

Tweed Shire Council

Annual Report 2019–2020



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

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.

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.

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Welcome

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 2017–2027* 'Living and Loving the Tweed' and the specific activities outlined in the *Delivery Program 2017–2021* and *Operational Plan 2019–2020*.

Principles for Local Government

The principles for Tweed Shire Council, are set out in Section 8 of the *Local Government Act 1993* and provide guidance that enables Council to conduct its functions in a way that facilitate 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) Councils should provide strong and effective representation, leadership, planning and decision-making.
- (b) Councils should carry out functions in a way that provides the best possible value for residents and ratepayers.
- (c) Councils should 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) Councils should apply the integrated planning and reporting framework in carrying out their functions so as to achieve desired outcomes and continuous improvements.
- (e) Councils should work co-operatively with other councils and the State government to achieve desired outcomes for the local community.
- (f) Councils should manage lands and other assets so that current and future local community needs can be met in an affordable way.
- (g) Councils should work with others to secure appropriate services for local community needs.
- (h) Councils should act fairly, ethically and without bias in the interests of the local community.
- (i) Councils should 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 2019–2020* is the primary means of sharing Council's performance during the past financial year, there are many other ways members of the community can find out about and contribute to the operation of Council.

Council's corporate website (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)

More than 3,934 people have registered on Your Say Tweed, Council's dedicated online engagement hub designed to support the community to add their voice to Council decision making at a time and place that suits them.

Tweed Link

The Tweed Link is Council's weekly newspaper and has kept the community informed on Council news for more than 20 years and is published in the Tweed Valley Weekly and Gold Coast Bulletin every Thursday. To receive the Tweed Link directly into your email inbox every week visit www.tweed.nsw.gov.au/subscribe

Council newsletters

Tweed Shire Council delivers regular e-newsletters on a variety of topics including arts and culture, business and environment, sustainability and Tweed Regional Aquatic Centre, Tweed Regional Gallery and Tweed Regional Museum program updates straight to the inbox of subscribers. To subscribe to Council's newsletters visit www.tweed.nsw.gov.au/subscribe

Council meetings

Generally held on the third Thursday of each month in the Council Chambers at the Murwillumbah Civic and Cultural Centre at Tumbulgum Road, Murwillumbah or Harvard Room at the Tweed Heads Administration at Brett Street, Tweed Heads (please note changed arrangements during the COVID-19 restriction period). Occasionally, there may be changes to the date or venue of a Council meeting and this will be communicated through the Tweed Link. For meeting dates and times visit www.tweed.nsw.gov.au/councilmeetings

Planning Committee meetings

Generally held on the first Thursday of each month in the Council Chambers at the Murwillumbah Civic and Cultural Centre at Tumbulgum Road, Murwillumbah or Harvard Room at the Tweed Heads Administration at Brett Street, Tweed Heads. These meetings deal exclusively with matters pertaining to land use planning and are open to the public. Confidential items are considered in closed sessions, which exclude media and public.

Agendas

Meeting agendas are available on Council's website no later than 8:00pm on the Tuesday of the week preceding the meeting (or Wednesday if a public holiday falls on the Monday). All minutes are available as soon as practical following the meeting.

Public Forum sessions

The community have the opportunity to informally address Councillors on items for Council consideration at Public Forum sessions held immediately prior to Council and Planning Committee meetings. A booking is required and can be made by contacting Council.



Mayor's introduction

In a year like no other our community and Council has been hugely challenged with the dual disasters of COVID-19

and climate change. Once again, care for each other and our environment has shone through strongly and the focus has been on supporting our community and keeping us all as safe as possible.

2019 gave us devastating droughts and bushfires nationwide. While Tweed suffered less than many other areas, our rural landholders and our environment felt the effects hard. Drought restrictions had to be imposed to protect our town water supply as the upper reaches of our rivers and streams literally ran dry. The bushfires were terrifying, particularly for residents in the west of our shire where fire encroached, and threatened our internationally significant environments. Smoke blanketed our community putting us all on edge for weeks on end. The Tweed Valley Wildlife Carers were inundated with calls for injured animals desperately on the move to find water. Council supported the compassionate work these volunteers undertake by providing additional emergency funding.

Just after the rains finally came in early 2020 the pandemic hit and we were once again thrown into crisis with public health orders and restrictions causing extreme stress and hardship for all our residents and businesses. The border closure of Queensland made life even more difficult with people not able to get to medical appointments, children not able to get to school, businesses not able to get supplies and huge queues to get into Queensland.

Council responded by taking a very precautionary approach in light of the high numbers of our elderly and vulnerable population. We shut down our public offices and facilities quickly, provided improved online services, transitioned our staff to work from home wherever possible, and initiated our emergency dashboard webpage to help the community access all the most up to date health advice and information that was changing so rapidly.

Council also provided financial support to our rate payers with a no-interest deferral on rates for those in hardship and waiving lease fees for our tenants and sporting clubs. Council's new Brett St Cafe at the Tweed Heads Civic Centre kicked into action providing free and affordable meals (and really good coffee!) as the local charitable food service providers had to shut down to protect their often elderly volunteers.

Throughout all this Council has managed to continue vital support and services to the community. We are in a sound financial position and have secured over \$18M in grant funding in this period.

Council recognised the impact Climate Change is having in exacerbating natural disasters by declaring a Climate Emergency along with nearly two thousand other local governments around the world and 96 Councils in Australia. We now have a target of zero emissions by 2030, an interim action plan to accelerate work to achieve this target, and a Sustainability Awards program and grant funding to encourage and reward our community in these endeavours.

Work is on track to raise the wall of Clarrie Hall Dam and to investigate other less rainfall dependant water supplies. The community has pitched in to help Council plant over 8,000 koala food trees and 100 hectares of land has been dedicated for koala conservation with a further 45 hectares rehabilitated. Council's work has been recognised in winning the inaugural Lifetime Achievement Award at the prestigious Green Globe Awards, and several other awards including for sustainable bank erosion works, tackling mosquitoes, our biodiversity management plan, the NSW Excellence in Environment Award, and an award for renewable energy on our Aquatic centre.

I would like to thank my fellow Councillors for what has been one of the most collaborative periods in Council, the staff for their outstanding work during these challenging times, and the community for their support and engagement in steering Council in a healthy, just and more sustainable direction.

Councillor Katie Milne
Mayor of Tweed



General Manager's report

This period has been a challenging time for our country, our State, Shire and for Council, individuals and

businesses. After a long period of drought, Shire-wide water restrictions, bushfires, and flooding we were then affected by the global COVID-19 pandemic. Residents, local businesses, community groups, emergency services, other levels of government and Council came together during all of these events to keep our community safe and we continue to work together so that we can thrive into the future.

We are a resilient community. We have recovered from major challenges before, learned important lessons and we continue to be recognised for the improvements we have made to mitigate risk and prepare for our shared future. Council's innovative Industry Central Land Swap won the NSW Resilient Australia Awards for strengthening community disaster resilience and our award-winning online Emergency Dashboard has proven to be a trusted source of important information for our community during our recent disaster events.

However, as much as we prepare, sometimes we are faced with an unanticipated challenge. In 2020, the COVID-19 pandemic presented a significant challenge for us all. Council took pre-emptive action to mitigate the risk to the community and staff including the early closure of the gallery, museum, pools and holiday parks ahead of public health orders being imposed and we adopted a COVIDSafe Plan.

The Tweed community were kept informed with extensive communications about the ever-changing restrictions and health advice, Council's newly opened social enterprise café, Brett Street Café, provided low cost meals for vulnerable people in the Tweed and Council supported local businesses and residents by temporarily waiving many rates, fees and charges.

I am particularly proud of the quality customer service we were able to continue to provide during the pandemic. Thanks to Council's range of customer service options, including the introduction of new web chat functionality, members of the community, proponents and businesses continued to be supported by Council staff virtually throughout the pandemic.

We web-cast Council meetings to ensure the public maintained access to Council decision making despite social distancing restrictions. Tweed Shire Council also led the way by delivering Splinter Award that protected Council employees and their families and led to a sector-wide response and solution that was broadly praised for saving jobs while giving councils budgetary certainty.

Despite the pandemic, the work of Council must continue. Under the Federal and State Safer Roads NSW Funding Programs, Council was offered over \$7million for major road improvements including for Tweed Valley Way, Numinbah Road, Limpinwood/Zara Roads and Kennedy Drive.

A number of major milestones were reached to prepare the Tweed for the future including the completion of the Tweed Civic Centre upgrade, Knox Park upgrade, and the opening of the new Tweed JUNKtion: Tip Shop Treasures store. Important strategic planning documents that will help shape the future of our Shire were also adopted including the Tweed Local Strategic Planning Statement; Rural Land Strategy and Kingscliff Locality Plan and Development Control Plan.

Throughout all of the challenges and significant achievements, the most important thing is that we serve our community. In 2019, the 'Be Our Best' Resident Survey positioned Tweed Shire Council as an 'above average performer' with 87% of residents surveyed satisfied with the overall performance of Council over the last 12 months and 97% rating their quality of life in the Tweed as good to excellent.

I thank the community for working with us in 2019/20 to ensure the Tweed remains a great place to live, work and enjoy long into the future.

Troy Green
General Manager

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 1,309 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 2019 was 97,001 and is forecast to grow to 132,221 by 2041.

In line with this population growth, the number of dwellings in the Tweed is forecast to grow from 42,937 in 2016 to 59,621 in 2041, with the average household size rising from 2.34 to 2.41 by 2041.

Between 2016 and 2041, the age structure forecasts for Tweed Shire Council indicate a 47.3% increase in population under working age, a 44.2% increase in population of retirement age, and a 33.5% increase in population of working age.

Economy

Tweed Shire's Gross Regional Product is estimated at \$3.75 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 2019, there were 34,254 local jobs and 7657 local businesses in the Tweed Shire.

The key industry sectors in terms of jobs and value are health care, tourism industry including accommodation and food services, professions and trades associated with property and real estate, retail, education and training.

The elected Council

The Mayor and Councillors

(November 2016 to September 2021)

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 now conclude in September 2021.



Cr Katie Milne
(Mayor)



Cr Chris Cherry
(Deputy Mayor)



Cr Reece Byrnes



Cr Ron Cooper



Cr Pryce Allsop



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 and subsequently re-elected as Mayor in September 2018.

Cr Chris Cherry was elected as Deputy Mayor from November 2016 to September 2017, from September 2018 to September 2019 and from September 2019 to September 2020.

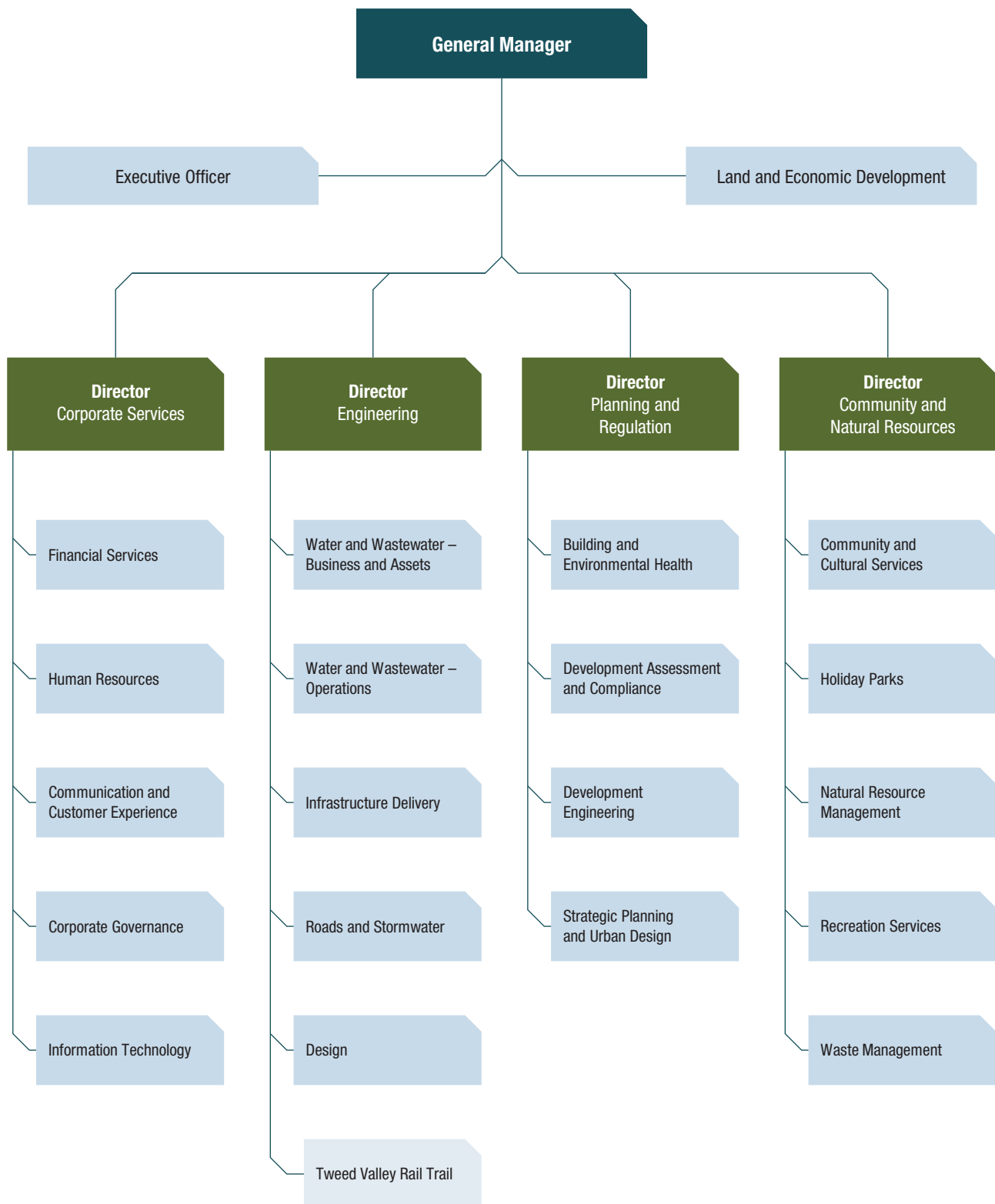
Cr Reece Byrnes was elected as Deputy Mayor from September 2017 to September 2018.

Extension of term

Following a request from the NSW Electoral Commissioner, a decision was made to postpone the September 2020 council elections for 12 months because of the COVID-19 pandemic to ensure the health and safety of candidates, voters and NSW Electoral Commission staff.

Accordingly current councillors will continue to hold their civic offices until the rescheduled local government elections are held on 4 September 2021.

Organisation 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 2017–2021*. Like the Delivery Program, it is structured around four principal streams, as identified in the *Community Strategic Plan 2017–2027*. Under each stream is a summary of the key achievements and strategic outcomes delivered in 2019–2020, relevant to that objective. Achievements are shown with the relevant item number from the Delivery Program.



Leaving a legacy: Looking out for future generations

The Tweed features an internationally significant environment of biodiversity and natural beauty and distinct cultural and built heritage – Council and the community values its protection.

The Tweed community respects and actively participates in the sustainable management of the natural and built environment so we can not only thrive and enjoy it today, but we look after this place we are proud to call home, so future generations can live and love it as well.

Council's role is to work with the community and others to plan strategically for sustainable growth and change, and to support initiatives that help the Tweed retain and enhance its diverse natural and built environments and to deliver sustainable essential services such as water, sewer and sanitation to meet community needs now and into the future.



Making decisions with you: We're in this together

Council and the community working together will shape a better Tweed for the future.

The Tweed is a very proud and diverse community and Council understands the importance of open information to enable community participation in steering the direction, decision-making and long-term goals of the shire.

Council values these conversations that help to deliver sustainable development outcomes, balancing future population and economic growth with the protection and enhancement of natural, cultural and built environments.



People, places and moving around: Who we are and how we live

Some residents were lucky to be born in the Tweed, others have made the fortunate choice to make this region their home – all of us have a role to play in shaping a safe, liveable community and to respect and value the unique characteristics that make the Tweed so special.

Together we can work to create a Tweed where people are welcomed, healthy and connected, with opportunities to prosper in their individual pursuits.

Council's role is to work to meet the present and future infrastructure demands of the Tweed whilst providing community and cultural services and employment opportunities to retain and improve the quality of community life.



Behind the scenes: Providing support to make it happen

To look after the Tweed, now and into the future, a great deal of work happens behind the scenes to ensure there are planned, resourced, efficient and transparent systems in place to enable our community to function and prosper.

The community expects responsible and transparent decision making with a focus on public conversations and ownership.

Council's role as visionary regional leader, service provider, partner and promoter draws together the skills and resources of other government agencies, businesses and community organisations to contribute to making the Tweed of tomorrow even better than it is today.

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 2019, 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 term of office.

Note: the term of office (and therefore the delivery plan) has now been increased to five years as a result of the deferral of the local government elections until 4 September 2021.

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

Biodiversity and Habitat Management Development Control Plan



In December 2019 Tweed Shire Council won a Local Government NSW, Excellence in the Environment Award for its Biodiversity and Habitat Management Development Control Plan project. The Award recognises outstanding achievement by local government in managing and protecting the environment.

Council was the division winner as well as the overall category winner for its Biodiversity and Habitat Management Development Control Plan. The Plan addresses the complex interaction between the Environmental Planning and Assessment Act 1979 and the Biodiversity Conservation Act 2016 by providing clear guidance on the types of habitat that should be retained and the management of ongoing impacts associated with development.

In taking a transparent and practical approach to this issue, the Plan facilitates more efficient and effective development planning that is responsive to the community aspirations and the unique environment of the Tweed.

We are very humbled to be recognised in this way and thank all the teams in Council that worked on this plan and supported it, as it's a very important step in the right direction to ensuring we are protecting our internationally significant environment in the Tweed.

2019 Flood Risk Management Award

NRMA Insurance, in partnership with Floodplain Management Australia, announced the Bureau of Meteorology, Tweed Shire Council, Tumbulgum Community Association, NSW SES and the NSW Office of Environment and Heritage as the winner of its Flood Risk Management Project of the Year Award. The joint project developed and implemented a new flood warning service and response plan for Tumbulgum, which is located at the confluence of the Tweed and Rous rivers. The new flood warning service enables the community to enact its own flood evacuation plans and to leave the area before evacuation routes are impassable. The project included a cooperative and risk-focused approach across all levels of government and the community. As the winner of the Excellence Award, the project team received \$10,000 to continue this important work.



Industrial Land Swap

The Industrial Land Swap initiative allows eligible land owners who were directly impacted by the 2017 flood in South Murwillumbah to enter an expression of interest process and, if successful, swap their flood-prone land with Council-owned flood free land at Industry Central, Murwillumbah.

Council purchased the 14.02 hectares of land thanks to funding from the NSW Government as part of its Climate Change Adaptation program.

The strategy was developed following 2017 ex-tropical cyclone Debbie, which highlighted the profound impact losses to local businesses would have on the wider community.

This is an important mitigation strategy to remove current risk from the floodplain and build community resilience. Seven local businesses have been endorsed for the project and are likely to be permanently relocating their operations out of the flood-prone area.

Tweed Shire Council will also be relocating its Council Depot, where extensive machinery and equipment was damaged in the flood in 2017.

The project won the NSW Local Government category of the Resilient Australia Awards in September 2019 for outstanding projects which build community resilience to disasters and emergencies.

Tackling Mosquitoes Together

Council received \$48,000 from the NSW Government's Building Resilience to Climate Change program to develop a regional action plan to respond quickly if a new mosquito species, that could spread new diseases, was ever found in the Northern Rivers. Thirty Council staff from across the region audited 300 premises in Koala Beach, Pottsville and Tweed Heads West to gauge the extent of typical mosquito breeding areas in our homes. Guttering was the number one breeding site. The project has developed a mosquito incursion plan and media plan that can be activated as required. For Stage 2 of this important project, \$104,700 in State Government funding was secured to implement a community education program around reducing the disease risks, such as Ross River Fever, from our existing mosquitos.

The project was the Overall Category Winner of the 2019 Environmental Health Management Award.

This project has strengthened regional partnerships which will be long lasting and have an application across a number of other key regional environmental health challenges.

Roejen Environmental Sustainability award

The Tweed Regional Aquatic Centre achieved the Aquatic and Recreation Institute NSW Roejen Environmental Sustainability award for energy efficiency, water efficiency, waste reduction, sustainability practices, new technology and environmental planning. Energy efficiencies include variable speed drives fitted to circulation pumps, as well as a solar power system and LED lights added in 2019. At the 55th Annual ARI conference Roejen said that it was effective waste management practices that set Tweed apart from the competition.

2019 Queen's Birthday Honours List

Councillor Warren Polglase was recognised in the 2019 Queen's Birthday Honours List.

Councillor Polglase received the Medal of the Order of Australia Medal (OAM) for service to local government and to the community of Tweed.

Green Globes Lifetime achievement award win

Tweed Shire Council has won the inaugural Lifetime Achievement Award for Organisations at the 2019 Green Globe Awards. The awards recognise and celebrate sustainability leadership and environmental protection in NSW.

For more than two decades, Tweed Shire Council has enacted a strong commitment to protecting its internationally significant environment through catchment management activities and adopting a Renewable Energy Action Plan, to name just a few projects.

These achievements, plus many more, earned Council the coveted Green Globes trophy at an awards ceremony in Sydney late last week. The annual Green Globe Awards are NSW's premier environmental awards, recognising and celebrating collaboration, partnerships and projects that encourage others to achieve positive change and protect our environment.

We are proud to be making real progress towards a better future for our planet and the next generation.





Achievements in

Leaving a legacy: Looking out for future generations

Additional Funding for Natural Resource Management

Additional funding was included in the 2019/20 and subsequent budgets for Natural Resource Management following a resolution of Council in August 2018. The funding includes expenditure on items such as a Coastal Ranger, Dreamtime Beach Coastal Zone Management Plan and Threatened Species programs.

Tweed Sustainability Awards



Council announced the winners of its inaugural Tweed Sustainability Awards in November 2019. The awards, a first of its kind in the Tweed, recognised local sustainability champions across three categories: Regenerative Agriculture, Wildlife and Habitat Conservation and Tweed Sustainability and highlighted a range of local environmental initiatives. To align with the awards theme, trophies were crafted from reclaimed timber, catering featured locally sourced and native ingredients and the dress code was the recycled or locally made attire.

Winners included: All Natural Meat Co; Green Heroes; Josh Carpenter, Tackle Bin Project; St Ambrose Student Green Team; Pottsville Beach Neighbourhood Centre; Summerland Credit Union; Claire Masters.

For more information visit www.tweed.nsw.gov.au/sustainabilityawards

Climate Emergency

In September 2019 Tweed Shire Council declared a climate emergency and called for all levels of government, including local councils, to take emergency action.

The Council resolution noted that:

- young people have the most at stake as they are the ones who will face the worst impacts of climate change if this is not addressed rapidly and effectively.
- 46 local councils in Australia and 987 government bodies around the world have declared a climate emergency
- 2017 flood was the largest on record in the Tweed and two recent major fires have burnt hundreds of hectares of local bushland.
- 2018 United Nations' IPCC report found that global emissions of carbon dioxide must peak by 2020 and reduce by 45 per cent by 2030 to keep the planet below a 1.5°C increase. The report also found that a 1.5°C increase will lead to significant climate disruptions including a prediction that the Great Barrier Reef could lose 90 per cent of its coral.

A Council report, with input from the Tweed Youth Council, will outline the actions Council is undertaking to address climate change and will identify potential further steps to reduce emissions consistent with IPCC targets.

All reports to Council will now include information on sustainability implications to aid Council decision making.

Council's steps towards a zero waste future

The Towards Zero Waste policy will guide Council on future strategies, actions and targets to reduce the volume of waste and materials we generate and only send waste to landfill as a last resort. Council sought feedback from residents of the Tweed by placing the draft policy on public exhibition in June and July 2020 and will present the final version to Council for formal adoption.

For more information visit www.yoursaytweed.com.au/zerowaste



Revamped Tip Shop

The revamped Tip Shop at the Stotts Creek Resource Recovery Centre reopened in November 2019. The goal is to reach a 'circular economy' where material and products can remain in use as an asset that can be recovered and used again and moves Council closer to its 'zero waste' target.

Floating reed beds improve Banora drainage system

The water in the Banora Point Western Drainage System takes run-off from surrounding residential housing, can carry high amounts of sediment and nutrients, and is prone to noxious aquatic weeds. Floating reed beds, made from recycled plastic and planted with native reeds, sedges and herbs, were installed in a 600 square metre stretch of the waterway to improve the water quality. The reed bed plants draw on excess nutrients, trap sediment and provide habitat for a range of wildlife including fish and water birds.

For more information visit www.tweed.nsw.gov.au/banorapointdrainagescheme



Water Strategies Review

A Project Reference Group (PRG) made up of eight community members and two councillors, has reviewed Council's work to date across its three water strategies – Drought Management, Demand Management and Water Supply Augmentation.

At the PRG's request, Council engaged consultants to investigate further options (or complementary options) for the augmentation of Tweed's water supply and water-saving programs. The preferred augmentation option was raising the wall of Clarrie Hall Dam to increase water storage.



Consultant, Eco Logical Australia Pty Ltd was appointed in December 2019 to prepare the Environmental Impact Strategy (EIS) for the raising of Clarrie Hall Dam. Once complete, the EIS will be placed on public exhibition and submissions sought from the public.

For more information visit www.yoursaytweed.com.au/review-of-water-strategies

Hinged barrier across Bray Park Weir



To protect the Tweed district water supply from the risk of tidal inundation, Council resolved on 18 June 2020 to progress with the concept design of a hinged barrier across Bray Park Weir.

The water supply is at risk of saltwater contamination due to the increased frequency and intensity of high tides overtopping the weir wall. A Community Project Reference Group identified the hinged barrier solution after working on the saltwater contamination of the weir pool problem since March 2018.

For more information visit www.yoursaytweed.com.au/brayparkweir

Rural Land Strategy sets blueprint to enhance Tweed rural areas



Council adopted the *Rural Land Strategy 2020–2036* on 7 May 2020, setting a blueprint to enhance the character of the Tweed’s rural areas, support agriculture and industry, and create employment opportunities through innovation, value-adding and diversification.

The strategy was drafted following extensive drafting and consultation with the community and stakeholders and was on exhibition for public comment for almost a year in total.

For more information visit www.tweed.nsw.gov.au/newforwardplanning

Master Planning process for Wardrop Community Village

The Wardrop Community Village project is investigating the potential of Council to undertake a financially and environmentally sustainable housing development to respond to the urgent need for more low-cost and affordable rental housing in the Tweed.

The potential council-owned site is located along Wardrop Valley Road adjoining the Murwillumbah Industry Central Estate, approximately five kilometres to the south-east of the Murwillumbah town centre.

As part of the Wardrop Community Village Masterplan, design consultant Diecke Richards refined the original conceptual design to a level where preliminary costings could be carried out. Council consulted with a community reference group and local housing service providers on the early stages of the design process.

For more information visit www.yoursaytweed.com.au/wardropcommunityvillage

Progress report for 2019–2020: Leaving a legacy

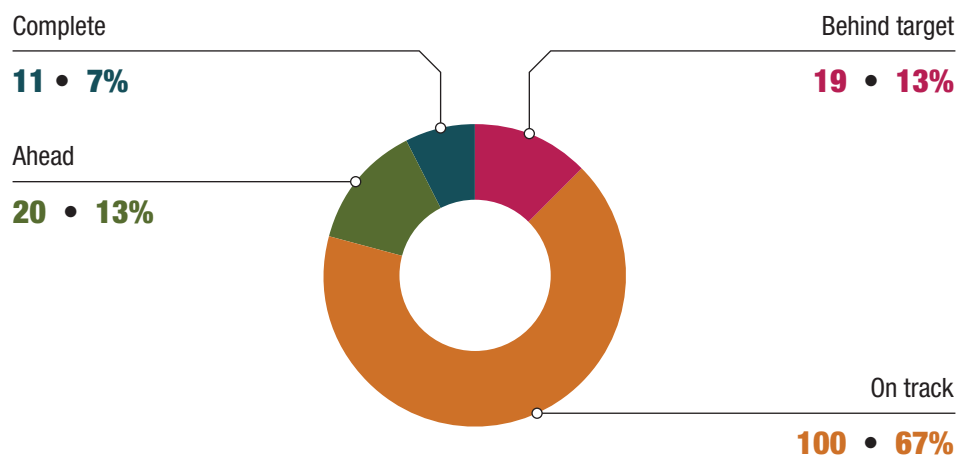
Performance against the Leaving a legacy objectives, identified in the *2017–2021 Delivery Program*

	2019–2020 (\$'000)	
	Budget	Actual
Income		
Rates & Annual Charges	54,252	55,956
User Charges & Fees	32,151	34,847
Investment Revenues	4,569	3,944
Other Revenues	538	371
Operating Grants & Contributions	1,935	3,044
Capital Grants & Contributions	14,524	9,862
Internal	3,790	3,645
Total Income	111,759	111,669
Expenditure		
Employment Costs	15,677	19,819
Borrowing Costs	7,814	7,915
Materials & Contracts	29,646	28,403
Depreciation & Amortisation	22,948	23,087
Other Expenses	5,439	10,055
Internal	16,594	14,659
Total Expenditure	98,118	103,938
Net Operating Result	13,641	7,731
Source & Application of Funds		
Add Back Depreciation	(22,948)	(23,087)
Net Transfers to/(from) Reserves	24,522	23,036
Loan Funds Utilised	(1,400)	(1,400)
Repayment of Principal on Loans	5,808	6,360
Purchase and Construction of Assets	18,927	18,283
	24,909	23,192
	(11,268)	(15,461)

Summary of Principal Stream Goals

Strategic priority	Completed		Ahead of schedule		On target or variation explained		Behind schedule or action required	
	No.	%	No.	%	No.	%	No.	%
Biodiversity Management	0	0%	3	30%	7	70%	0	0%
Bushland Management	1	14%	3	43%	3	43%	0	0%
Coastal Management	0	0%	1	14%	5	71%	1	14%
Environmental Sustainability	0	0%	2	22%	5	56%	2	22%
Sustainable Agriculture	0	0%	3	43%	1	14%	3	43%
Waterways (Catchment) Management	1	20%	0	0%	2	40%	2	40%
Floodplain Management	0	0%	0	0%	5	100%	0	0%
Stormwater Drainage	3	18%	1	6%	13	76%	0	0%
Rubbish and Recycling Services	0	0%	1	10%	8	80%	1	10%
Sewerage Services	3	11%	3	11%	16	59%	5	19%
Tweed Laboratory	0	0%	2	100%	0	0%	0	0%
Water Supply	1	4%	1	4%	20	77%	4	15%
Strategic Land-use Planning	2	11%	0	0%	15	83%	1	6%
Total	11	7%	20	13%	100	67%	19	13%

Note: where results for performance measures are not yet available, they have been excluded from the calculations.





Achievements in

Making decisions with you: We're in this together

2019 'Be Our Best' Resident Survey

In August 2019, Council consultants interviewed 402 residents from across 65 local suburbs in urban, coastal and rural areas of the Tweed via telephone. The statistically representative survey was designed to understand the community's priorities and gauge their satisfaction in relation to Council activities, services and facilities.

Ninety-seven per cent of residents surveyed, rated their overall quality of life on the Tweed as good to excellent, greater than the regional benchmarks for other NSW local government areas.

Our natural environment, open spaces, climate and beaches were what residents most valued about living in the Tweed.

When asked about the next 10 years, residents identified the greatest priorities as:

- maintaining and upgrading the local road network
- managing population growth and development
- ensuring there are adequate resources and facilities (including sufficient water) to cater for growth.

Eighty-seven per cent of residents surveyed were satisfied with overall performance of Council over the last 12 months, with nine per cent very satisfied, 43 per cent satisfied and 35 per cent somewhat satisfied.

Council was an above average performer against the local government area benchmark in 30 of 37 comparable services or facilities. These included:

- engagement with key groups of people (85 per cent compared to 69 per cent)
- opportunity to participate in Council decision making (77 per cent / 64 per cent)
- maintaining footpaths (79 per cent / 67 per cent)
- overall condition of the local sealed road network (69 per cent / 58 per cent).

Council will work to better understand the results, plan actions to improve our performance in these priority areas and conduct this survey again in 2021.

Official Australia Day ceremony held at Tweed Heads



Kingscliff woman Rebecca Hogan was announced as Citizen of the Year at an Australia Day ceremony held at the newly-refurbished Tweed Heads Civic and Cultural Centre on 26 January 2020. The award recognised Rebecca's outstanding contribution to the community and to young people in our region by creating the BASE Youth Leadership program for year 11 and 12 students and the 2019 BASE Leadership Awards Program.

Tweed Shire Councillors and Tweed Shire Australia Day Ambassador Meredith Dennis OAM (one of Tweed Shire's Citizens of the Year in 2018) presented the awards which were attended by Member for Richmond, Justine Elliot, Member for Tweed, Geoff Provest and Member for Lismore, Janelle Saffin. Forty-eight new Australian citizens from 16 countries were also welcomed during the ceremony.

Forty-eight new Australian citizens from 16 countries were welcomed during the ceremony.

New outdoor equipment



Council delivered new outdoor fitness equipment at Knox Park Murwillumbah; Phillip Street Reserve, Pottsville and Arkinstall Park, Tweed Heads South. To celebrate, residents were invited to four free 'Come and Try' sessions run by Council in partnership with Northern NSW Local Health District. The sessions were supervised by a fitness professional and included information on safety, warming up, how to use each piece of equipment, balance training, core stability and resistance training.

Pound relocation

Council's Pound was closed to the public on Wednesday 25 September 2019 to accommodate the expansion of the Waste and Resource Recovery Centre at Stotts Creek. Plans are underway to construct a new, permanent, best practice Pound and Rehoming Centre for opening in 2022. Temporary arrangements have ensured that lost and impounded animals are kept safe and well cared for in the interim.

For more information visit www.tweed.nsw.gov.au/pound

COVID-19 Care Package to help Tweed residents and businesses

Developed in response to the financial impact of government imposed COVID-19 restrictions, Council introduced the COVID-19 Care Package which includes an interest-free rates deferral option for residents and businesses who can demonstrate they have been financially impacted by the health crisis.

For more information visit www.tweed.nsw.gov.au/coronavirus

Council caring for our community – Emergency Dashboard

Council launched a COVID-19 specific Emergency Dashboard designed to connect the community and businesses to official COVID-19 information, support and advice from local, state and federal governments during the pandemic. Public health orders, border closures, funding and financial supports, community services, and local contact numbers are listed for easy access. The dashboard also features Council's online local cultural and exercise programs to help the community stay connected and physically and mentally healthy.

For more information visit <https://emergency.tweed.nsw.gov.au/coronavirus>

EMERGENCY DASHBOARD



emergency.tweed.nsw.gov.au

Progress report for 2019–2020: Making decisions with you

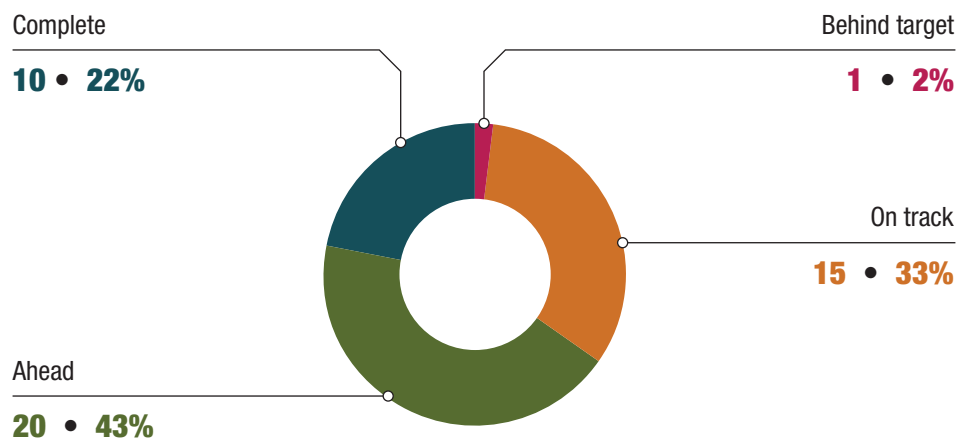
Performance against the Making decisions with you objectives, identified in the *2017–2021 Delivery Program*

	2019–2020 (\$'000)	
	Budget	Actual
Income		
Rates & Annual Charges	61,165	61,520
User Charges & Fees	3,690	3,179
Investment Revenues	3,931	3,031
Other Revenues	788	629
Operating Grants & Contributions	8,752	9,254
Capital Grants & Contributions	0	1,298
Internal	16,634	15,838
Total Income	94,960	94,749
Expenditure		
Employment Costs	13,623	14,439
Borrowing Costs	2	2
Materials & Contracts	3,833	2,100
Depreciation & Amortisation	4	8
Other Expenses	297	1,452
Internal	7,495	7,495
Total Expenditure	25,254	25,496
Net Operating Result	69,706	69,253
Source & Application of Funds		
Add Back Depreciation	(4)	(8)
Net Transfers to/(from) Reserves	1,216	(73)
Repayment of Principal on Loans	0	0
	1,212	81
	68,494	69,334

Summary of Principal Stream Goals

Strategic priority	Completed		Ahead of schedule		On target or variation explained		Behind schedule or action required	
	No.	%	No.	%	No.	%	No.	%
Building Certification	2	33%	3	50%	1	17%	0	0%
Development Assessment	1	25%	0	0%	2	50%	1	25%
Development Engineering & Assessment	1	50%	1	50%	0	0%	0	0%
Animal Management	0	0%	2	50%	2	50%	0	0%
Communications	5	42%	5	42%	2	17%	0	0%
Contact Centre	1	13%	3	38%	4	50%	0	0%
Councillor & Civic Business	0	0%	1	25%	3	75%	0	0%
Financial Services	0	0%	5	100%	0	0%	0	0%
Total	10	22%	20	43%	15	33%	1	2%

Note: where results for performance measures are not yet available, they have been excluded from the calculations.





Achievements in

People, places and moving around: Who we are and how we live

Knox Park



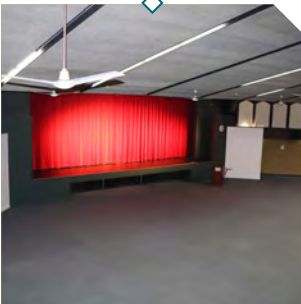
A prominent section of Murwillumbah's Knox Park has an impressive new look following a \$1.5 million makeover funded through the Australian Government Building Better Regions Fund and the Restart NSW Fund and Tweed Shire Council.

The upgrade includes:

- upgraded pathways to improve accessibility
- new lighting to improve safety
- new gardens and landscaping
- naturally shaded outdoor seating areas
- a new bus stop
- a new outdoor stage area with power
- a new park entry at Brisbane and Wollumbin Street.

For more information visit www.tweed.nsw.gov.au/knoxparkupgrade

Murwillumbah Auditorium upgrade



Refurbishment to bring Murwillumbah Auditorium up to modern standards for accessibility, energy efficiency and functionality began in January 2020. The upgraded facility will create modern, attractive and functional cultural spaces for current and future generations of residents and visitors to enjoy.

The \$1.3 million project funded by NSW Government's Regional Cultural Fund (\$1.14 Million) and Tweed Shire Council (\$186K) included:

- replacement of the roof to fix persistent leaks
- technical upgrades to theatre equipment, such as lighting and sound
- refurbishment of the foyer and provision of accessible toilets
- accessible access to stage and backstage areas, and
- backstage refurbishment and addition of an accessible toilet

Murwillumbah's cattle saleyards



A \$120,000 upgrade of the Murwillumbah Saleyards was completed in October 2019 as part of Council's ongoing investment in infrastructure to support economic growth. Cattle is the second largest contributor to the agricultural sector in the Tweed, second only to sugarcane, so an upgrade of saleyards was vitally important to ensure the facility was not forced to close.

A new roof with thermal insulation, additional cross bracing and a galvanised steel structure now stands in the place of the rotting grandstand.

Tweed Heads Cultural Plaza

The \$1.2 million Tweed Heads Civic and Cultural Centre redevelopment was completed in 2019.

The upgraded facility includes an outdoor plaza with a direct pathway for easier access to the library and auditorium and Council's Tweed Heads Administration Office, contemporary landscaping, an improved drop-off area, accessible parking, better lighting and a more accessible after-hours library book return.

A technical upgrade of the Tweed Heads auditorium was also completed in 2019. The upgrade of electrical and lighting improved lighting energy efficiency by almost 80 percent per hour of use. Stage improvements have enhanced functionality and now cater for a variety of performances.

The new social enterprise café in the plaza opened to the public in early 2020 serving barista coffee, tea and snacks. The income from the not-for-profit café supports the delivery of social and community programs and generates jobs for young and older people, people with disabilities and others who need support to enter the workforce.

The project was jointly funded by the Australian Government's Building Better Regions Fund and Tweed Shire Council.



Tweed Rangers swap chalked tyres for new technologies

In May 2020, Tweed Shire Council introduced a parking enforcement vehicle equipped with intelligent parking technology to make significant improvements to the way Council monitors and enforces parking restrictions. All the Tweed's carparks, school zones, no parking and no stopping zones, taxi and commercial vehicle zones were mapped and the data uploaded to the vehicle's on-board computer. The vehicle then uses integrated mapping and precision on-board GPS to identify the type of parking permitted by location and length of time and numberplate recognition to determine how long a vehicle has been parked at a location. It identifies those that have overstayed any timed parking limit so the ranger can issue an infringement notice with confidence.

For more information visit www.tweed.nsw.gov.au/parking

Land Swap deal protects 140 local jobs

Seven local businesses were endorsed for Tweed Shire Council's Industry Central Land Swap Project and are likely to permanently relocate their operations out of the flood-prone area. Businesses will have up to 10 years to rebuild and relocate and their former flood-prone land will be 'back zoned', most likely for community uses, in order to remove physical impediments from the flood plain.

The development follows the purchase of 14.02 hectares of flood-free land at Industry Central, Murwillumbah, thanks to funding from the NSW Government to create resilience and protect local jobs.

For more information visit www.yoursaytweed.com.au/landswap

Road safety improvements

A \$1.5 million upgrade of the Wollumbin and Riverview street intersection in Murwillumbah was completed including the construction of new sewer and stormwater services and the installation of a new kerb, gutter and pedestrian footpaths on both sides of Wollumbin Street.

Work to stabilise Marine Parade in Kingscliff between Wommin Bay Road and Beach Street was also completed.

Council secured more than \$7 million in grant funding from state and federal road safety programs to improve roads in the Tweed.

- Numinbah Road – Safety evaluation and improvements thanks to a \$2 million over the next two financial years from the Federal Government's Blackspot Program
- Tweed Valley Way (between Stokers Road and Wooyung Road) – Installed audible line markings, vehicle activated speed advisory signs, skid resistant seals and a guardrail with motorcycle protection barriers thanks to a \$2.55 million grant from the Federal Government's Blackspot Program.
- Tweed Valley Way (at the intersection of Riverside Drive, Tumbulgum) – install a separated left-turn deceleration lane and flexible roadside barriers – \$614,000
- Clothiers Creek Road (between the Pacific Motorway and Cabarita) – install audio-tactile lines and vehicle activated speed advisory signs – \$176,000
- Kennedy Drive (at the intersection of Norman Street at Tweed Heads) – Construct dedicated right-turn lanes into Norman Street and the boat ramp and pedestrian safety upgrades thanks to a \$786,000 grant from the Federal Government's Blackspot Program.

For more information visit www.tweed.nsw.gov.au/roadsandbridges

Sponsorship of local events

Tweed Shire Council's Events Sponsorship grants were awarded to support twelve local events. Three year funding agreements were awarded to Murwillumbah Festival of Performing Arts, Kingscliff Triathlon, Tweed Coast Enduro, Tour de Tweed and Murwillumbah Show,

2020 funding grants were awarded to Taste Tweed Festival, World Environment Day, Australian Longboard Surfing Open, Head of the Tweed 2020, 2020 Northern Rivers Food Harvest Festival, 25th Annual Tweed Orchid Fair & Show and the O'Heart Festival.

All event organisers were encouraged to view the current Event Sponsorship Policy and provide feedback in preparation for a review.

For more information visit www.tweed.nsw.gov.au/eventsmarketsfestivals

Northern Rivers councils tackling mosquitoes together

Consultancy, The Social Deck was appointed by a collection of Northern Rivers Councils to undertake a behaviour change program to reduce the risk of mosquito disease in the region. The project, *Increasing Resilience to Climate Change*, examines ways to foster positive behaviour change and reduce the risk of disease from mosquitoes within the Northern Rivers and was assisted by the New South Wales Government and supported by Local Government NSW.

For more information visit www.tweed.nsw.gov.au/nuisanceInsects

Rail Trail one step closer to going ahead

Construction of the Tweed section of the proposed Northern Rivers Rail Trail is likely to begin in early 2021 after the NSW Government committed \$7.8 million to the project. Together with the \$6.5 million already provided by the Commonwealth Government, this funding is sufficient to complete the detailed design and to construct the shared-user path along the disused rail corridor from Murwillumbah to Crabbes Creek.

For more information visit www.yoursaytweed.com.au/railtrail

Progress report for 2019–2020: People, places and moving around

Performance against the People, places and moving around objectives, identified in the *2017–2021 Delivery Program*

	2019–2020 (\$'000)	
	Budget	Actual
Income		
User Charges & Fees	12,019	12,965
Investment Revenues	1,265	1,325
Other Revenues	959	3,027
Operating Grants & Contributions	8,241	8,203
Capital Grants & Contributions	2,140	4,408
Internal	11,092	11,978
Total Income	35,716	41,906
Expenditure		
Employment Costs	22,055	24,181
Borrowing Costs	3,090	3,082
Materials & Contracts	22,311	17,974
Depreciation & Amortisation	18,884	20,224
Other Expenses	9,225	16,329
Internal	16,951	15,256
Total Expenditure	92,516	97,046
Net Operating Result	(56,800)	(55,140)
Source & Application of Funds		
Add Back Depreciation	(18,884)	(20,224)
Net Transfers to/(from) Reserves	(2,110)	(1,992)
Loan Funds Utilised	(916)	(916)
Repayment of Principal on Loans	3,060	3,060
Purchase and Construction of Assets	18,534	20,643
	(316)	571
	(56,484)	(55,711)

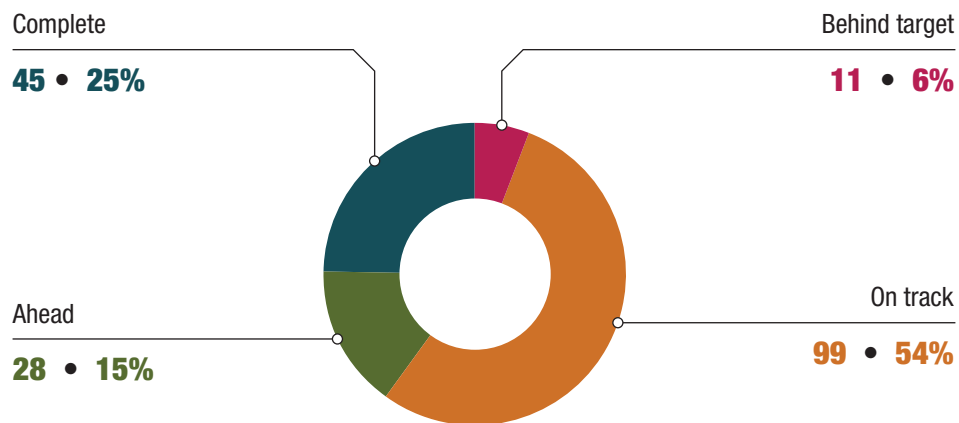
Summary of Principal Stream Goals

Strategic priority	Completed		Ahead of schedule		On target or variation explained		Behind schedule or action required	
	No.	%	No.	%	No.	%	No.	%
Cemeteries	2	33%	1	17%	3	50%	0	0%
Community and Cultural Development	1	10%	3	30%	3	30%	3	30%
Community Services	0	0%	1	25%	3	75%	0	0%
Compliance Services	1	25%	0	0%	2	50%	1	25%
Economic Development	0	0%	3	38%	5	63%	0	0%
Environmental Health	1	14%	3	43%	3	43%	0	0%
Events	0	0%	0	0%	3	100%	0	0%
Life Guard Services	1	25%	0	0%	3	75%	0	0%
Local Emergency Management	0	0%	0	0%	5	100%	0	0%
Pest Management	1	25%	0	0%	3	75%	0	0%
Public Toilets	0	0%	0	0%	4	100%	0	0%
Tourism	1	25%	0	0%	3	75%	0	0%
Aquatic Centres	0	0%	1	20%	4	80%	0	0%
Art Gallery	3	38%	3	38%	2	25%	0	0%
Auditoria	1	20%	1	20%	3	60%	0	0%
Holiday Parks	0	0%	3	100%	0	0%	0	0%
Libraries	0	0%	0	0%	6	75%	2	25%
Museum	1	13%	3	38%	1	13%	3	38%
Parks & Gardens	1	20%	1	20%	3	60%	0	0%
Saleyards	1	20%	1	20%	3	60%	0	0%
Sporting Fields	0	0%	1	20%	3	60%	1	20%

Continued ...

Strategic priority	Completed		Ahead of schedule		On target or variation explained		Behind schedule or action required	
	No.	%	No.	%	No.	%	No.	%
Airfield	0	0%	1	20%	4	80%	0	0%
Construction Services	0	0%	0	0%	0	0%	1	100%
Design Services	0	0%	0	0%	2	100%	0	0%
Roads, traffic, footpaths & cycleways	30	50%	2	3%	28	47%	0	0%
Total	45	25%	28	15%	99	54%	11	6%

Note: where results for performance measures are not yet available, they have been excluded from the calculations.





Progress report for 2019–2020:

Performance against the Behind the scenes objectives, identified in the 2017–2021 Delivery Program

Webcasting of Tweed Shire Council meetings

In February 2020 Tweed Shire Council commenced webcasting Council meetings.

Webcasting Council and Committee meetings increases the transparency of Council decision making and allows access for members of our community who are unable to attend in person.

As Council meetings are held at the Murwillumbah Administration Office and the Tweed Heads Administration Office, both locations were upgraded to allow webcasting to occur.

A webcast of recorded Council meetings will be posted to Council's website the day following the meeting – a delay of less than 24 hours – to allow for the minutes of the meeting to be uploaded at the same time as the webcast.

Council also introduced a new agenda and meeting management system which integrates the Council meeting minutes with the webcast, allowing visitors to the website the option of viewing the entire meeting, or of viewing only those sections of the meeting they are interested in.

Progress report for 2019–2020: Behind the scenes

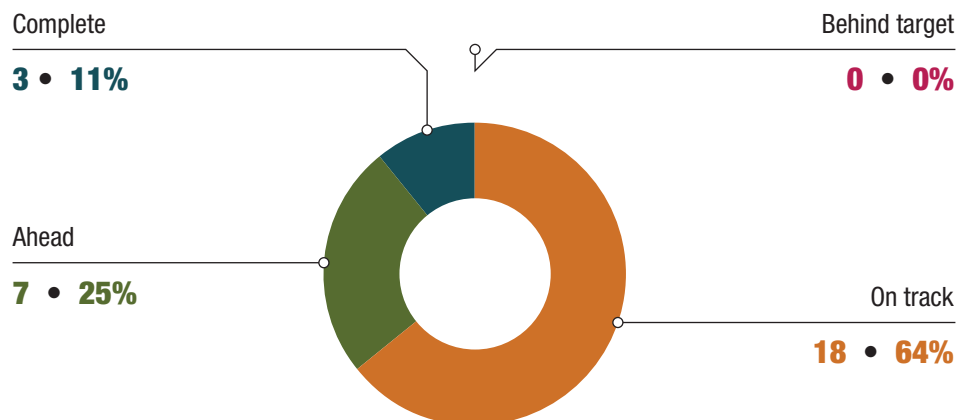
Performance against the objectives identified in the 2017–2021 Delivery Program

	2019–2020 (\$'000)	
	Budget	Actual
Income		
Rates & Annual Charges	0	0
User Charges & Fees	505	812
Investment Revenues	43	54
Other Revenues	223	168
Operating Grants & Contributions	11	0
Capital Grants & Contributions	182	892
Internal	23,515	27,308
Total Income	24,479	29,234
Expenditure		
Employment Costs	6,208	8,877
Borrowing Costs	361	361
Materials & Contracts	7,252	5,790
Depreciation & Amortisation	3,191	3,890
Other Expenses	2,734	3,176
Internal	3,183	3,183
Total Expenditure	22,929	25,277
Net Operating Result	1,550	3,957
Source & Application of Funds		
Add Back Depreciation	(3,191)	(3,890)
Net Transfers to/(from) Reserves	875	2,574
Repayment of Principal on Loans	375	375
Purchase and Construction of Assets	4,230	3,058
	2,289	2,117
	(739)	1,840

Summary of Principal Stream Goals

Strategic priority	Completed		Ahead of schedule		On target or variation explained		Behind schedule or action required	
	No.	%	No.	%	No.	%	No.	%
Governance	1	17%	1	17%	4	67%	0	0%
Internal Audit	0	0%	0	0%	4	100%	0	0%
Legal Services	0	0%	0	0%	3	100%	0	0%
Fleet Management	0	0%	2	67%	1	33%	0	0%
Human Resources and Work Health and Safety	0	0%	3	43%	4	57%	0	0%
Information Technology	2	67%	1	33%	0	0%	0	0%
Procurement	0	0%	0	0%	2	100%	0	0%
Total	3	11%	7	25%	18	64%	0	0%

Note: where results for performance measures are not yet available, they have been excluded from the calculations.



Environmental Sustainability Performance Report 1 July 2019 – 30 June 2020

Improving the environmental outcomes of Council's operations

GREENHOUSE GAS EMISSIONS

21,625
tCO₂e

TARGETING
ZERO EMISSIONS
FROM COUNCIL'S
OPERATIONS BY 2030

44

ANNUAL
CHANGE



791
tCO₂e

4%
Decrease

555kW of solar and replacement of 400 streetlights with LEDs have been major contributors to the decrease in Council's emissions.

COUNCIL'S EMISSIONS REDUCTIONS ARE EQUIVALENT TO **44 AVERAGE HOUSEHOLDS'** ANNUAL CARBON FOOTPRINT

GREENHOUSE GAS EMISSIONS SOURCES

PETROL

375 tCO₂e



DIESEL

2,724 tCO₂e



ANNUAL
CHANGE



2%
Decrease

ANNUAL
CHANGE



1%
Decrease

WASTEWATER
TREATMENT
PLANT
FUGITIVE
EMISSIONS



ELECTRICITY IN
STREETLIGHTS

2,287 tCO₂e



ELECTRICITY IN
FACILITIES

14,824 tCO₂e



1,414 tCO₂e

ANNUAL
CHANGE



5%
Decrease

ANNUAL
CHANGE



4%
Decrease

ANNUAL
CHANGE



3%
Decrease

ELECTRICITY

GRID ELECTRICITY
CONSUMED

21,205,911 kWh



SOLAR
GENERATION

597,070 kWh



ANNUAL
CHANGE



4%
Decrease

ANNUAL
CHANGE



88%
Increase

SURPLUS SOLAR
TO THE GRID
FROM COUNCIL SITES

80,577 kWh



PROPORTION OF
SELF-GENERATED
RENEWABLE ENERGY

2.44%



ANNUAL
CHANGE



16%
Increase

ANNUAL
CHANGE



117%
Increase

REDUCTION IN ELECTRICITY-RELATED CARBON EMISSIONS

2019/2020



9%
Decrease

2018/2019



6%
Decrease

2017/2018



3%
Decrease

TARGETING 25%
LESS EMISSIONS
FROM ELECTRICITY
THAN 2016/2017 BY 2022
AND 50% BY 2025

OFFICE WASTE

MURWILLUMBAH ADMIN OFFICE

An office audit was not completed this year due to large numbers of staff working from home in response to COVID-19.



2018/2019

4,433 kg



52%
Recycled

2016/2017

5,308 kg



96%
Recycled

2014/2015

5,958 kg

7%
Recycled

PRINTED PAPER

TOTAL PHOTOCOPIER PRINTS



2019/2020

2,086,481



15%
Decrease

From April 2020 there was a 40% decrease compared to last year.

2018/2019

2,455,680



16%
Increase

2017/2018

2,125,822

WATER USE

PUBLIC PARKS

181,493 ML



ANNUAL
CHANGE



20%
Increase

COUNCIL
FACILITIES

96,202 ML



ANNUAL
CHANGE



1%
Decrease

Drought conditions created higher watering demand across Tweed's parks and sports fields.

FLEET VEHICLES KILOMETRES TRAVELLED

Council leases 32 hybrid vehicles amongst its passenger fleet of 106 vehicles, exceeding the NSW Government 10 per cent target for electric or hybrid vehicles in Government agencies' passenger car fleets.

PASSENGER/
COMMERCIAL
DIESEL



3,563,345 KM

ANNUAL
CHANGE



9%
Decrease

PASSENGER/
COMMERCIAL
ULP



2,164,569 KM

ANNUAL
CHANGE



5%
Decrease

TRUCKS
HEAVY/MEDIUM



1,727,142 KM

ANNUAL
CHANGE



4%
Decrease

6% less kilometres were travelled compared to the previous 12 months due to COVID-19 travel restrictions and Council's work from home arrangements.

CONSTRUCTION AND ROAD MATERIAL WASTE



90% of material excavated from infrastructure worksites is repurposed, particularly roads material which is re-used in the rebuilding of sealed roads and regrading of gravel roads. Every tonne reused avoids a tonne of virgin material being excavated.

REUSED AND REPURPOSED

- To Council controlled /approved projects
- Disposed at private sites
- Virgin natural material
- Public roads material
- Recycled asphalt pavement
- Concrete
- Contaminated soils
- Asbestos
- Acid sulphate soils

Section 2: Statutory reporting

Environmental upgrade agreements

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

Cobaki Lakes Special Rate

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
(a) 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 subdivision certificates issued to allow for the registration of a new title for residential housing.</p> <p>Although subdivision approvals have been granted, the necessary bulk earthworks and civil works are yet to be undertaken by the Proponent.</p> <p>Once such works have been completed, a subdivision certificate can then be issued, which will allow new housing to commence.</p>
(b) 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>
(c) 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
(d) the outcomes achieved as a result of the Special variation	Nil to date. The proponent is fully responsible for the management of environmental lands until such time that a subdivision certificate is issued and new titles are registered and the associated environmental lands are dedicated to Council.

Koala Beach Special Rate

The amount collected from the residents of Koala Beach Estate annually from this special rate is for the intrinsic value of the koalas and their environmental habitat and is expended for regulatory, educational and some specialised maintenance functions.

Funds held, received and expended during 2019/20 from this special rate are summarised below:

Opening Balance	Rates received	Expenditure	Closing Balance
\$238,935	\$85,515	\$72,649	\$251,800

Special rate levy funding during 2019/20 was used to deliver priority actions including implementation of the habitat restoration plan, vertebrate pest monitoring and control, glossy black cockatoo monitoring, the public information day in November 2019 and a contribution to the employment of a biodiversity planning officer to support and coordinate environmental management actions.

Written-off rates and charges

During the reporting period Council wrote-off \$3,462,876.18 in the following rates and charges:

Rate classification	Items written-off	Total (\$)
Pensioner Rates	Farmland	31,315.90
	Residential	1,732,605.50
Water & Sewerage rates	Pensioner Water Rates	681,372.90
	Pensioner Sewerage Charges	657,863.06
Pensioner Waste Charges	Service charges	356,348.49
Total written-off		3,459,505.85

Overseas travel

The following overseas travel was undertaken by councillors, council staff or other persons while representing the council (including visits sponsored by other organisations) during the 2019/2020 financial year:

- Council's Engineer – Treatment and Catchment, Water and Wastewater travelled to Budapest Hungary to perform the Client Inspection of the new membranes under contract RFO2018095 to SUEZ Water Technologies & Solutions Pty Ltd. Travel was approved by Council at its meeting on 7 November 2019.

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	186,925
Mayoral vehicle	12,420
Councillor Policy provisions and expenses	29,300
Administration support & meals	93,106
Insurance	60,166
Reportable items:	
• Provision of dedicated office equipment	0
• Telephone and internet	12,758
• Intrastate training, conferences, meetings & seminars	4,610
• Interstate visits representing Council	2,015
• Overseas visits representing Council	0
• Training of councillors and provision of skill development	6,890*
• Spouse, partner or other person expenses	0
• Child care expenses	0
Total expenses	401,300

*Included in intrastate and interstate amounts

Conferences, seminars and training attended:

Conference	Location
Intrastate	
LG NSW Annual Conference	Warwick Farm
I, Human Symposium	Sydney
Social and affordable housing forum	Sydney
Local Government and Affordable Housing Roundtable	Surry Hills
Going Local: Hope in a time of crisis	Byron Bay
Joint NRJO/Regional Cities	Sydney
Interstate	
Power To The People Conference	Canberra, ACT
ANZSEE Conference	Melbourne, VIC
National Climate Emergency Summit	Melbourne, VIC
Online	
LG NSW Planning Forum	Online
Floodplain Management Conference	Online
LGNSW Strengthening Resilience Forum	Online
River Talk: rivers for future generations	Online

Details of contracts awarded by Council

Council awarded forty three (43) contracts exceeding \$150,000 during 2019/2020 totalling \$31,722,974.

Contract	Name of contractor	Nature of goods or services supplied	Value (\$)
RF02019078	Greg Clark Building (92 003 846 026)	Upgrade Works to the Tweed Heads Civic Centre, Cultural Plaza, Social Enterprise Cafe and Library Reading Room	743,800
RF02019087	Duncan Solutions Australia	New Automated Parking Compliance Technology	360,864
RF02019059	Thylacine Design and Project Mangement	TRM Natural History Wall	242,187
RF02019041	SWC Group Pty Ltd t/as Great Managers (78 123 879 523)	Supply of Leadership Training Services	250,000
RF02019058	Arkwood Organic Recycling (70 055 370 486)	Removal of Biosolids from WTPs to Locations outside TSC Boundary	1,771,128
RF02019029	Workways Australia Envite Environment Division (51 288 461 579)	Project Officer – Koala Conservation	247,500
RF02019095	Computer Systems Australia	Supply, Install & Configure of Backup Solution	233,376
RF02019069	Desire Contractors Pty Ltd (77 167 694 055)	Knox Park Entry Plaza Redevelopment	977,268
RF02019064	C & L Reeve Pty Ltd (94 243 799 701)	Removal of Biosolids from TSC WWTP for use inside TSC boundary	322,143
RF02019063	StateCover Mutual Limited (36 090 394 755)	Workers Compensation Insurance	1,370,611
RF02019037	ADE Consulting Group Pty Ltd (45 294 757 43) Border-Tek (35 154 498 156) Construction Sciences (74 128 806 735) Douglas Partners P/L (75 053 980 117) Morrison Geotechnic Pty Ltd (51 009 878 899) Regional Geotechnical Solutions (51 141 848 820) Soil Surveys Engineering (70 054 043 631)	Panel of Providers for Soil Testing Services	500,000
RF02019113	East Coast Asphalt and Concrete Edging (51 755 877 285)	2019–2020 FY Capital Works Asphalt Supply and Installation Contract	1,100,000
RF02019071	Roman Contractors Pty Ltd (48 122 536 770)	IWW10-Bimbadeen Avenue Sewer Rising main Renewal	184,744
RF02019111	Queensland Pre-stressing Pty Ltd (95 063 541 873)	Wollumbin St Retaining Wall_Design & Construct	244,819
RF02019074	ERM Business Energy (87 126 175 460)	Small Site Retail Electricity Supply 1/1/2020 to 31/12/2022	2,995,300
RF02018141	AquaManage Environmental Pty Ltd (18 151 268 156)	Design and Construct Uki Water Treatment Plant	2,342,693
RF02018095	Suez WTS (84 001 221 941)	Bray Park Water Treatment Plant Membrane Replacement	2,526,073
RF02019148	Insync Technology Pty Ltd (55 163 643 945)	Audio Visual Upgrades for Council Chambers	158,279

Continued ...

Contract	Name of contractor	Nature of goods or services supplied	Value (\$)
RF02019103	Aaro Group (37 064 603 096)	Rehabilitation of gravity sewer reticulation mains	1,549,599
RF02019028	SPEL Stormwater (83 151 832 629)	Banora Point Western Drainage Scheme Floating Treatment Wetland	260,320
RF02019094	Eco Logical (87 096 512 088)	Environmental Impact Statement (EIS) for Clarrie Hall Dam Raising (WAT70)	987,770
RF02019136	Jamie Godfrey (66 434 822 156)	Provision of Ground Maintenance Services at Water & Wastewater Facilities	176,227
RF02019079	Civil Contracting Solutions (23 622 489 383)	Replace Sewer Rising main SM 3003 (IWW33)	171,641
RF02019158	Stabilised Pavements of Australia (90 002 900 736)	Road Stabilisation Program 2019/20	957,240
RF02019121	Allstate Linemarking Services (98 109 627 652)	Pavement Linemarking Services	1,000,000
RF02019143	Advanced Concrete Engineering Pty Ltd (49 146 713 671)	Koala Beach Reservoir – Access and Roof	243,599
RF02019142	Advanced Concrete Engineering Pty Ltd (49 146 713 671)	Duranbah Reservoir 1 Access Structure and Platform	167,398
RF02019182	Bitupave Ltd (T/A Boral Asphalt) (000 102 376)	Supply and delivery of Bitumen Emulsion	460,460
RF02019180	BD PLUMBING AND ROOFING PTY LTD (68 605343 851)	Construct on road shared user path from Cobaki Broadwater Village to Gollan Drive	164,700
RF02019159	Tweed Coast Mowing (12 715 040 712)	Mowing of Treatment Plants and catchment sites	158,648
RF02019134	Bushland Restoration Services (44 105 030 573) Basically Bush Restoration (37 742 558 257) Virida Sylvis (26 425 615 090) Wollumbin Environmental (72 162 360 901) Complete Weed Maintenance (67 014 289 503) Forest Rehabilitation Ecology (86 511 847 996) Regen Australia (86 511 847 996) Workways Australia Envite Environment Division (51 288 461 579)	Bush Regeneration Services	1,200,000
RF02020021	Evbuilt Pty Ltd (44 608 717 415)	Murwillumbah Auditorium Roof Replacement By Negotiation	331,631
RF02020009	SMADA Electrical Services Pty Ltd (37 094 101 956)	Supply and Construct Walter Peate Sportsfield Lighting	328,152
RF02020006	Desire Contractors Pty Ltd	Construction and Refurbishment of Sportfield Buildings and Services – Walter Peate Fields	1,778,178
RF02020004	Boral Resources QLD Pty Ltd (46 009 671 809)	Tweed Valley Way (Bartletts Rd intersection) Pavement Rehabilitation	733,355
RF02020047	East Coast Asphalt and Concrete Edging (51 755 877 285)	Tweed Coast Rd near Plantation Rd Asphalt Resurfacing	168,257

Continued ...

Contract	Name of contractor	Nature of goods or services supplied	Value (\$)
RF02019172	Cadia Group Pty Ltd, Elster Metering Pty Ltd, Iplex Pipelines Australia Pty Ltd, Murwillumbah Trade Supplies Pty Ltd, Tradelink Pty Ltd, Viadux Pty Ltd	Supply and delivery of water and wastewater pipes and fittings	1,100,000
RF02020044	Stanley Road Construction (97 600 901 040)	2020–2021 FY Capital Works Asphalt Supply and Installation Contract	1,100,000
RF02019070	Momentum Energy (42 100 569 159)	Large Site Retail Electricity Supply Agreement from 1/7/2020	600,000
RF02020042	National Management Group (26 527 303 737)	Supply of Security Services	475,076
RF02020034	Dominica Sounds Pty Ltd	Cabling, Lighting, Sound and AV Infrastructure and Equipment for Murwillumbah Auditorium	377,159
RF02020033	Dominica Sounds Pty Ltd	Rigging and Drapes for Murwillumbah Auditorium	186,556
RF02020017	Worssell & Co Pty Ltd Legacy Monuments	Supply of Cemetery memorial plaques and stones	156,193
Total			31,722,974

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

Summary of Legal proceedings

Net legal expenses for the 2019/2020 financial year totalled \$726,217

Planning and Environmental Law

Description	General instructions	2019–2020 costs (\$)	State of progress
3222 Kyogle Road, Mt Burrell – Unauthorised activities.	Commence proceedings pertaining to unauthorised activities and seek legal advice regarding options for punitive action.	347	In Progress Final orders made in Federal Court proceedings. Contract signed for sale of property. Settlement 18 September 2020.
DA18/0133 Seabreeze Boulevard, Pottsville	Defend the Class 1 Appeal in the Land and Environment Court for a 72 lot subdivision – DA18/0133.	169,369	Complete Judgement delivered – Appeal dismissed, Council's refusal of development consent defended.
DA16/0355 26 Tringa Street, Tweed Heads West	Defend the Class 1 Appeal in the Land and Environment Court, for the refusal of a 60 Lot subdivision – DA16/0355.	4,542	Complete Payment of costs received: \$58,728.
Crown Road off Zara Road Limpinwood.	Advice regarding the continuing investigation of the unauthorised works.	13,426	In Progress Listing on 3 April 2020 vacated. Matter adjourned until directions hearing on 22 January 2021.
1110 Urliup Road Urliup.	Advice regarding the continuing investigation of the unauthorised works.	3,619	Complete Modification application reported to Council. A report on 'Development Application K98/0293.01 for amendment to Development Consent K98/0293 for Tourist Accommodation at Lot 1 DP783892 No. 1110 Urliup Road, Urliup' was on the agenda of the 6 August 2020 Council meeting.
355 Tomewin Road, Dungay	Defend Class 1 appeal in the Land & Environment Court for the demolition of existing dwelling and construction of a caravan park in 5 stages – DA17/0383.	9,347	Complete Payment of costs received: \$90,000.
447 Urliup Road, Urliup	Defend Class 1 appeal in the Land & Environment Court for the refusal of the development application for an amendment to DA03/0445.	1,260	Complete Judgement dismissed the appeal and costs were reserved.
101 Bryens Road Nobbys Creek – Compliance Update	Advice to guide Council on the extent of any breach of consent conditions and any subsequent required enforcement actions – DA06/0603.	24,711	In Progress Matter is listed for a section 34 conciliation on 19 November 2020.

Continued ...

Description	General instructions	2019–2020 costs (\$)	State of progress
2574 Kyogle Road Kunghur – Compliance Update	Advice to guide Council on the extent of any breach of consent conditions and any subsequent required enforcement actions – DA05/0995 and DA16/0579.	20,402	Complete
447 Urliup Road, Urliup – Helipad	Assist with completion of a Notice to Produce.	12,550	Complete
256 Dungay Creek Road Dungay –Water Extraction Facility	Attend any necessary section 34 conference and defend the Class 1 Appeal – DA16/0660.	16,072	In Progress Action being undertaken to pursue costs.
677 Urliup Road, Urliup – Water Bottling Facility	Attend any necessary section 34 conference and defend the Class 1 Appeal – DA18/0910.	62,321	Complete
115 Murwillumbah Street Murwillumbah	Advice on the serving of Development Control Orders and the enforcement requirements of the Orders.	36,723	In Progress A consent order was issued on 24 July 2020.
54 Wallum Court Clothiers Creek – Rural Land Sharing Community Development	Attend any necessary section 34 conference and defend the Class 1 Appeal – DA18/0001.	50,301	In Progress Costs order made by the Court in favour of Council. Matter is listed for a section 34 conciliation conference on 17 September 2020.
DA18/0485 141 Byangum Road, Murwillumbah	Advice regarding the development's permissibility with regards to being a multi-dwelling development on a battle axe lot.	2,947	Complete
18/83 Gollan Drive, Tweed Heads.	Cease the alleged unauthorised short term rental accommodation.	12,903	Complete
Lot 3 DP 1191598 No. 67 Howards Road, Burringbar.	Defend Class 1 Appeal to delete conditions 9.2, 9.3, 54 & 53 of modified consent DA13/0712.01	13,350	In Progress Matter is listed for a conciliation conference 4 September 2020.
Terranora Village Estate at Lot 469 DP 1144944 Henry Lawson Drive	Defend Class 1 Appeal.	13,296	In Progress A conciliation conference took place on 25 June 2020. The conciliation conference was terminated for a further directions hearing on 2 July 2020 to set the matter for hearing. This matter has been fixed for hearing on 8, 9, 10 and 11 February 2021.

Continued ...

Description	General instructions	2019–2020 costs (\$)	State of progress
Lots 101 and 104 DP 1255992 No. 25 and 149 Sleepy Hollow Road, Sleepy Hollow.	Advice on an appropriate level of compliance action in respect of the unauthorised development.	5,238	In Progress Letter of advice provided to Council 2 June 2020. A report on 'Further Information Regarding Unauthorised Development at Lots 101 and 104 DP 1255992 No. 25 and 149 Sleepy Hollow Road, Sleepy Hollow' is on the agenda of the 6 August 2020 Council meeting.
656 Upper Crystal Creek Road, Crystal Creek.	Advice in relation to demolition orders of the construction and use of a building on the property.	59,145	Complete Costs paid to Council.
DA04/0162 Hy-Tec Quarry Dulguigan.	Audit of all Council's files relevant to the Development Application.	67,091	Complete The cost order against Council has been paid.
Palm Village Caravan Park – Voluntary Planning Agreement	Preparation of Voluntary Planning Agreement.	6,962	Complete
DA19/0265 520-522 Bakers Road, Byangum	Interpretation of Clause 4.1C of Tweed LEP 2014 in relation to 5 into 2 lot boundary adjustment (subdivision).	4,099	Complete
DA18/0486 26 George Street, Murwillumbah	Advice on the permissibility of multiple Group Homes on R2 and RU2 zoned land.	2,000	Complete
DA19/0058 Cylinders Dr Kingscliff	Application of Seaside City Voluntary Planning Agreement and S94 Plan Number 28 as it relates to DA19/0058	5,271	Complete
5861, 5867 and 5859 Tweed Valley Way, Mooball	Advice on a development application which has been lodged for a subdivision of land.	2,589	Complete
LEP Advice	Advice on Planning Amendment	1,800	Complete
ILL19/1698 50 Riverside Drive, Tumbulgum	Compliance Advice	4,001	Complete
DA04/1300.05 12-14 Hungerford Lane	General Legal Advice	1,036	Complete

Continued ...

Description	General instructions	2019–2020 costs (\$)	State of progress
Lot 3 DP 1191598 67 Howards Road, Burringbar	Compliance Advice	2,400	Complete
Planning Proposal PP18/0004 Remove Enabling Clause 7.15 for Water Bottling Facilities	Planning Legal Advice	3,043	Complete LEP amendments to Council's RU2 Zone was published in the NSW Government Gazette of 29 May prohibiting new commercial ground water extraction activities in that zone.
Tanglewood Estate Enforcement	Compliance Advice	1,222	Complete Advice has been actioned.
Aboriginal Cultural Heritage SEPP	Planning Legal Advice	2,887	Complete Advice provided.
Sub total		636,270	

Local government law (litigation and advice)

Description	General instructions	2018–2019 costs (\$)	State of progress
Road Development Contributions	Advice on DA04/1058 – McAllister Road	3,648	Complete
Governance Matters	Advice on general governance matter.	2,324	Ongoing
Water Extraction Probity	Provide probity advice on the investigation into a water extraction complaint.	5,498	Complete
Exemption of Rates under the Local Government Act	Advice on the request for an exemption of rates.	6,230	Complete
Drone Usage	Advice on the legal framework in relation drone usage.	2,500	Complete
Road Development Contributions	Advice on Lot 2 DP1077990	3,300	In Progress
Procurement Advice	Advice on RF02019140	1,989	Complete
Tender / Probity Advice	Water and Wastewater Procurement	2,867	Complete
Sub total		28,356	

Commercial/property law

Description	General instructions	2018–2019 Costs (\$)	State of progress
Trademark Advice	Advice regarding a new trademark	8,260	Complete
Contract Advice	Advice on contract extension	1,225	Complete
Copyright Advice	Advice on IP ownership	3,546	In Progress
Licence Advice	Advice on removal of equipment	22,023	Complete
Waste Management Advice	Advice on waste management proposal	356	Complete
Contract Advice	Advice on COVID-19	939	Complete
Contract Advice	Advice on lease arrangement	4,157	In Progress
Property Advice	Advice on property transfer	2,140	In Progress
Sub total		42,646	

District/Local Court

Description	General instructions	2018–2019 costs (\$)	State of progress
Outstanding rates and water usage accounts	Represent Council	7,107	Complete
Dangerous dog declaration	Defend an application against a dangerous dog declaration	226	Complete
Unregistered Animal	Prosecution: Unregistered Animal	6,359	Complete
Parking Offence	Prosecution: Parking Offence	5,253	Complete
Sub total		18,945	

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 2020.

Financial assistance contributions to the community

Grants provided by Council under Section 356 on the *Local Government Act 1993* (NSW) during the 2019/2020 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.

COVID-19 Care Package

On 2 April 2020 Council resolved to adopt and implement a COVID-19 Economic Stimulus Package that included the following measures:

1. Deferral of two quarters (Q4 2019/2020 and Q1 2020/2021) of rate instalments on application for residents and businesses that can demonstrate they have been negatively impacted financially by COVID-19. The deferral will attract zero interest and will be repayable over a two year period commencing Q2 2020/2021
2. Waiver/rebate of all outdoor dining fees for 12 months commencing 3 April 2020
3. Waiver/Rebate of annual airfield lease for commercial businesses directly affected by COVID-19 aviation downturn at the Murwillumbah airfield for 2020
4. 50% rent reduction for Cattle Sale Yards for 2020
5. 80% rent reduction for Visitor Information Centres for the duration of the pandemic
6. Waiver/rebate licencing fees at the Tweed Marina for 2020
7. Waiving/refunding booking/licence fees for Council facility, venue or park for 2020
8. Waiver of Development Application Fees relating to the COVID-19 emergency for 12 months commencing 3 April 2020
9. Waive/rebate parking cost at Council owned car park for 6 months commencing 3 April 2020
10. Pause/deferment on payments on Council loans for 6 months for all not for profit and sporting clubs commencing 3 April 2020

On 21 May 2020, Council also resolved to adopt and implement an additional COVID-19 Care Package measure being the waiver of 25% of annual food charges for a period of 12 months effective from 3 April 2020.

The total value of financial assistance provided during 2018–2019 is summarised in the below table:

Assistance	Value (\$)
Financial assistance	165,239
Goods, Services and/or materials	145,099
Provision of labour and/or plant and equipment	4,036
Rates	31,364
Tweed Link Advertising	2,424
Room hire	45,603
COVID-19 Assistance	273,220
Total	666,985

External bodies delegated functions by Council

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

External Body	Function
The Tweed Tourism Co	Tourism and development in the Tweed
Rous County Council	Weed control
Landcare and Dunecare 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 2019/2020 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. Council resolved to withdraw from Arts Northern Rivers effective from January 2019.
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.
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.
Northern Rivers Joint Organisation	Joint organisation comprised of member councils Tweed Shire, Ballina Shire, Byron Shire, Lismore City Council, Richmond Valley Council and Kyogle Council which is a body corporate proclaimed under the Local Government Act.
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 13 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 2019–20:

- All new Council employees undertook online Code of Conduct and Workplace Health and Safety (WHS) Induction training before commencement.
- Workforce profile data was collected for each new employees.
- Post-commencement, all new employees participated in Council’s “Reflect Respect” program.
- Council opened its first Social Enterprise Model operation – Brett Street Café – with an aim to create career pathways for community members from social justice target groups, including but not limited to:
 - Aboriginal and Torres Strait People
 - Culturally and Linguistically Diverse (CALD)
 - Older people
 - People with a disability including those with dementia
 - Young people
 - People who are experiencing or have experienced Homelessness
 - People who have experienced Domestic Violence
- Cultural intelligence training was delivered to 131 employees.
- Recruitment training continues to focus on understanding and avoiding biases.

Council recorded a 9.06% labour turnover rate for the 2019–20 financial year, a 0.64% decrease on 2018–19.

From a diversity perspective Council’s workforce currently consists of 34% females; 2.21% Aboriginal and Torres Strait Islander people ; 2.91% people whose first language is not English; and 1.59% people with a disability – these figures have remained relatively unchanged 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 three Senior Staff positions during the 2019–2020 financial year with a total remuneration of \$1,263,984.

General Manager

Item	Amount (\$)
Salary (includes payments for leave when taken)	330,472
Bonus, performance or other payments	0
Superannuation	20,895
Non-cash benefit – motor vehicle	0
FBT	0
Total package	351,367

Senior staff

- Director Engineering
- Director Community and Natural Resources.
- Director Planning and Regulation.
- Director Corporate Services (November 2019 to June 2020)

Item	Amount (\$)
Salary (includes payments for leave when taken and on termination of employment)	833,780
Bonus, performance or other payments	0
Superannuation	74,451
Non-cash benefit – motor vehicle	4,386
FBT	0
Total package	912,617

Annual levy for stormwater management services

Council did not levy an annual stormwater management charge for the year ending 30 June, 2020.

Annual charge for coastal protection services

Council did not levy an annual coastal protection services charge for the year ending 30 June, 2020.

Companion Animals Act and regulations

The following statement sets out Councils Rangers Section activities for the 2019/20 year in accordance with section 428 of the Local Government Act 1993 and the NSW Governments 'Guideline on the Exercise of Functions under the Companion Animals Act'.

16.1.2

(a) Lodgement of pound data collection returns with the Division

Impounded animals		Cats	
Impounded	205	Impounded	110
Returned to owner	117	Returned to owner	20
Rehomed	13	Rehomed	8
Other organisation	43	Other organisation	49
Euthanased	33	Euthanased	20

(b) Lodgement of data about dog attacks with the Office

For the 2019/20 year, Council received 147 dog attack reports that were investigated. This data has been provided to the Office of Local Government.

(c) Amount of funding spent on companion animal management and activities

Having regard to the administrative and operational needs that relate to animal management, it is estimated that these activities account for 70 percent of the Rangers Section resources annually. In this regard, the following is the estimated funding spent for the 2019/20 year:

Salaries

Salaries	\$717,460
Pound expenses	\$75,985
Signage	\$8,500
Vehicles	\$58,682
Total	\$860,627

Education Initiatives

TAFE NSW

For the 2019/20 year, Council conducted (1) formal presentation to veterinary students enrolled at TAFE NSW. The presentation addressed the following:

- Role and responsibilities of the Rangers Section and Council
- Legislation – responsibilities of animal owners
- Examples – a range of examples of common issues Council respond to such as dog attacks
- The important relationship between Council and veterinary practices including the need for students to be advocates for change ensuring responsible pet ownership is promoted at veterinary practices

Signs

In April 2020, Council installed a number of large signs at beach locations along the Tweed Coast to ensure dog owners were aware of the requirement to have their dog under effective control by lead at all times. The signs were designed to be significantly larger than the standard signs Council install in order to achieve maximum education and compliance.

Targeted patrols

In addition, the Rangers Section extended their hours of operation from 6:00 am to 7:00 pm during day light savings where targeted patrols are made of key issue areas that are aimed at educating animal owners about their legislative obligations such as the need to ensure their dog is secured by lead.

Promote and assist the desexing of dogs and cats

Council has a long standing formal agreement with Friends of the Pound, a registered not for profit organisation that assists in the rehoming of cats and dogs that are impounded. As part of this agreement, Council continues to fund all expenses associated with the desexing of animals prior to them being rehomed.

(e) Council's strategies for complying with the requirement under section 64 of the Act to seek alternatives to euthanasia for unclaimed animals

Council has a long standing agreement with Friends of the Pound, a registered not for profit organisation that assists in the rehoming of cats and dogs that are impounded. This relationship continues to be extremely beneficial and ensures animals that are impounded by Council (and not claimed within the statutory timeframes) are able to be rehomed, subject to passing a health and behavioural based assessment.

It should be noted that Council have continued to maintain an extremely low euthanasia rate (Council controlled) with 2019/20 being 6.3 percent and this is in large part to the strong relationship between Council and Friends of the Pound.

(f) Off leash areas provided in the council area

Council provides (4) approved dog off-leash locations on Tweed beaches:

- South Fingal Head / Kingscliff Beach
- South Kingscliff Beach
- South Cabarita Beach
- South Pottsville Beach

Capital works

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

Carers Recognition Act

Services for carers

Council provides direct services, information, support and advocacy for people who care for family members with a disability, chronic illness are frail aged through the My Aged Care, Regional Assessment Service and Commonwealth Home Support Program. As a registered NDIS provider we deliver support coordination and information sessions for NDIS participants and their carers.

Consultation and liaison with carers

Council has a Flexible Working Arrangements policy in place that provides the opportunity for flexibility in handling work and family responsibilities. Council utilises its Consultative Committee as a consulting mechanism with employees during the development of human resources policies and offers flexible working as part of the recruitment process for all new positions.

HR policies to support carers

Employees are encouraged to speak with their direct supervisor in the first instance regarding their personal circumstances and the requirement for flexible working arrangements.

Disability Inclusion Action Plan

Access and Inclusion Plan 2018–2021 (NSW Disability Inclusion Plan)

Council's first *Access and Inclusion Plan 2014–2018* was completed in August 2018. In order to meet legislative requirements under the 2014 NSW Disability Inclusion Act, a new *Access and Inclusion Plan 2018 – 2021* was developed and adopted by Council in November 2018.

The *Access and Inclusion Plan 2018–2021* is structured by four Disability Inclusion Focus Areas, according to the Local Government NSW Disability Inclusion Action Planning Guidelines: Developing Positive Community Attitudes and Behaviours; Creating Liveable Communities; Increasing Access to Meaningful Employment; and Improving Access to Mainstream Services through Improved Systems and Processes.

Program delivery during 2019–2020 has been significantly affected by a prolonged vacancy in Council's Community Development team from July 2019 until February 2020, followed by the Coronavirus (COVID-19) pandemic preparedness and response measures from March 2020. The ongoing COVID-19 crisis has impacted on the capacity and priorities of Council, disability support services and the community to coordinate and deliver on the Plan's Focus Areas.

The following actions are in progress or have been completed for the 2019–2020 year of implementation.

Focus Area 1. Positive community attitudes and behaviours

1.2 Maintaining our skills and knowledge in Council

- Council's Community and Cultural Services team in partnership with Human Resources delivered a social enterprise model for the Brett St CAFÉ launched in February 2020.
- Community Development team in partnership with Human Resources conducting research of training needs within TSC organisation, research of possible providers, research of easy English requirements, and research of qualifications requirements.
- Council's Building and Environmental Health staff supported to gain qualifications – CPP50711 Diploma of Access Consulting Course for Building Surveyors.

1.3. Partnerships to promote access for inclusion

- Council's Community Development team has supported connections and collaboration with the following partners:
- Tweed Holiday Parks and The Tweed Tourism Co. on access improvements and accessible tourism opportunities;
- Murwillumbah Show 2019 with Social Futures and Equal Access Advisory Committee;
- Council's Planning and Regulation team in preparing submissions and advice on access issues and requirements for major development and infrastructure including the proposed Kingscliff Hospital;
- Local community organisations in providing technical advice on accessible building standards;
- Local community groups and associations in providing support and advice on foreshore access improvements and through Owner's Consent for community tenanted facilities.

Highlights

A collaborative partnership with Council's Equal Access Advisory Committee, Social Futures and organisers of the Murwillumbah Show 2019 saw improved accessibility features introduced and promoted to the public at the event held in November 2019. This included an information table staffed by Council staff, Equal Access Advisory Committee members and Social Futures staff to engage and educate the public on access and inclusion issues, new laminated signage and mapping highlighting accessible features, and training staff to assist and advise patrons with access inquiries.

Focus Area 2. Liveable and accessible communities

2.1 Adopt a Universal Design approach across Council

- Council adopted the Open Space Strategy 2019–2029 and Implementation Plan in August 2019, which incorporates a universal design approach for outdoor spaces.
- Council adopted the Tweed Community Facilities Plan 2019–2036 in March 2020.
- Upgrades of Lions Park Kingscliff, Fingal Foreshore Park and Knox Park, Murwillumbah were completed, which included accessible pathways, viewing areas and picnic furniture.
- NSW Government 'Everyone Can Play' program which aims to improve access and inclusion in children's playgrounds is being delivered through the concept design of Goorimahbah Inclusive Playspace underway. This project also delivers inclusive community consultation and engagement of people with lived experience.
- Preliminary planning is underway to redevelop of Pottsville Environment Centre.

2.3 Parking

- Upgrades to Designated Accessible Parking Bays have been delivered in Kingscliff foreshore, Murwillumbah and Pottsville.

2.4. Public transport

- Council's Roads & Stormwater team has led community survey and consultation with people with lived experience to inform and complete access upgrade works to 6 new shelters at bus stops and 18 upgrades at existing shelters, as part of the Country Passenger Transport Grants Scheme.
- Council staff participate in bimonthly Tweed Public and Active Transport Working Group.

2.5. Wayfinding

- The Goorimabah Inclusive Playspace Concept design currently underway will incorporate wayfinding design, which will inform a Shire-wide plan.

2.6 Information

- Hearing augmentation is included in quarterly Auslan tours at the Museum and the Gallery.
- Captioning is applied to all newly-commissioned video material at Tweed Regional Museum.
- Launch of “Untold Stories: Living with ability – Online Exhibition” by the Tweed Regional Museum in May 2020.
- Council is incorporating closed caption on videos, expanding catalogue of video blogs.

Highlights

Council completed the redevelopment works to the Tweed Heads Civic and Cultural Centre and officially opened the site to the public in March 2020. The upgraded facility includes an outdoor plaza with a direct pathway for easier access to the library and auditorium and Council’s Tweed Heads Administration Office. It also provides contemporary landscaping, an improved drop-off area, accessible parking, better lighting and a more accessible after-hours library book return facility. The project is jointly funded by the Australian Government’s Building Better Regions Fund and Tweed Shire Council.

Focus Area 3. Supporting access to meaningful employment

3.1. Tweed Shire Council as an employer

- Upgrade works completed of Tweed Heads and Cultural Plaza completed providing improved access to the library and Tweed Heads Administration Office.
- Construction commenced to upgrade the Murwillumbah Civic Centre Auditorium, including the refurbishment of the foyer and provision of accessible toilets.
- Council’s Human Resources and Community Development teams developed a work experience program with necessary workplace adjustments made.
- A social enterprise model has been developed in partnership with Council’s Human Resources Unit, as part of Brett St CAFÉ.
- Recruitment and induction training protocols have been updated to incorporate information on an unconscious bias and raise awareness about inclusion.

Highlights

Brett St CAFÉ (Brett Street C.A.F.É. (Community Access For Everyone) is social enterprise initiative and accessible café which opened to the public in February 2020 at Tweed Civic and Cultural Centre. The social enterprise framework funds programs to help disadvantaged people in the Tweed to enter the workforce and thrive. Brett St CAFÉ also supports the community providing nutritious, subsidised and affordable takeaway meals during COVID-19 crisis.

Focus Area 4. Improving access to services through better systems and processes

4.1 Council as a provider of information

- Council's Communications and Customer Experience Unit has delivered initiatives to improve customer experience including reforms to social media platforms, the launch of a web-chat online tool, improved after-hours service, and supported training of two web developers in web accessibility and user experiences.
- A project to focus on plain language has commenced and will see the introduction of a revised Communication Style Guide, review of the current in-house business writing skills training and consideration of plain language champions across the organisation.
- As part of the website improvement project a set of Digital and Web Standards, with accessibility as its guiding principle, will be completed. This will set new standards for how Council writes content for the web and other digital standards to ensure quality customer experiences.

4.2 Council as a source of information

- Council's Website Customer Experience Improvement Project is underway and will deliver significant improvements to accessibility of information and ways people can get access to Council information. This involves the redesign of Council's main website and three facility sites (Gallery, Museum and TRAC) to improve access to online information, achieve a Gold Star Plain language certification benchmark and be compliant with the Web Content Accessibility Guidelines (WCAG). It also includes an independent accessibility audit and customer user testing.
- Council has shifted delivery of some community services, activities and resources to online platforms and other different formats to cater for a variety of needs.

Highlights

"Untold Stories: Living with ability – Online Exhibition" is a Tweed Regional Museum project exploring some extra-ordinary stories of living with disability, told through audio, video and text recordings. The online exhibition was launched in May 2020 during COVID-19 lockdown period which saw the closure of community facilities. Along with the "History at Home" initiative, this online exhibition gives community access to information and resources on the rich and diverse history and heritage of the Tweed.

Planning agreements

Planning agreements are voluntary agreements or other arrangements under the Act between a planning authority (such as Tweed Shire Council) and a person or company (the developer) who has sought a change to an environmental planning instrument, or who has made, or proposes to make, a development application under which the developer is required to dedicate land free of cost, pay a monetary contribution, or provide any other material public benefit, or any combination of them, to be used for or applied towards a public purpose.

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

Planning agreement	Objectives	Status
Altitude Aspire Planning Agreement Tweed Shire Council, Metricon QLD Pty Ltd	<p>The objective of the Planning Agreement is to provide a mechanism by which monetary contributions and the dedication of land may be made by the developer towards the provision of public amenities, services and infrastructure, including:</p> <ul style="list-style-type: none"> • the construction of Broadwater Parkway and Mahers Lane • flood mitigation works • protection and restoration of environmental land • the provision of structured public open space • the dedication of land for the future route of the Broadwater Parkway • the dedication of land 	Development commenced. Pro rata collection of contributions commensurate with planning agreement and development staging.
Seaside City Planning Agreement Richtech Pty Ltd, Tweed Shire Council	<p>The objectives of the Planning Agreement are:</p> <ul style="list-style-type: none"> • define a schedule of works that the developer agrees to provide • define a schedule of dedication of land • provide a mechanism by which monetary contributions can be made • provide a mechanism where Council reimburse the developer for certain works 	Development commenced. Pro rata collection of contributions commensurate with planning agreement and development staging.
Pottsville Employment Land Planning Agreement Lot 12 DP 1015369, 39 Kudgerie Avenue, Cudgera Creek	<p>The objectives of the Planning Agreement are:</p> <ul style="list-style-type: none"> • dedicate land to council for environmental purposes • dedicate land for the widening of Kudgerie avenue adjoining the property by five metres • limit the volume of waste water discharged from the site into Council's reticulated sewer system to not more than five litres per second 	Development not commenced.
Mooball Planning Agreement Tweed Shire Council, Jefferson Land Pty Ltd at The Mooball Residential Trust, Raymond Anthony Pirlo and Margaret Pirlo	<p>The objectives of the Planning Agreement are:</p> <ul style="list-style-type: none"> • ensure that adequate water and waste water infrastructure is provided to the development • dedication of land • requires covenants to be registered on the title to the land • requires design guidelines for the development of the land to be developed 	Residential development guidelines drafted, reviewed and being redrafted by proponent. Aboriginal Cultural Heritage Assessment (test pits) has been completed. Development not yet commenced.

Continued ...

Planning agreement	Objectives	Status
River Retreat Caravan Park Planning Agreement Tweed Shire Council, Dennien Pty Ltd	The objectives of the Planning Agreement are to provide a mechanism by which: <ul style="list-style-type: none"> • suitable monetary contributions may be made by the developer towards the provision of community infrastructure to meet the needs of residents within the locality • the Developer must prepare a flood evacuation plan for the land to ensure the safety of occupants in the event of flooding • the type of camping ground development which can be accommodated on the land is restricted to a maximum of 10 sites for use by recreational camper vans and Camper Trailers only, for a maximum of 60 days by any one person 	Development not commenced.
74–76 Pearl St, Kingscliff Planning Agreement Tweed Shire Council, Lathouras Corporation Pty Ltd, Brett Evans, Bralach Pty Ltd	The objectives of the Planning Agreement are to: <ul style="list-style-type: none"> • provide a mechanism by which monetary contributions can be made towards offsets required for compensatory plantings • use the monetary contributions for the public purpose of improving littoral rainforest within the Tweed Shire 	DA17/0231 was granted consent for residential flat building, swimming pool, demolition of existing dwelling and tree removal. Development not commenced.
1 Ozone Street, Chinderah Planning Agreement	The objectives of the Planning Agreement are to: <ul style="list-style-type: none"> • facilitate the conservation and enhancement of the natural environment • specifically to allow for the provision of a monetary contribution to Council in the amount of \$262,500 (including GST) (Monetary Contribution) towards regeneration and ongoing maintenance of an area of 5.25 ha at Cudgen Nature Reserve 	DA Reference No. DA10/0737. Payment made.
77 Mahers Lane, Terranora Planning Agreement	The objectives of the Planning Agreement are to: <ul style="list-style-type: none"> • secure the payment of monetary contributions towards the provision of infrastructure required for the development of the land and the surrounding area 	DA Reference No. DA18/0784. Subdivision Certificate issued 16 June 2020 (SC20/0005).
3–6 Trutes Terrace, Terranora Planning Agreement	The objectives of the Planning Agreement are to: <ul style="list-style-type: none"> • secure the payment of monetary contributions towards the provision of infrastructure required for the development of the Land and the surrounding area and commits the landowner to connecting to town sewer when it becomes available in the area 	DA Reference No. DA13/0385 Subdivision Certificate SC19/0039 not finalised.

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.

Swimming Pools Act

The following swimming pool inspections were carried out during 2019–20:

Description	Number
Inspections of tourist and visitor accommodation	17
Inspections of premises with more than 2 dwellings	35
Inspections that resulted in issuance a certificate of compliance under section 22D of the Act	258
Inspections that resulted in issuance a certificate of non-compliance under clause 21 of the Regulation	11

Government Information (Public Access) Act 2009 NSW

1. Review of proactive release program – Clause 8A

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

Reviews carried out by the agency	Yes
Information made publicly available by the agency	Yes

2. Number of access applications received – Clause 8B

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

Total number of application received	34
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3. Number of refused applications for Schedule 1 information – Clause 8C

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	1	0	1
% of total	100	0	

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	0	0	0	0	0	0	0	1	3
Not for profit organisations or community groups	2	1	0	0	0	0	0	0	3	9
Members of the public (application by legal representative)	7	0	1	0	1	0	0	0	9	26
Members of the public (other)	10	5	2	1	1	1	0	1	21	62
Total	20	6	3	1	2	1	0	1	34	
% of Total	59	18	9	3	6	3	0	3		

*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*	0	0	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	20	6	3	1	2	1	0	1	34	100
Access applications that are partly personal information applications and partly other	0	0	0	0	3	0	0	0	6	0
Total	20	6	3	1	2	1	0	1	34	
% of Total	59	18	9	3	6	3	0	3		

*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	2	67
Excluded information	0	0
Documents affecting law enforcement and public safety	1	33
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
Total	3	

*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	2	22
Law enforcement and security	0	0
Individual rights, judicial processes and natural justice	6	67
Business interests of agencies and other persons	1	11
Environment, culture, economy and general matters	0	0
Secrecy provisions	0	0
Exempt documents under interstate Freedom of Information legislation	0	0
Total	9	

Table F: Timeliness

	Number of applications	% of total
Decided within the statutory timeframe (20 days plus any extensions)	33	97
Decided after 35 days (by agreement with applicant)	1	3
Not decided within time (deemed refusal)	0	0
Total	34	

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	1	0	1	33
Review by Information Commissioner*	2	0	2	67
Internal review following recommendation under section 93 of the Act	0	0	0	0
Review by NCAT	0	0	0	0
Total	3	0	3	
% of Total	0	100		

*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	3	100
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0
Total	3	

Table I: Applications transferred to other agencies

	Number of applications transferred	% of total
Agency Initiated Transfers	0	0
Applicant Initiated Transfers	0	0
Total	0	

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.

Council has adopted an 'Internal Reporting (Public Interest Disclosures)' Policy which is accessible on its web page at 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.

Key staff have undertaken training associated with public interest disclosures.

When new staff are inducted into the organisation they are informed of this Policy and Council's code of Conduct.

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	

Crown Reserves Improvement Fund

The Crown Reserves Improvement Fund Program (CRIFP) supports Crown land managers (CLMs) by providing funding for repairs and maintenance projects, pest and weed control, new recreational infrastructure or environmental initiatives.

Council was a successful applicant for the 2019–20 funding round with the following projects:

Application no.	Reserve name	Reserve type	Activity description	Grant amount (\$)
190055	Unnamed	Local Parks & Reserves	Repair of the eastern end revetment wall at the Jack Evans Boat Harbour	54,384
190317	Tweed Coast Reserve	Local Parks & Reserves	Repair and renewal of existing infrastructure along a public access track at the Tweed Coast Reserve	56,499
190816	Tweed Coast Reserve	Local Parks & Reserves	Pest species control on the Tweed Coast Regional Crown Reserve	29,010

Appendix A – Financial statements

To be annexed once adopted

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