

# State of our Shire

December 2021 - September 2024



# *Living and loving the Tweed*

## **Council values and statements**



### **Statement of acknowledgment of the Bundjalung Aboriginal Nation**

Tweed Shire Council wishes to acknowledge the Ngandowal and Minyungbal speaking people of the Bundjalung Country, in particular the Goodjinburra, Tul-gi-gin and Moorung – Moobah clans, as being the traditional owners and custodians of the land and waters within the Tweed Shire boundaries. Council also acknowledges and respects the Tweed Aboriginal community's right to speak for its Country and to care for its traditional Country in accordance with its lore, customs and traditions.

Front cover: The 24km section of the Northern Rivers Rail Trail officially opened on 1 March 2023. Since then, it has won a number of awards (see Awards and Recognition page 53) and attracted more than 140,000 in its first year of operation. Visit [northernriversrailtrail.com.au](http://northernriversrailtrail.com.au) to find out more.

### **What we value**

We look after people and our 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.

### **Vision**

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

### **Mission**

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.



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## The Elected Councillors (2021 to 2024)

NSW local government elections were held in December 2021.

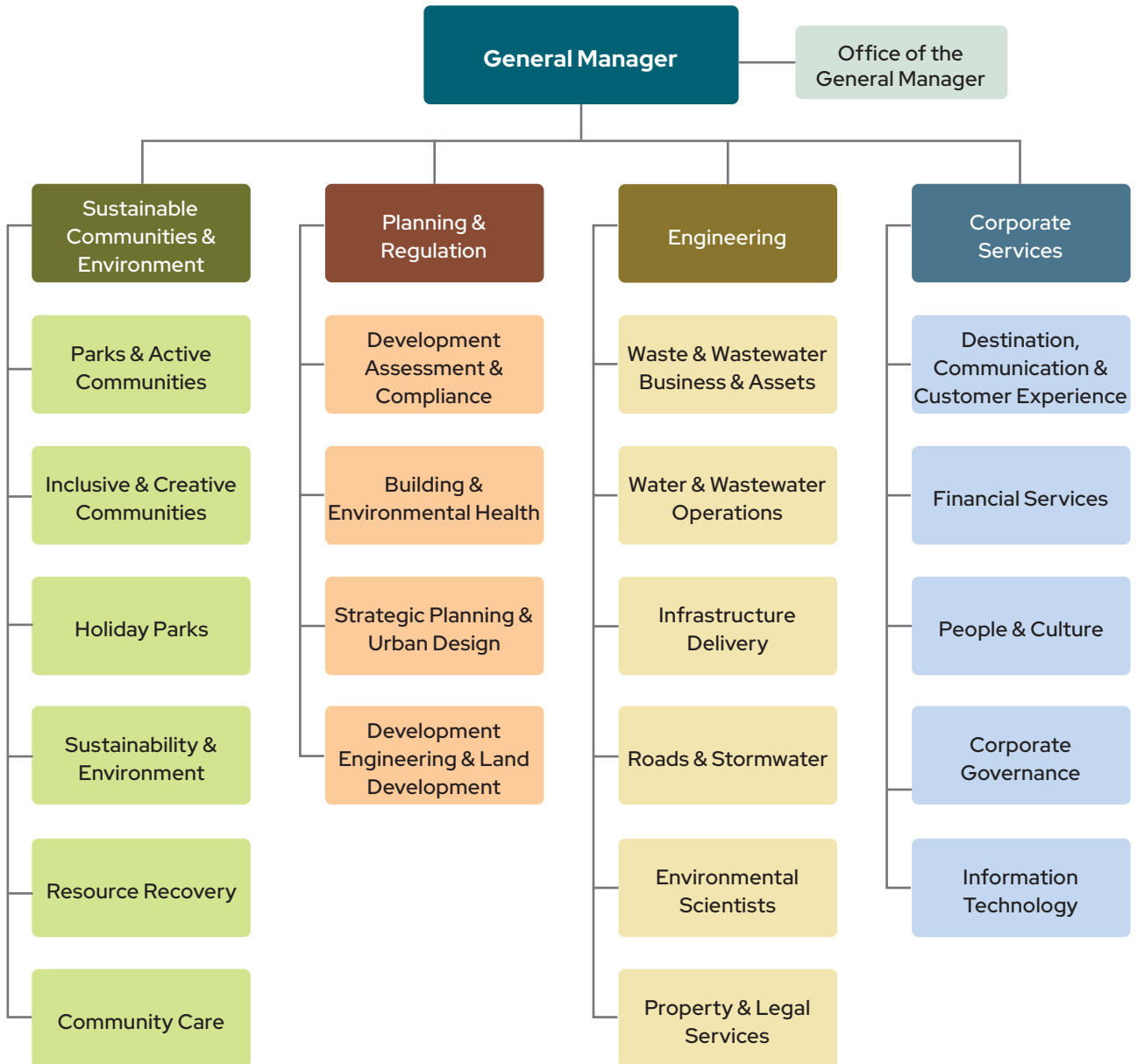
The following Councillors were elected to represent the Tweed until September 2024.

Cr Chris Cherry, Cr Rhiannon Brinsmead, Cr Reece Byrnes, Cr Meredith Dennis, Cr Nola Firth, Cr James Owen, Cr Warren Polglase

The following Councillors have held the positions of Mayor and Deputy during the term:

Year	Mayor	Deputy Mayor
2021/2022	Councillor Chris Cherry	Councillor Reece Byrnes
2022/2023	Councillor Chris Cherry	Councillor Meredith Dennis
2023/2024	Councillor Chris Cherry	Councillor Meredith Dennis

# Organisation structure



# Overview

## End-of-Term Report 2021/2024

Each outgoing elected Council must prepare a report to the community, detailing achievements over its 4-year term through the Community Strategic Plan.

This end-of-term report outlines the progress made towards achievement of the strategic vision during the term of office of the 2021 – 2024 elected Council and will also be included in Council’s Statutory Annual Report for 2023/2024.

The Community Strategic Plan and related Delivery Plan is structured around 4 service streams, each of which is broken into a number of sub-streams. The streams have been developed based on feedback from the community and stakeholders.

<h3>Protecting</h3> <p>1. We want a healthy natural environment</p>	<h3>Living</h3> <p>2. We want to be safe at home and in the community with reliable essential services and infrastructure</p>	<h3>Thriving</h3> <p>3. We want the Tweed’s people and places to thrive</p>	<h3>Growing</h3> <p>4. We want to work together to plan for the future so the Tweed grows and evolves in a sustainable way</p>
<p>1.1 Take action as caretakers for our internationally significant environment to pass onto our next generation.</p> <ul style="list-style-type: none"> <li>&gt; Conservation</li> <li>&gt; Natural Area Management</li> <li>&gt; Coast and Waterways</li> </ul> <p>1.2 Work together to reduce our impact on the natural environment and adapt to climate change for a sustainable future.</p> <ul style="list-style-type: none"> <li>&gt; Climate Change and Sustainability</li> <li>&gt; Resource Recovery</li> <li>&gt; Sustainable Agriculture</li> </ul>	<p>2.1 Provide safe, sustainable and affordable water supply and wastewater services as the foundations of a healthy community.</p> <ul style="list-style-type: none"> <li>&gt; Water Supply</li> <li>&gt; Wastewater Services</li> <li>&gt; Tweed Laboratory</li> </ul> <p>2.2 Deliver a safe and connected local road and active transport network that can accommodate increased traffic as our shire grows and connects people, places and businesses to each other.</p> <ul style="list-style-type: none"> <li>&gt; Roads and Traffic</li> <li>&gt; Footpaths and Cycleways</li> </ul> <p>2.3 Make sure the places we live, work and visit are safe to protect our quality of life.</p> <ul style="list-style-type: none"> <li>&gt; Animal Management</li> <li>&gt; Building Certification</li> <li>&gt; Compliance</li> <li>&gt; Development Assessment</li> <li>&gt; Development Engineering and Subdivision Assessment</li> <li>&gt; Environmental Health</li> </ul> <p>2.4 Work together with others to prepare for, mitigate and build resilience to both natural disasters and the impacts of climate change.</p> <ul style="list-style-type: none"> <li>&gt; Floodplain Management</li> <li>&gt; Local Emergency Management</li> <li>&gt; Stormwater Management</li> </ul>	<p>3.1 Support our community to be inclusive and care for each other to create stronger community bonds and support for those in need.</p> <ul style="list-style-type: none"> <li>&gt; Cemeteries</li> <li>&gt; Community Care</li> <li>&gt; Community Development</li> </ul> <p>3.2 Provide our community with opportunities to be active and healthy.</p> <ul style="list-style-type: none"> <li>&gt; Aquatic Centres</li> <li>&gt; Lifeguard Services</li> <li>&gt; Parks and Gardens</li> <li>&gt; Public Toilets</li> <li>&gt; Sporting Fields</li> </ul> <p>3.3 Build a vibrant community to be a great place to live and visit.</p> <ul style="list-style-type: none"> <li>&gt; Art Gallery</li> <li>&gt; Auditoria</li> <li>&gt; Destination and Events</li> <li>&gt; Holiday Parks</li> <li>&gt; Libraries</li> <li>&gt; Museum</li> <li>&gt; Northern Rivers Rail Trail</li> </ul> <p>3.4 Support our local economy to thrive and generate sustainable economic opportunities to support our long term future.</p> <ul style="list-style-type: none"> <li>&gt; Business Enterprise</li> <li>&gt; Business and Industry Development</li> <li>&gt; Employment Lands</li> </ul>	<p>4.1 Plan ahead so the Tweed is ready for the future.</p> <ul style="list-style-type: none"> <li>&gt; Financial Services</li> <li>&gt; Strategic Land-use Planning</li> </ul> <p>4.2 Join with the community to make the Tweed better tomorrow than it is today.</p> <ul style="list-style-type: none"> <li>&gt; Communications and Engagement</li> <li>&gt; Councillor and Civic Business</li> <li>&gt; Customer Service and Experience</li> </ul> <p>4.3 Support Council services, programs and operations to be effective and transparent.</p> <ul style="list-style-type: none"> <li>&gt; Executive Services</li> <li>&gt; Governance</li> <li>&gt; Human Resources and Work Health and Safety</li> <li>&gt; Information Technology</li> <li>&gt; Internal Audit</li> <li>&gt; Construction</li> <li>&gt; Design Services</li> <li>&gt; Plants and Materials</li> <li>&gt; Procurement Services</li> <li>&gt; Property and Legal Services</li> </ul>
<p><i>How we'll achieve these goals</i></p> <p><b>Tweed Delivery Program and Operational Plan</b> describes the projects and programs that will be priorities for the current council term and detailed actions for the next 12 months.</p> <p><b>Annual Budget</b> describes how we will allocate the funds to deliver those actions each financial year.</p> <p><i>Track how we're doing</i></p> <p>Follow our progress in delivering these projects and programs every 3 months (<b>Quarterly Performance Review</b>) and annually (<b>Annual Report</b>).</p> <p><b>State of the Shire Report</b> summarises our achievements at the end of council term.</p> <div style="text-align: right;"> <p><i>Learn more</i></p>  <p><a href="https://tweed.nsw.gov.au/planning-reporting-to-community">tweed.nsw.gov.au/planning-reporting-to-community</a></p> </div>			

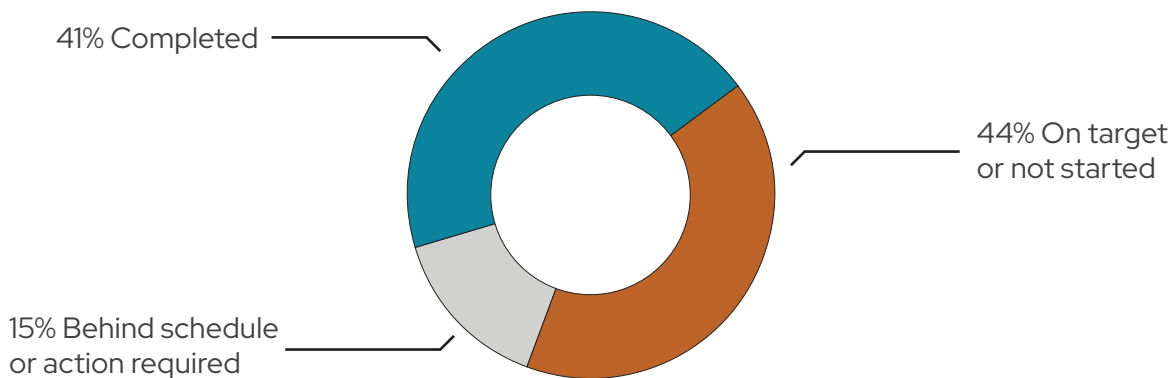
# Performance Indicators

## Strategic Indicators/Monitoring

Monitoring Council’s performance is a fundamental component of the Integrated Planning and Reporting Framework. The Local Government Act 1993 (NSW) legislates that Council must, at a minimum, report every 6 months on the progress of activities detailed in the Delivery Program and provide that update to the elected body of Council.

The below data summarises Council’s achievements in meeting identified performance targets.

Strategic Priority	Completed		On target or not started		Behind schedule or action required	
	No.	%	No.	%	No.	%
Protecting	57	31%	79	42%	50	27%
Living	148	50%	119	40%	27	9%
Thriving	10	28%	23	64%	3	8%
Growing	21	35%	35	58%	4	7%
<b>Total</b>	<b>236</b>	<b>41%</b>	<b>256</b>	<b>44%</b>	<b>84</b>	<b>15%</b>



## Graphs

Detailed Performance Reports on the Delivery Program and the Operational Plan as well as Annual Reports for the full term for which this report relates to are available on Councils website [tweed.nsw.gov.au/managementplan](http://tweed.nsw.gov.au/managementplan)

## Financial Indicators

Ratio	Most recent result	Benchmark
Operating Performance ratio	6.89%	>0.00%
Own source operating revenue ratio	79.2%	>60%
Unrestricted current ratio	1.92	>1.50
Debt service cover ratio	3.48	>2.00
Rates, annual charges, interest and extra charges outstanding percentage	4.47%	<10.00%
Cash expense cover ratio	25.05 months	>3 months
Buildings and infrastructure renewals ratio	48.46%	>=100%
Infrastructure backlog ratio	1.45%	<2.00%
Asset maintenance ratio	110.81%	>100%



## Economic Indicators

The Tweed Shire population in 2023 was 98,967 and is forecast to grow to 131,489 by 2041.

In line with this population growth, the number of dwellings in the Tweed is forecast to grow from 44,577 in 2021 to 59,271 in 2041, with the average household size rising from 2.36 to 2.42 by 2041.

Between 2021 and 2041, the age structure forecasts for Tweed Shire indicate a 45% increase in population under working age, a 30% increase in population of retirement age, and a 34% increase in population of working age.

Tweed Shire's Gross Regional Product is estimated at \$5.71 billion.

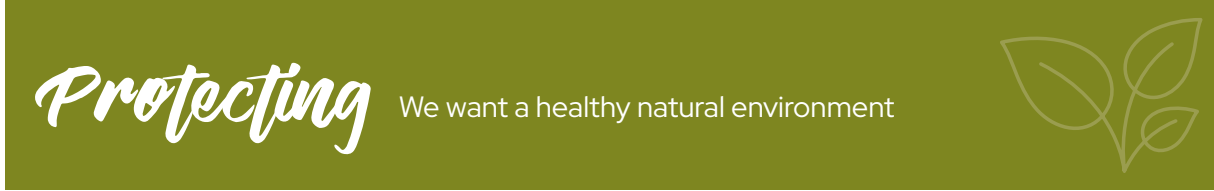
The Tweed has a diverse industry base with employment access to a range of service sector and primary sector industries.

In the year ending June 2023, there were 42,127 local jobs and 8632 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, construction and manufacturing and retail.

# Highlights and Achievements

## Achievements



### Goal 1.1: Take action as caretakers for our internationally significant environment to pass onto our next generation

#### Restoring rainforest and wetland habitat

Tweed residents showed their support for land restoration and habitat recovery at a number of community tree planting days at a property at Kynnumboon, part of one of the biggest restoration projects in the Tweed.

More than 3 ha of land has been planted with more than 12,000 native plants, providing rainforest habitat for flying foxes and other fauna.

The planting site is part of Council's Bringing back flying-fox habitat to the Kynnumboon floodplain project, an 8-year project that is restoring rainforest and wetland habitat on the banks of the Rous River. When completed, more than 10,000 native plants will be planted across 3.2 hectares of former sugar cane land.



Residents came along to tree planting days at Kynnumboon, as part of consecutive National Tree Day celebrations.

#### Draft Scenic Landscape Protection Policy adopted after community feedback

The Draft Scenic Landscape Protection Policy was on public exhibition from 3 April to 15 May 2024, inviting community feedback to enhance the protection of Tweed's unique scenic landscapes. Council resolved to adopt the draft Policy in June 2024, including the provision of scenic impact assessment controls, into Council's Development Control Plan 2008 as part of the wider review of the DCP.



The purpose of this policy is to ensure that the Tweed's unique scenic landscape qualities are recognised and steps taken to enable their identification and protection to assist landowners in understanding the impacts, if any, on their development on the wider scenic environment.

### Riverbank stabilisation works at Uki

In November 2023, this \$620,000 project to protect the Tweed River from future flood impacts and erosion at Uki was completed. The project restored 700 metres of riverbank damaged during the record February/March 2022 flood events.

Rock revetment was installed along unprotected sections of riverbank and approximately 1,700 hardwood logs were driven into the riverbed. Works were designed to capture natural sand and gravel to rebuild riverbed levels and prevent ongoing widening and straightening of the Tweed River.

Riparian vegetation will be restored over time to improve river health and reduce the risk of further erosion during future flood events. North Coast Local Land Services (LLS) provided funding for the project through the NSW Government's Marine Estate Management Strategy, with the aim of improving water quality for the benefit of marine habitats, wildlife and the community.



Work on the riverbank stabilisation project at Riverside Park, Uki has involved installing rock revetment (rock protection) along the lower riverbank and installation of hardwood timber piles into the riverbed in rows designed to rebuild the natural channel shape.

### Community input sought on strategy to conserve the Tweed's natural environment

Residents were urged to help shape the future of the Tweed's natural environment by providing feedback on Council's draft Tweed Conservation Strategy.

The purpose of this strategy is to communicate how Council will lead environmental conservation programs and work with the community to achieve specific goals outlined in the strategy. This Conservation Strategy will guide our actions to protect, improve, collaborate and adapt to conserve the Tweed's natural environment for future years to come.

Understanding that healthy ecosystems are at the heart of our wellbeing, this 10-year strategy contains 17 actions to fulfil 6 conservation targets by 2033. It will guide Council's actions to protect, improve, collaborate and adapt to conserve the Tweed's natural environment from the caldera to the coast.



The Conservation Strategy will guide actions to protect, improve, collaborate and adapt to conserve the Tweed's natural environment for years to come. Photo: Michael Corke.

### **Draft environmental planning proposal submitted**

Public exhibition of the draft planning proposal to introduce the land use tables for C2 and C3 to Tweed LEP 2014 was completed in May 2023 and reported to Council in June 2023.

It is the first in a series of planning proposals that will ultimately apply conservation zones across the whole of the Tweed.

Conservation zones, or C zones, are part of the NSW Government’s land use planning system. They define areas of the natural environment that need to be protected or carefully managed and have rules that ensure only appropriate development occurs on that land now and into the future.

Council resolved to submit the planning proposal to the NSW Department of Planning and Environment who will finalise the LEP amendment.



Landowners and the community had the opportunity to provide their feedback as part of the Tweed Conservation Zone Review.

### **New Tweed Coast and Estuaries Coastal Management Program underway**

Council sought community feedback to help inform the development of a new coastal management program to help preserve and protect the much-loved Tweed Coast and its estuaries.

The overwhelming consensus among participants emphasises the community’s deep appreciation for our natural surroundings, including our coastal beaches, estuaries, wildlife and habitats

A Tweed Coast and Estuaries Coastal Management Program is being progressed, based on research and consultation with experts, stakeholders and community members.

The management program aims to address the challenges faced by our coast and estuaries and will outline a framework to guide actions to help preserve the area for generations to come, taking into account social, economic and ecological systems and values.



The CMP will cover the 37km long open coastline and includes the 13 Council-managed beaches and 3 coastal estuaries span from Duranbah beach in the north, to Wooyung beach in the south.

### Community feedback invited on Draft Harbour Management Plan and fees

Council sought community input in November 2023 on a proposed governance model for the Anchorage Island Harbour in Tweed Heads, including a Draft Anchorage Island Harbour Management Plan and new Proposed Fees for Vessel Berths within the harbour.

The Anchorage Harbour Management Plan has since been adopted by Council. Funds raised from vessel berth fees have been reserved for asset maintenance in the area and a schedule of annual vessel berth licence fees have been included in the Council budget.

### Community assistance sought in the management of feral deer

In partnership with Kyogle and Byron Shire councils, Tweed Shire Council launched a survey to understand the community's perception of feral deer, the impacts of feral deer, the presence or absence of feral deer in the Northern Rivers, and the need to control them. The community invited to complete an online survey as well as report any sightings. Results from the survey provided important data for the Northern Rivers Feral Deer Alert Program.



Feral deer are becoming one of Australia's worst pest animals.

### Balloon bans a win for wildlife

Once a party staple, balloons have been found to wreak havoc on animals and marine life and have the potential to cause harm to our local ecosystems.

The total balloon ban follows Council's move to prohibit the release of helium balloons on Council-owned land. It also falls in line with the NSW Government's ban on single-use plastics which was widened to include items such as plastic containers and cups, stirrers, and plastic microbeads.

This was later followed by a resolution to revise its existing policies relating to Council licensed events on public land, Council-owned facilities and all Council buildings, parks and outdoor areas, so that they prohibit the use or supply of all types of balloons (biodegradable, helium, latex and water balloons) and single-use decorations such as glitter, confetti, streamers and tinsel, party poppers, glow sticks, and all other single-use plastic party decorations and problematic decoration items.



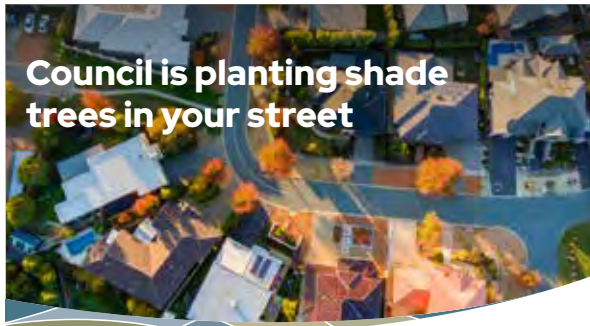
Balloons bans have been put in force to help reduce their destructive impact on marine life.

### Cool Towns Urban Forest Project

Tweed residents were invited to put their hand up for a native tree to be planted in their street as part of Council’s Cool Towns initiative to increase urban tree canopy cover. Native trees from Council’s nursery were planted as street trees in urban areas across the Tweed to improve areas most lacking in shade.

The community was asked to let Council know about the parks, walkways, pedestrian areas or streets that need more shade coverage to help us prioritise where funding should be spent for new tree planting projects.

Tree plantings were held in Banora Point, Overall Drive in Pottsville, Covent Gardens Way, Banora Point, Bellevue Estate and Saddle Way park, Murwillumbah and multiple locations in Tweed Heads South, including Minjungbal Drive.



### Tweed Coast Koala Plan of Management

The Tweed Coast Koala Plan of Management is being implemented by community, Council and the Tweed Koala Management Committee.

Some of the priority actions currently underway include:

- Continue to work with landowners to create new koala habitat and improve existing habitat
- Reassessment of koala activity throughout the Tweed Coast for the Tweed Coast Koala Study 2021
- Continue planning and implementation of prescribed burns on Council bushland reserves to reduce the hazard of high intensity wildfire and to improve koala habitat
- Support operation of the Tweed Coast Koala Research Hub
- Establish new Koala Zones and wildlife protection infrastructure in priority locations
- Continue to work with regional Council, State Government and community partners to coordinate recovery actions and strategic communication.



Through community and stakeholder partnerships, Council is delivering programs to protect koalas and improve their habitat.

**Goal 1.2 Work together to reduce our impact on the natural environment and adapt to climate change for a sustainable future.**

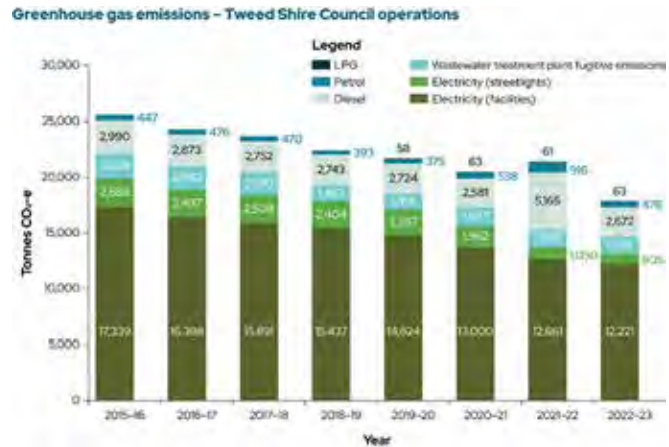
**Sustainability performance on track**

Council is committed to reducing the environmental footprint of its operations. Council’s Environmental Sustainability Performance Report provides an annual snapshot of how we’re tracking.

There was a 19% reduction in greenhouse gas emissions compared to last year thanks to a drier year, less electricity use particularly in water and wastewater pumps and treatment and a return to pre-flood patterns of vehicle use.

Other environmental outcomes from Council’s operations include:

- Since setting a target in 2016/2017 for 50% less emissions from electricity by 2025, Council has achieved a 30% decrease.
- Council returned to pre-flood patterns of vehicle use. As a result, transport fuel use and associated emissions reduced by 48%, after peaking during the February/March 2022 flood response.
- LPG emissions increased slightly as cremations increased by 19%.
- At Murwillumbah Civic Centre, 55% or 18,450kg of materials were diverted from landfill.
- Printed paper use increased 8% in line with the number of staff returning to work sites, post-COVID.
- Water use in public parks increased by nearly 80% due to less than half the rainfall recorded compared to the previous year.



Greenhouse gas emissions from Council operations since 2015.

**Expressions of interest for climate change adaptation project reference group**

Council sought expressions of interest for people interested in joining a Project Reference Group to give feedback to Council on its plan for adapting to climate change. The Climate Change Adaptation Project Reference Group will review and provide input into climate change adaptation actions across Council program areas, including: Conservation, Coasts and Waterways, Water and Wastewater, Roads and Stormwater, Parks and Active Communities, Community Services and Natural Area Management. Council received 19 expressions of interest from the community. The group will be invited to co-create community messaging for inclusion in the Adaptation Plan.



Council is setting up a Project Reference Group to review its Climate Change Adaptation Plan.

### **Tweed Heads Administration Office goes solar**

A new solar array has been installed on Council's Tweed Heads administration which is now contributing to powering the building's operations. The solar panels are expected to generate approximately 129,800 kWh per year, which is estimated to save as much greenhouse gas emissions as travelling 390,685km per year in an average car. The new system will save Council and ratepayers approximately \$31,152 per year while also helping to protect the Tweed's environment for current and future generations.

### **Tweed's biggest solar energy array opens at Banora Point**

Tweed Shire Council switched on the Shire's largest solar array in August 2023, securing the Tweed's top spot for solar energy uptake on the NSW North Coast.

Covering the size of a football field, 1,208 high-efficiency solar panels with a capacity of 604 kilowatts are now powering one of Council's most power-hungry facilities, the Banora Point Wastewater Treatment Plant.

The Banora Point solar array had increased Council's renewable energy capacity by about 60 percent, with more than 20 Council facilities now host to 1.6 megawatts of solar energy.



Caption: Tweed Shire Council staff stand proud in front of the Tweed's biggest solar array, housed at the Banora Point Wastewater Treatment Plant.

### **Mayor of Tweed Shire honoured for her advocacy on climate change**

Mayor of Tweed Shire Chris Cherry has taken out a national award for her advocacy on climate change. Cr Cherry was honoured as the 2023 Climate Ambassador award winner in the Cities Power Partnership Awards held in Melbourne in September. Now in its fifth year, the Cities Power Partnership awards recognise councils demonstrating climate mitigation action across the listed 38 action pledge items under the Cities Power Partnership. The award was recognition for her leadership in driving climate action and keeping climate on the national agenda in the wake of the devastating 2022 floods and ongoing flood recovery.



Mayor of Tweed Shire Chris Cherry advocating for the Choose Tap initiative at Kingscliff. Her efforts have been acknowledged with a national award for climate change advocacy.



### Community perspectives on climate change to shape future action

Residents interested in connecting over their shared passion for environmentally-friendly projects were encouraged to attend the first Community Action Network workshop at Pottsville in August 2023.

The free workshop comes after Council published the final report for the Climate Ready Tweed project, which highlighted popular themes from residents keen to take action on climate change.



Taking part in the Climate Ready Tweed workshop. Image courtesy Salvador Cantellano.

### Council on track for complying with the Global Covenant of Mayors standard

Feedback from a review of Council's 2023 reporting has confirmed that Council's response to climate change meets the essential criteria of the Global Covenant of Mayor's program (GCoM). To reach 'Leadership' level, GCoM suggestions include; setting city-wide targets for improving transport mode share; working towards reducing private motorised vehicle mode share to less than 40%; evidence that Council is tracking progress against each adaptation goal; aligning Council's community emissions reduction target using a recognised Science Based Target, including interim targets.

### Sustainable agriculture education and engagement initiatives

A newly-introduced dung beetle species, aimed at addressing a critical gap in Tweed's grazing lands, is showing promising results one year after its release.

In May 2023, Council's Sustainable Agriculture Program released the new species *Onitis caffer*, to 6 cattle grazing properties in the Tweed.

This winter-active beetle aims to fill a critical gap in the Tweed's grazing land, where the existing beetle population becomes dormant during winter. This dormancy leads to an overabundance of dung which hampers pasture production and can cause environmental and animal health problems.

A recent survey conducted by Council's Sustainable Agriculture team, indicated that 50% of the sites have signs of successful survival and reproduction.

This project was delivered by Tweed Shire Council with funding support from the Australian Government's Future Drought Fund.



Council's Program Leader Sustainable Agriculture Eli Szandala supporting local grazer Lindsay Brown with the release of *Onitis caffer* on Lindsay's farm.

### **Safer, easier and environmentally-friendly waste management in the Tweed**

Stage 2 of the much-awaited site upgrade at Stotts Creek Resource Recovery Centre is nearing completion, transforming the centre into a more user-friendly and innovative site.

The upgrades form part of the overall Stotts Creek Master Plan, which will look after the resource recovery and waste disposal needs of the Tweed community for the foreseeable future.

Stage one, which was completed at the end of 2023, involved the construction of the last waste cell at the Stotts Creek site, and stage 2 involved significant upgrades at the front of the site. The most recent works include:

- new state-of-the-art weighbridge and overhaul of the site entrance, including a roundabout
- additional parking, separate entrance and building extension for Tweed JUNKtion (Tip Shop)
- new road infrastructure throughout the site using recycled road-building materials
- new site office to replace the office destroyed in the floods
- designated education room and administration office
- signage improvements for safety and accessibility to assist customers.

Approximately \$7 million has been spent on waste transfer station infrastructure and another \$3.5 million on the development of the final landfill cell at the site.

The next stage of the master plan is already underway, with a contract awarded for the construction of the internal road to the new landfill, and design works nearing completion on a new transfer station and stormwater and leachate infrastructure. These works have an estimated value of close to \$20 million and are programmed for completion in the next two years.



The new upgrades at the Resource Recovery Centre, including the weighbridge, will make it easier and safer for residents to dispose of their waste.

### **FOGO success**

Council's new Food Organics and Garden Organics (FOGO) processing facility, which opened in May 2021, is working well, processing more than 13,000 tonnes of organic waste from the Tweed Shire and an additional 8,000 tonnes of organic waste from Ballina and Kyogle shires per annum.



The Tweed's organics processing facility.



We want to be safe at home and in the community with reliable essential services and infrastructure



**Goal 2.1 Provide safe, sustainable and affordable water supply and wastewater services as the foundations of a healthy community.**

**Securing the Tweed’s water networks**

A review of the Tweed’s Integrated Water Cycle Management Strategy is underway, with consultant GHD undertaking the work. Council had commissioned the review to inform its ongoing strategic planning for the Tweed’s urban water cycle. Every 6 to 8 years, Council brings in independent experts to help us identify new and emerging issues, and gaps in our strategic planning and management of our water-related networks and associated infrastructure. Once consultant GHD completes their review, they will prepare an issues paper which we will use to inform any updates in our planning.



The Tweed’s water and wastewater networks.

**Biological drinking water quality compliance – Tweed comes out on top**

Tweed tap water equals top 4 bottled water brands in Australia. New laboratory tests reveal the Tweed’s tap water stands shoulder-to-shoulder with leading bottled water brands in Australia.

The comprehensive analysis compared tap water sourced from the Tweed River near Murwillumbah against the 4 most popular bottled water brands in the country for pH, fluoride, mineral content, total dissolved solids and conductivity – a measure of saltiness.

Test results show the quality and safety of Tweed tap water equals the tested bottled water – and has the added benefit of being significantly cheaper and better for dental health.



The NATA-accredited Tweed Laboratory Centre tested the Tweed’s tap water against the top 4 selling bottled water brands in Australia – the results show the quality of tap water in the Tweed equals the bottled water tested.

### **Water Night encourages residents to conserve water**

Council sponsored Water Night on a number of occasions throughout the term, a national event run by the Water Conservancy during Water Week which encourages the Tweed community to reconsider the value of tap water.

The event was created after research showed only 42% of Australians consider tap water to be precious.

Instead of using running water on the night, people were encouraged to use pre-filled water bottles and kettles for their household water needs. The use of running water for health and hygiene purposes is still permitted.

Participants were encouraged to Share their Water Night experience on social media using the hashtag #lifeineverydrop



Residents were encouraged to sign on for Water Night and fill their water jugs, turn off their taps and see how many times they used water.

### **Work resumes on Environmental Impact Statement for raising Clarrie Hall Dam**

To provide for our growing population, Council is sustainably upgrading and expanding our water and wastewater systems.

One of those projects is raising the Clarrie Hall Dam wall. In December 2015, Council resolved to undertake the planning and land acquisition for the proposed raising of the dam.

It is proposed to raise the dam wall by 8.5 metres to a height of 70 metres Australian Height Datum (AHD RL70). This would:

- increase the size of the dam from 16,000 megalitres (ML) to about 42,300 ML
- secure our water supply until at least 2065.

Work to prepare the Environmental Impact Statement (EIS) for the proposal to raise Clarrie Hall Dam is continuing, with Council appointing consulting firm KBR to complete the EIS in 2023. KBR and their sub-consultants have been reviewing the cultural heritage, social impact, aquatic ecology, and biodiversity assessments that were undertaken in 2020.

The EIS was lodged with the NSW Government in September 2024.

**Revised water restrictions respond to climate change**

Council adopted a new Drought and Water Restrictions Policy to secure the Tweed’s water supply in the face of operational issues and extreme weather events brought about by climate change.

The new policy clarifies when Council will introduce and lift water restrictions, based largely on water levels at Clarrie Hall Dam. Other triggers exist, such as poor river water quality and issues with the water supply network.

Four levels of water restrictions remain for the Tweed and Uki water supply systems. Tyalgum follows a 2-level approach due to its unique operating conditions.

Each restriction level aims to help the Tweed community achieve a specific water-use target.

The revised water restrictions detail what people and businesses can and cannot do and prescribe water-use targets that everyone in the Tweed must follow when restrictions are introduced.

**Council adopted Water Release Policy following community feedback**

Clarrie Hall Dam is built with an open, ungated spillway and is designed for storing drinking water, not to mitigate against flooding. Council does not manage the reservoir level by pre-releasing water ahead of rainfall events to provide any form of storage capacity for flood-mitigation purposes.

The Clarrie Hall Dam Water Release Policy adopted by Council on October 2022 clarifies that Council cannot control water that spills from the dam once the water level in the dam reaches the spillway crest.



Clarrie Hall Dam.



The revised water restrictions prescribe water-use targets that everyone in the Tweed must follow when restrictions are introduced.

### Crews detect water leaks by listening

Expert technicians hunted for water leaks throughout more than 600 kilometres of the Tweed’s water supply pipes.

Contracted by the NSW Department of Planning and Environment, the technicians from Aqua Analytics used advanced acoustic technology to pinpoint leaking water in about 85% of the supply network pipes, starting in Tweed Heads and moving south.

This state-of-the-art technology enabled hard-to-detect leaks to be found without excavation works or loss of water supply.



Technicians using special acoustic technology were on the hunt to detect water leaks.

### New drone technology saving Council time and money

New technology was introduced as a way to more easily scan for information about the structure and quality of the water held in each of Council’s 40 reservoirs.

The underwater drone doubles as a dive buddy allowing Council to quickly view in real-time the inside of the reservoirs, which vary in size and depth.

The underwater drone is fitted with a camera and a net to scoop up debris.

The drones have meant Council doesn’t have to hire divers and wait for visual inspections.



Council worker Brendan Tyndall is using the drone to inspect the Tweed’s 40 water reservoirs.

### Sewer works scheduled to minimise disruption

Sewer works were scheduled to coincide with the Wollumbin Street beautification project to minimise disruption to residents and motorists.

The sewer works and beautification works to create a greener, welcoming and more vibrant public space were completed on-schedule.

The works to install the new sewer rising main between Commercial Road and Nullum Street aimed to ensure Murwillumbah has the capacity to manage increased flow levels to cater for the growing population.

### Funding for major Tweed Coast projects

Council has welcomed more than \$23.2 million in funding to support major infrastructure works on the Tweed Coast.

The NSW Government announced funding to fast-track two major projects on the Tweed Coast, through the NSW Government’s Accelerated Infrastructure Fund.

**Goal 2.2 Deliver a safe and connected local road and active transport network that can accommodate increased traffic as our shire grows and connects people, places and businesses to each other.**

The funding will be used to support the development of 5,516 new homes in the Tweed and includes Tweed Coast Road – duplication to four lanes from M1 to Cudgen Road intersection – \$18.5 million and Depot Road Sports Fields at Kings Forest – \$4.7 million.

Council will provide the balance of funds required to complete the Tweed Coast Road duplication project through developer contributions. The overall four-laning project stretches down to Casuarina Town Centre but will be staged over the next 10 to 20 years as Kings Forest progresses.



Funding has been secured for the duplication of Tweed Coast Road to four lanes.

**Facelift for bus and taxi shelters**

Council sought community feedback in September 2023 on a proposed design to upgrade three public transport shelters on Wharf Street, Tweed Heads to enhance safety, appearance and accessibility in the CBD precinct.

The upgrade works (funded by the NSW Government’s Stronger Country Communities Fund) include the bus shelter on the corner of Wharf and Bay streets and the two shelters in front of Tweed Mall on Wharf Street, one serving buses and the other serving taxis.



The upgrade works include the bus shelter on the corner of Wharf and Bay streets and the two shelters in front of Tweed Mall on Wharf Street, one serving buses and the other serving taxis.

### Scenic Drive reopened ahead of schedule after landslide repair

In September 2022, residents were once again able to travel along the full length of Scenic Drive – the first time since the devastating flood of February–March caused 2 major landslips, forcing the roadway to be closed and traffic diverted via Terranora Road.

The road had been closed to through traffic since the end of February when the record downpour caused 2 landslips on Scenic Drive.

After geotechnical assessment and a tender process, Council appointed contractor Australian Marine and Civil Pty Ltd (AMC) to undertake the repair of the road. After completing initial stabilisation works, AMC gave the green light for one lane of the drive to operate past both slip sites, under traffic control.

Scenic Drive suffered significant damage during the flood and Council was forced to shut the road to ensure the safety of motorists until testing and stabilisation of the road could be completed.



Geotechnical testing was conducted on the main landslide at Scenic Drive in the months after the flood to determine the best way forward to repair the road.

### Restoring Tyalgum Road landslide

Work to repair the significant landslide on Tyalgum Road got underway in March 2023 after a \$16 million contract was awarded to local construction company, SEE Civil Pty Ltd.

The contract was awarded following an extensive tendering process, supported by a Letter of Agreement from Transport for NSW, and allowed the contractor to progress design work from 30% to 100%. A further \$4 million will go towards additional costs on the project, such as land acquisition and site work, bringing the total cost of the Tyalgum Road landslide repair to \$20 million.

This was the biggest and most complex of the Tweed’s landslips caused by the devastating flood of February–March 2022 and the announcement represented a significant milestone in the Shire’s recovery.



An aerial image taken of the Tyalgum Road landslide on 1 March 2022 - the day after the flood.



## Goal 2.3 Make sure the places we live, work and visit are safe to protect our quality of life.

### Drones deployed as mosquito season hits full swing

Council is trialling drone technology to treat mosquito populations as the insect's breeding season takes full effect after recent heavy rain. It is also calling on the community to help reduce the impact of mosquitoes through a range of simple, protective measures in the home. Council's mosquito larvae management program has been in place for nearly 40 years and Tweed is the only local government area in the Northern Rivers with a regular larvae treatment program. This campaign was co-designed with neighbouring councils and the community to combat the increasing number of mosquito-borne diseases being reported across the region.



Council trialled drone technology to treat mosquito breeding areas across the Tweed.

### Contract awarded to build new Animal Pound and Rehoming Centre

The Tweed's new Animal Pound and Rehoming Centre is one step closer to fruition after Council awarded a contract to design and construct the new state-of-the-art facility. Council awarded the design and construct contract for the new facility to Alder Construction Pty Ltd following a rigorous tendering process, with submissions received from six companies.

The \$6.8 million contract is for the design and construction of the main animal rehoming building and carpark on Council-owned land at 92 – 102 Lundberg Drive, South Murwillumbah. Work on the site begins following completion of capping earthworks currently underway to rehabilitate the former tip site.

In total, the facility is expected to cost \$9.1 million to build, funded by Tweed Shire Council with the support of the Australian and NSW governments.



An artist's impression of the new Animal Pound and Rehoming Centre.

### Landowners urged to support fire ant treatment

In March 2024, Council threw its support behind efforts to eradicate fire ants from the Tweed, urging landowners to provide consent for treatment to go ahead on their properties.

The National Fire Ant Eradication Program (NFAEP) was starting extensive aerial treatment across targeted properties in Murwillumbah – and must access 100% of properties to ensure eradication success.

The aerial program is seeing helicopters conduct eradication treatment on larger parcels of land where landowners have provided consent.

It will complement on-the-ground eradication activities being undertaken on smaller residential properties in Murwillumbah.

On 9 May 2024, landscapers found and reported one fire ant nest on a development site in South Murwillumbah. This is the same location where 5 nests were found in November 2023, which was the start of the fire ant incursion into the Tweed.



An information hub has been set up outside Murwillumbah Civic Centre to answer any questions about fire ant treatment.

### DA Backlog Reduction Program addresses statewide problem

Council took steps in 2022 to urgently address a backlog in applications through the adoption of a range of strategies and interventions in its assessment processes. Council advanced a series of resourcing strategies with the NSW Government to address the DA backlog. Council's Planning and Regulation Division continued their concerted effort to reduce the backlog of development applications in the system, driving down the number of applications by almost half since the start of 2023. By the end of the council term, there were 284 outstanding applications in the system – down from 540 outstanding applications in November 2022.



A concerted effort to drive down the backlog of Development Applications in the Tweed has seen a large reduction in the number of outstanding applications in the system.

### Know your neighbours and avoid escalating disputes

Council encouraged residents to get to know their neighbours as part of a new campaign aimed at tackling a rising number of neighbourhood disputes across the Tweed.

Co-designed with Tweed residents and Council's Environmental Health Team, the Know your Neighbour Program was created in response to an increasing number of neighbourhood conflicts, particularly relating to noise complaints.

The program is designed to encourage residents to get to know those who live next door or nearby, as a way of opening up communication before conflict occurs.



The Know your Neighbour Program kit.

### Take the Lead program extended in 2023

After a successful pilot trial, Council extended its Take the Lead program which aims to reduce the number of dogs off-leash in high conservation value areas and other public places in the Tweed. The program, first launched in October 2022, focused on high conservation value areas at Casuarina/Kingscliff; Fingal Head; Hastings Point; Pottsville, and Wooyung Beach. Council has increased its enforcement patrols in partnership with Tweed Byron Police, with 122 fines issued in 2022 as part of the program.



The Take the Lead program encouraged residents to be sure to keep their dog on lead when walking in a public space, unless in a designated off-leash area.

### Council and Griffith University join forces to offer student traineeship

The Aboriginal and Torres Strait Islander Town Planner Development Program, jointly run by Council and Griffith University, provides First Nations people with the opportunity to receive financial and career support during their university studies. The program aims to help increase the number of Aboriginal and Torres Strait Islander town planners locally and Australia-wide by serving as a model that other universities and councils could adopt.



Council's then Planning Director Vince Connell with newly-appointed student town planner Charlize Appo, who is the first recipient of the inaugural Aboriginal and Torres Strait Islander Town Planner Development Program. The program received a Commendation and the President's Award at the 2022 NSW Awards for Planning Excellence.

### Flood restoration following the devastating 2022 flood

Council continues to complete flood restoration works on roads damaged in the February-March 2022 floods.

A total of 3,742 damage items were logged across the Tweed for roads alone following the disaster, with additional damage to water and wastewater infrastructure, parks and sports fields, and some 90 Council-owned buildings impacted by the floodwaters. 2022 was dominated by the flood of February- the biggest flood in the Tweed's recorded history which devastated much of the region.

## Goal 2.4 Work together with others to prepare for, mitigate and build resilience to both natural disasters and the impacts of climate change.

The destruction and damage to the Tweed’s infrastructure, services, businesses and individuals caused widespread angst and distress and the financial cost amounts to many millions of dollars.

Getting the Tweed up and running again was been a focus for Council and the many organisations involved in recovery efforts.

Actions ranged from temporary fixes, to full reconstruction of damaged infrastructure and supporting those in the community still impacted by the flood.

Restoration works commenced in March and continue through 2023 and 2024.

The challenge has been not just to restore infrastructure but where feasible, incorporate greater resilience.

## Flood Recovery wrap up 2022

Flood Recovery from the 2022 floods in February and March continues and will do so well into 2023. The floods, the biggest in the Tweed’s recorded history, caused huge devastation to infrastructure, services, businesses and individuals. Status as at 30 November 2022:

**Cost to Council**

Total damage bill estimated at **\$110 million**

Council has carried out more than **\$38 million** in flood recovery works

**Road works**

**Roads**

Estimated road damage at **\$90 million**

Road repair to date totaled **\$31 million**

Total number of individual road damage items identified: **3,780**

To date, Council has repaired **36,242** potholes

Council has completed **100%** of Emergency Works **730**

**76%** of Immediate Reconstruction Work **1,601** out of **2,104** locations

**Waste collection and disposal** has cost **\$4.1 million**

**26,000 tonnes** of flood waste including household goods

This included **1,440 tonnes** of asbestos

And an estimated **75,000 tonnes** of mud debris collected

**Ninety Council buildings** were damaged from floods

Repairs to **community assets and parks** **\$850,000**

Council depot repairs **\$600,000**

Water and wastewater repairs **\$700,000**

Flood mitigation works **\$300,000**

Support for recovery services **\$250,000**

**Cost to community**

More than **2,100** homes damaged

**500** homes no longer habitable

Mayoral Flood Appeal raised **\$80,230**

An estimated **1,600** people required temporary accommodation

**Support services**

There are **19** Community Resilience Teams (CRT) established in the Tweed covering **43** at risk communities. The Pottsville CRT has dealt with approximately **6000** people.

The demand for support services at Murwillumbah Community Centre increased dramatically due to the floods. The number of people accessing (March to June 2022):

Emergency relief increased **15.4** times compared to last year with **924** people (# of services) seeking support for themselves and their families

General information, advice and welfare support has had a **268%** increase with a total of **1,928** people

Financial counselling tripled the number with a total of **59** people serviced since March

**Chinderah Donation Hub**

The Chinderah Donation Hub assisted more than 3500 people from March to December.

**Business cost \$58 million** in damages

A snapshot of the impact of the February 2022 flood on the Tweed - as of December 2022.

## UPDATE - two years on

Two years on in February 2024, flood recovery remains a major focus of Tweed Shire Council, as the community marks two years since the worst natural disaster in the Tweed's recorded history.

To date, more than \$90 million has been spent on flood repair work in the Tweed since 2022, with 3,040 road jobs completed – representing more than 80% of roadwork damages by number.

The Flood Restoration team have delivered more than \$130 million of a \$400 million recovery program.

## Flood restoration funds for Council Depot and other community assets

Council welcomed \$26 million in funding in October from the Australian and NSW governments to help restore and improve community assets damaged in the 2017 and 2022 floods.

Under the Infrastructure Betterment Fund, the Tweed has been awarded \$10 million to relocate the Council Works Depot from its current location in Buchanan Street at South Murwillumbah (see Goal 4.3 for more).

An additional \$15.5 million has been granted to Tweed Shire Council under the Community Assets Program (CAP), which will be used to help repair, restore and improve a suite of community facilities in the Shire.

## Help shape flood resilience at Tweed Heads South and Banora Point

Residents of Tweed Heads South, Banora Point and surrounding areas were encouraged to share their past flood experiences and records as part of a new flood study of the area.

Council is undertaking a comprehensive Levee and Drainage Study of Tweed Heads South with support from the NSW Department of Planning and Environment and in collaboration with independent flood specialists Catchment Simulation Solutions.

The Tweed Heads South Levee and Drainage Study aims to build on the Tweed Valley Floodplain Risk Management Study completed in 2014 by completing a localised, detailed analysis of flooding and an options assessment for the Tweed Heads South area.



Flooding on Greenway Drive, Tweed Heads South in 2005.

## \$6 million injection to help fund flood mitigation

The Australian Government announced almost \$6 million funding as part of the first phase of the Northern Rivers Resilience Initiative for flood mitigation projects in the Tweed.

Tweed projects given the green light included:

- A new pump system within the East Murwillumbah Levee (south of George Street) to assist with drainage - \$1,461,114
- New low flow pump at Lavender Creek and Murwillumbah CBD - \$969,106
- Earthworks across Lot 4 on Quarry Road to preserve the South Murwillumbah Condong flowpath - \$942,480
- Additional Wharf Street, Murwillumbah pump capacity - \$2,355,065.

Funding was also be shared between the 7 Local Government Areas (LGAs) of the Northern Rivers, including the Tweed, on several regional-wide programs, including:

- Regional program to increase community flood risk awareness, through information campaigns and flood warning signs - \$3 million
- Regional program to complete flood level surveys for buildings across all LGAs to input into flood risk assessments - \$800,000
- Regional assessment of evacuation routes, their capacity and options for infrastructure upgrades across all LGAs - \$1.2 million.



Holding back the waters: Murwillumbah CBD levee at Wharf Street just after 5 pm on 28 February 2022.

### Launched automated SMS, email and voice call flash flood alerts for residents

Residents of Burringbar, Mooball and Crabbes Creek were urged to register to receive flash flood alerts via SMS, email and recorded voice calls (landline) for free, ahead of the wet season.

Council, with assistance from the NSW Department of Planning and Environment, NSW State Emergency Service (SES) and other government agencies, launched the new automated flash flood alert system for the villages, following a successful trial last summer.

The small Burringbar Creek and Crabbes Creek catchment areas are not covered by the Bureau of Meteorology's (BOM) flood warnings, as the time between rainfall and flooding is too short.



The new flood gauge at Crabbes Creek.

### Secured funding for pump station near Dorothy-William Street levee

A new stormwater pump station for Murwillumbah will be built to reduce the effects of flooding to private properties and public infrastructure in Murwillumbah.

As part of Council's plan to mitigate and build resilience to natural disasters and the impact of climate change, the pump station will be constructed behind the Dorothy – William Street levee to remove stormwater.

The project will be funded through:

- TSC Flood Mitigation: \$142,000
- TSC W&WWU: \$142,000
- NSW Flood Mitigation Grants (DCCEEW): \$284,000
- NEMA NRRRP (through NSWRA): \$1,122,000

Total Project Budget: \$1,690,000.

Council had already conducted the Murwillumbah Leagues Club Area Drainage Study of the football club site and surrounds. The installation of a pump station to remove stormwater that gets trapped behind the levee during flood events was one of its recommendations.

**Flood monitoring camera footage now publicly accessible**

Tweed residents are now able to keep an eye on floodwaters at key flood-prone public roads and bridges following Council’s adoption of the Flood Camera Monitoring Policy.

Under the policy, residents can view still images which are refreshed every 15 minutes from 6 flood monitoring cameras located at key sites across the Tweed.

This information will be useful for community awareness of flood events and to help motorists avoid flooded roads. The flood monitoring cameras also help gather intelligence for the NSW State Emergency Service (SES), Council operations and other emergency service organisations during flood events.



An image from the flood monitoring camera at Byangum Bridge.

**New EOI round for remaining 4 flood-free industrial land blocks**

Eligible landowners in the South Murwillumbah industrial zone who were directly impacted by the 2022 flood were invited to enter a new Expression of Interest (EOI) process for the remaining land swap blocks at Industry Central.

The Industry Central Land Swap project is intended to be a strategic solution to assist selected land owners or businesses located within the high risk flood zone in the existing South Murwillumbah industrial precinct to move to sites out of the flood zone.



The Industry Central Land Swap project is a strategic solution to assist selected businesses located within the high flood risk zone in the existing South Murwillumbah industrial estate to relocate to flood free land at Lundberg Drive (Industry Central) via a land swap agreement.

### Bushfire risk workshops ask community to think about future safety

Residents in bushfire-prone areas across the Tweed were urged to attend community workshops on how to prepare for the risk of fire in the future.

The Know Your Risk community workshops were held on 20 October 2022 at the Murwillumbah Auditorium.



The Tyalgum unit of the NSW Rural Fire Service responding to a bushfire. The risk of future bushfires and their impact should not be ignored.

### NSW SMS alert system to advise motorists of access road status

Residents who were keen to stay up to date on the status of the temporary track at Tyalgum Road – particularly during significant rain events – were urged to sign up to a new SMS alert system launched by Council.

Work is progressing well at the extreme landslip site on Tyalgum Road, one of the most complex restoration projects in the Tweed Shire following the devastating flood of 2022.

A temporary track was opened in October 2023 to restore connectivity to Tyalgum while work continues on the permanent fix. It operates under traffic light control, with automatic gates at either end able to control access to the roadway if required.

The track, about 3 km from the intersection of Limpinwood Road at Tyalgum village, remains open 24/7 but could suddenly close in the event of any significant ground movement and/or heavy rainfall, to ensure public safety and project integrity.

Every time one of the 3 levels listed below was triggered, subscribers received a text message alert to the mobile number provided:

- **Red** – Road closed – SMS to be sent
- **Amber** – On watch – SMS to be sent when on or off watch
- **Green** – Road open – SMS to be sent when road reopens after closure.



Residents were urged to sign-up to Council's new SMS alert system to keep informed of the status of the temporary track on Tyalgum Road.



## Point Danger project complete

The Point Danger project was completed on 29 February 2024 and officially opened on 16 July 2024. The new facility now hosts Marine Rescue NSW (Point Danger Unit), public toilets and launched a cafe.

Government and community agencies using the lighthouse towers for communications, surveillance and research are fully operational.

First opened in April 1971 as a joint project between the City of Gold Coast, Tweed Shire Council, and the Australian Government to commemorate the 200th anniversary of the voyage of Captain James Cook, the building was extended in 1990 to accommodate the volunteer Marine Rescue NSW service.

Work to upgrade the facility began in mid-2022 after concrete cancer was discovered in parts of the structure, with the new building designed to provide improved, more accessible amenities which make the most of the spectacular setting.


The \$6.5 million funds to renovate this heritage building, which straddles the Queensland/NSW border, have been jointly provided by:

- NSW Government's Cross Border Commissioner's Infrastructure Fund (\$2,023,449)
- NSW Government's Restart NSW Regional Growth – Environment and Tourism Fund (\$973,000)
- City of Gold Coast (\$1,990,000)
- Tweed Shire Council (\$1,514,000)
- NSW Office of Environment and Heritage (\$50,000).

Tweed Shire Council managed the upgrade works.



The \$6.5 million upgrade of Captain Cook Memorial and Lighthouse was officially opened in July 2024, with dignitaries, Marine Rescue NSW volunteers and project contractors in attendance.

**Thriving** We want the Tweed's people and places to thrive 

**Goal 3.1 Support our community to be inclusive and care for each other to create stronger community bonds and support for those in need.**

**Celebrating National Reconciliation Week**

Council celebrated National Reconciliation Week (NRW) in 2024 with an exhibition opening, a traveling museum and the launch of a new Reconciliation Action Plan. During NRW – which runs from 27 May to 3 June every year – Council also proudly supported the second annual Walk on Country.

As part of NRW, Council launched its second Innovate Reconciliation Action Plan (RAP).

The RAP is part of Council's commitment to fostering an inclusive community and guides efforts towards reconciliation for the benefit of First Nations people.



Russell Logan with Walk on Country participants in 2023.

**People living with disability give voice to improving inclusive emergency management**

People with disability, support and community health workers, emergency service volunteers and professionals attended the Council hosted Disability

Inclusive Emergency Planning workshop win Tweed Heads in June 2023, designed to improve inclusive emergency management in the region.



Facilitator of the Tweed Disability Inclusiveness in Emergency Planning workshop Michelle Villeneuve, in conversation with (from left) carer Jack Yates, Tweed Equal Access Advisory Committee member Kyle Sculley and NSW SES Murwillumbah Unit Coordinator Jack Frost.

### Upgraded Fingal Foreshore Park revitalises local area

A new inclusive playground at Fingal Foreshore Park was opened in February 2022, catering for children of all abilities and backgrounds. Residents and visitors provided feedback on the concept plan, shaping the design which pays homage to the cultural heritage of the area through art, signage and its natural look.



The upgraded Fingal Foreshore Park was developed in close consultation with the local Aboriginal community and encapsulates the rich cultural heritage of the Fingal peninsula.

### Murwillumbah Community Centre reopens better than before

The Murwillumbah Community Centre (MCC) has reopened its doors following the completion of a \$1 million restoration project, 15 months after being destroyed by. The refurbished centre is now more resilient to floods and other natural disasters.



Mayor of Tweed Shire Chris Cherry and MCC Chairman Barry Longland (front, centre), accompanied by support staff from both organisations, toured the newly-refurbished centre which has been built back to be more resilient in the face of future flooding events.

### Tweed Access and Inclusion Plan 2023 – 2026 adopted

The Access and Inclusion Plan 2023-2026 was adopted by Council in December 2023. It is a result of consultation with the Tweed community including people living with disability, their carers, local disability service providers, peak organisations, Council’s Equal Access Advisory Committee and Council staff over the last 2 years.



Courtney Peate’s Connect and Captivate team at Tweed Shire Council’s International Day of People with Disability community event, December 2022.

### **Workshops to support Northern Rivers aged care home support providers**

Workshops and forums were held in Tweed Heads from July to December 2023 to support Northern Rivers providers of aged care home support ahead of sector-wide change. The workshops and forums briefed industry on the changing standards, were run by Council and the not-for-profit organisation Social Futures.



Aged care providers are invited to register to attend a series of workshops and forums in Tweed Heads.

### **Reflecting on the 2022 flood, one year on**

It was a time of mixed emotions and memories for Tweed residents as the community remembered the flood events of February and March 2022.

Just as the community came together after the flood waters receded to help with the clean-up, Council encouraged the community to come together once again to help with the emotional rebuilding of lives.

Several events were held to allow individuals, families and groups to not only reflect on the events of 2022 but also to come together to move forward including: Disaster Recovery of Personal Stories (DROPS) in Murwillumbah; Business Kingscliff free community breakfast; Chinderah Community Hub BBQ; Hub 2484 Community Gathering; and Pottsville Community Resilience Together Community Get-Together.



The community was invited to help make peace with the river, part of a suite of events across the Shire to mark the first anniversary of the 2022 flood.

**Goal 3.2 Provide our community with opportunities to be active and healthy.**

**Shifting gears: Planning for active transport**

Council sought feedback from the community on their vision for the future of walking and cycling in the Tweed. A series of online workshops were held in 2024 to delve deeper into Council’s plans to build a more connected community through the Draft Tweed Pedestrian and Bike Plan.

The plan includes a 10-year action plan for delivering pedestrian and cycling infrastructure. It aims to encourage walking and cycling as the preferred mode of transport, increasing physical activity, enjoyment and providing a sustainable transport option now and in the future.

Once adopted by Council, the final plan will guide our ongoing investment in the pedestrian and bike network across the Tweed.



Residents were invited to have their say on the Draft Tweed Pedestrian and Bike Plan.

**New skate-of-the-art facility at Tweed Heads**

A vibrant new youth recreation area at Jack Evans Boat Harbour was officially opened, unveiling a thrilling haven for active pursuits and community connection in Tweed Heads.

Much to the approval of local youth and families, work was completed on the new Tweed Regional Inclusive Parklands - Stage 2 at Jack Evans Boat Harbour, delivering exciting new outdoor activities for them to enjoy in the area.

Stage 2 of this project was delivered thanks to \$435,000 from the Australian Government with a matching contribution of \$435,000 provided by Tweed Shire Council. The NSW Government contributed \$100,000 through its Stronger Country Communities Fund –Round 4 to fund elements of the youth precinct including the basketball key and the flying fox located within the nearby play space at Goorimahbah – Place of Stories.



The new basketball key is just one element of Stage 2 of the new Tweed Regional Inclusive Parklands - Stage 2 at Jack Evans Boat Harbour, Tweed Heads.

### Take a walk in the park: new upgraded playground at Recreation Ground opens

A newly-upgraded, inclusive playground at Recreation Ground at Tweed Heads was officially opened, providing much-needed play space for young families in the most populated area of the Tweed Shire. Works on the upgraded park were completed and opened to the public in late December 2023 – just in time for the busy summer holiday season and much to the delight of children and families in the region. The upgrade has been made possible thanks to a \$400,000 grant from the NSW Government’s Regional Housing Fund and \$200,000 through its Everyone Can Play grant. Council contributed \$400,000 towards the project, including funds to build a new amenities block.



Young fans of the new playground at Recreation Ground, Tweed Heads.

### Uki Mountain Bike Park opens with a skid, slide and jump!

The Tweed’s first official mountain bike park and pump track at Uki was officially opened in October 2023 – in a flurry of activity for high-octane enthusiasts.

Set against the stunning backdrop of Wollumbin/Mt Warning, the Tweed’s newest outdoor recreation facility officially opened its gates to mountain bikers of all ages, experience and abilities with more than 6.4 km of trails on offer.



Semi-pro mountain bike rider Dane Folpp showing how it’s done at the official opening of the Uki Mountain Bike Park.

### Kick off at upgraded Piggabeen Sports Complex

Tweed Heads West locals and the rugby league community are ‘playing the field’ – the new field that is – of the Piggabeen Sports Complex, marking completion of the first stage of upgrades at the popular sports hub.

The partnership project between Tweed Shire Council and Tweed Seagulls Rugby League Football Club (RLFC) features upgrades to field surfaces including drainage, irrigation and new turf, LED lighting for 3 sports fields, stormwater management and a new children’s playground.

The extensive renovations and enhancements of Stage 1 had transformed the complex into a premier sporting hub.

The completion of Stage 1 works marks a significant milestone in the development of this state-of-the-art sporting facility. The newly upgraded fields provide a much smoother and professional surface for the players, supporting them to further lift their game.

Work has also included upgrading the sports field lighting to energy-efficient LEDs of up to 200 lux for the main field and 150 lux for the other fields.



The first Tweed Seagulls BMD ladies' game against the Burleigh Bears this season was played under lights at the newly upgraded Piggabeen Sports Complex (Image: Seagulls).

**Council partners with Better Cities Group to guide 10-year strategy**

Together with the Better Cities Group, Council began engaging with the Tweed's more than 80 sports clubs, hosting a special Community Conversation at Seagulls Club in to seek their input on the Draft Sport and Active Recreation Strategy to guide investment and decision-making about how Council can support participation in community sport and active recreation over the next 10 years.

The draft Sport and Active Recreation Strategy, which was on public exhibition from 8 April to 31 May 2024, received 333 community submissions, most of which were in favour of the policy.

The Sport and Active Recreation Strategy has now been adopted following community input.



The Sport and Active recreation Strategy is part of Council's commitment to provide the community with opportunities to be more active and healthier.

**Groundswell of approval for Tweed's exciting new inclusive play space**

Described by some as the 'best playground ever', Livvi's Place at Goorimahbah Place of Stories, was given the official tick of approval with the opening of the popular inclusive playground at Tweed Heads.

Located on the northern side of Jack Evans Boat Harbour, Stage 1 of the \$980,000 precinct upgrade including the play space was completed in late December 2023, just in time for the busy summer holiday season.

Designed in collaboration with the Touched by Olivia Foundation, local landscape architect Dan Plummer, Council's Aboriginal Advisory and Equal Access and Advisory Committees and the community, the playground places inclusion at the heart of its design, allowing children of all abilities, ages and cultures to enjoy the play space.

It also celebrates the cultural heritage of the local Bundjalung people, with Indigenous artwork and storytelling central to the theme of the play space. The Aboriginal calendar celebrates six seasons, with the seasonal stories integrated into the play space design through art and story to provide cultural and historical understanding.



Drone shot of the spectacular Livvi's Place - Goorimahbah Place of Stories, which is located on the northern bank of Jack Evans Boat Harbour at Tweed Heads.

### **New tennis court and playground at Chillingham**

A new \$270,000 playground and upgraded tennis court opened at Chillingham, much to the delight of local residents. The park has been designed to be fun for all ages and abilities and includes accessible equipment for babies, toddlers, juniors, teens and even adults. The park was designed to reflect the village's diverse community and integrates the local character of Chillingham and its farming history. Council received a \$270,000 grant from the Australian Government's Local Road and Community Infrastructure Program to upgrade the park and tennis courts.



The new tennis court, half basketball court and playground at Chillingham.

### **Survey sought community input for Pottsville Open Space Masterplan**

Residents were asked to participate in a short 5-minute survey to help develop a plan that will guide the improvement of public open spaces and recreation opportunities in Pottsville.

The draft Pottsville Open Space Masterplan, which was on public exhibition from 8 August to 19 September 2023, received 127 survey submissions, 13 individual or group submissions and 325 school aged post card submissions during the exhibition period, most of which in favour of the proposals. During initial community engagement from 27 July to 24 August 2022, 127 survey submissions and key stakeholder input informed the draft masterplan.

Council decided to adopt the masterplan along with the community-preferred biking facility location on Tweed Coast Rd on the condition that a wildlife-friendly fencing and a 'No Access' sign between the bike park and the creek buffer be installed to protect the sensitive environment. Existing native vegetation will be integrated into the bike skills park design as per environmental assessment recommendations and an education campaign will be provided on protecting bushland and riparian areas before the bike skills park opens. The bike skills habitat park and the other key open space adopted proposals are not funded at this time. When funding is available, the masterplan will be implemented in stages.



The Pottsville Open Space Draft Masterplan has been adopted. Image Chris Newling.



### **New LED lighting for sports**

Local sports clubs are enjoying the benefit of new energy-efficient LED lighting upgrades, allowing playing hours to be extended into the night. Sports field lighting has been upgraded at Casuarina Beach Rugby Club and Murwillumbah Hockey Club as part of the NSW Government’s Stronger Country Communities Fund Round 2. This included a \$100,000 upgrade for the second field at Casuarina Beach Rugby Club and a \$240,000 upgrade for the second turf field at Murwillumbah Hockey Club. Other sports fields to benefit are at Bilambil West and Arkinstall Park.



An LED lighting upgrade has allowed Casuarina Beach Rugby Club to offer a second playing field for night games (Photo courtesy Danielle Hevers).

### **Two new fenced off-leash dog parks opened**

Residents and their furry friends can now enjoy some off-leash fun, with 2 new fenced dog parks now completed at Bray Park Reserve, corner of Tree Street and Kyogle Road, Bray Park (Murwillumbah) and at John Baker Reserve, Darlington Drive, Banora Point. The need for fenced off-leash dog parks was flagged as a key community priority when Council engaged the local community to develop the Open Space Strategy (2019–2029). More than 200 residents contributed to the design of the dog parks.



Ruby the dog enjoying some off-leash fun at the new Bray Park Reserve dog park.

### Goal 3.3 Build a vibrant community to be a great place to live and visit

#### Spectacular first stage of Northern Rivers Rail Trail officially opened

The 24 km Tweed section of the Rail Trail was officially opened on 1 March 2023 in a ceremony at the heritage-listed Murwillumbah Railway Station. Construction of the Tweed section of the Rail Trail was jointly funded by the NSW and Australian Governments and is a huge step forward in the final construction of a 132 km Northern Rivers Rail Trail.

The Northern Rivers Rail Trail is a shared recreation and nature trail and is now the 'must do' experience in the region, providing a safe environment for people of all abilities to explore the beautiful Northern Rivers region.

Council announced its collaboration with volunteer organisation Cycling Without Age as part of celebrations to mark the first anniversary of the opening of the popular Northern Rivers Rail Trail. More than 140,000 people have used the 24 km Tweed section of the Rail Trail since its opening on 1 March 2023 – establishing it as one of the most popular visitor attractions on the Northern Rivers.

As an economic driver, The Tweed section of the Northern Rivers Rail Trail (NRRT) has surpassed expectations as well, boosting the Tweed economy by more than \$3.7 million in its first year of operation.

Among many other awards, The Rail Trail earned Tripadvisor's coveted Travellers' Choice Award, ranking it in the top 10% of attractions worldwide.



The Tweed leg of the Northern Rivers Rail Trail was officially opened amid much excitement from local walkers, runners, cyclists, school students and trishaw bike enthusiasts.

#### Plan to shape future of tourism in the Tweed

Recognising the importance of tourism to the local economy, and following a thorough consultation phase, Council voted to adopt the Tweed Destination Management Plan 2024-2030, a comprehensive roadmap for the future of tourism in the region. The Tweed Destination Management Plan (DMP) is a strategic planning tool to harness the positive effects of tourism for the local economy and will be implemented by Tweed Shire Council and its tourism partner, The Tweed Tourism Company (TTC) and other stakeholders. Council has set a very clear vision for the Tweed to be recognised as one

of Australia's leading sustainable destinations, celebrated for its nature and outdoor recreation, cultural, culinary and creative experiences.



Cudgen Creek at Kingscliff is a popular drawcard for locals and visitors to the Tweed.

### Council launches Festive Glow Guide

To celebrate the holiday spirit, in 2023 Council launched the Tweed Festive Glow Guide: an interactive map of festive light displays and decorations around the Tweed.

Residents were encouraged to share in the festive fun by decorating their properties and registering their displays online for all Tweed residents to browse and enjoy.



Residents were encouraged to register their festive light displays and decorations on interactive map.

### Council-sponsored events announced for 2023-2024

Each year, Council offers financial assistance to event organisers with the aim to support, develop, attract and grow events that showcase the Tweed's unique characteristics and build our community to be a great place to live and visit.



World Environment Day, hosted by the Caldera Environment Centre, is one of 16 events to receive funding in Council's 2023/24 Event Sponsorship Funding round.

### Tweed Regional Museum wins coveted AMAGA for Museum on Wheels

Tweed Regional Museum’s Museum on Wheels (MoW), a colourful vintage caravan with a twist, won the major award for Community Engagement and Outreach from the Australian Museum and Gallery Association (AMaGA).

The award recognises organisations that have developed unique and engaging ways to interpret and communicate their collection and stories to the wider community.



Museum on Wheels proved a hit at the Museum Up Late: Capturing Nature Street Party, which attracted more than 1,000 visitors to the event held in Murwillumbah in January 2023.

### Margaret Olley exhibition marks 100 anniversary of her birthday

An exhibition drawn entirely from the Tweed Regional Gallery collection and presented exclusively at the Tweed Regional Gallery & Margaret Olley Art Centre opened in March to celebrate the 100th anniversary of Margaret Olley’s birthday.



Margaret Olley (1923 – 2011) Cornflowers with pomegranates 1991. Oil on board, 67.5 x 90 cm Tweed Regional Gallery collection. Pending – Gift of the Tweed Regional Gallery Foundation Ltd. ©Margaret Olley Art Trust.

### Olive Cotton Award for photographic portraiture open for entries

The prestigious Olive Cotton Award for photographic portraiture was held in 2023, an award held biennially at the Tweed Regional Gallery. Entries were welcomed from photographers resident in Australia, with both professional and emerging artists encouraged to submit new portraits, vying for a \$20,000 prize.



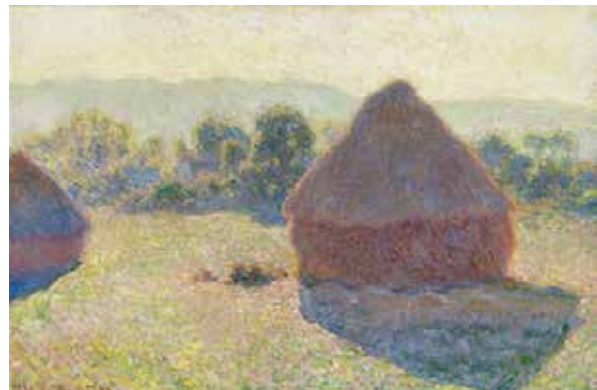
Gerwyn Davies (b.1985) *Replica* 2023 archival pigment print. Acquired as the Winner of the 2023 Olive Cotton Award. Courtesy the artist. Gerwyn Davies is represented by Jan Murphy Gallery, Brisbane; Michael Reid Gallery, Sydney/ Berlin

### Sharing the National Collection: Monet, Olley and Morandi

Under the National Cultural Policy Revive, the National Gallery's Sharing the National Collection initiative will share some of their collection with regional and suburban galleries, and cultural institutions across the country on long-term loans.

Claude Monet's painting, *Meules, milieu du jour* [Haystacks, midday], 1890 is one of five works from the National Gallery of Australia's collection that has been shared with the Tweed Regional Gallery and has been on display from 1 November 2023 until 26 October 2025.

Joining the Monet from Saturday 2 March 2024 weew three works by iconic Australian artist Margaret Olley, along with a painting by one of Olley's favourite artists, Giorgio Morandi. The additional four works from the National Gallery of Australia's collection will be proudly displayed at Tweed Regional Gallery until 2029.



Claude Monet *Meules, milieu du jour* [Haystacks, midday] 1890, National Gallery of Australia, Kamberri/ Canberra, purchased 1979

# Growing

We want to work together to plan for the future so the Tweed grows and evolves in a sustainable way



## Goal 4.1 Plan ahead so the Tweed is ready for the future.

### Draft Affordable Housing Strategy developed

The draft Affordable Housing Strategy aims to unlock opportunities for increasing the supply of affordable housing. Its main focus is on social and affordable housing, which is subsidised, long-term housing for those very low, low and moderate incomes and subject to affordability and eligibility requirements set by the government.

The strategy was on exhibition from 26 June to 7 August 2024. Stakeholder feedback is now being reviewed.



The draft Affordable Housing Strategy aims to unlock opportunities for increasing the supply of affordable housing.

### Balanced budget maintains Council's strong financial position

Council continued its strong fiscal management Tweed Shire Council adopted a \$283 million budget for 2024/2025, featuring investment for essential water, roads and waste infrastructure improvements. Council's \$283 million budget is made up of 3 funds: \$169 million from general funds, \$56 million from water funds and \$58 million from sewerage funds. It is a balanced budget which maintained the strong financial position of Council.

### Annual Report receives Silver Award – rated against best practice standards

Tweed Shire Council's Annual Report 2022 -2023 has been recognised in the Australasian Reporting Awards (ARA) with a Silver Award in the General Award category.

The report was benchmarked against ARA criteria, based on world's best practice and performance. The Silver Award presented by the ARA, is awarded to organisations who meet the criteria of satisfactory disclosure of key aspects of its business; and outstanding disclosure in at least one significant area.

This follows a bronze award for 2021-2022, the first time Council entered into the awards.

## Industry forum assists Growth Management and Housing Strategy

By the end of the term, Council was well underway on preparing a Growth Management and Housing Strategy. An Issues Paper and Options Paper have been publicly exhibited. The Options Paper present a range of approaches to provision of housing and employment land over the next 20 years. In May 2023, as one step to assist in strategy planning, Council held an Industry Forum for those involved in the housing and employment industries in the Tweed. This included developers, land-use planners, real estate agents and associated housing and employment industry members.

## Council successful in application to IPART for Special Rate Variation

Council was successful in its application to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rate Variation for 2023/24 Budget cycle. Council applied for a 2.35% rise in general rates in addition to the 4.0% pegged rate rise already approved for the Tweed IPART, which is an independent body that determines the level of rates able to be collected by councils across NSW. A community survey was conducted before the rise, which included the development of a General Rate calculator.

## Community vision steers Council plan for next decade

Council adopted a 10-year Community Strategic Plan for the Tweed which took effect from 1 July 2022. The plan guides all other Council strategies and plans and sets out the community’s vision and goals for the Tweed’s long-term future.

The plan is the culmination of extensive community engagement over many months and reflects what the community said is important to them.

More than 60 local people including representatives from resident and ratepayer groups, business chambers, industry associations and environmental groups joined in a series of Community Conversations to provide feedback on the draft Community Strategic Plan.

Council endorsed more than 100 changes to the draft document as a direct result of the submissions we received from the community.

**Our 10 year plan for the Tweed**  
Community Strategic Plan 2022 – 2032

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

**Protecting**  
1. We want a healthy natural environment.  
1.1 Take action as caretakers for our internationally significant environment to pass onto our next generation.  
1.2 Work together to reduce our impact on the natural environment and adapt to climate change for a sustainable future.  
1.3 Climate Change and Sustainability  
1.4 Resource Recovery  
1.5 Sustainable Agriculture

**Living**  
2. We want to be safe at home and in the community with reliable essential services and infrastructure.  
2.1 Provide safe, sustainable and affordable water supply and wastewater services as the foundations of a healthy community.  
2.2 Deliver a safe and comfortable road and active transport network that can accommodate increased traffic as our shore grows and connects people, places and businesses to each other.  
2.3 Make sure the places we live, work and visit are safe to protect our quality of life.  
2.4 Work together with others to prepare for, mitigate and build resilience to both natural disasters and the impacts of climate change.

**Thriving**  
3. We want the Tweed's people and places to thrive.  
3.1 Support our community to be inclusive and care for each other to create stronger community bonds and support for those in need.  
3.2 Provide our community with opportunities to be active and healthy.  
3.3 Build a vibrant community to be a great place to live and visit.  
3.4 Support our local economy to thrive and generate sustainable economic opportunities to support our long term future.

**Growing**  
4. We want to work together to plan for the future so the Tweed grows and evolves in a sustainable way.  
4.1 Plan ahead so the Tweed is ready for the future.  
4.2 Join with the community to make the Tweed better tomorrow than it is today.  
4.3 Support Council services, programs and operations to be effective and transparent.  
4.4 Support our community to be successful and resilient.

**How we'll achieve these goals**  
Track how we're doing

**Track how we're doing**  
Follow our progress in delivering these projects and programs every 2 months (Quarterly Performance Review) and annually (Annual Report).  
State of the Shire Report summarises our achievements at the end of council term.

**Learn more**  
Visit [www.tweed.nsw.gov.au](https://www.tweed.nsw.gov.au) for more information.

Council’s Community Strategic Plan is divided into 4 streams: Protecting, Living, Thriving and Growing.

## Goal 4.2 Join with the community to make the Tweed better tomorrow than it is today.

### Australia Day Awards celebrate outstanding achievement in the community

Each year, Council recognises outstanding achievements by members of the community with the Tweed Shire Australia Day Awards. This is followed by a citizenship ceremony which in 2024 saw 32 residents from 13 different countries – from as far afield as Colombia, Taiwan and Brazil – become Australian citizens. As in previous years, this is an invitation-only event for recipients and their families. The following day, on Australia Day, a series of Council-sponsored community events were held across the Tweed, at Crabbes Creek, Murwillumbah, Tumbulgum and Tyalgum.



The Tweed community reflects, respects and celebrates what it means to be part of the unfolding national story with events around Australia Day.

### Local Government Week sees free tours and workshops showcasing Council services

Each year, Council joins councils across NSW to celebrate Local Government Week, usually held in the first week of August. A host of free tours and events are held each year to highlight just some of the 50+ services Council is proud to offer the community.



Council provides so much more than just roads, rates and rubbish, as shown through Local Government Week activities each year.

### Tweed throws open the welcome mat to regional mayors from across NSW

Council played host in July to nine mayors from across NSW and their respective executive leaders in July 2023 as part of a program aimed at promoting and growing regional cities in the State. Regional Cities New South Wales (RCNSW) is an alliance of 15 regional cities which aims to grow regional cities in NSW through increased investment that will build productive, liveable and connected regions. It was the first ever Regional Cities NSW delegation held outside Sydney.





Regional Cities NSW mayors and executive leaders at Point Danger, Tweed Heads, the first time the organisation has met outside of Sydney.

### **Council successfully defends Seabreeze site from development for the third time**

Council has long been trying to ensure that a high school site for the Pottsville community is secured. The Land and Environment Court ruling in April 2023 to dismiss a deemed refusal appeal relating to a Concept Development Application was a great outcome for the Pottsville community who have long lobbied for a high school in the coastal village.



Vacant land at Seabreeze Estate, Pottsville originally earmarked for a high school.

### **Feedback sought to help shape the vision for Hastings Point headland**

Council sought community feedback to inform a draft management plan to preserve Hastings Point Headland, designed to protect the natural environment and preserve the beauty and vitality of the area for generations to come.

Council is committed to protecting the headland as a focal point for recreation, as well as being a diverse and sensitive ecosystem with high cultural values for traditional owners.



The development of a Hastings Point Headland Management Plan will improve the quality of this public open space while protecting the natural environment and cultural heritage values of the headland, now and for future generations.

### More than \$80,230 distributed through Tweed flood appeal

The generous contributions of Tweed residents and businesses raised more than \$80,230 for the Together Tweed Mayoral Flood Appeal 2022. Funds were distributed to the nominated groups including: \$20,000 to the Murwillumbah Community Centre for the purchase of a new bus and up to \$20,000 towards vital communications equipment for isolated communities in the Tweed. The balance of funds raised were distributed equally (\$13,410 each) between The Family Centre, the Northern Rivers Community Foundation (NRCF) and local units of the NSW State Emergency Service (SES).



Mayor of Tweed Shire Chris Cherry with Murwillumbah Community Centre Manager Wendy Constantine. The centre put the \$20,000 donation from the Together Tweed Mayoral Flood Appeal towards the purchase of a new community bus.

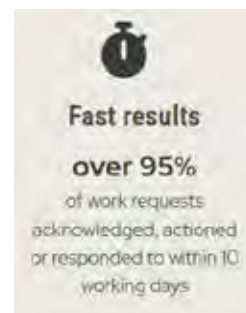
### Delivering high levels of service to customers

Council is a top performer in the customer service space and compares favourably against contact centre industry benchmarks.

Council's Customer Service team fielded more than 106,000 customer interactions in the 2023/24 financial year, resolving 87% of all inquiries at the first point of contact.

The 2024 Contact Centre Best Practice results were recently released, surveying more than 250 Australian contact centres across all sectors. Council's team exceeded the average/ benchmark performance across the key industry metrics:

- 'Average Speed of Answer' benchmark was 115 seconds – Council's was 74 seconds.
- 'Abandoned Call Rate' benchmark was 8% of all incoming calls – Council's was 3.4%.
- 'Average Handle Time' benchmark was 543 seconds – Council's was 393 seconds.



Council's performance in customer service can be viewed on the website.

### **Online engagement platform remains popular**

Council's online engagement portal Your Say Tweed proved popular, with 267,248 visits from 21 December 2021 to 15 August 2024 (the term of the Council). There were 8,332 contributions and 2,533 registrations. The projects dominating engagement were the Special Rate Variation, Cool Towns (Favourite Tress of the Tweed), the Draft Options Paper for the Growth Management and housing Strategy, Hastings Point Headland Management Plan and the Tweed Conservation Strategy.

### **Residents provide feedback at Tweed hearing of Flood Inquiry**

Residents from across the Tweed packed out Tumbulgum Community Hall in April 2022 to share their views and experiences following the devastating February and March 2022 floods. Led by Professor Mary O'Kane and Michael Fuller APM, the independent 2022 NSW Flood Inquiry aimed to provide an opportunity for Tweed residents to share their feedback in person.

### **Tweed community urged to share their flood stories**

Tweed residents were encouraged to share their experiences of the February and March 2022 floods through a special portal established by Council to ensure their voices were heard for future advocacy work and learnings. More than 100 contributions were received.



Aerial image of Murwillumbah CBD flooded.

### 4.3 Support Council services, programs and operations to be effective and transparent

#### New Council Works Depot gets green light

Approval has been granted to proceed with building a new Council Works Depot on land off the floodplain at the new industrial estate at South Murwillumbah.

The project has been made possible thanks to \$10 million from the jointly funded Australian and NSW governments Infrastructure Betterment Fund and will allow Council to relocate its Works Depot to higher ground.

The move will ensure that Council will be able to better serve our community and have better resilience in times of natural disasters like floods.



An artist's impression of the new work depot which will be built at Industry Central at South Murwillumbah.

#### Community members sought to join Advisory Committees

Expressions of interest were sought from residents interested in joining one of 6 advisory committees which provide advice and recommendations to Council. Suitably experienced community members are called for and appointed every 4 years, for the term of Council. Due to the delayed local government elections in 2021, this term was reduced to 2 years and 8 months.

#### Together towards tomorrow with new ERP

Council is currently rolling out a major business transformation program through new Enterprise Resource Planning (ERP) software across the organisation as part of a four-year program to move Council's core applications to the Cloud. This will dramatically improve the way Council does business with customers and enhance their experience in engaging with Council.



The ERP project is a step towards better serving our community and making Council's day-to-day tasks simpler.

#### Web forms

The External Webforms Project is replacing all existing PDF forms on Council's website with web forms (OpenForms), that are intuitive and have built-in workflows to improve the customer experience. This is improving self-service options for customers, reducing administration work for staff and improving efficiencies.



The External Webforms project is making it easier to do business with Council.

# Awards and Recognition

## 2024 - 2025

### North Coast Tourism Awards – August 2024 Gold Award, Northern Rivers Rail Trail – Tweed section (Outstanding Tourism Start-up)

The 2024 North Coast Tourism Awards acknowledge growth and entrepreneurship and celebrate the success of tourism businesses throughout the North Coast Destination Network region.



This award is testament to the hard work and dedication of the NRRT team and the community's support for the Rail Trail and highlights the contribution it has made to the region's tourism industry.

### Bronze Award, Tweed Regional Museum (Excellence in Innovation)

Tweed Regional Museum was awarded Bronze for Excellence in Innovation for their Museum on Wheels 2023/24 program. The Museum on Wheels takes cultural experience beyond the Museum walls and directly into communities.



MoW activations such as Supertonic at Splendour in the Grass utilised interactive programming and augmented reality technology to take cultural stories to new audiences in unexpected places.

### 2024 Australasian Reporting Awards Silver Award, Tweed Shire Council Annual Report 2023-24 (General Award)

The ARA focus on improving the quality of annual reporting and is open to all organisations in the Asia-Pacific region and beyond.



The Silver Award highlights Council's commitment to continuous improvement and excellence in its governance, accountability, financial and performance reporting.

### 2024 Engineering Excellence Awards Winner, Tweed Shire Council for the Northern Rivers Rail Trail (1C – Design and Construction of a public works project greater than \$5 million)

The Institute of Public Works Engineering Australasia (IPWEA)



awarded the Tweed section of the NRRT top honours for Engineering Excellence in Category 1C - Design and Construction of a Public Works Project - Project greater than \$5 million.

The award is testament to the collaboration between government, industry and the community to achieve a great tourism outcome for the region and cements the Rail Trail as a benchmark for future rail trail projects.

**2023 Australian Tourism Awards  
Winner: The Tweed Tourism Company  
(Tourism Marketing & Campaigns)**

The Tweed Tourism Company was awarded Australia’s best tourism marketing for 2023 for its collective body of work aligned with a COVID recovery strategy that included promotion of the Northern Rivers Rail Trail, A Slow Road to Tyalgum drive campaign, hosting of the Australian Society of Travel Writers Convention and Australia’s first Wellness Tourism Summit.



**2023 NSW Tourism Awards  
Winner: Tweed Tourism Company  
(Tourism Marketing and Campaigns)**

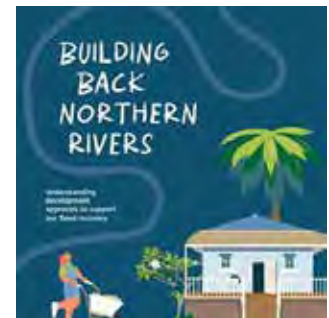
The GOLD winning Tweed marketing campaign was a collective body of work that was developed in alignment with Phase One: Recovery of Tourism Australia’s THRIVE 2030 strategy.



The destination recovery marketing strategy aimed to achieve pre-Covid levels of domestic overnight and day trip visitation by the end of 2024 and included promotion of the new Northern Rivers Rail Trail, a Slow Road to Tyalgum campaign, hosting of the Australian Society of Travel Writer’s Convention and Australia’s first Wellness Tourism Summit.

**2023 Awards for Planning Excellence  
Winner, Building Back Northern Rivers  
– Northern Rivers Councils, Cred Consulting and NSW Department of Planning and Environment (Climate Change and Resilience)**

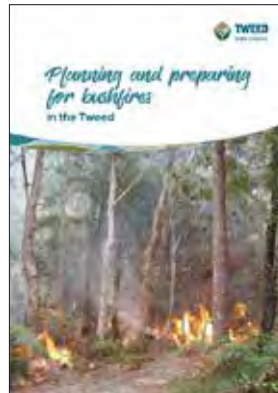
The ‘Building Back Northern Rivers – understanding development approvals to support our flood recovery’ document provides informative, practical and accessible guidelines for the local Communities of the Northern Rivers.



The establishment of guidelines relevant to the various local Councils across a large geographic footprint required a broad level of consultation, engagement and agreement. The resulting document offers a simple yet highly effective guide to navigating the development application and planning process required by those impacted.

**Commendation: Tweed Planning for Bushfire Resilience – Tweed Shire Council**

Council was commended for the critical work undertaken with local communities, landowners, fire experts and NSW Rural Fire Service as part of its Tweed Planning for Bushfire Resilience project.



Through a series of workshops and community engagement, coupled with innovative Shire-wide bushfire modelling and property level risk assessments, Council was available to develop a comprehensive understanding of bushfire risks, with an online portal for residents to access the mapping tool and generate their own property level report.

Supplementing this is an easy-to-understand information booklet distributed to community groups and local NSW RFS brigades.

**2023 Cities Power Partnership Climate Awards  
Winner: Tweed Shire Council – Mayor Chris Cherry (Climate Ambassador Award – elected representative)**

Mayor of Tweed Shire Chris Cherry was recognised for



her advocacy on climate change by the Cities Power Partnership Awards, which recognise councils across Australia demonstrating climate mitigation.

Cr Cherry received the award for her leadership in driving climate action and keeping climate on the national agenda in the wake of the devastating 2022 floods and the ongoing disaster recovery.

**Australian Institute of Project Management Winner, Northern Rivers Rail Trail – NSW Public Works (NSW Regional Project)**

The Tweed section of the NRRT was recognised as the Best Regional Project in NSW by the Australian Institute of Project Management (AIPM).



The achievement is testament to the dedication, skill and tireless efforts of NSW Public Works in working with Tweed Shire Council to deliver this project.

## 2022 - 2023

### **Institute of Public Works Engineering Australasia (IPWEA) Engineering Excellence Awards Highly Commended: Disaster Restoration Tracking Database (New and Improved Techniques)**

A combined submission by Tweed Shire Council and Port Macquarie Hastings Council. Together the 2 councils created an innovative database to track and repair thousands of road repair jobs, totalling more than \$150 million, following the flooding disasters of 2017, 2021 and 2022. The improved data management allows councils to keep a more comprehensive and organised approach to infrastructure management, allowing essential services to be repaired as quickly as possible, while balancing limited resources, meeting funding requirements and planning and procurement legislation, as well as keeping the community informed of progress.



### **Australian Museums and Galleries Association (AMaGA) National Awards 2023**

#### **First Place (Level 2): Tweed Regional Museum – Museum on Wheels (MoW) (Community Engagement and Outreach)**

The award recognises organisations that have developed unique and engaging ways to interpret and communicate their collection and stories to the wider community. The MoW transports the Museum into the public realm, showcasing curated content, enhancing locations, exhibitions, festivals, schools, events and engaging with current and new audiences. Highly Commended: Tweed Regional Museum – Museum on Wheels (MoW) Category (Level B): Exhibition Branding The MoW’s vivid design was acknowledged in the Exhibition Branding category. Its design elements and branding were created by Whale Design Co, La Fin Design and Salty Dog Media.



### **National Trust Heritage Awards 2023 First Place: Northern Rivers Rail Trail (Conservation – Landscape)**

Council’s commitment to preserving and celebrating the heritage of the 24km Tweed section of the NRRT was acknowledged with first place in the Conservation – Landscape category award. Most notably, a commitment to highlighting the Aboriginal cultural heritage of the region by incorporating a range of storytelling techniques along the trail, as well as to the region’s rail history, including the restoration of 16 of the Trail’s 26 bridges and 2 tunnels along the track.





### **Parks and Leisure Australia 2023 Regional Awards of Excellence**

These annual awards recognise and celebrate the outstanding initiatives and innovative efforts of 'the people behind the places' delivering a range of social, cultural, environmental and economic benefits to regional communities.

#### **Winner: Fingal Head Foreshore Parks and Active Communities (Playspace Award <\$0.5M)**

This award is given to a playspace under the value of \$500,000 that involves a range of stakeholders, contributes to the creation of a sense of 'place' for its local community and exhibits landscape and/or structural design innovation that delights and aids childhood development.

#### **Winner: Livvi's Place at Goorimahbah Place of Stories, Tweed Heads (Playspace Award >\$0.5M)**

This award is given to a playspace over the value of \$500,000 that involves a range of stakeholders, contributes to the creation of a sense of place for its local community and exhibits landscape and/or structural design innovation that delights and aids childhood development.

### **Winner: Northern Rivers Rail Trail, Zone Landscape Architecture & Tweed Shire Council (Best Regional/Rural Industry Contribution Award)**

Regional/Rural Australia includes all of the towns, small cities and areas that lie beyond the major capital cities (Sydney, Melbourne, Brisbane, Perth, Adelaide, Darwin, Hobart and Canberra), who make a significant contribution through community initiatives which contribute to the parks and leisure industry. These projects can be play spaces, events, tourism, trails, programs, re-purposing of facilities and environmental initiatives.



### **2023 Australasian Reporting Awards (ARA) Bronze Award: Tweed Shire Council Annual Report (General Award)**

These awards focus on improving the quality of annual reporting and is open to all organisations in the Asia Pacific region and beyond. The ARA raises awareness among organisations of the need for complete, transparent and timely disclosure of information.



## 2021 - 2022

### **Ministers' Awards for Women in Local Government 2022 Elected Representative Award – Rural and Regional Winner: Chris Cherry, Mayor**

Recognises a councillor who has advanced the position of female elected representatives in NSW. Cr Cherry was nominated for her leadership heading the bipartisan Cross Border Taskforce during the COVID-19 pandemic, as well as her leadership and advocacy for the Tweed community following the February-March 2022 flood.

### **Alternative Pathways Award – Rural and Regional Winner: Doreen Harwood, Enterprise Risk and Emergency Management Officer**

Recognises a female staff member who is breaking down gender stereotypes in NSW. Ms Harwood, who is the Lead Emergency Management Officer for the Tweed/Byron local government areas, was recognised for rising to the challenges of the bushfires in 2019, COVID-19 and the floods of February and March 2022.



### **Climate Disclosure Platform (CDP) - Cities A List 2022**

Tweed Shire Council has been recognised by the Climate Disclosure Platform (CDP) as one of 122 cities across the globe for taking bold leadership on environmental action and transparency, and placed on the platform's A List for 2022. Only 12% of the 1,000+ cities scored in 2022 received an A score. A List cities demonstrate their climate leadership through concerted and effective action. They are taking twice as many mitigation and adaptation measures as non-A List cities.



### **2022 NSW Planning Excellence Awards – President's Award and Commendation Award and commendation: Tweed Shire Council's planning team (Country)**

The awards were received in recognition of Council's inaugural Aboriginal and Torres Strait Islander Town Planner Development Program launched in early 2022, with the support of Griffith University's GUMURRII Student Success Unit and the Tweed Byron Local Aboriginal Land Council.



### **NSW Team of the Year – EHA Excellence Awards Winner: Council's Environmental Health Unit**

For their work canvassing everything from post flood clean-up and mould removal to tackling the reduction of mosquito-borne diseases and COVID-19. This award recognises a team identified as having excelled in their daily roles and significant projects in all facets of environment health.



## Grants Received

Organisation	Grant	Amount
Northern Rivers Joint Organisation	Tweed Shire Council 2022 Flood Commemorative Events	37,868
Transport for NSW	Open Streets Program 2024	150,000
Dpt Industry, Regional Development	LRCI4 - NRRT Accessibility and Seating 2023-2024	64,950
Dpt Industry, Regional Development	LRCI4 - NRRT Safety and Emergency Access 2023-2024	353,886
Australia Day Council	Tweed Shire Council Australia Day Ceremony 2023	4,268
Transport for NSW	DIPS - EPAR - Kyogle Road Slip A (DM00319)	9,139,501
Transport for NSW	ARL 2 Sites Pt2 (UL080)	9,943,622
Dpt Industry, Regional Development	LRCI4 - Leisure Drive Rehabilitation 2023-24	648,181
Transport for NSW	DIPS - EPAR - Kyogle Road Slip C (DM00288)	7,152,475
Infrastructure NSW	Captain Cook Memorial & Lighthouse 2018-2019	399,260
Office of Environment & Heritage	Aboriginal Heritage Captain Cook Lighthouse 2019-2020	48,727
Regional NSW	Bushfire Recovery Funding 2019-2020	134,313
Infrastructure NSW	Disaster Resilience Officer 2022-2023	129,240
Regional NSW	Terranora Walk	1,336,062
Dpt Industry, Regional Development	Tyalgum Toilet Replacement 2020-2021	4,078
Dpt of Planning	Ray Pascoe Toilet Block & Park Upgrade 2022-2023	373,377
Transport for NSW	EPAR - Cudgera Creek Road	2,023,273
Museums & Galleries NSW	Maragret Olley Children's Book 2020--2021	3,000
Arts NSW	Art Play Book Development 2020-2021	10,000
Foundation for Rural & Regional Renewal	Culture Dose for Kids 2024	10,000
State Libraries NSW	Public Library Infrastructure 2021-2022	112,396
State Libraries NSW	Library Priority Grant 2022-2023	340,055
State Libraries NSW	Public Library Infrastructure 2022-2023 (Kingscliff)	117,639
State Libraries NSW	Library Priority Grant 2023-2024	291,662
State Libraries NSW	Public Library Infrastructure Grant 2023-2024	179,686
Arts NSW	TRRM's Contemporary Voices 2014-2015	17,041
Create NSW	Rolling Out Museum on Wheels - 2022-2023	77,749
Create NSW	Program Funding Tweed Regional Museum 2022-2023	71,239
Create NSW	Holiday Break Program 2023-2024	218
Copland Foundation	Conservation of Riding Habit 2024	11,775

Organisaiton	Grant	Amount
Department of Enterprise Investment and Trade	Office of Gambling Tweed Regional Museum Lighting 2023-2024	140,000
NSW Communities & Justice	Accessible Drinking Water 2023-2024	11,175
Dpt Industry, Transport Regional Development	LiOC - Animal Rehoming Facility 2023-2024	1,000,000
NSW Communities & Justice	Youth Week 2023	1,318
NSW Communities & Justice	Youth Week 2024	425
Community Options Australia	Regional Assessment Service 2022-2023	256,708
Health NSW	Commonwealth Home Support Program 2022-2023	413,175
Health NSW	Disability Support for Older Australians 2022-2023	1,897
NSW Communities & Justice	Empower Seniors Program 2023-2024	39,360
Enviornmental Trust	Conserving Cuckatoos & Curlews 2018-2019	6,107
Dpt Planning	Priority Pest Control Tweed Coast Reserve 2021-2022	12,762
Crown Lands	Pest Monitoring & Control on Coastal Crown Reserve 2022-2023	28,765
Regional NSW	SCCF5 Murwillumbah Community Centre Upgrade & Refurbishment	539,905
Office of Environment & Heritage	NE Hinterland Regional Koala Conservation 2018-2019	4,299
Enviornmental Trust	Lowland Lyrebird in the Tweed Caldera 2018-2019	145,990
World Wildlife Fund	Northern Rivers Koala Assessment Activity	62,797
Dpt Planning	Northern Rivers Koala Assessment Activity	48,223
Dept Industry, Science, Energy & Resources	Sustaining the Tweeds Flying Fox Forests 2021-2022	300
Dpt Planning	Bitou Bush Control Tweed Coast Reserve 2021-2022	24,000
Dpt Planning	NSW Koala Program Habitat Restoration 2021-2022	17,153
Local Government NSW	Bringing Back Fly-Fox to Kynnumboon 2022-2023	109,542
Dpt of Planning	Koala vehicle strike mitigation 2023-2024	119,550
Dpt of Planning	Koala Tracks - Koala Habitat Restoration 2023-2024	115,000
Friends of the Koala	Koala Habitat Restoration - practitioners field day	554
Enviornmental Trust	Tweed & Kyogle Feral Deer Alert	133,062
Enviornmental Trust	Tweed & Kyogle Feral Deer Alert	165,906
Dpt Industry, Regional Development	LRCI4 Pottsville Environment Park 2023-24	150,000
Dpt Industry, Regional Development	LRCI - Animal Rehoming Facility 2021-2022	1,643,323
Transport for NSW	EPAR Blacks Drain Reconstruction (UL034)	1,728,588
Transport for NSW	Eviron Rd (UL064)	1,063,911
Dpt Industry, Regional Development	LRCI - Stan Sercombe Grandstand 2020-2021	8,183
Regional NSW	Tweed Netball new Amenities Building 2021-2022	400,000
Office of Sport NSW	Arkinstall Park Sportsfield Lighting Upgrade 2021-2022	309,759

Organisaiton	Grant	Amount
Office of Sport NSW	Uki Mountain Bike Park 2022-2023	107,458
Dpt of Planning	Piggabeen Sports Ground Master Plan 2022-2023	599,735
Office of Sport NSW	Arkininstall Park Netball Complex 2022-2023	225,000
Office of Sport NSW	Les Burger Sportsfield Lighting Upgrade 2022-2023	207,555
Office of Sport NSW	Stg 2 Vic Bianchetti Sportsground Restoration 2022-2023	807,788
Transport for NSW	EPAR - Byangum Bridge & Approaches	825,038
Office of Sport NSW	Stg 2 John Rabjones & Les Cave Oval Restoration 2022-2023	447,823
Dpt Industry, Regional Development	LRCI4 Bilambil Heights Sports Field Waste Water 2023-2024	30,649
Regional NSW	CAP-027 Sportsfield Amenities Repair & Resilience 2023-2024	158,400
Transport for NSW	Pavement Renewals South West RR (UL086)	1,840,336
Office of Sport NSW	Kingscliff Sportsfield Master Plan 2018-2019	444,806
Dpt Planning	The Murwillumbah High Street Beautification 2020-2021	38,080
Dpt Industry, Regional Development	Tweed Heads Regional Parkland Stage 2 - 2021-2022	118,084
Regional NSW	Youth Facilities Jack Evans Boat Harbour 2021-2022	24,057
Dpt Planning	Recreation Ground Inclusive Family & Youth Precinct 2021-2022	169,106
Transport for NSW	Jack Evans Boat Harbour Activation Project 2021-2022	96,110
Dpt of Planning	Youth & Family Precinct Stage 2 2022-2023	371,141
Dpt of Planning	Jack Evans Boat Harbour Places to Swim 2022-2023	161,109
Transport for NSW	EPAR - Byangum Bridge & Approaches	791,838
Dpt Industry, Regional Development	LRCI4 Cooltowns Murwillumbah 2023-2024	178,246
Dpt Industry, Regional Development	LRCI4 - Alma St Median Rejuvenation 2023-2024	42,776
Regional NSW	CAP-030 Shelters Repair and Resilience 2023-2024	210,280
Transport for NSW	DIPS - EPAR - Quirks Quarry	2,755,094
Transport for NSW	Kyogle Rd Other Slips ((UL059)	4,986,861
University of NSW	Remediation Acidified Coastal Environments	65,595
University of NSW	Remediation Acidified Coastal Environments	66,247
Enviornmental Trust	Small Farm Big Changes 2017-2018	16,501
Dept Agriculture, Water and the Environment	Future Drought Fund Round 1 2021-2022	69,200
Dept Industry, Science, Energy & Resources	Sustainable Living Festival 2022	5,043
Dpt of Planning	Tweed Growth Management Housing Strategy 2022-2023	190,469
Regional NSW	Tweed Affordable Housing Strategy	122,251
Dpt of Planning	Digital Integration to Planning NSW Portal 2021-2022	80,000
Dpt of Planning	Strong Start Cadetship Program - Course fees in planning	22,615

Organisaiton	Grant	Amount
Dpt Industry, Regional Development	Installation of LED Lighting 2020-2021	173,018
Transport for NSW	Limpinwood & Zara Roads Tyalgum 2020-2021	70,933
Transport for NSW	FBSP - Clothiers Creek Road Tanglewood 2020-2021	16,583
Transport for NSW	FBSP - Pottsville Road Safety Upgrade 2021-2022	24,424
Transport for NSW	Bogangar Public School Crossing 2021-2022	55,599
Transport for NSW	FBSP - Tomewin Road Guardrail 2022-2023	119,896
Transport for NSW	FBSP - Kyogle Road Gateway Treatment 2022-2023	85,255
Transport for NSW	Council Road Safety Officer Salary & Oncosts 2022-2023	432
Transport for NSW	CRSO - Caravan Safety Project 2022-2023	272
Transport for NSW	CRSO - Motorcycle Safety Engagement 2022-2023	85
Transport for NSW	CRSO - Plan B Win a Swag Competition 2022-2023	4,367
Transport for NSW	CRSO - Towards Zero TAFE Partnership 2022-2023	1,300
Transport for NSW	CRSO - HLDBSD Workshop Delivery 2022-2023	1,243
Transport for NSW	CRSO - RSORU Workshop Delivery 2022-2023	1,233
Transport for NSW	CRSO - Pedestrian & Cyclist Safety 2022-2023	3,413
Transport for NSW	Speed Zones Installations (4 sites) 2022-2023	3,733
Transport for NSW	Tweed public and active transport safety 2023-2024	8,500
Transport for NSW	Tweed Motorbike Education 2023-2024	8,750
Transport for NSW	Tweed Safety in Local Communities 2023-2024	8,500
Premiers NSW	Road Safety Signage (portable smiley faces) 2023-2024	63,220
Transport for NSW	EPAR - Everingham, Tomewin, Glengarrie, Fernvale Slips (P.0089913)	11,521,145
Regional NSW	SCCF5 Tweed Heads Bus Shelter Upgrade 2022-23	464,204
Regional NSW	SCCF5 Tweed Heads Bus Shelter Upgrade 2022-23	588,096
Premiers NSW	Mobile CCTV Cameras (LSCA232)	588,096
Dpt of Planning	Common Planigale Monitoring at Koala Beach Estate	1,380
Transport for NSW	FBSP - Tweed Valley Way Crabbes Creek 2020-21	146,099
Transport for NSW	Mt Warning Bridge (UL077)	3,761,599
Transport for NSW	Regional & Local Roads Repair Program 2023-24	551,334
Regional NSW	CAP-032 Playgrounds and Parks repair and resilience 2023-24	2,721,347
Transport for NSW	Pavement Renewals South West LR (UL085)	648,382
Transport for NSW	DIPS - EPAR - Reserve Creek	3,813,544
Dpt Industry, Regional Development	Roads to Recovery (Year 4) 2022-2023	325,645
Regional NSW	CAP-028 Club Houses Repair & Resilience 2023-2024	1,815,251
Regional NSW	Northern Rivers Rail Trail	431,673
Transport for NSW	Marine Parade Footpath 2020-2021	115,656
Transport for NSW	Tweed Heads South Schools 2022-2023	98,684

Organisaiton	Grant	Amount
Transport for NSW	Tweed Pacific Christian School 2022-2023	24,091
Transport for NSW	Tweed Chillingham School 2022-2023	19,910
Transport for NSW	Overall Drive 2022-2023	9,321
Transport for NSW	WALK Tweed Terranora Parade 2022-2023	7,325
Transport for NSW	WALK Tweed Footpath Norman Street 2022-2023	46,135
Enviornmental Trust	Upper Tweed Estuary Riparian Rehabilitation 2018-2019	15,345
Transport for NSW	Foysters Jetty Facility Renewal 2020-2021	107,281
Transport for NSW	Foysters Jetty Facility Renewal 2020-2021	541,194
Transport for NSW	Bruce Chick Park Kayak & Canoe Launch 2020-2021	82,739
Dpt Industry, Regional Development	Marine Transport Asset Renewal 2020-2021	235,631
Dpt Primary Industries	Ray Pascoe Park Boat Ramp Upgrade 2021-2022	59,106
Regional NSW	Tweed River Rowing & Scuba Diving Access 2021-2022	35,172
Dpt Industry, Regional Development	LRCI - Anchorage Island Retaining Wall Phase 3	5,620
Dpt Industry, Regional Development	LRCI - Anchorage Island Retaining Wall 2021-2022	328,588
Transport for NSW	Damage Repair to Boating Infrastructure 2022-2023	301,354
Transport for NSW	EPAR - Scenic Road Slip	861,758
Dpt of Planning	Tygalgah Riverbank Rehabilitation 2023-2024	263,733
NSW Local Land Services	Mid-Tweed River Flood Erosion Additional Funding 2023-2024	9,553
Dpt Planning	Mooball Creek Erosion Control 2021-2022	3,117
Regional NSW	SCCF5 Wyuna Foreshore Community Access 2022-23	404,665
Office of Environment & Heritage	Tweed Coast Coastal Management Program CMP 0049 2023-2024	214,079
Office of Environment & Heritage	Coastal Creeks Flash Flood Warning System 2018-2019	12,273
Office of Environment & Heritage	Murwillumbah CBD Levee Spillway 2019-2020	7,906
Office of Environment & Heritage	Tweed Valley Flood Study Update 2019-2020	19,665
Transport for NSW	Repair Mooball Creek Training Walls 2021-2022	503,993
Regional NSW	East Murwillumbah Levee Slip Repair 2021-2022	43,163
Dpt of Planning	Tweed Heads South Levee Overtopping Study 2021-2022	82,893
Dpt of Planning	Dorothy & William Streets Pump Station 2022-2023	273,780
Premiers NSW	Flood Monitoring Cameras 2023-2024	60,000
Reconstruction Authority NSW	NRRRP TW60 Pump System behind Dorothy St TW60 2023-2024	575,248
Dpt Industry, Regional Development	LRCI4 - Mooball Creek Sea Wall Repair 2023-24	450,000
Office of Local Government	Local Recovery Coordinator	185,670
Office of Local Government	Local Government Recovery Grant	628,738
Office of Environment & Heritage	Industry Central Flood Resilience Development	647,273
Transport for NSW	EPAR - Tomewin Road Slip	157,931

Organisaiton	Grant	Amount
Transport for NSW	EPAR - Numinbah Road Pavement	12,023
Transport for NSW	Numinbah Rd CapEX Works (UL089)	713,092
Regional NSW	CAP-029 Community Halls Repair and Resilience 2023-2024	993,110
Dpt Industry, Regional Development	LRCI4 Dry Dock Road Boat Ramp Sailability 2023-24	846,947
Transport for NSW	EPAR - Kyogle Road Sites 1-8	625,904
Transport for NSW	Clarrie Hall Dam Rd Slips ((UL060)	4,398,548
Transport for NSW	Upper Crystal Creek Catchment Booka (UL072)	3,488,279
Local Government Grants Commission	Financial Assistance Grant - General Purpose 2024-2025	9,468,613
Transport for NSW	Kyogle D (UL073)	7,320,745
Transport for NSW	Upper Crystal Creek Catchment UCC (UL067)	17,044,653
Transport for NSW	Upper Crystal Creek Catchment Porters ((UL076)	8,812,134
Transport for NSW	DIPS - EPAR - Kyogle Road Slip C (DM00288)	13,666,153
Transport for NSW	DIPS - EPAR - Limpinwood A (DM00108)	472,463
Infrastructure NSW	Tweed Coast Road, Cudgen Road to M1	1,800,000
Transport for NSW	DIPS - EPAR - Kyogle Road Slip B (DM00742 / 744)	8,582,768
Transport for NSW	DIPS - EPAR - Tyalgum Road Slip	12,332,581
Transport for NSW	DIPS - EPAR - Local Roads Package 1	610,544
Transport for NSW	EPAR - LR - Mt Burrell Landslips	2,421,144
Transport for NSW	Commissioners Creek Road Reconstruction (UL083)	2,869,628
Transport for NSW	EPAR - Kyogle Road Sites 1-8	3,859,779
Transport for NSW	DIPS - EPAR - Kyogle Road Slip B (DM00742 / 744)	13,359,045
Transport for NSW	Sch. A ARL 2 Site (UL069)	21,343,048
Transport for NSW	DIPS - EPAR - Limpinwood B	389,023
Transport for NSW	DIPS - EPAR - Limpinwood A (DM00108)	1,738,991
Transport for NSW	EPAR - Stoddart Road Pavement Repair	169,880
Local Government Grants Commission	Financial Assistance Grant - Roads Component	3,664,694
Transport for NSW	LR EPAR Minor Works South West Group 1 (P.0087177)	20,211
Transport for NSW	LR EPAR Betterment Causeways - LR (UL033)	293,692
Transport for NSW	LR EPAR Betterment Causeways - RR (UL033)	20,000
Regional NSW	CAP-031 Toilet Blocks Repair & Resilience 2023-2024	1,995,465
Transport for NSW	EPAR - RR -Tweed Valley Way DM01737 (UL039)	1,513,675
Transport for NSW	EPAR - LR - Group A Slips (P.0090903) (UL016)	2,908,375
Transport for NSW	EPAR LR - Minor Works South West Group 2 (P.0087635)	314,492
Transport for NSW	EPAR RR - Minor Works South West Group 2 (P.0087636)	65,513
Transport for NSW	DIPS - EPAR - Limpinwood B	1,730,639



Organisaiton	Grant	Amount
Transport for NSW	EPAR - LR - Minor Works North West Package 1 (P.0087633)	1,564,448
Transport for NSW	Balfours Rd (UL006)	379,418
Transport for NSW	Ophir Glen Rd (UL045)	620,002
Transport for NSW	DIPS - EPAR - Quirks Quarry	2,185,554
Transport for NSW	Causeways - East (UL040)	2,483,469
Transport for NSW	Northern Pavement Works (UL058)	122,106
Transport for NSW	Bridges Package South West (UL082)	3,024,926
Transport for NSW	EPAR - RR - Mt Burrell Landslips	2,148,819
Transport for NSW	D&C-04 PACKAGE Tweed Valley Way, Cobaki Rd (UL052)	71,763
Transport for NSW	EPAR - RR - Minor Works North West Package 1 (P.0087634)	38,355
Transport for NSW	D&C-02 PACKAGE Rowlands Crk, Hickory, Chowan Crk (UL051)	2,941,790
Transport for NSW	DIPS - EPAR - Mount Warning	11,930,810
Transport for NSW	Kyogle Rd E (UL079)	5,563,768
Regional NSW	CAP-019 Pathways and parking repair and resilience 2023-2024	4,645,558
Transport for NSW	Rowlands, Doon Doon and Ophir Glen Bridges (UL062)	5,526,935
Transport for NSW	EPAR - LR - Byrill Ck, Pinnacle Rd & Tyalgum Ck Rd Slips	4,617,793
Transport for NSW	DIPS - EPAR - Tyalgum Road Slip	19,795,953
Transport for NSW	EPAR - Dulguigan Rd (UL063)	17,480,484
Transport for NSW	Tyalgum Extreme Slip (UL092)	21,380,394
Transport for NSW	East Minor Works Package 4 - Local Roads	437,294
Transport for NSW	East Minor Works Package 4 - Regional Roads	181,402
Transport for NSW	Urliup Road Slips - UL037 (P.0089490)	3,541,412
Transport for NSW	DIPS - EPAR - Mount Warning	8,358,145
Transport for NSW	Commissioners Creek Rd, Doon Doon Rd, Midginbil Rd Slips (UL084)	9,099,193
Transport for NSW	Numinbah & Urliup (UL081)	6,748,696
Transport for NSW	Kyogle F (UL074)	8,956,885
Local Government Grants Commission	Financial Assistance Grant - Roads Component 2024-2025	3,790,892
Transport for NSW	Kyogle Rd H (UL075)	6,707,618
Transport for NSW	Kyogle Rd G (UL078)	6,017,163
Regional NSW	Inf. Betterment Fund - Murwillumbah New Works Depot	9,953,551
Office of Environment & Heritage	Industry Central Flood Resilience Development	7,112,568
Transport for NSW	Byrill Creek Road Major Slips (UL088)	3,360,250
Transport for NSW	Eastern Minor Works Package 3 (UL043)	2,896,564

Organisaiton	Grant	Amount
Local Government Grants Commission	Financial Assistance Grant – General Purpose 2023-2024	9,133,133
Transport for NSW	EPAR – Scenic Road Slip	656,824
Transport for NSW	Eastern Minor Works Package 1 (UL043)	1,905,926
Transport for NSW	Minor Works South West Group 3 (UL087)	247,803
Transport for NSW	DIPS – EPAR – Kyogle Road Slip A (DM00319)	3,397,719
Dpt of Planning	Jack Evans Boat Harbour Places to Swim 2022-23	748,000
Transport for NSW	NW Minor Works Package 3 RR (UL090)	88,844
Transport for NSW	NW Minor Works Package 3 LR (UL091)	226,343
Office of Local Government	Disaster Relief Funding Arrangement – Animal Impounding	360,246
Regional NSW	Community Recovery Officers	300,947
NSW Local Land Services	Mid-Tweed River Flood Erosion Repairs 2022-2023	215,477
Regional NSW	Murwilumbah CBD Study & Investigation	74,344
Office of Sport NSW	Vic Bianchetti Sportsground Restoration 2022-2023	460,334
Office of Sport NSW	Stan Sercombe Oval Restoration 2022-2023	105,134
Office of Sport NSW	Barrie Smith Fields Restoration 2022-2023	186,056
Office of Sport NSW	Knox Park Netball Restoration 2022-2023	265,103
Office of Sport NSW	Jim Devine Field Restoration 2022-2023	201,000
Office of Sport NSW	John Rabjones & Les Cave Ovals Restoration 2022-2023	33,651
Office of Sport NSW	Bilambil Sports Complex West Restoration 2022-2023	27,429
Office of Sport NSW	Murwillumbah Tennis Courts Restoration 2022-2023	2,967
Office of Sport NSW	Bilambil Sports Complex East Restoration 2022-2023	34,295
Transport for NSW	Eastern Minor Works Package 2 (UL043)	1,406,866
Public Works NSW	NDRA Service Road off Commissioners Creek Road	8,765
Transport for NSW	Regional & Local Roads Repair Program 2023-24	2,703,978
Transport for NSW	Clothiers Creek & Carool Roads (UL041)	396,998
Office of Environment & Heritage	Better Waste & Recycling Fund	1,262,288
Regional NSW	Captain Cook Memorial Lighthouse Upgrade 2022-2023	1,313,959
		<b>452,943,968</b>

*Contact and connect*

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