion to \$5.4 billion.

There were some serious downsides though. Council had a target of a 5 per cent electricity reduction target for our facilities but there was a 1 per cent increase instead. Council's Greenhouse gas emissions did decrease, but only by 1 per cent.

Happily Council's Renewable Energy Action Plan was released later this year which should kick start some real action. Now we've had a taste of the consequences of climate change with this flood there is a much greater focus on this imperative.

Housing affordability was also a huge worry. Rents went up an astounding 19 per cent from an average of \$400 per week to an almost impossible \$500. House sale prices rose by 15 per cent. The homeless situation has been worse than ever, especially with the flood, and Council has been advocating strongly and persistently to the State Government to provide social housing with some limited success.

The 4 year funding for the Koala Connections project came to an end having planted a massive 76,000 trees in Tweed and Byron for our koalas and the myriad of other threatened species that are hungry and homeless too.



Council had a target of 300ha for Council owned bushland under active management, but we only reached 213ha. With the assistance of Council, private bushland values did increase though, way beyond the 100ha target to reach 170ha.

6.2kms of stream bank was also improved, beating the 5km target, but piling into insignificance compared to the revegetation needed after the flood. More Landcare volunteers and Wildlife Carers are desperately needed to care for our damaged environment.

Council has been grappling with some very challenging industries in commercial water bottling and private native forestry, as well as dealing with some very serious clearing incidents. In all these matters the community has expressed extreme concerns.

There is much to do to better protect and provide for our community and our precious and internationally significant environment. I am pleased that this Council is taking these responsibilities more seriously than ever before, and I thank my fellow Councillors, the Council staff and the community for all the support over the year.

**Katie Milne**

**Mayor**

Tweed Shire Council

## General Manager's report



**For many in the Tweed, 2016-2017 will remain memorable for one reason – the biggest floods some parts of the Tweed have experienced since records began. Tales of the tragic loss of life, homes, possessions, businesses and livelihoods will be told for generations.**

Out of this dark time came many stories of hope, and a community spirit that reinforced for many of us why the Tweed is such a great place to live.

The community turned to Council for leadership, expertise and practical assistance during this time and Council's new social media channels certainly helped with this task. I am proud of the way our elected body, organisation and dedicated staff were able to get in and assist in whatever they could, in many cases despite the impact of the flood on their own lives.

For Council, the impact of the March/April flood is flowing into the 2017–2018 financial year and beyond as Council rejigs its works program to deliver an additional \$27.5 million of repairs to flood damaged road, water and wastewater assets.

The NSW State of Origin team provided a much-needed boost in spirits when they visited flood-affected communities while at their training camp base at Cudgen Leagues Club.

One significant milestone for the Tweed this year was the adoption of the *Community Strategic Plan 2017–2027*. The plan outlines the community's priorities for the next decade and defines council's related goals, strategies, actions and targets.

The Tweed of 2027 will be very different to the Tweed of today and this plan provides a road map to help us to build the sort of community we want for the future. It aims to balance change with our community's desire to maintain the special characteristics of the Tweed that contribute to our unique identity.

Thank you to the many individuals, organisations and businesses who helped shape the Community Strategic Plan via your contributions through our shirewide survey and events with the team from Council's Community Engagement Network.

2016–2017 was a productive period in so many ways, with hard work, cooperation, innovation and creative thinking from our Councillors and staff delivering for the community.

It has been fantastic to see such progress on the Kingscliff Foreshore Revitalisation, a three-stage \$21.8 million project being undertaken by Council to protect and enhance facilities along the Kingscliff CBD coastline. Seawall construction is advancing and landscaping work is underway for the new park.

There has been plenty of progress on our roads too, with the final stage of the \$9 million upgrade to Kennedy Drive completed, bringing an end to five years of work on this major arterial road. The new Kingscliff Bridge over Cudgen Creek was also completed and opened to traffic, which was great news for local residents and visitors after a lengthy diversion while were carried out. The 'Love Your Local' campaign at Kingscliff has helped local businesses affected by both the bridge closure and the Kingscliff Foreshore Revitalisation works. It's a joint initiative of the Kingscliff Business Chamber and Council.

We're building capacity in our water supply, with Council moving to secure the Tweed's long-term water supply with a decision to proceed with concept design to raise the wall height at Clarrie Hall Dam and more than double its capacity.

For today's residents, there's plenty of good news too, including the Tyalgum Trust Public Reserve upgrade, the new-look Wilson park at Banora East, the new toilet block and pontoon at Budd Park in Murwillumbah all completed and the Tweed Heads Library upgrade well underway.

It was a great year for the environment too. The four-year Tweed Byron Koala Connections project has wrapped up, delivering more than 76,000 trees in 120 priority locations in Tweed and Byron Shires. Council completed work on its second Koala Zone in the Shire on a 300-metre stretch of Coronation Avenue in Pottsville. A similar zone on Clothiers Creek Road has proved to be successful in reducing speeds.

I am also proud of the results of our successful advocacy for the dedication of 100 hectares of core koala habitat at Koala Beach, adding to Cudgen Nature Reserve. Another great project was the installation of a 91 kilowatt solar system at Council's Buchanan Street Depot, which will save the one quarter of the depot's energy bill over the next decade.

The Living for the Future Home Expo continues to go from strength to strength. The 2016 event focused on environmentally-friendly living, smart lifestyles and connected communities, attracting more than 100 people.

There has been a strengthening of support for business, with a comprehensive revision of Council's Business Investment Policy. This supports all levels of business investment and re-investment in the Tweed, encouraging diversification and investment in the economy that wouldn't occur otherwise. Council has also increased engagement with local businesses and business chambers and improved online support.

It has certainly been a memorable year, full of many highs and the unprecedented low of the flood. We certainly found out what the Tweed community was made of and the news is good.

Together, we can look forward to the future knowing our Council is well placed to deliver on the community's aspirations, guided by the new Community Strategic Plan.

Thank you sincerely to all our staff and Councillors for their efforts to make the Tweed community even better tomorrow than it is today.



**Troy Green**  
**General Manager**  
Tweed Shire Council

# Profile of the Tweed

## Key facts and figures

### Location

Nestled in the eroded caldera of the largest shield volcano in the southern hemisphere, the Tweed is the largest local government area on the north coast of New South Wales, covering an area of just over 1309 square kilometres.

The Tweed adjoins the NSW local government areas of Byron, Lismore and Kyogle, with the Queensland border to its north where it divides the twin towns of Tweed Heads and Coolangatta.

### Population

The Tweed Shire population in the 2016 Census was 93,458 and is forecast to grow to 127,434 by 2036.

In line with this population growth, the number of dwellings in the Tweed is forecast to grow from 43,203 in 2016 to 58,033 in 2036, with the average household size rising from 2.34 to 2.38 by 2036.

Between 2016 and 2036, the age structure forecasts for Tweed Shire indicate a 41% increase in population under working age, a 30% increase in population of retirement age, and a 39% increase in population of working age.

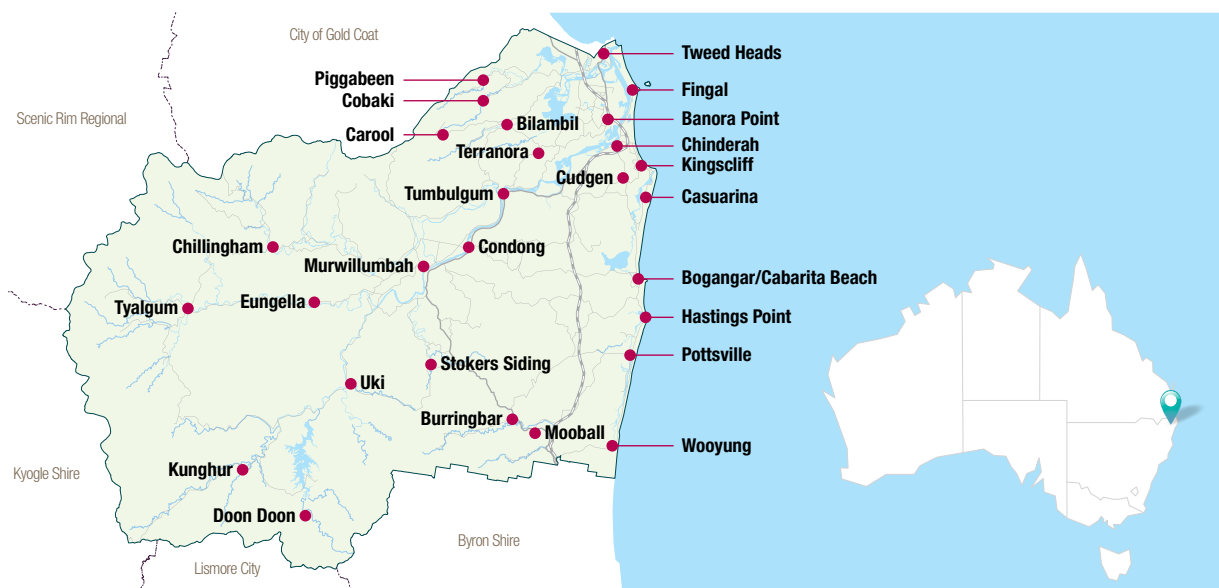
### Economy

Tweed Shire's Gross Regional Product is estimated at \$3.24 billion.

The Tweed has a diverse industry base with employment access to a range of service sector and primary sector industries.

In the year ending June 2017, there were 40,999 local workers and 6904 local businesses in the Tweed Shire.

The key industry sectors in terms of jobs and value are health care and social assistance, retail trade, accommodation and food services, education and training, and construction.



## The elected Council

### The Mayor and Councillors

(November 2016 to September 2020)

At the Tweed Shire Council Local Government Election held on Saturday 29 October 2016, the following Councillors were elected to represent the Tweed for the Council term which will conclude in September 2020.

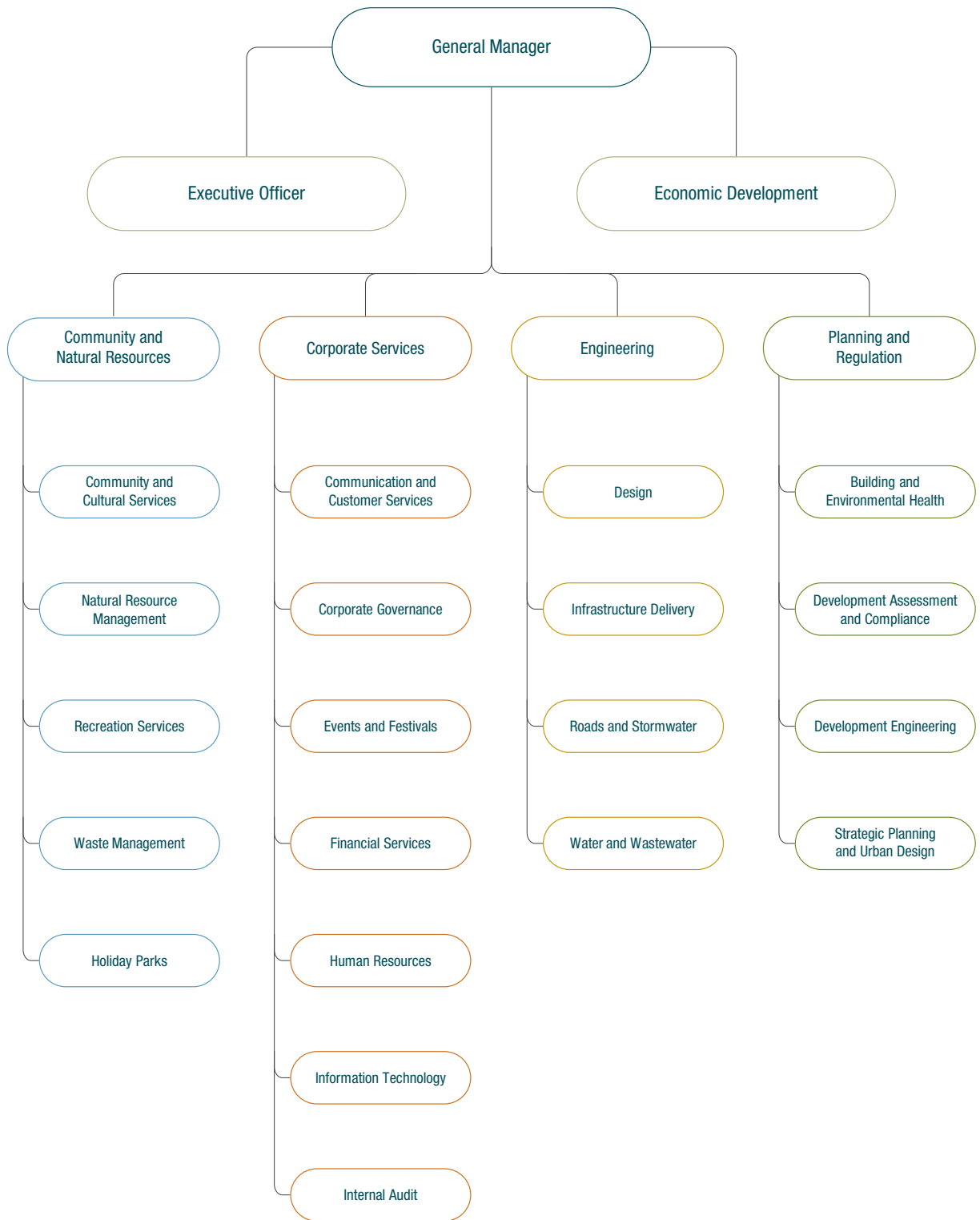
- Cr Pryce Allsop
- Cr Reece Byrnes
- Cr Chris Cherry
- Cr Ron Cooper
- Cr Katie Milne
- Cr James Owen
- Cr Warren Polglase

At the first Extraordinary Meeting of the new Council held 17 November 2016, Cr Katie Milne was elected as Mayor for a two-year term, Cr Chris Cherry was elected Deputy Mayor until September 2017.



**Left to right:** Cr Reece Byrnes, Cr Ron Cooper, Cr Chris Cherry, Cr Katie Milne, Cr James Owen, Cr Warren Polglase, Cr Pryce Allsop.

# Organisational structure



# How to read the Annual Report

## Following our progress

This Annual Report is divided into three sections:

### Section 1: Reporting our progress

This section provides an outline of Council's progress against the actions set out in the Delivery Program 2013–2017. Like the Delivery Program, it is structured around four themes, as identified in the Community Strategic Plan 2013–2023. Under each theme is a summary of the key achievements and strategic outcomes delivered in 2016–2017, relevant to that objective. Achievements are shown with the relevant item number from the Delivery Program.

#### Civic Leadership

To set the overall direction and long-term goals for the Tweed in accordance with community aspirations

#### Supporting Community Life

To create a place where people are healthy, safe, connected and in harmony with the natural environment to retain and improve the quality of community life.

#### Strengthening the Economy

To strengthen and diversify the region's economic base in a way that complements the environmental and social values of the Tweed.

#### Caring for the Environment

For Council and the community to value, respect and actively participate in the care and management of the Tweed's natural environment for current and future generations.

### Section 2: Statutory reporting requirements

This section includes reporting requirements prescribed by the Local Government (General) Regulation 2005, including (but not limited to) a summary of Council's legal proceedings; details of contracts awarded by Council; financial assistance contributions to the community; written off rates and charges; and information relating to the *Government Information (Public Access) Act 2009 NSW*.

### Section 3: Financial statements

This section includes general purpose financial statements for the financial year ending 30 June 2017, including an Income Statement, Statement of Financial Position, Statement of Changes in Equity and Statement of Cash Flows.







**Section 1:  
Reporting on our progress**

# Integrated planning and reporting

## A framework for strategic and sustainable local government

All councils in NSW are required to operate within the Integrated Planning and Reporting (IP&R) Framework. This framework was introduced by the NSW Government to facilitate a strong and sustainable local government system by ensuring all local councils have in place strategic plans, underpinned by community priorities and supported by appropriate resources.

The IP&R Framework encourages councils to view their various plans holistically to understand how they relate to each other, and in doing so, leverage maximum results.

Ultimately, it aims to provide greater accountability and transparency in local government, by strengthening councils' strategic focus, streamlining reporting processes and making it easier for the community to understand and track councils' progress on identified priorities.

The key documents included in the IP&R Framework, and an overview of their functions, is provided below.

## Community Strategic Plan

This is the highest level plan that a council will have and is prepared for a minimum period of 10 years.

The purpose of the Community Strategic Plan is to identify the community's main priorities and aspirations for the future and to plan strategies for achieving these goals. It should be developed and delivered as a partnership between the council, state agencies, community groups and individuals and should address a broad range of issues that are relevant to the whole community.

## Resourcing Strategy

This strategy addresses the resources – time, money, assets and people – required to deliver the long-term community aspirations expressed in the Community Strategic Plan. It comprises three elements: long term financial planning; workforce management planning; and asset management planning.

## Delivery Program

This is a statement of commitment to the community by each newly elected Council outlining its priorities for achieving the community's long-term goals (as identified in the Community Strategic Plan) during its four-year term of office.

## Operational Plan

Supporting the Delivery Program is an annual Operational Plan. It spells out the individual projects and activities that will be undertaken each year to achieve the commitments made in the Delivery Program.

## Annual Report

This document is one of the key points of accountability between a council and its community. It focuses on the council's implementation of the Delivery Program and Operational Plan to help the community understand how the council has been performing both as a business entity and a community leader.

## Awards and recognition

### Queen's Birthday Honours List

Council's General Manager, Troy Green, was honoured with a NSW Public Service Medal in the 2017 Queen's Birthday Honours List.

Mr Green was recognised for outstanding public service to local government in northern NSW.



### NSW Local Government Professionals Awards

Community Engagement Network – Excellence in Innovative Leadership and Management

### Planning Institute of Australia's (PIA) NSW Awards for Planning Excellence

Council's Rural Villages Strategy won the 'Best Planning Ideas – Small Project' category



### Trip Advisor Travellers' Choice Award

Tweed Regional Gallery & Margaret Olley Art Centre ranked fourth best museum in 'Top Museums – Australia'. It was ranked ninth in the 'Top 25 Museum – South Pacific' list.

### RH Dougherty Award Excellence in Communication

Council's Community Engagement Network was awarded Highly Commended (Division B, for councils with populations between 30,000 and 100,000).



## Achievements in Civic Leadership

### Service Planning Survey

Council conducted a Service Planning Survey as the next step in the 'Tweed the Future is Ours' community conversation.

The survey gave the community the chance to tell us what services they believe are important, how satisfied they are with what's being delivered and where the priorities should be.

Members of Council's staff-based Community Engagement Network were out and about at community events over the past year, talking to hundreds of people about Council's 52 services and seeking feedback.

Council received almost 1700 responses, from 82 localities across the shire.

The survey feedback also helped us develop the new Community Strategic Plan.

### New Community Strategic Plan

'Living and Loving the Tweed' is the theme of Council's *Draft Community Strategic Plan 2017–2027* which was adopted following public exhibition for community comment.

The plan aims to document the community's priorities for the next decade and to define Council's related goals, strategies, actions and targets.

It tries to balance change to maintain the special characteristics of the Tweed that contribute to the area's unique identity.

The plan has been shaped by many contributions from the community through our shire-wide survey and events with the team from our Community Engagement Network.

The plan is now accompanied by a delivery program which outlines the projects to be undertaken to achieve the plan's broader visions.



## Fit for the Future

Tweed Shire Council received advice from the Minister for Local Government that it is officially 'Fit for the Future', after meeting the key NSW Government benchmarks, following a re-assessment process.

'Fit for the Future' is the NSW Government's process for modernising local government to ensure all councils across the State have the capacity to provide the services and infrastructure their communities need into the future.

This announcement is good news for the Tweed as it has been independently assessed that we are in a financially sustainable position.

Council's ongoing job is to now maintain this position through careful long term financial planning.

## Food for Thought

International food industry speakers headed up an event focusing on untapped opportunities in the region's growing food sector.

An initiative of Tweed Shire Council, the 'Food for Thought Forum – Feeding the appetite for regional collaborations' was held at Mantra on Salt Beach at Kingscliff.

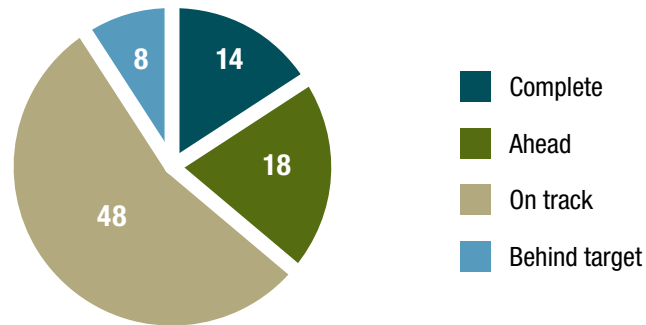
The purpose of the interactive forum was to ensure our region is making the most of the opportunities we have on offer.

The event shared lessons from local food initiatives, showcased local food success stories from a number of states, explored possibilities on a way forward to boost the local food economy, as well as showcasing local food, agricultural industries, food tourism and sustainable economic and community initiatives.



## Progress report for 2016–2017: Civic Leadership

### 2016–2017 Operational Plan: Overall performance



### 2013–2023 Community Strategic Plan: Community indicators

Indicator	Target	2016/17 Actual
Efficient development application processing times	<68 days	66 days
Building and infrastructure renewal ratio	100%	71%
Unrestricted current ratio	>2	3.52
Unrestricted cash amount	>\$8million	\$17.2million
Debt service ratio	<=15%	3.66%
Unpaid rates, annual charges, interest and other outstanding charges	<=5%	4.35%
Net operating result before capital grants and contributions	>\$0	\$11million
Attendance at Council meeting by Councillors	80%	91%
Overall community satisfaction with Council's service delivery	70%	85%
Lost-time injury rate	<4.24%	3.31%

## Achievements in Supporting Community Life

### Kingscliff foreshore redevelopment

The \$21.8 million project to protect and enhance the Kingscliff central foreshore commenced this year. The project is funded by the Australian Government (Round 2 of the National Stronger Regions Fund), Tweed Coast Holiday Parks and Council.

Contactors moved onto the site in February to begin preparation for the three-stage project, which will construct a more permanent seawall, upgrade and reduce the size of the Kingscliff Beach Holiday Park and construct a new Kingscliff central park.

The project will establish essential protection for infrastructure along a section of the coastline, redevelop and modernise the Kingscliff Beach Holiday Park and create a central park to become a real social hub for the town.

Council liaised closely with the public, particularly during an engagement campaign in 2011, to identify community priorities for the foreshore redevelopment and help design the central park.

Works will include construction of a permanent seawall to protect the Cudgen Headland Surf Life Saving Club, Kingscliff Beach Holiday Park and Kingscliff Beach Bowls Club from erosion caused by storm events and projected sea level rises.

It will feature best-practice design to protect the natural environment, while protecting the foreshore buildings and seamlessly linking the beach with the Kingscliff central park and neighbouring businesses.

Tweed Coast Holiday Parks will also contribute towards the project, which includes modernising the Kingscliff Beach Holiday Park's facilities and range of services to better meet the changing demands of people holidaying in the town.

The holiday park will be reduced in size to create space for a 10,000m<sup>2</sup> central park to include an open space to host events, children's play areas, barbecue facilities, shelters, toilets and change room facilities.

The project is expected to take 18 months to complete.



## Kennedy Drive

The final stage of the \$9 million upgrade to Kennedy Drive, Tweed Heads West, has been completed.

This brought to an end five years of work on this major arterial road.

The Kennedy Drive upgrade began in 2011, with reconstruction of the road from Gray Street to Limosa Road. Stage 2, from Gray Street to the Pacific Motorway, began in October 2014 and was completed at the end of April 2015.

The final stage, from the bridge to Limosa Road, began at the end of April 2016.

The upgrade, jointly funded by Tweed Shire Council, the Australian Government and the NSW Government, had to be delivered in stages to reduce the impact on residents and motorists in this highly constrained work environment.

Kennedy Drive carries up to 20,000 cars a day and is the most direct route in and out of Bilambil Heights.

The upgrade will improve road safety, reduce the incidence of contact with overhead power poles, reduce road noise and reduce surface flooding during minor rainfall events.

The benefits delivered include:

- An additional traffic lane, achieving two lanes in each direction from about 300m east of the bridge to the Pacific Motorway on-ramp
- New kerb, gutter, footpaths and maximum width driveways for the length of Kennedy Drive
- Bigger stormwater drains and additional pits to let surface water get away quickly
- Extra contingency in the water reticulation system, with the duplication of the main line on both sides of Kennedy Drive and the removal of cross service connections from beneath the roadway.





## NSW Local Government Aboriginal Network Conference

The Tweed hosted the influential NSW Local Government Aboriginal Network Conference at Tweed Heads.

The NSW Local Government Aboriginal Network Conference acts as a forum for discussion on local government issues relating to Aboriginal communities, business and the wider community.

The theme for the Conference was “Our Living Culture – Past, Present and Future”.

The aim of the conference was to provide an exciting and interesting forum for enhancing the profile of Aboriginal communities, their skills and culture and discussion on current issues such as employment strategies, enterprise and cultural development and policies.

## Fingal Bridge

Council constructed a new two-lane concrete bridge on Fingal Road, Fingal Head, to replace failing pipe culverts near Wommin Lake Crescent.

During construction a temporary timber bridge and shared user path were built over the channel to reduce the inconvenience to local residents.

To meet environmental compliance, Council had to build a rock flow restrictor in the channel to maintain the existing tidal inflow and outflow from the lake.

Works also included replacing the existing sewer main, water main and pedestrian bridge.

The new bridge cost \$540,000.



## Budd Park toilet block and pontoon

South Murwillumbah's rejuvenated Budd Park has a new accessible toilet block, to replace the existing ageing facility and expand the park's open space.

The two-cubicle toilet block has been constructed next to the Murwillumbah Visitors Information Centre and was designed to complement the Rainforest Centre setting.

The toilets' current location will be reverted to open space, improving access from the Visitors Information Centre carpark, enhancing visibility throughout the park and allowing a clear view of the river from Alma Street.

The facility's upgrade is part of a Budd Park masterplan which has also included riverbank protection against erosion and landscape improvements which have boosted the park's popularity in recent years.

Work was carried out to upgrade and relocate the pontoon at Budd Park in Murwillumbah. The project repaired the structure, moved it 50m to the west, and constructed a new access path. The new location and path will make it safer and easier to access the 12m-long pontoon.

## Solar lighting at bus stops

Tweed Shire Council partnered with the Kingscliff Chamber of Commerce to put solar lighting on 20 bus stops in the shire after the Chamber secured funding from the NSW Government's Community Safety Fund.

The chamber applied for the funds to light the bus stops to deter criminal activities such as theft, graffiti and vandalism and to make passengers feel safer while waiting for buses at night.

Council will now work with the chamber and bus companies to identify the bus stops where solar lighting is practical and where the greatest benefit to passenger safety and security can be achieved.



## Second Hand Saturday

Garage sales were organised as part of 'Second Hand Saturday', an initiative which aimed to reduce the amount of waste going to landfill as well as promoting sustainability and community life.

Hundreds of households, neighbourhoods, schools and community organisations participate in 'Second Hand Saturday' each year, receiving free listing online and in newspaper advertisements to attract buyers to their garage sales.

Seven north coast councils were involved in the initiative with the Tweed region leading the sign-ups with 186 registered garage sales.

## Kingscliff Bridge

The new Kingscliff Bridge over Cudgen Creek was completed and opened to traffic. The concrete bridge is 1.5 metres higher than the old timber bridge and has been tied into the existing pedestrian bridge.

The lanes of the traffic bridge are wider, at 3.1 metres each plus shoulders. The road approaches have been raised by more than a metre and widened. Both the traffic bridge and pedestrian bridge are now supported in the creek by a single centre pylon, rather than the three pylons that held up the old timber bridge.



## NSW Bike Week

More than 130 riders capped off NSW Bike Week activities in the Tweed with a community day at Jack Bayliss Park in Kingscliff and took the chance to trial the latest electric bike technology, test ride fat-tyre beach cruisers and learn about bike maintenance.

NSW Bike Week is an initiative of Transport for NSW and aims to get all members of the community riding their bikes for both transport and recreation. Riders also got to 'choose their own cycling adventure', guided by the new Tweed Cycleways maps which are available at the Murwillumbah and Tweed Civic Centres and the Murwillumbah, Kingscliff and Tweed visitor information centres.

The diverse terrain of the Tweed and our beautiful natural environment makes this the perfect place for cyclists of all ages and abilities.

The new Tweed Cycleways map is a great resource which details more than 100 kilometres of shared-user paths across the shire.

## Tweed River Festival

A contingent of Brisbane boat owners and their classic craft featured at this year's Classic Boat Regatta, which is a traditional precursor to the annual Tweed River Festival.

A recently-restored 40-year-old line boat for the Brisbane River and half a dozen other beautiful timber boats travelled down from Brisbane to be part of the regatta.

The Tweed River Festival was run this year in tandem with the Tumbulgam 150-year anniversary celebrations in early November.



## Tyalgum Trust Public Reserve upgrade

Works were carried out to upgrade to the public reserve in the heart of Tyalgum. Works included an expansion of the youth precinct and the installation of new shelters and barbecues.

The youth precinct includes new skate street equipment, improved half-court basketball facilities and playground equipment.

The seven-week upgrade is Stage 1 of a two-part project in Tyalgum.

Stage 2 will create a lookout at the village's former waste transfer station site and is scheduled for the new year.

Council worked with the Tyalgum Community Consultation Group to design the reserve upgrade, which is the result of public discussions following the closure of the Tyalgum Waste Transfer station last year. Low patronage of the transfer station and high costs led to its closure and Council engaged with the community to determine how the site and operating costs could be reallocated to better benefit the local community.

Those discussions led to the ongoing creation of a dedicated lookout at the transfer station site and the injection of funds to improve Tyalgum Trust Public Reserve.

## Wilson Park

The new-look Wilson Park at East Banora Point was officially opened in November 2016.

Wilson family members were joined by residents' association members, media and Council project officers to celebrate the new playground and open space, which replaces the old Wilson Park which made way for the Pacific Motorway bypass in 2012.



## Tweed Community Recycling Centre (CRC) Pottsville drainage

The new Tweed Community Recycling Centre (CRC) was officially opened during the year, allowing householders to drop off problem wastes such as paints, oils, gas bottles and batteries for free.

The Tweed CRC, located at the Stotts Creek Resource Recovery Centre, is one of eight being established across the region through funding secured by North East Waste. The CRC and the centre's Hazardous Waste Stores give Tweed residents a free, safe and environmentally sound way of disposing of household problem wastes.

The CRC is one of a number of ongoing initiatives by Council to reduce the amount of waste going to landfill.

Residents can drop off household quantities – up to 20 litres or 20 kilograms – of paints, batteries, light bulbs, oils, smoke detectors, gas bottles and e-waste such as computers and TVs at the CRC for free. In addition, household chemicals including pesticides and herbicides can be dropped at the Hazardous Waste Store.

Council completed a major drainage upgrade to a low-lying area prone to flooding in Pottsville.

The installation of stormwater pipes from Cudgera Creek (through North Pottsville Holiday Park, across Tweed Coast Road and parallel to Boronia Avenue) to Elanora Avenue will allow surface water to quickly drain to the creek during heavy rain.

The drainage upgrade is now complete, as Council upgraded the drainage north of Rajungra Avenue in 2010 following a severe flood in 2005 when the whole area essentially became a shallow dam.



## Tumbulgum Road cliff face stabilisation

Council closed Tumbulgum Road, between Sunnyside Lane and Old Ferry Road, Murwillumbah in February to allow the cliff face to be stabilised, the road and footpath widened and stormwater drainage to be upgraded.

The project will improve safety for both pedestrians and motorists with contractors removing vegetation to allow the cliff face on the northern side of the road to be cut away to be almost vertical (in line with the current indent halfway along near the bench seat), before being stabilised and covered with a decorative natural-looking shotcrete finish.

Planter boxes will be built-in at both the toe and top of the cliff to allow vines to be grown on fixed trainer wires both up and down the face to add a green finish over time. A fence will be built at the top of the cliff to block access to the drop.

On completion of the work at the cliff face, Council moved in to upgrade the drainage and stabilise the riverside of the road and reconstruct the roadway and shared user path further north, shifting it at least a metre away from the river.

The riverbank will then be stabilised with either a guardrail or concrete barrier placed on top. The pre-existing riverside footpath will not be reinstated. The new road will be widened to seven metres wide and the shared user path to 2.5 metres wide. This extra width will significantly reduce the current pinch point in the road, where heavy vehicles often mount the pedestrian kerb to negotiate the bend.



## New 3 Bin Waste System

A new bin service has been implemented to Tweed Shire to help the community divert more waste away from landfill.

The new 3 Bin System incorporates a green-lid Organics bin which will accept all food and garden waste and is expected to save and reuse nearly 4000 tonnes of organic waste each year.

By separating and sorting our waste correctly into the new 3 Bin System, we can significantly increase how much waste we recycle and reuse, rather than the increasingly expensive process of burying it in landfill.

A facility will be constructed at Stotts Creek Resource Recovery Centre to process the organic waste to produce high-quality, nutrient-rich compost for use by local farmers and households.

## Seniors Festival 2017

NSW Seniors Festival, previously known as Seniors Week, was held in March 2017. Local community groups and businesses participate in Seniors Festival by holding special events and activities that are open to all seniors during the Festival. Seniors Festival events focus on and celebrate the valuable contribution seniors have made, and continue to make, to the life of our community. The 2017 program listed 83 events across the shire.





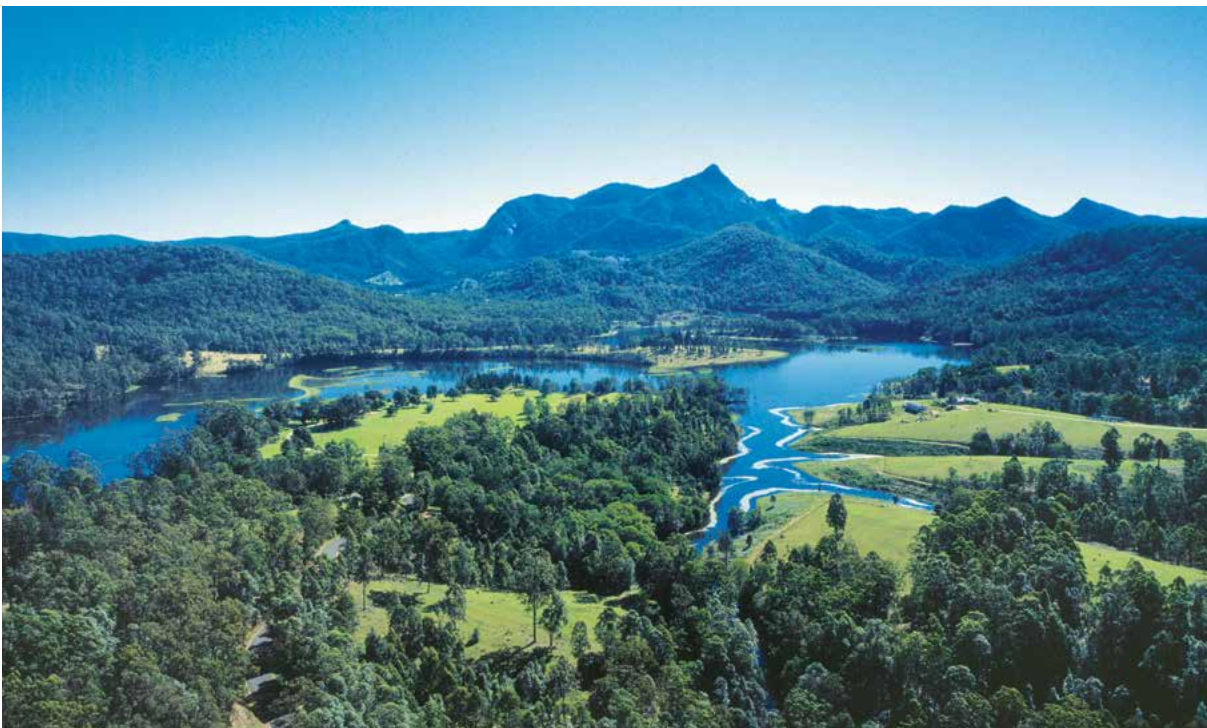
## Clarrie Hall Dam

Council has moved to secure the Tweed's long-term water supply with a decision to proceed with concept design work to raise the wall height at Clarrie Hall Dam and more than double its capacity. The motion was passed unanimously at Council's February meeting.

A study on raising the wall at Clarrie Hall Dam by NSW Public Works determined the optimum size of the dam was 43,000 megalitres (ML) based on raising the dam wall height by 8.5 metres to 70 metres.

NSW Public Works will now be engaged to undertake the design work. This will involve geotechnical and seismic assessments which will lead-in to the overall concept design.

Significant cultural heritage and environmental assessments are well underway including flora and fauna studies as well as water flow mapping.



## Flood recovery

Hard times don't build character; they reveal it, and the response from the Tweed community to the flood disaster has revealed so much about the selfless nature of our local residents and the pride that underpins our community life.

Much of our community and beyond have been affected by the floods.

Council was overwhelmed with the offers of support from individuals, businesses, our neighbouring shires and further afield. To bring that support from across the country and even internationally together, we established a Tweed Shire Council – Mayoral Appeal Fund which provided an opportunity for the public and the business community to contribute financially to support local families and recovery initiatives

As we continue the clean-up, we extend our thanks and appreciation to SES, fire and rescue, police and RFS personnel and all the volunteers – as well as our Council staff – who have worked day and night to assist community members and restore services.

The Council tip has taken 13,000 tonnes of flood affected items and debris (and still increasing) from across the Tweed. To put this in perspective – Council usually collects 1500 tonnes in one of the household clean-ups – we have taken nearly nine times more to landfill.

In the week following the flood, our Contact Centre staff took more than 2300 calls that is, one call every minute our phone lines were open, and that doesn't even include front-counter enquiries.

We usually get 30,000 visits to our website in a month. We received this in just one week during the flood emergency.



Our building inspection team offered free structural home inspections, with more than 20 homeowners taking up the offer. Council lost 35 trucks and heavy plant and 27 passenger vehicles from our fleet.

The impact of the March/April flood will flow into the next financial year and beyond as Council rejigs its works program to deliver an additional \$27.5 million of repairs to flood-damaged road, water and wastewater assets.

Critical repairs will bring some projects forward in the works program and bump others down the list, deferring them for a number of years.

As many of the road repairs, such as bottom side slips, require specialist engineering design and construction techniques, it will take many months of planning before these projects can get underway to provide a permanent solution. Examples include slips on Clothiers Creek and Cudgera Creek roads.

As the repair process moves forward, it is likely that Council will uncover more work that needs to be done to achieve value-for-money outcomes.

## Access & Inclusion Awards

The Tweed's proud stories of an inclusive community were on display when the 2017 Tweed Shire Access & Inclusion awards were officially launched.

The official opening of nominations for the fifth annual awards – held to recognise achievements and innovation by individuals and groups to make the Tweed more accessible – was held amid the telling of stories of 11 Tweed residents with disability, part of a new exhibition, at Tweed Regional Museum Murwillumbah.



## Tweed Heads Library Upgrade

The first milestone of the Tweed Heads Library upgrade was completed with finishing touches being made to the main entrance foyer for a reopening of the auditorium.

A new accessible toilet, upgrades to the existing toilets and improvements to the kitchen area were also finished, complementing a new all-access ramp built at the foyer entrance.

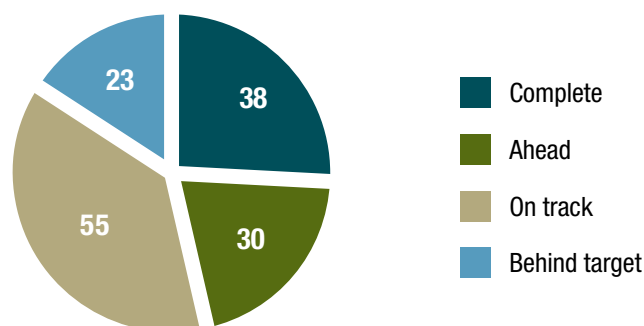
Construction work is scheduled to be completed and the facility open to the public in December, as soon as shelving, furniture, and library resources are moved back into the building.

It's exciting to now see it all taking shape, to provide a more modern and functional facility that will better service the needs of our community.



## Progress report for 2016–2017: Supporting Community Life

### 2016–2017 Operational Plan: Overall performance



### 2013–2023 Community Strategic Plan: Community indicators

Objective	Target	2016–17 Actual
Community satisfaction with Council's services and facilities	>50%	85%
Crime rate: Number of recorded major criminal incidents	Decrease	0.8% increase
Housing affordability: sale price	\$410,000	\$538,016
Housing affordability: percentage change in sale price	3%	15%
Housing affordability: weekly rent	\$400	\$500
Housing affordability: percentage change in weekly rent	5%	19%
Utilisation of community centres (key programs)	>75,060	88,873
Utilisation of Council's sporting facilities	100%	100%
Number of impounded animals re-homed	>75%	79.21%
Length of roads resealed per annum	107kms	53kms
Length of roads rehabilitated per annum	16kms	10kms
Length of bikeways per 1,000 population	1kms	1.4kms
Areas of parks and sports fields per 1,000 population	1.7ha	1.2ha
Household (kerbside) recycling rates	50%	42%
Total waste diverted from landfill	>34,000 tonnes	34,479 tonnes
Average residential water consumption per person	180 L/p/d	192 L/p/d
Drinking water quality: compliance with microbiological requirements	100%	100%
Water Quality Complaints per 1000 properties	3	3.3
Compliance with EPA discharge licence for waste water treatment plants	100%	94%
Odour complaints per 1000 properties	1	0.97
Overflows per 1000 properties	2	1.34
Total greenhouse gas emission for Council operations	Decrease	Decreased by 1%

## Achievements in Strengthening the Economy

### 'Love Your Local' at Kingscliff

Kingscliff residents and small business owners have thrown their support behind the 'Love Your Local' at Kingscliff campaign.

The 'shop local' campaign was well received by local residents; with everyone pitching in to support our businesses and build the community spirit.

The campaign promoted shopper loyalty due to the closure of the Kingscliff Bridge over Cudgen Creek and commencement of work on the Kingscliff Foreshore Revitalisation project along Marine Parade.

'Love Your Local' is a joint initiative of the Kingscliff Business Chamber and Tweed Shire Council.

### 2017 State of Origin training camp

The Tweed hosted the 2017 State of Origin training camp for the NSW VB Blues Rugby League team at the Cudgen Leagues Club at Kingscliff. The camp was established for one week before games one and three of the series.

NSW Rugby League Chairman Dr George Peponis OAM and NSW VB Blues Coach Laurie Daley attended a launch at Mantra on Salt Beach at Kingscliff. They believed the Tweed was the perfect location for the camp, offering the ideal preparation for Origin with its proximity to Brisbane and a supportive community.

The Tweed has a strong rugby league history and it was great to have the support of the local community as the team prepared for the games.

A number of community and business events were planned to involve the local community.



## Business Investment Policy

Tweed Shire Council's Business Investment Policy has been comprehensively revised.

The revised policy has been developed to support all levels of business investment and reinvestment in the Tweed. The policy encourages diversification and investment in the economy that would not occur otherwise.

The redrafting of the existing Business Incentive Policy incorporates a range of solutions to deal with developer charges and contributions arising from the development process. This range of incentives allows for all size of businesses to take advantage of the policy.

The revised policy has been broken into four major areas, each tailored towards a specific size and capacity of business:

- Employment Generating Incentive (discounts on road contributions)
- Eligible Business Enterprise – Small Business Incentive (exemption for small business renting their premises)
- High Consumption Charge Incentive (ongoing payments rather than upfront for water and sewer)
- Deferred Payments Incentives (deferred payments for all contributions)

## Back to Business Week'

Creative businesses in the Tweed had the chance to hear from one of the industry's most dynamic and respected figures as part of the NSW Government's 'Back to Business Week' event series.

Monica Davidson from the award-winning Creative plus Business shared her 'Top Ten Tips for Creative Business Success' at a workshop in Murwillumbah.

The workshop focused on the essential things needed to run a freelance and/or creative business. The advice is relevant to many professions including: filmmaker, writer, designer, visual artist, musician, composer, dancer or performer.

## Business Concierge/ Assistance

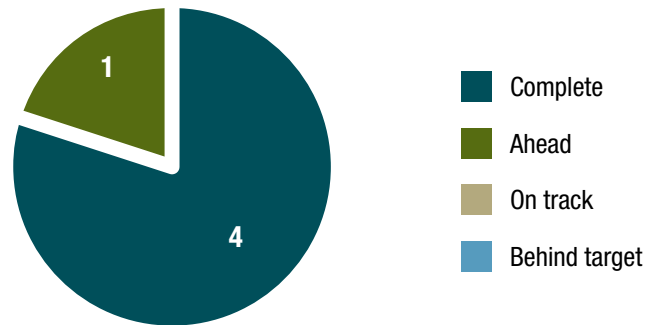
Council is focusing on attracting small and medium businesses to establish and expand in the Tweed. This means small family businesses, small retail operations, and manufacturers. These businesses are what drive the Tweed economy.

During this year Council has engaged a new Economic Development Officer to assist with engagement with the local business chambers and individual businesses of the Tweed. The feedback from this has been very encouraging and has allowed me to keep up to date with the business in the Tweed.

Council's business web pages have been updated to include new pages that answers commonly asked questions by SME's regarding planning, building and licencing.

## Progress report for 2016–2017: Strengthening the Economy

### 2016–2017 Operational Plan: Overall performance



### 2013–2023 Community Strategic Plan: Community indicators

Objective	Target	2016–17 Actual
Tweed economic output (2015/16 – 2016/17)		Increased from \$5.3b to \$5.4b
Labour force (2015/16 – 2016/17)		Increased by 1,132 to 40,999
Unemployment rate (2015/16 – 2016/17)		Decreased from 5.7% to 4.8%
Labour force participation (2015/16 – 2016/17)		95%
Increase in registered businesses (2015 – 2016)	Increase	Increased by 2.4% to 6,904
Average number of employees per registered business (2015 – 2016)	Increase	Increase from 5.8 to 6.0



# Achievements in Caring for the Environment

## Home Expo

Smart lifestyles, environmentally-friendly living and connected communities were the focus of the ‘Home Expo – Living for the Future’ event at Seagulls Club in Tweed Heads West.

Council invited people, businesses, community and school groups to take part in the one-stop-shop of ideas and solutions for more sustainable living in the Tweed.

The expo aimed to inspire and inform people about how to save energy costs, be water efficient, reuse resources and reduce waste, enhance the local environment, cut greenhouse gas emissions and move towards food and energy self-sufficiency. This year’s event also encompassed themes such as community connectedness, safety, health, wellbeing and affordable living.

More than 1,000 people attended this year’s expo.

## Koala Zone

Council has completed work on its second Koala Zone in the shire. The distinctive green and yellow markings were applied to the new surface of a 300m stretch of Coronation Avenue, which passes through a low lying area in Pottsville that separates two known koala habitats along a narrow vegetation corridor.

The decision to install the koala zone coincided with the upgrade of that section of road.

Council installed its first koala zone on Clothiers Creek Road, Clothiers Creek, in November 2014 and has since collected evidence that shows they do work. The effectiveness of that zone has been measured via traffic counters recording the speed of motorists.

Since installing the branded koala zone, there has been a positive trend of proportionally fewer motorists travelling at speeds above the posted limit – 60 per cent in January 2016 as opposed to 75 per cent before the zone was created.



## Tweed Byron Koala Connections

The peak steering committee charged with the restoration of valuable koala habitat on the Tweed Coast has met for the last time, but its contribution to koala protection looks set to flourish.

The four-year Tweed Byron Koala Connections project was wrapped up last month, with a final meeting of its committee members from the Tweed and Byron shires, but further collaboration is planned to build upon its progress.

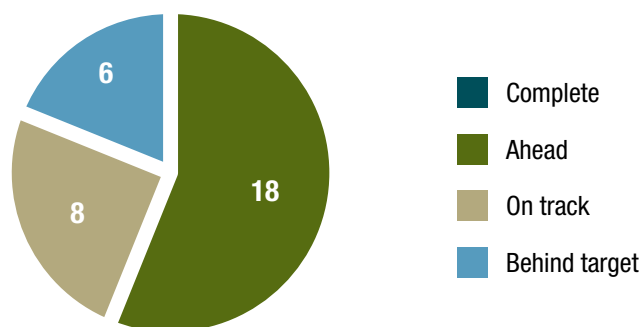
The project's unprecedented level of cooperation between experts in the region led to the planting of more than 76,000 trees in 120 priority locations in the two shires. Both Councils worked together to secure a \$2.1 million grant through the Australian Government's Biodiversity Fund.

The group worked with their own organisations to promote the project to landowners and identify opportunities to support and improve project outcomes through collaboration. They also provided specialist input to specific parts of the project including the Tweed Coast Koala Fire Management Plan, Koala Connections Forum and the Tallest Tree competition.



## Progress report for 2016–2017: Caring for the Environment

### 2016–2017 Operational Plan: Overall performance



### 2013–2023 Community Strategic Plan: Community indicators

Objective	Target	2016–17 Actual
Stream bank condition improved through Council-assisted management (total)	5kms annual	6.2kms
Total megawatt hours of electricity consumption by Tweed Council facilities	5% reduction	1% increase
Recycled water use	10%	10.8%
Council controlled bushland under active management (total)	300ha	213ha
Proportion of Council controlled bushland under active management (% of total)	10%	10%
Private bushland biodiversity values improved through Council assistance (total)	100ha	170ha
Regional and State significant agriculture land: Total area under best management practice	8,000ha	Not measured





## **Section 2: Statutory reporting**

## Written-off rates and charges

Council during the reporting period resolved to write-off \$3,504,908.58 in rates and charges:

Rate classification	Items written off	Total (\$)
Pensioner Rates	Farmland	34,805.00
	Residential	1,720,012.67
Water & Sewerage rates	Pensioner Water Rates	689,444.35
	Pensioner Sewerage Charges	664,576.68
Pensioner Waste Charges	Service	299,495.04
	Administration	96,574.84
	Landfill	0.00
<b>Total written-off</b>		<b>3,504,908.58</b>

## Overseas travel

There was no overseas travel undertaken by any councillors, council staff or other persons while representing the council (including visits sponsored by other organisations) during the 2016/2017 financial year.

## Councillor fees and expenses

Payments of expenses and the provision of facilities to the Mayor and Councillors in relation to their civic functions were in accordance with the Tweed Shire Council Policy: 'Councillors – Payment of Expenses and Provision of Facilities for Mayor and Councillors' and are outlined below:

Details	Amount (\$)
Councillor and Mayoral fees	164,864
Mayoral vehicle	15,958
Councillor Policy provisions and expenses	36,543
Administration support & meals	99,365
Insurance	58,774
	Continued ...

Details	Amount (\$)
<b>Reportable Items:</b>	
• Provision of dedicated office equipment	4,194
• Telephone and internet	10,032
• Intrastate training, conferences & meetings	15,576
• Interstate visits representing Council	16,232
• Overseas visits representing Council	0
• Spouse, partner or other person expenses	0
• Child care expenses	0
<b>Total expenses</b>	<b>421,538</b>

Conferences, seminars and training attended:

Conference	Location
<b>Intrastate</b>	
Floodplain Management Conference	Newcastle
To The Blues – Annual Black Tie Dinner	Pymont
Build Your Smart City Know How	Sydney
Foundations In Public Participation (IAP2) – Modules 1 and 2	Sydney
LG NSW Planning Breakfast	Sydney
LGNSW Roundtable	Sydney
Speed Reading Training	Sydney
NSW Tourism Conference	Taree
NSW Aboriginal LG Network Conference	Tweed Heads
LG NSW Conference	Wollongong
<b>Interstate</b>	
National General Assembly	Canberra ACT
Ecocity World Summit	Melbourne VIC
Future of Local Government National Summit	Melbourne, VIC
Australian Coastal Councils Conference	Redcliff, QLD

## Details of contracts awarded by Council

Council awarded twenty three (23) contracts exceeding \$150,000 during 2016/2017 totalling \$56,873,298.45.

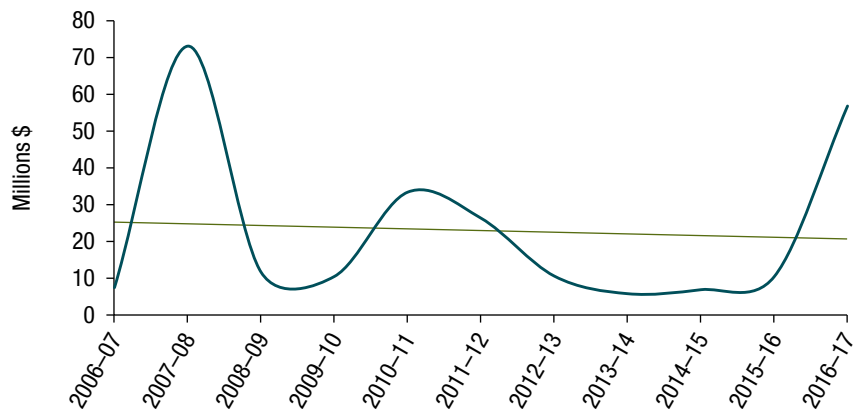
Contract	Name of contractor	Nature of goods or services supplied	Value (\$)
RF02016-093	KC Farm Equipment	Supply of Three (3) Wide Area Mowers	334,050.00
RF02016-105	Computer Systems (Australia) Pty Ltd	Supply of Desktop Computers and LCD Monitors	292,420.45
RF02016-120	Greenwood Landscape Management	Construction of Tyalgum Memorial Park and Lookout	197,120.58
RF02016-040	Solo Resource Recovery	Waste Collection and Processing of Recyclables	17,493,300.00
RF02016-132	Komatsu Australia Pty Ltd	Supply of 1 Backhoe Loader Complete with Attachments	185,665.99
RF02016-114	SEE Civil Pty Ltd	Kingscliff Foreshore Revitalisation Construction Works	15,506,298.95
RF02016-090	L.E.N. Enterprises Pty Ltd	Air-conditioning Systems Maintenance Service	267,867.52
RF02016-162	Clarks Professional Sportsground Maintenance Pty Ltd	Ground Maintenance of Bilambil Sports Fields	164,000.00
RF02016-163	J.M. Kelly Builders Pty Ltd	Expansion to the Tweed Heads Library	2,791,686.70
RF02016-165	Caltex Australia Petroleum Pty Ltd, Lowes Petroleum Service, Park Pty Ltd, Puma Energy (Australia) Fuels Pty Ltd	Supply of Bulk Fuels	5,300,000.00
RF02016-139	Crosana Pty Ltd	Construction of Soil Nail Anchor Wall	818,488.45
RF02016-077	Energy Australia	Electricity for Small Sites*	3,147,042.92
RF02016-169	Tweed Coast Protective Services	Security Services	990,000.00
RF02016-203	Xylem Water Solutions Australia Limited	Supply and Servicing of UV Disinfection Lamps and Equipment	195,800.00
RF02016-164	Gold Coast Isuzu	Supply of 2 x Heavy Commercial 6x4 Truck Cab Chassis'	330,503.80
RF02016-204	Gold Coast Isuzu	Supply of 1 x Heavy Commercial Truck Cab Chassis	157,319.80
RF02016-189	CSG Enterprise Solutions	Supply and Maintenance of Multifunction Devices and Printers	754,502.10
RF02016-192	Border-Tek Pty Ltd, Cardno Construction Sciences, Core Consultants Pty Ltd, Douglas Partners Pty Ltd, Maiden Geotechnics, Regional Geotechnical Solutions Pty Ltd, SMEC Australia Pty Ltd	Soil Testing and Geotechnical Services*	220,000.00



Contract	Name of contractor	Nature of goods or services supplied	Value (\$)
RF02017-014	Hiway Stabilizers Australia Pty Ltd	Road Stabilisation Program 2016/2017	551,576.01
RF02017-016	East Coast Asphalt and Concrete Edging Pty Ltd	Road Rehabilitation Program 2016/2017 Asphalt Works	350,581.00
RF02016-078	Momentum Energy Pty Ltd	Electricity for Large Sites*	6,541,818.98
RF02017-017	East Coast Asphalt and Concrete Edging Pty Ltd	Asphalt Resurfacing Program	1,067,855.50
RF02017-028	Roadwork Industries	2016/17 Asphalt Rejuvenation Program	204,409.70
<b>Total</b>			<b>56,873,298.45</b>

\*Where the contract consists of a schedule of rates, the contract value has been estimated based upon anticipated supply quantities.

### Annual comparison of value of contracts awarded



## Summary of legal proceedings

Net legal expenses for the 2016/2017 financial year totalled \$933,078.

### Planning and Environmental Law

Description	General instructions	2016/17 Costs (\$)	State of Progress
Tweed River Hacienda Holiday Park	Institute Land & Environment Court action against site owner for carrying out unauthorised site works.	988	<b>Completed:</b> Matter heard on 1–2 July 2015, judgment in favour of Council, respondent to carry out works and pay 75% of Council's costs of the hearing. Agreed costs have been paid.
Wooyung Road, Wooyung	Defend Class 1 appeal in the Land and Environment Court. Staged development for a Dwelling House and Related Works – DA14/0892.	15,652	<b>Completed:</b> Notice of Discontinuance was filed in the Land and Environment Court on 4 November 2016, with each party to pay own costs.
27–37 Bells Boulevard, Kingscliff	Defend Class 1 appeal in the Land & Environment Court, for a dual use of existing tourist accommodation – DA14/0164.	5,815	<b>Completed:</b> Agreement settled between the parties, sealed copy filed with the Land & Environment Court on 13 May 2016.
40 Creek Street Hastings Point	Defend Class 1 appeal in the Land & Environment Court, against the deemed refusal of the development application of a 17 lot subdivision & associated works – DA15/0201.	126,986	<b>In progress:</b> Notice of Discontinuance was filed in the Land and Environment Court on 22 November 2016. Applicant has agreed to the acceptance of a settlement offer, payment of offer being pursued.
Soorley Street, Tweed Heads South	Institute Class 4 action in the Land & Environment Court, against the property owner to remedy and restrain further unauthorised works.	139,522	<b>In progress:</b> Class 4 proceedings have commenced in the Land and Environment Court, matter now listed for a hearing.
Sea Breeze Estate	Defend Class 1 appeal in the Land & Environment Court, against the deemed refusal of a 65 lot subdivision – DA15/0422.	121,101	<b>Completed:</b> Matter heard in the Land and Environment Court, judgement was handed down on 24 January 2017, with orders that the appeal is dismissed and that DA15/0422 be refused.

Continued ...

Description	General instructions	2016/17 Costs (\$)	State of Progress
Point Break Circuit, Kingscliff	Defend Class 1 appeal in the Land & Environment Court, for refusal of the conversion of a boathouse to a combined boathouse and dwelling – DA15/0742.	9,341	<b>Completed:</b> Appeal was heard in the Land and Environment Court, on 6 April 2017, the Court upheld the appeal and consent was granted to the amended development application.
Tanglewood Sewerage Treatment Plant	Provide advice in respect to the potential resolution of the Sewerage Treatment Plant issues.	6,781	<b>In progress:</b> Ongoing discussions and negotiations in progress between all parties.
3222 Kyogle Road, Mt Burrell	Engage Solicitors to commence proceedings pertaining to unauthorised activities and seek legal advice regarding options for punitive action.	92,159	<b>In progress:</b> The Registrar in the Land and Environment Court on 7 April 2017 made “consent orders” to resolve the unlawful occupation of the property. Recovery of costs associated with the proceedings has commenced. Company now placed into Administration.
4 Commercial Road, Murwillumbah	Provide a briefing to Councillors on the Section 96 Application – DA15/0532.01.	1,767	<b>Completed:</b> Councillors briefed at a workshop held on 14 July 2016.
Determination of Development Applications	Provide updated legal advice on rescission motions relating to Council determination of development applications.	4,000	<b>Completed:</b> Detailed advices emailed to Councillors on 5 September 2016.
Fraser Drive, Tweed Heads South	Engage Solicitors to provide advice on options for action in respect of alleged unauthorised removal of vegetation.	13,221	<b>In progress:</b> Advice received Council unable to take enforcement action. Council at its Planning Committee Meeting held on 2 February 2017 resolved that it endorses its solicitors to write to the proponent seeking removal of an unauthorised structure. Council Officers are having discussions with the proponent regarding compliance with Council resolution.
Henry Lawson Drive, Banora Point	Engage Solicitors to provide advice on options for action in respect of alleged unauthorised earthworks and stockpiles.	Included in above amount	<b>In progress:</b> Council at its Planning Committee Meeting held on 2 March 2017 resolved to seek further advice and based upon that advice Council Officers are having discussions with the proponent regarding compliance with Council resolution.

Continued ...

Description	General instructions	2016/17 Costs (\$)	State of Progress
Barneys Point Road, Banora Point	Engage Solicitors to provide advice regarding the continuing investigation of unauthorised clearing.	23,150	<b>Completed:</b> Council at its Planning Committee Meeting held on 2 March 2017 resolved that it endorses the proposed terms of the agreement, which now been finalised.
1–3 Tweed Coast Road, Hastings Point	Engage Solicitors to defend the Class 1 Appeal in the Land and Environment Court, for the redevelopment of a Waterslide Playground – DA15/1064.	120,190	<b>In progress:</b> Matter heard on 10 and 11 May 2017, judgement reserved.
768–770 Casuarina Way, Casuarina	Engage Solicitors to defend the Class 1 Appeal in the Land and Environment Court, for the refusal of a two lot subdivision – DA15/0641.	24,914	<b>In progress:</b> Matter heard on 12 May 2017, judgement reserved.
204 Marine Parade, Kingscliff	Engage Solicitors to defend the Class 1 Appeal in the Land and Environment Court, for the refusal of the erection of a residential flat building (7 units) – DA16/0527.	16,607	<b>In progress:</b> Amended plans filed in the Land and Environment Court, matter unresolved, now proceeding to a hearing.
Kings Forest Service Station	Provide advice on the Land and Environment matter for consideration at the Extraordinary Meeting held on 24 January 2017.	5,251	<b>Completed:</b> Advice considered by Council at its Extraordinary Meeting held on 24 January 2017.
Kingscliff TAFE	Provide advice on the approval timeframe for a temporary market – DA16/0822.	2,200	<b>Completed:</b> Advice considered by Council at its Planning Committee Meeting held on 2 February 2017.
Tweed Valley Way, South Murwillumbah	Engage Solicitors to defend the Class 1 Appeal in the Land and Environment Court, for the refusal of the erection of a Service Station – DA16/0059.	20,704	<b>In progress:</b> Matter listed for hearing on 1 and 2 August 2017.
26 Tringa Street, Tweed Heads West	Engage Solicitors to defend the Class 1 Appeal in the Land and Environment Court, for the refusal of a 60 Lot subdivision – DA16/0355.	49,392	<b>In progress:</b> Amended plans and reports served upon Council, matter unresolved, now proceeding to a hearing.

Continued ...

Description	General instructions	2016/17 Costs (\$)	State of Progress
Crown Road off Zara Road, Limpinwood	Engage Solicitors to provide appropriate advice regarding the continuing investigation of the unauthorised works.	14,889	<b>In progress:</b> Information provided on which enforcement proceedings Council should take. Information being reviewed by Council Officers.
1110 Urliup Road, Urliup	Engage Solicitors to provide appropriate advice regarding the continuing investigation of the unauthorised works.	8,008	<b>In progress:</b> Information provided on which enforcement proceedings Council should take. Information being reviewed by Council Officers.
2 Cambridge Court, Kingscliff	Engage Solicitors to defend the Class 1 Appeal in the Land and Environment Court, for the refusal of a 2 Lot subdivision – DA16/0742	4,949	<b>In progress:</b> Matter listed for a hearing on 23 August 2017.
Chinderah Highway Service Centre	Engage Solicitors to defend the Class 1 Appeal in the Land and Environment Court, for the alterations to the existing service centre – DA10/0737.	5,625	<b>In progress:</b> Matter listed for a S34 conciliation conference on 14 August 2017.
Banora Point Caravan Park	Provide advice in relation to modification applications with respect to a Section 96 Application.	6,611	<b>Completed:</b> Detailed advice provided by Solicitors.
Urliup Road, Urliup	Provide advice on the consent conditions approved by Council for the upgrading road works – DA15/0664.	3,000	<b>Completed:</b> Advice included in a report to Planning Committee Meeting held on 11 May 2017.
Pottsville Road, Sleepy Hollow	Provide advice regarding a resolution for the Planning Committee Meeting held on 1 June 2017 – DA17/0003.	7,000	<b>Completed:</b> Advice provided to Councillors and Officers.
<b>Sub Total</b>		<b>849,823</b>	

## Local Government Law (litigation and advice)

Description	General instructions	2016/17 Costs (\$)	State of Progress
Cobaki Development	Review Deed of Agreement and provide advice on the provision of Water & Sewerage to the development.	24,610	<b>Completed:</b> Deed of Agreement reviewed, amendments recommended. Detailed advice provided on the provision of Water and Sewerage.

Continued ...

Description	General instructions	2016/17 Costs (\$)	State of Progress
Waste Collection Tender	Review tender documentation for the processing facility and waste collection.	10,411	<b>Completed:</b> Documentation reviewed and advice provided to Council.
Cobaki Development	Provide advice on the provisions of Water & Sewerage to a Private Sector Provider.	3,009	<b>Completed:</b> Detailed advice provided to Council.
<b>Sub Total</b>		<b>38,030</b>	

## Commercial/Property Law

Description	General instructions	2016/17 Costs (\$)	State of Progress
Lease with Lend Lease at The Anchorage	Review of Lease Documentation and provide advice on proposal to assign the lease	1,790	<b>Completed:</b> Lease reviewed, detailed advice provided on the proposal to assign the lease.
Subpoena to Produce – Hacienda Holiday Park	Prepare affidavits for Council Officer to sign and lodge with Supreme Court.	1,646	<b>Completed:</b> Affidavits prepared, signed and lodged with Supreme Court.
<b>Sub Total</b>		<b>3,436</b>	

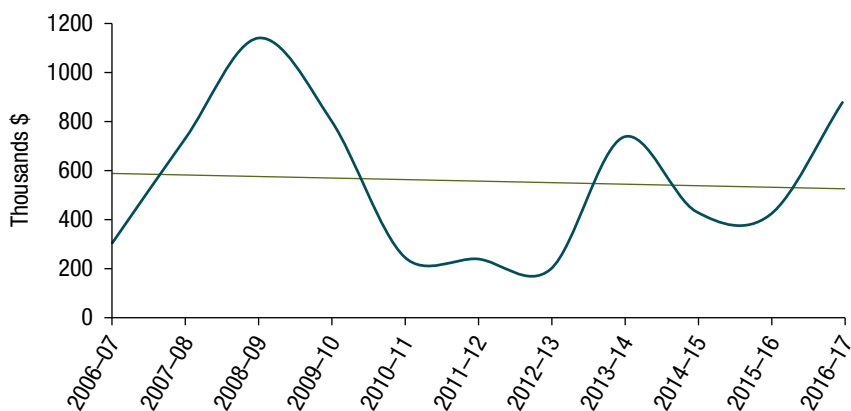
## District/Local Court

Description	General instructions	2016/17 Costs (\$)	State of Progress
Local Court Appeal	Defend the appeal against the issue of a Penalty Infringement Notice.	8,944	<b>Completed:</b> Appeal was heard on 15 June 2016, appeal was dismissed, and applicant was fined \$1,500 and ordered to pay costs of \$5,000.
Local Court Appeal	Defend the appeal against the issue of a Penalty Infringement Notice.	8,435	<b>Completed:</b> Appeal was heard on 17 August 2016, appeal was dismissed, and applicant was fined \$10,000 and ordered to pay costs of \$7,500.
Local Court Appeal	Defend the appeal against the issue of a Penalty Infringement Notice.	3,415	<b>Completed:</b> Appeal was heard on 10 August 2016, the issue of the Penalty Infringement Notice was dismissed, with no order as to costs.

Continued ...

Description	General instructions	2016/17 Costs (\$)	State of Progress
Local Court Appeal	Defend the appeal against the issue of a Penalty Infringement Notice.	4,951	<b>Completed:</b> Appeal was heard on 20 September 2016, the issue of the Penalty Infringement Notice was dismissed, with no order as to costs.
Local Court Appeal.	Defend the appeal against the issue of two Penalty Infringement Notices.	10,904	<b>Completed:</b> Appeal was heard on 1 February 2017, applicant was found guilty of the offences, but charges were dismissed, applicant was ordered to pay professional costs of \$2,500.
Local Court Appeal.	Defend the appeal against the issue of a Penalty Infringement Notice.	5,140	<b>Completed:</b> Appeal was heard on 9 November 2016, the appeal was dismissed, and applicant fined \$500 and ordered to pay costs of \$1,250.
<b>Sub Total</b>		<b>41,789</b>	

### Annual comparison of legal costs



## Summary of works on private land

Tweed Shire Council did not carry out any work on private land that was fully or partly subsidised by Council during the year ending 30 June 2017.

## Financial assistance contributions to the community

Grants Provided by Council under Section 356 on the *Local Government Act 1993* (NSW) during the 2016/2017 Year are shown below.

Tweed Shire Council Provides financial assistance contributions to the community via the following Policies:

### Donations (Financial Assistance)

Tweed Shire Council recognises a need to assist community organisations and individuals that are interested in and working towards the enhancement and the wellbeing of its residents. Council advertises twice yearly in the Tweed Link inviting applications under its Donations (Financial Assistance) Policy. A panel comprising two senior Council officers and the Mayor reviews applications to determine eligibility and make recommendations to Council.

### Festivals and Events Policy

The Tweed Community Strategic Plan identifies the vision for the Tweed is to be recognised for its desirable lifestyle, strong community, unique character and environment and the opportunities its residents enjoy. Events of all shapes and sizes contribute to achieving that vision through supporting community life, strengthening the economy and promoting caring for the environment.

The provision of financial assistance and in kind support to festivals and events supports the overall aims of Council and those objectives identified in Council's Events Strategy. Applications are assessed in relation to the Events Strategy and Council's broad objectives and plans. In kind support from Council can include: the loan of equipment, assistance with services to events held on Council administered land and assistance to events with notifications to residents and promotions through the Tweed Link and the Contact Centres.

### Financial assistance to licensed not-for-profit native animal welfare groups

This policy establishes principles to enable financial assistance, on an annual basis, to be provided to licensed not for profit groups who provide care and rehabilitation to injured native wildlife. Consideration is given to the allocation of funding in accordance with the number or variety of native species that each group is licensed to provide assistance. As an indication, base line funding for the care and rehabilitation of one species may commence at \$2,500 per annum, to a maximum of \$5,000 per annum to groups licensed in providing services to more than one native species.



## Mayoral Appeal Fund payments

Following the March/April 2017 flood event, Council was overwhelmed with offers of support from individuals, businesses, our neighbouring shires and further afield. To bring that support from across the country and even internationally together, Council established a Tweed Shire Council – Mayoral Appeal Fund. The tax deductible appeal provided an opportunity for the public and the business community to contribute financially to support local families and recovery initiatives.

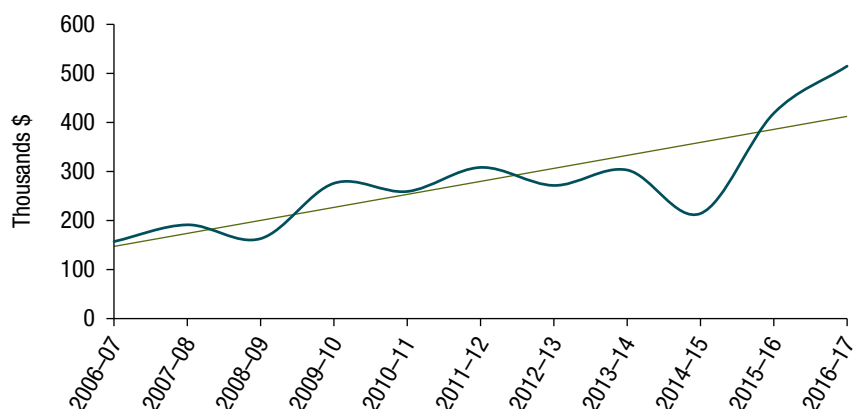
An independent committee including representatives from community services, business and farming groups was formed to oversee the distribution of funds donated to the Mayoral Appeal Fund. The independent committee reviewed applications for assistance with the priority being those people and businesses with limited access or options for insurance claims, funding or grants.

One hundred per cent of this fund will be distributed to local residents and businesses affected by the floods. There are no administration fees or payments to corporate fundraising websites. The first round of payments was made in June 2016.

The total value of financial assistance provided during 2016/17 is summarised in the below table:

Assistance	Value (\$)
Financial assistance	390,459
Goods and or materials	32,755
Provision of labour and or plant and equipment	12,601
Rates	25,579
Tweed Link Advertising	2,149
Room hire	6,043
Mayoral Appeal Fund payments	66,500
<b>Total</b>	<b>536,086</b>

### Financial assistance grants



## External bodies delegated functions by Council

The following external bodies are delegated to exercise functions of Council:

External Body	Function
Destination Tweed	Tourism and development in the Tweed
Rous County Council	Weed control
Landcare and dune care groups	Land care and weed control
Lismore City Council – Richmond Tweed Regional Library	Library services

## Companies of which Council participated or held a controlling interest

Council did not participate or hold a controlling interest in any corporation during the 2016/2017 financial year.

## Statement of Partnerships, Trusts, Joint Ventures, Syndicates or Other Bodies

Following are details of all partnerships, trusts, joint ventures, syndicates or other bodies in which the council participated or held a controlling interest.

Organisation	Purpose of Joint Venture
Arts Northern Rivers	A joint venture between Tweed Shire Council, Byron Bay Shire, Ballina Shire, Clarence Valley Council, Kyogle Shire and Lismore City Council. To facilitate and deliver regional cooperative ventures and cultural services.
Community Development and Support Expenditure (CDSE) scheme	A joint venture between the Tweed Clubs to facilitate the delivery of funds to cultural and social organisations for the benefit of the residents in the Tweed.
MyRoadInfo	The Northern Rivers Regional Organisation of Council which Tweed is member, has partnered with the Roads and Maritime Services to provide a website of road conditions.
North East Weight Load Group ('NEWLOG')	A joint venture with other North Coast Council's to control overloading of vehicles on local roads.

Continued ...

Organisation	Purpose of Joint Venture
Northern Rivers Catchment Management Authority	Council works with the Northern Rivers Catchment Management Authority ('NRCMA') to implement natural resource management projects throughout the Shire. In certain cases Council contributes funding to the NRCMA which they allocate to on-ground component of riparian rehabilitation projects under their management. The NRCMA have funded planning components of projects subsequently delivered on-ground by Council.
State Cover	Self insurance pool covering workers compensation. The scheme established by the Local Government and Shire Association, consists of most Council's through the State of New South Wales.
Statewide Mutual	A self insurance pool covering public liability and professional indemnity insurance. The scheme established by the Local Government and Shire Association consists of most Council's throughout the state of New South Wales. Its purpose is to reduce insurance costs to members.
State Forests of NSW	A joint venture hardwood plantation with New South Wales State Forests.
Tweed Coolangatta Crime Prevention Action Team	A joint venture between Tweed Shire Council and Gold Coast City Council and other relevant State and Non-Government Organisations ('NGO') to advice on crime prevention matters.
World Environment Day	An agreement between Council and the Caldera Environment Centre. The annual festival highlights local environmental issues and promotes community involvement in addressing these issues.

## Equal Employment Opportunity

Tweed Shire Council demonstrates its commitment to the principles of Equal Employment Opportunity (EEO) through the development of systems and processes to eliminate all forms of discrimination, harassment and bullying from the workplace.

Tweed Shire Council is committed to providing a supportive and inclusive workplace in which decisions regarding employees is not influenced by gender, disability, race, age, religion or any other attributes.

The adopted Equal Employment Opportunity Management Plan provides the framework to develop a workplace culture that is supportive of employment equity and diversity principles. The EEO Management Plan is implemented and monitored by the Equal Employment Opportunity sub-committee. This sub-committee reports to its parent committee, the Consultative Committee.

Council has 9 EEO Contact Officers who have been trained by the Anti-Discrimination Board of NSW to assist with ensuring that the workplace is free from all forms of discrimination, harassment and bullying by providing an accessible first point of contact for staff with concerns. Annual refresher training is held for Contact Officers and EEO sub-committee members. The EEO Contact Officers are Council employees who volunteer their time to undertake this important role.

The EEO sub-committee continues to look at ways of raising awareness of contemporary issues facing identified minority groups including initiatives to improve Council's profile as an employer of choice.

EEO strategies have been developed to increase the participation of identified EEO groups, including but not limited to Aboriginal and Torres Strait Islander people; people from culturally and linguistically diverse backgrounds; people with a disability; women.

These strategies include the identification of suitable positions upon vacancy, to designate as identified target group positions.

### During 2016-17:

- All EEO Protocols were reviewed against Anti-Discrimination Board best practice and related legislation, amended as required and adopted.

- 67 new Council employees undertook online Code of Conduct and WHS Induction training before commencement.
- Workforce profile data collected for each new employee.
- Post-commencement, all new employees participated in Council's "Reflect Respect" program.
- Two designated indigenous office-based traineeships continued.
- One designated disability office-based position continued.
- Cultural awareness training investigated for development and implementation.

Council recorded a 8.61% labour turnover rate for the 2016-17 financial year, a small 0.62% increase on 2015-16.

Females constituted 29.01%; Aboriginal and Torres Strait Islander people 2.65%; people whose first language is not English 2.37%; and people with a disability 1.12% – these figures have remained relatively unchanged static for the last 5 years.

### Ongoing:

- EEO information, posters and materials promoting non-discriminatory behaviour in the workplace are displayed at all work sites.
- All EEO information and HR policies, procedures, useful links and literature is available electronically on the staff intranet under a dedicated EEO web page.
- Contemporary EEO literature and information is distributed to all EEO Contact Officers and sub-committee members.

- Selection criteria is checked upon vacancy before advertising to remove artificial barriers.
- All selection panel members are trained in merit selection techniques before participating in a recruitment process.

## Senior staff remuneration

Tweed Shire Council employed a General Manager and four Senior Staff positions to 30 June 2017 with a total remuneration of \$1,253,068.

### General Manager

Item	Amount (\$)
Salary	298,311
Bonus, performance or other payments	0
Superannuation	19,615
Non-cash benefit – motor vehicle	0
FBT	0
<b>Total package</b>	<b>317,926</b>

### Senior Staff

- Director Engineering
- Director Community and Natural Resources.
- Director Planning and Regulation.
- Director Corporate Services.

Item	Amount (\$)
Salary	860,775
Bonus, performance or other payments	0
Superannuation	52,854
Non-cash benefit – motor vehicle	9,541
FBT	11,971
<b>Total package</b>	<b>935,142</b>

## Annual levy for stormwater management services

Council did not levy an annual stormwater management charge for the year ending 30 June, 2017.

## Annual charge for coastal protection services

Council did not levy an annual coastal protection services charge for the year ending 30 June, 2017.

## Environmental upgrade agreements entered into

Council did not enter into any environmental upgrade agreements under section 54D of the *Local Government Act 1993*.

## Special rates

In accordance with the “*Instrument Under Section 508(2)*” issued by the Chairman of the Independent Pricing and Regulatory Tribunal on 25 May 2016 that requires Council to report particular information relating to the Cobaki Lakes Special Rate in its annual report for each year from 2016/17 to 2025/26, the following information is provided:

Information required	Comment
The scope of the proposed improvements, maintenance and management activities for the environmental lands within the Cobaki Lakes Development agreed between Council and the Developer of the Cobaki Lakes Development	<p>Prior to the issue of a Construction Certificate for Civil Work the proponent must reach an agreement with Council regarding a mechanism to fund in perpetuity the ongoing maintenance of the environmental protection land.</p> <p>The Proponent and the Council agreed that the mechanism to fund in perpetuity the ongoing maintenance of the Environmental Protection Land was the levy of a special rate.</p> <p>As yet, there has been no approval granted to create new subdivision title and commence works on this land as Council is awaiting finalisation of further necessary approvals before new housing is commenced.</p>
The program of expenditure that was funded by the Special Variation	<p>Council is to pay funds raised by the special rate to the Proponent if the Proponent (or a Related Entity) is the registered proprietor of some or all En Globo Land at any point during the year.</p> <p>As the Proponent was the registered proprietor of all En Globo Land during the year, the full amount levied was paid to the Proponent.</p>
Any significant differences between the Proposed Program and the program of expenditure that was actually funded by the Special Variation and the reasons for those differences	Nil
The outcomes achieved as a result of the Special variation	Nil to date. Awaiting finalisation of further necessary approvals before new housing is commenced.

## Capital works

Council did not undertake any capital works projects valued at greater than 10% of Council's ordinary rate.

# Companion Animals Act and Regulations

## Statistics for 2016/17

Description	Dogs	Cats
Impounded	724	397
Rehomed	78 Sold	67 Sold
	342 Released to owner	33 Released to owner
	35 Friends of the Pound	41 Friends of the Pound
Put down	116	82

## Statement of activities

Tweed Shire Council submitted all pound data returns to the Office of Local Government by the required lodgement date.

Sixty Six (66) dog attacks were reported to the Office of Local Government for the year ending 30 June 2017.

A total of \$96,741 was generated from the management of companion animals. Income received was used only for purposes that relate to the management and control of companion animals in Council's regulatory area. Including:

- Impounding Facility management and maintenance
- The purchase and maintenance of resources (e.g. catch poles) used by Council's Rangers
- Contribution towards wages paid to employees at the Impounding Facility.

Council responded to 140 reports of dog attacks in the 2016/2017 financial year.

Council undertook companion animal education via:

- General public as part of Conversations with the general public as part of patrol duties
- Educational information published in Council's weekly free newsletter, The Tweed Link, delivered to all residents in the Shire.

To promote and assist in the de-sexing of dogs and cats the following strategies were followed:

- All animals sold from the Tweed Council Pound were de-sexed before release
- Animals released (back) to their owners from the Tweed Council Pound, the owners were given the opportunity to have the animal de-sexed at reduced rates.

To comply with the requirements under section 64 of the Companion Animals Act and seek alternatives to euthanasia for unclaimed animals the following strategy has been applied:

- Animals that meet the criteria to be re-homed, after behavioural assessment and veterinarian checks, were offered for sale to the public or re-homed through animal welfare organisations such as Friends of the Pound.

Tweed Shire has 14 off-leash exercise areas:

- Boyds Family Park, Tweed Heads West
- Corowa Park corner of Chinderah Road and Terrace Street, Chinderah
- Ducat Park, Tweed Heads
- Public park between 73–89 River Street, Murwillumbah
- Public park, Frangella Drive, Murwillumbah
- Reserve corner of Naponyah and Bilambil Road, Terranora
- Riverbank reserve Old Ferry Road, Oxley Cove
- South Cabarita Beach
- South Fingal/Kingscliff Beach
- South Kingscliff Beach
- South Pottsville Beach
- Turnock Park Chinderah
- Unnamed reserve at Bushland Drive, Banora Point
- Unnamed reserve corner of Darlington and Amaroos Drive Banora Point

## ***Government Information (Public Access) Act 2009 NSW***

### **1. Review of proactive release program – Clause 7(a)**

Details of the review carried out under section 7(3) of the *Government Information (Public Access) Act 2009* (NSW), ('GIPA') during the reporting year and the details of any information made publicly available by the Council as a result of the review.

<b>Reviews carried out by the agency</b>	<b>Information made publicly available by the agency</b>
Yes	Yes

Information released: Values Statements, Social Channel Information, Fit for the Future, Major Developments and Planning Agreements.

### **2. Number of access applications received – Clause 7(b)**

The total number of access applications received by the Council during the reporting year (including withdrawn applications but not including invalid applications).

<b>Total number of application received</b>
16



### 3. Number of refused applications for Schedule 1 information – Clause 7(c)

The total number of access applications received by the Council during the reporting year that the Council refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure).

	Wholly	Partly	Total
Number of Applications refused	0	0	0
<b>% of Total</b>	<b>0</b>	<b>0</b>	

### Clause 7(d) and Schedule 2: Statistical information about access applications

**Table A:** Number of applications by type of applicant and outcome\*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Media	0	0	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0	0	0
Private sector business	1	1	0	1	2	0	0	0	5	25
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	1	1	0	0	1	0	0	0	3	15
Members of the public (other)	6	4	0	0	2	0	0	0	12	60
<b>Total</b>	<b>8</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	
<b>% of Total</b>	<b>40</b>	<b>30</b>	<b>0</b>	<b>5</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>		

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**Table B:** Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Personal information applications*	1	2	0	0	2	0	0	0	5	25
Access applications (other than personal information applications)	7	2	0	1	1	0	0	0	11	55
Access applications that are partly personal information applications and partly other	0	2	0	0	2	0	0	0	4	20
<b>Total</b>	<b>8</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	
<b>% of Total</b>	<b>40</b>	<b>30</b>	<b>0</b>	<b>5</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>		

\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**Table C:** Invalid applications

Reason for invalidity	Number of applications	% of Total
Application does not comply with formal requirements (section 41 of the Act)	0	0
Application is for excluded information of the agency (section 43 of the Act)	0	0
Application contravenes restraint order (section 110 of the Act)	0	0
Total number of invalid applications received	0	0
Invalid applications that subsequently became valid applications	0	0

**Table D:** Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act

	Number of times consideration used*	% of Total
Overriding secrecy laws	0	0
Cabinet information	0	0
Executive Council information	0	0
Contempt	0	0
Legal professional privilege	0	0
Excluded information	0	0
Documents affecting law enforcement and public safety	0	0
Transport safety	0	0
Adoption	0	0
Care and protection of children	0	0
Ministerial code of conduct	0	0
Aboriginal and environmental heritage	0	0
<b>Total</b>	<b>0</b>	

\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E:** Other public interest considerations against disclosure: matters listed in table to section 14 of the Act

	Number of times consideration used*	% of Total
Responsible and effective government	0	0
Law enforcement and security	0	0
Individual rights, judicial processes and natural justice	2	67
Business interests of agencies and other persons	1	33
Environment, culture, economy and general matters	0	0
Secrecy provisions	0	0
Exempt documents under interstate Freedom of Information legislation	0	0
<b>Total</b>	<b>3</b>	

**Table F:** Timeliness

	Number of applications	% of Total
Decided within the statutory timeframe (20 days plus any extensions)	16	100
Decided after 35 days (by agreement with applicant)	0	0
Not decided within time (deemed refusal)	0	0
<b>Total</b>	<b>16</b>	

**Table G:** Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total	% of Total
Internal review	0	0	0	0
Review by Information Commissioner*	0	1	1	25
Internal review following recommendation under section 93 of Act	1	0	1	25
Review by NCAT	0	2	2	50
<b>Total</b>	<b>1</b>	<b>3</b>	<b>4</b>	
<b>% of Total</b>	<b>25</b>	<b>75</b>		

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H:** Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review	% of Total
Applications by access applicants	1	100
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0
<b>Total</b>	<b>1</b>	

**Table I:** Applications transferred to other agencies

	Number of applications transferred	% of Total
Agency Initiated Transfers	0	0
Applicant Initiated Transfers	0	0
<b>Total</b>	<b>0</b>	

## Planning Agreements

Particulars of compliance with and effect of planning agreements in force during the year.

## Public Interest Disclosures

### 1. Commentary on Public Interest Disclosure (PID) Obligations

Under the Public Interest Disclosure Regulation, Tweed Shire Council provides the following comments in relation to the following two areas.

#### 1.1 Whether the public authority has an internal reporting policy in place

Tweed Shire Council on 19 February 2015 adopted its “*Internal Reporting (Public Interest Disclosures) version 1.1*” Policy which is accessible on its web page at [www.tweed.nsw.gov.au/Policies/](http://www.tweed.nsw.gov.au/Policies/)

#### 1.2 What actions the head of the public authority has taken to ensure his or her staff awareness responsibilities under section 6E(1)(b) of the PID Act have been met

When new staff are inducted into the organisation they are informed of this Policy and its location for future reference.

An article on Public Interest Disclosures was included in the staff newsletter for the information of both office and field based staff highlighting the ethical and accountable conduct required in the workplace.

## 2. Statistical information on PIDs

	Made by public officials performing their day to day functions	Under a statutory or other legal obligation	All other PIDs
Number of public officials who made PIDs directly	Nil	Nil	Nil
Number of PIDs received	Nil	Nil	Nil
Of PIDs received, number primarily about:			
• Corrupt conduct	Nil	Nil	Nil
• Maladministration	Nil	Nil	Nil
• Serious and substantial waste	Nil	Nil	Nil
• Government information contravention	Nil	Nil	Nil
• Local government pecuniary interest contravention	Nil	Nil	Nil
Number of PIDs finalised		Nil	

**Note:** The number of PIDs finalised only refers to PIDs that have been received since 1 January 2012.

Instead of including a table of statistical information, where relevant it would also be appropriate for public authorities to merely note in their annual reports that no public officials made a PID to their authority, no PIDs were received and no PIDs were finalised in the reporting period.

## Carers Recognition Act

Tweed Shire Council is not considered to be a 'human service agency' under the Act (i.e. a council that provides services directed at carers and/or people being cared for by carers).

## Fisheries Management Act

Tweed Shire Council is not identified in any recovery or threat abatement plan under the Act as responsible for implementation of measures included in the plan.

## Privacy Management Plan Statement

Tweed Shire Council is committed to protecting the privacy of individuals and their personal information and has adopted a Privacy Management Plan (version 1.3) in accordance with the *Privacy and Personal Information Protection Act 1998 (NSW)* and *Health Records and Information Privacy Act 2002 (NSW)*.

The law requires Council to hold personal information in registers about Councillors and staff and personal information concerning rate payers, residents and customers. Council may collect and hold personal health information of its employees.

Council is bound by legislation to protect personal information from misuse, unauthorised access and unlawful modification. Council's Privacy Contact Officer must ensure Council is compliant with privacy legislation.

The role of Council's Privacy Contact Officer is to ensure:

### **1. Collection of personal information is:**

- Only collected for the lawful need to carry out Council's functions;
- Directly from an individual or their agent or indirectly from a third party when legislation requires;
- Made known to the individual providing their personal information; and
- Limited to only relevant information to avoid intrusion into a person's personal affairs.

### **2. Inquiry about personal information is permitted by:**

- Anyone to find out if Council holds their personal information;
- Anyone to get a copy of their personal information held; and
- Anyone to amend their personal information to correct any errors.

### **3. Council will use personal information:**

- Only when the personal information is accurate and correct;
- Only for the purpose the personal information was collected; or
- Only for another purpose if the individual for whom the information belongs consents to their personal information being used for another purpose.

### **4. Council will suppress personal information from public registers:**

- On request of an individual in threat of their own or their family's personal safety.

### **5. Council will disclose personal information only:**

- To the person to whom the information belongs; or
- To another person only: To prevent or lessen a serious and imminent threat to the life or health of the person to whom the information belongs;
- When the personal information is held in a public register and the purpose for release is the same as the purpose of the register; and
- When the personal information is held in a non-public register, the information cannot generally be released unless strict legislative conditions are met.

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