



# **AGENDA**

## **OPERATIONS COMMITTEE MEETING**

**Tuesday 12 February 2008**

**Chairman: Mr Garry Payne AM**

**Administrators: Mr Garry Payne AM  
Mr Max Boyd AM**



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**ITEMS FOR CONSIDERATION OF THE COMMITTEE:**

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## REPORTS THROUGH THE GENERAL MANAGER

**O1 [GM-OC] Tweed Economic Development Corporation (TEDC) Quarterly Performance Report - October to December 2007**

### **ORIGIN:**

**Business & Economic Development**

### **FILE NO:**

### **SUMMARY OF REPORT:**

As required by the current Tweed Economic Development Corporation (TEDC) Agreement a quarterly performance report and financial statement is to be provided for Council's review. Below is TEDC's Performance Report for the quarter 1 October to 31 December 2007.

### **RECOMMENDATION:**

**That Council receives and notes the quarterly report from Tweed Economic Development Corporation for the quarter October to December 2007.**

## REPORT:

# TWEED ECONOMIC DEVELOPMENT CORPORATION LTD QUARTERLY REPORT TO TWEED SHIRE COUNCIL OCTOBER TO DECEMBER 2007

## 1. Economic Modeling Tool Update

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- Tweed 2006 economic table update has been completed and shows that Service Industries continue to grow and dominate the Tweed economy, contributing 91.8% or \$1,249.8m to a Gross Regional product of \$1.36 billion. Manufacturing showed a slight decline at 5.3% or \$72.2m as did Primary industries at 2.9% or \$39.4m
- The 2006 Snapshot of the Tweed Economy suggests; "The Tweed economy maintained a steady growth in line with inflation over the twelve month period ending June 2006. Total industry production grew at a modest 0.05%, taking into account inflation, while gross regional product grew by 0.67%. Employment increased by 0.9%, wages and salaries by 0.2% and household consumption expenditure by 0.5%. Imports and exports increased by 1.1% and 0.4% respectively".
- When this information is viewed with current ABS Tweed Population statistics and demographics, it once again reinforces the need to broaden and diversify the Tweed economy.
- Current Tweed Population of 79,321 of which 34.9% or (27,683 people) are over 55 years, 22.2% or (17,609 people) over 65 years.
- The Tweed is the fourth oldest local government area in Australia.
- Population growth projections for Tweed suggest a population increase of 40,000 people in less than 25 years. Projections suggest 120,000 people by 2031.
- 36.2% or 28,714 people of Tweed population on one form or other of government income support including pensioners, parenting and youth allowances, disability, new start etc.
- 61% or (17,793 people) of the Tweed shire's wage and salary earners (including self employees) actually live and work in the shire.
- 11,469 people leave the shire for work each day, including 6,576 people who work in SEQ.
- 4,487 people come to work in the Tweed from other areas each day, including 3,744 people who travel down from SEQ.
- The Tweed Shire average individual taxable income in 2003 was \$32,996, which was over \$3,000 less than on the Gold Coast, nearly \$8,000 less than the average for Australia, and over \$10,000 lower than that of NSW. Note: Equivalent 2006 ABS data not yet available.

- TEDC has been engaged to update the Richmond economic model tables, with work scheduled to commence in February 2008.
- Economic impact assessment of Murwillumbah Festival of Performing Arts has been completed by TEDC, as a training project, and the results will be forwarded to TSC in due course. This project has been done in house and there are to be no charges to TSC.

## **2. Tweed Employment Generating Land**

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- TEDC CEO and Chairman attended the launch of Industry Central on December 5<sup>th</sup> 2007. TSC Administrator and TEDC Director Max Boyd also attended. The launch was well attended by a range of investors representing local and out of town interests as well as representatives from the range of media.
- Recent communications with the owner of Industry Central ( January 9<sup>th</sup> 2008) indicate that sales of lots are continuing at an average of one large lot a week and that in the very near future he expects to be able to announce the names of some of the major players who will soon establish operations at Industry Central.
- TEDC continues to facilitate and partake in discussions with interested parties regarding the acquisition and long term development of an integrated master planned estate in the Tweed valley.

## **3. Other Industry Initiatives**

### Gold Coast / Northern Rivers Marine Supply Chain Project.

- One of the challenges faced by TEDC at this stage, is finding sufficient “critical mass” or sufficient numbers of businesses in particular industry sectors in the Tweed to participate in industry growth and expansion initiatives/projects, such as supply chain projects etc.
- The recently completed Marine Supply Chain Project is a specific example where TEDC joined the Gold Coast and Northern Rivers regions, so as to create the critical mass necessary to make such a project viable. Having said that the second stage of the project saw only one Tweed marine manufacturing operator remain active and involved in the project, to the company’s ultimate benefit, where the company was able to improve its cashflow by \$65,000 per month.
- The fact of the matter is that the Tweed does not have a critical mass or broad enough industry base to enable these types of projects and initiatives to be developed and promoted.

## **4. TEDC 2008 Annual Business Plan.**

The TEDC Annual Business Plan has been completed and a draft copy forwarded to directors for discussion and adoption at the meeting of January 31<sup>st</sup> 2008.

## **5. TEDC Investment Attraction Marketing Plan.**

- A costed, draft marketing plan has also been prepared and forwarded to directors for discussion and adoption at the meeting of January 31<sup>st</sup> 2008.

This plan includes the production of “Tweed Pulse” a bi-annual publication which will provide a range of facts and statistics for potential investors and

- other interested parties the economic activity and investment climate in the Tweed.
- Specific information for investors includes; business activity reports, population demographics, employment, building approvals, property market, regional industry growth, tourism activity, education, lifestyle and industry development news.
- This publication will be available in hard copy and also on the TEDC web site.
- The first edition will be available in February 2008.

#### **6. TEDC – Tweed Business Leaders Forum – Project Plan.**

The project plan for “Tweed Business Leaders Forum” has been forwarded to directors for discussion and adoption at the meeting of January 31<sup>st</sup> 2008.

#### **7. Public Relations – TEDC Recognition/Profile.**

- The Gold Coast Bulletin are developing a feature article for the Gold Coast March Quarterly production “Metropolis Magazine” on Growth in the Tweed, with an emphasis on activities in Murwillumbah,. TEDC has provided relevant information for the article.
- The TEDC economic modeling tool and approach to economic development continues to generate interest across the country. Following is a summary of economic activities and requests:
  - The TEDC on request has provide an article for the Planning Institute of Australia, March edition of the quarterly publication “New Planner” which has a circulation of 1500
  - TEDC has accepted an invitation to present a paper at the “Riding the Boom” Harvesting the wave for a sustainable Pilbara Conference in WA on April 30<sup>th</sup> 2008
  - TEDC has also been asked to provide an article for the EDA quarterly eJournal, on the economic modeling tool uses and applications.
  - TEDC attended the invitation only, BMD Constructions xmas client function in Brisbane on December 20<sup>th</sup> 2007. Some 400 representatives across a broad range of construction, development, real estate and government agencies were in attendance, providing a good profile and networking opportunity for TEDC.
  - TEDC has also been approached by Stocklands to speak at a function at Greenhills (Murwillumbah) to launch their 300 hect residential development on February 1<sup>st</sup> 2008.
  - TEDC has also been approached to speak to the Wide Bay/Burnett region. The region has been subjected to council amalgamations which will see 22 councils reduced to 5. TEDC have been invited to speak on identifying and understanding the drivers of a local and regional economy, as part of addressing the issue of economic sustainability.
  - Port Stephens Council in NSW has requested an opportunity to meet with TEDC to discuss economic development related matters.
  - CEO invited to attend launch of Head Office and new Manufacturing Premises of Williams River Steel in Hunter Valley on November 16<sup>th</sup> 2007. The function was attended by a range of industry and business representatives and included a tour of industrial estates in the Hunter. TEDC capitalised on the opportunity to network and promote the Tweed to interested parties.



- The Launch was also attended by NSW Treasurer/ Minister for Hunter, Michael Costa who officiated. TEDC CEO had the opportunity to meet with the minister and discuss issues relevant to the Tweed.

#### **8. TEDC Economic Vision & Strategy**

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- The TEDC Economic Vision & Strategy has been completed.
- The Strategy is available on the TEDC Web site.
- The Strategy will be updated to include appropriate relevant information on the completion of several of TSC LEP review consultancies including; Employment Generating Land Strategy and The Murwillumbah Master Plan.

#### **9. Other Briefing and Presentations**

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##### Murwillumbah Hospital

- The TEDC continues to provide assistance to the Murwillumbah District Hospital Support Committee to address the issues raised by the north coast area health service concerning the efficiency and future sustainability of the MDH.

#### **10. TEDC Website & E-Bulletin**

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Monthly visits to the TEDC Web site.

- The month of October recorded 4940 visits
- The month of November recorded 4466 visits
- The month of December recorded 4848 visits
  
- Tweed Industrial locality maps in the process of being uploaded onto TEDC Industrial Estate pages of the web site.
  
- Sensis Yellow Pages Online Business Directory now available on line through TEDC web site. TEDC has been in contact with Sensis to establish an online monitoring system to assess usage of directory through the TEDC web site.

#### **11. Future Projects**

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Rural Land Use Stage II. TEDC continues to pursue this project

TEDC are preparing a scoping document for the proposed Economic Impact Assessment on ageing population in the Tweed.

Tweed River Link Project.

**12. TEDC Media Coverage October 07 to December 07**

**Tweed Economic Development Corporation Media Coverage  
Oct 07 to December 07**

<b><u>Date</u></b>	<b><u>Headline</u></b>	<b><u>Media</u></b>
11th October, 2007	Daylight saving cash loss study	Tweed Border Mail
17th October, 2007	Tax Policy to " help Tweed "	Daily News
8th November, 2007	River link Resurfaces	Tweed Border Mail
8th November, 2007	Nature Link back on Cards	Tweed Border Mail
17th November, 2007	Sluggish tourism creates urgency for River Link	The Weekly
17th November, 2007	Expanded vision for development group	The Weekly
21st November, 2007	Town under pressure	Daily News
23rd November, 2007	M'bah to become an industry hotspot	Gold Coast Bulletin
28th November, 2007	Tweed Coast set to Boom says Economic Boss	Seabreeze Pottsville Beach Publication
6th December, 2007	Industrial estate to spark "new" Tweed	The Bulletin
6th December, 2007	Industrial Estate border crossing	Tweed Border Mail
6th December, 2007	Classy start to M'bah industry park	Daily News
6th December, 2007	Best land is " running out "	Tweed Sun
7th December, 2007	M'bah Hospital faces Review	Daily News
13th December, 2007	Coastal land grab on Tweed	Tweed Border Mail
13th December, 2007	Move that mountain over there	Tweed Sun
16th December, 2007	New industrial hub launched in M'bah	M'bah Weekly
16th December, 2007	New online business directory	M'bah Weekly

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

This report recommends Council endorse the quarterly performance review required by Tweed Economic Development Corporation's funding agreement.

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "non confidential" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

1. **Confidential Attachment** - TEDC Balance Sheet as at December 2007 (DW 1750625)
  2. **Confidential Attachment** - TEDC Profit and Loss Statement for Financial Year to 31 December 2007 (DW 1750626).
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**O2 [GM-OC] Tweed Tourism Financial Report - 2006/07 and Quarterly Performance Report – October to December 2007**

**ORIGIN:**

**Business & Economic Development**

**FILE NO:**

**SUMMARY OF REPORT:**

As required by the current agreement between Tweed Tourism and Council a quarterly performance report and summary financial statement are to be provided for Council's review. This report provides the Tweed Tourism's Quarterly Reports for the quarter 1 October to 31 December 2007.

This report also presents the audited financial report for financial year 2006/07 for Tweed Tourism. In line with protocol these financial statements are presented in a confidential attachment to this report.

**RECOMMENDATION:**

**That Council endorses the:**

- 1. Tweed Tourism Quarterly Report for the quarter from October to December 2007.**
- 2. Tweed Tourism Financial Statement for Year Ending 30 June 2007.**

## REPORT:



## Tweed Tourism December Quarter 2007 Report

### 1. Financial

Refer to Confidential Attachment

### 2. Tweed Visitation

#### Year Ending June 2007

##### Domestic Overnight Visitors

- Visitors 380,000 -11.63% vs y/e June 2006
- Visitor nights 1.98million + 16.81% vs y/e June 2006

##### Day Trips

- Visitors 713,000 -10.99% vs y/e June 2006

##### International Visitors

- Visitors 17,521 -16.66% vs y/e June 2006
- Visitor nights 193,000 + 9.41% over y/e June 2006

### 3. Marketing

- Refer to Confidential Attachment

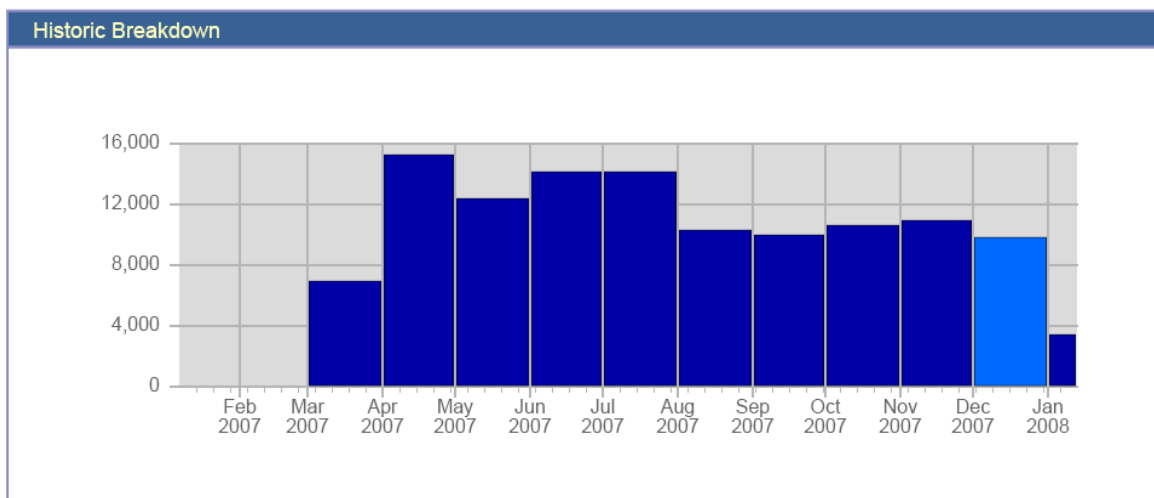
#### PUBLIC RELATIONS

- Total value of editorial media coverage from July 2007 to January 2008 exceeds \$1.2million
- A total of 72 operators have been involved in famils and PR activities
- Media releases written and distributed highlighting: Taste the Tweed farmers/chefs workshop, Taste the Tweed council planning workshop, Volunteer appreciation night, relocation of Malfunction event to Casuarina, Christmas Day dining opportunities, Corroboree famil
- Full page features in Q Weekend on Wollumbin Palms, EcOasis and nearby villages and attractions as well as a 3 page feature in the Brisbane Affair on the Tweed and a 2 page feature on Roughies Restaurant.
- Activities currently in the works include: Getaway attending the region in February, Gourmet Traveller recently visited with the story to appear in the March issue, Sunday Mail visit to Mavis's Kitchen, various famils for Gold Coast Panache Magazine and the Adelaide Advertiser will be visiting the region in early April to do a family style feature.

#### Progress / status of the TT website upgrade activity plan

- New Tweed Tourism website and BookEasy Reservations system now live. Uptake by operators substantially better than old system although we will endeavour to engage more operators to use this system.

## Visitation of website



No comparisons with previous year available as system was implemented in February 2007.

## 1. Members

### Membership Numbers at 31/12/07

Associate	48
General	113
Corporate	9
Corp Affiliates	33
Reciprocal	5
<b>Total</b>	<b>208</b>

### Membership Revenue

October – December 2007				6 months Year to Date				
2nd Quarter	Last Year	Budget	Variance		YTD	Last YTD	Budget	Variance
\$13,498	\$1,995	\$13,047	\$451	Membership	\$23,605	\$43,557	\$26,091	-\$2,486

- Change in way Membership is accounted with membership now amortised across full year vs historical recording of membership revenue in July. Overall membership appears to be going well with lower non-renewals compared to previous years

## 2. Visitor Information Centres

### Movement in visitor numbers at each VIC v's previous year

2007 - 2008

	2007/08	2006/07	Variance	2007/08	2006/07	Variance	2007/08
	WHRC			Tweed Heads			Kingscliff
Sept Qtr	6860	7485	-8.35%	6040	6276	-3.76%	1796
Dec Qtr	5603	6234	-10.12%	5046	4899	3.00%	1791
Mar Qtr							0
Jun Qtr							0
<b>Total</b>	<b>12463</b>	<b>13719</b>	<b>-9.16%</b>	<b>11806</b>	<b>11175</b>	<b>-0.76%</b>	<b>3587</b>

- Murwillumbah YTD shows a considerable decline in visitor numbers in comparison to the previous year, however Tweed visitor numbers are on par with the previous year.

### Commissions Earned

- Commissions revenue represents 10% of total booking value made

October - December 2007					6 months Year to Date			
2nd Quarter	Last Year	Budget	Variance		YTD	Last YTD	Budget	Variance
\$12,380	\$9,606	\$10,592	\$1,778	Travel Commissions	\$27,877	\$22,543	\$24,855	\$3,022

- Bookings through website have been increasing steadily with 32.84% of the bookings made in December on-line via BookEasy.

### Quality of service at Visitor Information Centres

- Surveys for the last quarter have been input into the system. Results show that 86% of visitors to the VIC's were extremely satisfied, 7% very satisfied and 7% not satisfied with the quality of customer service.

### Retail Revenue

October - December 2007					6 months Year to Date			
2nd Quarter	Last Year	Budget	Variance		YTD	Last YTD	Budget	Variance
\$19,599	\$17,430	\$18,601	\$958	Retail Sales	\$36,493	\$34,079	\$36,382	\$111

## 1. Product Development

### Current Product Development Projects

- Taste the Tweed
- Environment
  - National Landscapes
  - Bird Watching
  - Bush Walks
  - Rainforest Way
- Health & Lifestyle
- Business Tourism
  - MICE

## 2. Meetings/workshops with TEDC, Council and other stakeholders

- Workshop held with Council Administrators and Senior Management on 3 December 2007
- AGM and Christmas party held on 6 December 2007
- TEDC to presented to Tweed Tourism Board on 6 December 2007
- National Landscapes workshops held in Beaudesert and Springbrook in October
- National Landscapes Steering Committee meetings held in October, November and December. Received official letter of acceptance in to National Landscapes program and Consultants have been engaged. Next Steering Committee meeting is scheduled for Tuesday 5 February 2008.



## 1. Other

- Terry Watson resigned effective 5 January 2008
- Phil Villiers was appointed temporary GM until June 2008 and commenced work on Tuesday 22 January 2008. The following meetings/discussions have been set up:
  - Paul Donovan, Gold Coast Airport (to discuss co-op and Gold Coast Tourism)
  - Geoff Provust, Member for Tweed
  - Phil Youngblutt, Murwillumbah Chamber of Commerce
  - Alan McIntosh, Kingscliff District Chamber of Commerce
  - Tom Senti, TEDC
  - Trevor Wilson, DSRD
  - Russell Mills, NRT
  - Gold Coast Tourism
  - Liz Shepherd, Ballina Tourism
  - Lee Eyre, Tweed Visitors Guide
  - Karen Ransome, Verve Consulting
  - Tweed Chamber of Commerce
  - ATEC
  - Various potential members

### Projects going forward

- Presentation folders have arrived, all new memberships will be presented in these
- Touring map is being reprinted for sale in the VIC's at a suggested price rise
- Membership drives
- Volunteer appreciation programmes
- Sharing knowledge between members
- Using personal media contacts to better market the Tweed

## LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

This report recommends Council endorse the quarterly performance review required by Tweed Tourism's funding agreement.

## POLICY IMPLICATIONS:

Nil.

## UNDER SEPARATE COVER/FURTHER INFORMATION:

*To view any "non confidential" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

1. **Confidential Attachment** - Tweed Tourism Financial Statement - December Quarter 2007 (DW1749448)
  2. **Confidential Attachment** - Tweed Tourism Audited Financial Statements – Financial Year 2006/07 (DW1748486)
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**03 [PR-OC] Draft Tweed Local Environmental Plan 2008 Exhibition Fees and Charges****ORIGIN:****Planning Reforms****FILE NO: GT1/LEP/2006****SUMMARY OF REPORT:**

Stage 1 of draft Tweed LEP 2008 is presently with the Department of Planning awaiting approval for exhibition in accordance with Section 65 of the Environmental Planning and Assessment Act 1979 (the Act).

Considerable work and resources are required to produce copies of the draft Plans and accompanying exhibition material. Whilst Council will provide copies of the material for viewing at Council Offices and other selected locations within the Shire, Council would be unable to meet the costs of providing the material to the public for personal use outside of Council.

The purpose of establishing a set of identified fees and charges is to recoup any costs that Council has or may potentially incur as a result of providing the material i.e. printing and publishing costs.

**RECOMMENDATION:**

**That Council advertises the fees and charges identified within this report for the sale of exhibition material relating to Draft Tweed Local Environmental Plan 2008 in accordance with Section 610F of the Local Government Act, 1993.**

<u>Description</u>	<u>Cost</u>
<b>Compact Disc containing the Written Instrument and a full set of Draft LEP 2008 Maps</b>	<b>\$5</b>
<b>Full set of printed Draft LEP 2008 Maps (A3)</b>	<b>\$1100</b>
<b>Single print Draft LEP 2008 Map (A3)</b>	<b>\$15</b>
<b>Printed Written Instrument</b>	<b>\$30</b>

## REPORT:

### Introduction

Stage 1 of draft Tweed LEP 2008 is presently with the Department of Planning awaiting approval for exhibition in accordance with Section 65 of the Environmental Planning and Assessment Act 1979 (the Act).

It is anticipated that the draft Plan be placed on exhibition as soon as the Department has issued their approval.

The purpose of this report is to identify the appropriate fees and charges with respect to the sale of the draft exhibition material to the general public should anyone wish to obtain personal copies of the material.

### Body

Considerable work and resources are required to produce copies of the draft Plans and accompanying exhibition material, particularly hardcopies. Council, whilst obligated to display or make available to the public any exhibition material for viewing free of charge at their Offices, should not bear the costs of providing the material to the public for personal use outside of Council.

The purpose of establishing the identified fees and charges is to recoup any costs that Council has or may potentially incur as a result of providing the material i.e. printing and publishing costs. Should people wish to produce their own hardcopies of the information they will still be able to do so via the internet. The identified fees and charges are therefore as follows:

<u>Description</u>	<u>Cost</u>
Compact Disc containing the Written Instrument and a full set of Draft LEP 2008 Maps.	\$5
Full set of printed Draft LEP 2008 Maps (A3)	\$1100
Single print Draft LEP 2008 Map (A3)	\$15
Printed Written Instrument	\$30

### Conclusion

That Council adopt the fees and charges identified within this report for the sale of exhibition material relating to Draft Tweed LEP 2008.

### LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

Adoption of identified fees and charges relating to the sale of draft Tweed LEP 2008.

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**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

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Nil.

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**O4 [TCS-OC] Quarterly Budget Review - 31 December 2007**

**ORIGIN:**

**Financial Services**

**SUMMARY OF REPORT:**

This is the second quarter statutory budget review for this financial year and summarises the estimated expenditure and income changes to the 2007/08 Budget based on projections to 30 June 2008.

This statutory report is prepared in accordance with the Local Government (General) Regulations 2005, regulation 202 and 203. Based on current projections, Council will have a balanced budget as at 30 June 2008 in the General Fund, Water and Sewer Funds.

**RECOMMENDATION:**

**That the:-**

- 1. Quarterly Budget Review Statement as at 31 December 2007 be adopted.**
- 2. Expenditure and income, as summarised below and detailed within the report, be voted and adjusted in accordance with the revised total expenditure and income for the year ending 30 June 2008.**

Description	Change to Vote	
	Deficit	Surplus
<b>General Fund</b>		
<u>Expenses</u>		
Operating	242,650	0
Interest	0	0
Capital	670,000	0
Loan Repayments	0	0
Transfers to Reserves	130,000	0
	1,042,650	0
<u>Income</u>	0	0
Operating	0	242,650
Capital Grants & Conts	0	50,000
Loan Funds	0	0
Recoupments	0	600,000
Transfers from Reserves	0	150,000
Asset Sales	0	0
	0	1,042,650
 Net Surplus/(Deficit)		<b>0</b>

Description	Change to Vote	
	Deficit	Surplus
<b>Water Fund</b>		
<u>Expenses</u>		
Operating	0	392,297
Interest	0	0
Capital	0	2,095,000
Loan Repayments	0	0
Transfers to Reserves	422,297	0
	<b>422,297</b>	<b>2,487,797</b>
<u>Income</u>		
Operating	0	0
Capital Grants & Conts	0	0
Loan Funds	250,000	0
Recoupments	246,764	0
Transfers from Reserves	1,568,736	0
	<b>2,065,500</b>	<b>0</b>
Net Surplus/(Deficit)		<b>0</b>
<b>Sewer Fund</b>		
<u>Expenses</u>		
Operating	0	339,154
Interest	0	0
Capital	0	2,325,000
Loan Repayments	0	0
Transfers to Reserves	575,832	0
	<b>575,832</b>	<b>2,664,154</b>
<u>Income</u>		
Operating	0	0
Capital Grants & Conts	169,322	0
Loan Funds	4,071,000	0
Recoupments	0	3,042,000
Transfers from Reserves	890,000	0
Asset Sales	0	0
	<b>5,130,322</b>	<b>3,042,000</b>
Net Surplus/(Deficit)		<b>0</b>



**REPORT:****Budget Review 31 December 2007 (Quarterly Budget Review)**

In accordance with regulation 203(1) of the Local Government (General) Regulation 2005, a Budget Review Statement and revision of the estimates of income and expenditure must be submitted to council within two months of the close of each quarter.

The Regulation requires that the quarterly financial review must include the following:

- A revised estimate for income and expenditure for the year.
- A report as to whether or not such statements indicate that the financial position of the Council is satisfactory and if the position is unsatisfactory, make recommendations for remedial action.

**Report By Responsible Accounting Officer**

The Quarterly Budget Review Reports are prepared to provide Council and the community with information in relation to Council's financial performance and proposed amendments to its budget and forward estimates. The reports are prepared under accrual accounting principles in accordance with the requirements of the Local Government Act 1993.

The Financial reports included in the Quarterly Budget Review are as follows:

1. Variations
  - a) Variations Proposed
  - b) Introduced During Quarter – By Council Resolution
2. Budget Summary – by fund
  - a) By Type (including Available Working Capital)
  - b) By Division

**Variations**

There are two variations reports included in the Quarterly Budget Review during this quarter:

- Variations Proposed
- Council Resolutions

The Variations Proposed report details all of the recommended changes to budget that have been put forward by management at this review for Councils consideration.

The Council Resolutions report is provided as information to the Council and the community to explain the adjustments that have been included in the Approved Budget during the quarter.

## Income Statement

The Income Statement measures Council's financial performance over the period and shows whether or not Council has earned sufficient revenues to support its activities during that period, and whether or not surpluses have been created to fund additional or replacement assets to service community needs.

The statements show where Council's money comes from (Revenue) and how that revenue is consumed (Expenses) in providing the ordinary activities and services of the Council.

## Statement of Funding Result Reconciliation

The Funding Statement provides information about the source of cash and "cash like" funds, and how they have been (or are budgeted to be) applied in the Management Plan.

The "source" of funds includes the surplus or deficit (a negative source) from ordinary activities of Council as expressed in the Income Statement. In other words all of the ordinary activities of Council including collection of rates and other general income and provision of services are netted off and the remainder is available to provide a source of funds for other expenditure such as asset acquisition, loan repayments and transfer to reserve for future expenditure programs.

The programs that have had an effect on revenue are:-

Description	Change to Vote	Comments
<b>Program</b>	<b>\$</b>	<b>Comments</b>
Essential Services Costs	<b>22,000</b>	Omitted from original budget
Screens – SALT - Lot 500	<b>20,000</b>	Construction and erection of screens adjacent to Lot 500
Rates Revenue	<b>(300,000)</b>	Additional rates from subdivisions etc
Working capital reserve	<b>130,000</b>	Transfer to reserve
Building control Permits	<b>(3,000)</b>	Increase in requests
Conveyancing Diagrams	<b>(10,000)</b>	Increase in requests
Occupation Certificate	<b>(2,000)</b>	Increase in requests
Advertising Fee for DA	<b>(6,000)</b>	Increase in requests
Building Certificate	<b>(5,000)</b>	Increase in requests
Health Legal Expenses	<b>18,800</b>	Increase in legal expenses
Health Fines & Cost	<b>2,800</b>	Income not anticipated
Inspection fee Domestic On Site Sewage	<b>30,765</b>	Income not anticipated
Development Services Salaries	<b>(69,577)</b>	Savings in salaries costs
Strategic Planning Salaries	<b>40,000</b>	Increase salaries costs
Development Assessment Panel fee	<b>28,500</b>	Income not anticipated
Development Services Legal Matters Income	<b>55,000</b>	Income not anticipated
Hansen Properties Studies	<b>17,000</b>	Carry over from 06/07
Hastings Point Height Study	<b>20,000</b>	New project
Heritage Study	<b>10,712</b>	Carry over from 06/07
	<b>0</b>	

Full details:

Item	In/Ex	Description	Current Vote	Change to Vote	Comments
<b>1. Proposed Variations</b>					
<b>General</b>					
1	Ex	Tweed Heads Depot	0	<b>100,000</b>	Additions to Tweed Heads Depot
1	In	Section 94 Contributions - CP18	(64,309)	<b>(50,000)</b>	Funding for above
1	In	Water/Sewer Contribution	0	<b>(50,000)</b>	Funding for above
2	Ex	Essential Services Costs	0	22,000	Omitted from original budget
3	Ex	Murwillumbah Auditorium	47,840	100,000	Work needed to attain POPE licence
3	Ex	Tweed Heads Auditorium	3,328	50,000	Work needed to attain POPE licence
3	In	Asset Management Reserve	0	<b>(150,000)</b>	Funding for above Construction and erection of screens adjacent to Lot 500
4	Ex	Screens - SALT - Lot 500	0	<b>20,000</b>	
5	Ex	Eviron Cemetery - internal access	0	20,000	Construct internal access roads.
5	In	Cemetery Burial Fees	(488,000)	<b>(20,000)</b>	Funding for above Additional rates from subdivisions etc
6	In	Rates Revenue	(32,137,216)	<b>(300,000)</b>	
7	In	Financial Assistance Grant - General Purpose	(5,752,749)	<b>31,100</b>	Adjust. due to CPI component 06/07
7	Ex	Valuation Fees	139,000	<b>(31,100)</b>	Reduced costs
8	Ex	Overdue rates expenses	3,000	<b>3,000</b>	Increase activity in debt recovery
8	In	Section 603 Certificates	(142,000)	<b>(44,815)</b>	Increase in certificate requests
8	Ex	Finance Salaries	1,159,937	<b>41,815</b>	Omitted from original budget
9	Ex	Working capital reserve	400,000	<b>130,000</b>	Transfer to reserve
10	In	Building control Permits	(2,000)	<b>(3,000)</b>	Increase in requests
11	In	Conveyencing Diagrams	(95,000)	<b>(10,000)</b>	Increase in requests
12	In	Reg Occupation Certificate	(17,000)	<b>(2,000)</b>	Increase in requests
13	In	Advertising Fee for DA	(10,000)	<b>(6,000)</b>	Increase in requests
14	In	Appl Building Cert	(40,000)	<b>(5,000)</b>	Increase in requests
15	Ex	Health Legal Expenses	6,200	<b>18,800</b>	Increase in legal expenses
16	In	Health Fines & Cost	(4,800)	<b>2,800</b>	Income not anticipated
17	In	Inspection fee Domestic On Site Sewage	(45,765)	<b>30,765</b>	Income not anticipated
18	Ex	Develop. Services Legal Expenses	149,968	<b>50,000</b>	Increase in legal expenses
18	Ex	Strategic Planning Legal Expenses	52,000	<b>(50,000)</b>	Funding for above
19	Ex	Develop. Services Salaries	2,326,308	<b>(69,577)</b>	Savings in salaries costs
20	Ex	Strategic Planning Salaries	515,954	<b>40,000</b>	Increase salaries costs
21	In	Development Assessment Panel fee	(30,000)	<b>28,500</b>	Income not anticipated
22	In	Develop. Services Legal Matters Income	(75,000)	<b>55,000</b>	Income not anticipated
23	Ex	Hansen Properties Studies	0	<b>17,000</b>	Carry over from 06/07
24	Ex	Hastings Point Height Study	0	<b>20,000</b>	New project
25	Ex	Heritage Study	0	<b>10,712</b>	Carry over from 06/07
<b>Water Fund</b>					
26	Ex	Various operating expenses		<b>(392,297)</b>	Reduction in operating expenses
26	Ex	Various capital works		<b>(2,095,500)</b>	Net adjustments and deferrals
26	Ex	Transfers to Asset replacement reserve		<b>422,297</b>	Funding adjustment capital works
26	In	Loan funding		<b>250,000</b>	Change in loan requirement
26	In	Transfers from Asset Replacement		<b>1,568,736</b>	Funding adjustment capital works

		Reserve		
26	In	Transfers from Capital Contributions Reserve	246,764	Funding adjustment capital works

Item	In/Ex	Description	Current Vote	Change to Vote	Comments
<b>Sewer Fund</b>					
27	Ex	Various operating expenses		(339,154)	Reduction in operating expenses
27	Ex	Various capital works		(2,325,000)	Net adjustments and deferrals
27	In	Capital Grants		169,322	Change in capital grants recieved
27	In	Loan funding		4,071,000	Change in loan requirement
27	Ex	Transfers to Asset replacement reserve		575,832	Funding adjustment capital works
27	In	Transfers from Asset Replacement Reserve		890,000	Funding adjustment capital works
27	In	Transfers from Capital Contributions Reserve		(3,042,000)	Funding adjustment capital works
				<u>0</u>	

**2. Variations Arising from Council Resolutions**

28	Ex	S94 Fraser Dr – Leisure to Botanical	0	550,000
28	In	Section 94 Contributions - CP4	(440,000)	<u>(550,000)</u>
				<u>0</u>

**Budget Summary**

**Summary by Type**

	General Fund		Water Fund		Sewer Fund		Total
	Original Budget	Revised Budget	Original Budget	Revised Budget	Original Budget	Revised Budget	
<b>Income Statement</b>							
<b>Operating Expenses</b>							
Materials & Contracts	14,554	20,697	2,121	1,986	2,564	1,951	24,634
Employee Costs	32,800	33,485	2,800	2,900	4,400	4,500	40,885
Interest Charges	2,664	2,664	2,117	815	1,038	591	4,070
Depreciation	13,088	13,088	7,322	7,322	18,819	18,819	39,229
Other Operating Expenses	8,400	8,414	750	750	850	850	10,014
	<b>71,506</b>	<b>78,348</b>	<b>15,110</b>	<b>13,773</b>	<b>27,671</b>	<b>26,711</b>	<b>118,832</b>
<b>Operating Revenue</b>							
Rates & Annual Charges	38,241	38,541	2,915	2,837	12,985	14,619	55,997
User Charges & Fees	11,972	12,363	10,795	10,544	1,326	1,326	24,233
Interest	2,418	2,418	103	103	103	103	2,624
Other Operating Revenue	750	898	50	50	50	50	998
Grants & Contributions	13,418	13,595	412	412	436	436	14,443
	<b>66,799</b>	<b>67,815</b>	<b>14,275</b>	<b>13,946</b>	<b>14,900</b>	<b>16,534</b>	<b>98,295</b>
Surplus/(Deficit) before Capital Amounts	(4,707)	(10,533)	(835)	173	(12,771)	(10,177)	(20,537)
Grants & Contributions (Capital amounts)	8,871	8,945	4,404	4,404	4,126	4,206	17,555
Surplus/(Deficit) after Capital Amounts	<b>4,164</b>	<b>(1,588)</b>	<b>3,569</b>	<b>4,577</b>	<b>(8,645)</b>	<b>(5,971)</b>	<b>(2,982)</b>

**Funding Result Reconciliation**

	General Fund		Water Fund		Sewer Fund		Total
	<u>Original Budget</u>	<u>Revised Budget</u>	<u>Original Budget</u>	<u>Revised Budget</u>	<u>Original Budget</u>	<u>Revised Budget</u>	
<i>Add Back non-funded items:</i>							
Depreciation	13,088	13,088	7,322	7,322	18,819	18,819	39,229
Internal Transfers	6,124	6,324	(3,180)	(3,180)	(2,944)	(2,944)	200
	23,376	17,824	7,711	8,719	7,230	9,904	36,447
Transfers from Externally Restricted Cash	3,712	4,732	2,107	2,812	1,370	11,083	18,627
Transfers from Internally Restricted Cash	1,162	2,214	3,325	7,288	8,009	10,249	19,751
Proceeds from sale of assets	2,400	3,150		0		0	3,150
Loan Funds Utilised	21,626	21,678	29,000	11,170	10,200	0	32,848
Repayments from Deferred Debtors	52,276	49,598	42,143	29,989	26,809	31,236	110,823
<i>Funds were applied to:</i>							
Purchase and construction of assets	(40,719)	(37,463)	(35,186)	(22,669)	(19,938)	(23,009)	(83,141)
Repayment of principal on loans	(3,622)	(3,622)	(685)	(264)	(706)	(561)	(4,447)
Transfers to Externally Restricted Cash	(5,218)	(5,218)	(4,404)	(4,404)	(3,911)	(4,487)	(14,109)
Transfers to Internally Restricted Cash	(2,717)	(2,895)	(1,868)	(2,652)	(2,254)	(3,179)	(8,726)
<b>Increase/(Decrease) in Available Working Capital</b>	<b>0</b>	<b>400</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>400</b>
Available Working Capital Previous Financial Year	1,055	1,055	2,097	2,097	2,038	2,038	5,190
<b>Available Working Capital as at 30 June 2007</b>	<b>1,055</b>	<b>1,455</b>	<b>2,097</b>	<b>2,097</b>	<b>2,038</b>	<b>2,038</b>	<b>5,590</b>

### Summary by Division

Surplus/(Deficit)							
Technology & Corporate Services	(39,089,028)	(39,212,091)	0	0	0	0	
Planning & Regulation	5,146,243	5,416,234	0	0	0	0	
Community & Natural Resources	7,318,828	7,461,532	0	0	0	0	
Engineering & Operations	24,348,418	23,794,649	0	0	0	0	
General Manager	2,275,539	2,539,676	0	0	0	0	
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

### General Fund

Based on current projections the General Fund is expected to remain as a “balanced budget”. Furthermore, any approval for funding of additional programs has been offset by a reduction in an alternative program.

### Water Fund

The Water Fund remains in a sound financial position with sufficient reserves to meet any unexpected costs and is expected to remain as a balanced budget. It should be noted that major capital expenditure for the Murwillumbah Water Treatment Plant is programmed for the next 3 years.

## Sewer Fund

The Sewer Fund remains in a sound financial position with sufficient reserves to meet any unexpected costs and is expected to remain as a balanced budget.

### **Statutory Statement – Local Government (General) Regulations 2005 (Sections 202 & 203) by “Responsible Accounting Officer”**

#### **202 Responsible accounting officer to maintain system for budgetary control**

The responsible accounting officer of a council must:

- (a) establish and maintain a system of budgetary control that will enable the council's actual income and expenditure to be monitored each month and to be compared with the estimate of the council's income and expenditure, and
- (b) if any instance arises where the actual income or expenditure of the council is materially different from its estimated income or expenditure, report the instance to the next meeting of the council.

#### **203 Budget review statements and revision of estimates**

- (1) *Not later than 2 months after the end of each quarter, the responsible accounting officer of a council must prepare and submit to the council a budget review statement that shows, by reference to the estimate of income and expenditure set out in the management plan that the council has adopted for the relevant year, a revised estimate of the income and expenditure for that year.*
- (2) *A budget review statement must include or be accompanied by:*
  - (a) *a report as to whether or not the responsible accounting officer believes that the statement indicates that the financial position of the council is satisfactory, having regard to the original estimate of income and expenditure, and*
  - (b) *if that position is unsatisfactory, recommendations for remedial action.*
- (3) *A budget review statement must also include any information required by the Code to be included in such a statement.*

#### **Statutory Statement**

**I consider that the financial position of Council is satisfactory “having regard to the original estimate of income and expenditure”.**



M A Chorlton  
**“Responsible Accounting Officer”**  
**Manager Financial Services**  
**Tweed Shire Council**

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

As discussed in the report.

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

Nil.

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**O5 [TCS-OC] Write off Rate Charges and Interest****ORIGIN:**

Revenue and Customer Service

**FILE NO:****SUMMARY OF REPORT:**

Write off rates, charges and interest for property located at 18/18-20 Enid Street, Tweed Heads being Lot 18 SP 70762.

Property No.:	80550
Ownership:	AAC Tiltwall Constructions Pty Ltd (ACN: 001 266 628)
Rates and Charges O/S:	\$7,599.83
Land Size:	0.6 square metres in area
Unit Entitlement:	123
Land Value:	\$285,480 (1 July 2006)

**RECOMMENDATION:**

**That all rates, charges and interest totalling \$7,599.83 (\$6,529.90 rates and charges and \$1,069.93 interest) relating to Lot 18 SP 70762 Property No 80550, be written off and abandoned under Section 607 of the Local Government Act 1993 as being unrecoverable. AAC Tiltwall Constructions Pty Ltd has no assets and transfer of debt to the Owners Corporation would place an unfair financial burden on the other lot owners and difficult to recover.**

**REPORT:**

Rates and Charges on lot 18 have been issued using the land value allocated by Land & Property Information, this seemingly high land value relates to the high unit entitlement that had been placed on lot 18 at the time of registration of Strata Plan 70762. Normally such a small piece of land would have been allocated a very small unit entitlement but in this case the unit entitlement is far in excess of the other lots created. Rates and Charges have been levied as follows: -

Financial year:-	<u>2004/2005</u>	<u>2005/2006</u>	<u>2006/2007</u>	<u>2007/2008</u>
Levy:-	\$1,649.30	\$1,680.90	\$1546.90	\$1,652.80
Interest to 30/11/07:-	<u>\$ 68.47</u>	<u>\$ 224.57</u>	<u>\$ 405.14</u>	<u>\$ 371.75</u>
Total:-	\$1,717.77	\$1,905.47	\$1,952.04	\$2,024.55
Running Total:-	<b>\$1,717.77</b>	<b>\$3,623.24</b>	<b>\$5,575.28</b>	<b>\$7,599.83</b>

Council has sent a number of debt recovery letters to AAC Tiltwall Constructions Pty Ltd requesting payment of the outstanding amounts prior to receiving advice in August 2006 advising Council that Worrells Solvency & Forensic Accountants had been appointed as Liquidators.

On 14 August 2006, AAC Tiltwall Constructions Pty Ltd was placed into Liquidation and administrators from Worrells Solvency and Forensic Accountants were appointed. Upon appointment, an independent valuation on lot 18 was obtained from Heron Todd White, Valuers who provided a current value of \$300. This is in contrast to the Valuer-General's value of \$245,480 based on unit entitlements (123 or 302)

For the purposes of the winding up of the company (AAC Tiltwall Constructions Pty Ltd), the Liquidators have elected to transfer Lot 18 SP 70762 to common property of the Owners Corporation. Advice from Land & Property Information is that the unit entitlements for Lot 18 would disappear when it is converted to common property.

Worrells Solvency and Forensic Accountants have advised that AAC Tiltwall Constructions Pty Ltd has no assets to satisfy claims made by creditors of the company and no dividend will be paid to any class of creditor and as such our recommendation is that rates and charges be written off.

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Nil.

**POLICY IMPLICATIONS:**Nil.

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**UNDER SEPARATE COVER/FURTHER INFORMATION:**

To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).

1. Letter from Worrells Solvency & Forensic Accountants (DW 1725534)
  2. Letter from S & P Lawyers (DW 1693176)
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**O6 [TCS-OC] Policy - Dealing with Difficult People****ORIGIN:****Corporate Compliance****SUMMARY OF REPORT:**

Council has an existing policy "Quality Customer Service Standard and Dealing with Difficult People". The report on the Review of Council Policies which was determined on 13 November, 2007, contained a task that the above policy would be deleted and a new policy prepared on dealing with difficult people.

The second section of the existing policy pertaining to dealing with difficult people has been reviewed in consultation with together with guidelines prepared by the NSW Ombudsman on Dealing with Difficult Complainants to develop the new policy.

The first section of the existing policy pertains to Quality Customer Service Standard (adopted by Council on 15 December 2004), which has been replaced by the Customer Service Charter Policy (adopted by Council on 12 April 2006).

The new policy is similar to the provisions of the current policy, with the enhancements being the inclusion of sections relating to policy threshold considerations, administrative procedures and general management of policy. The same three categories that are in the existing policy have been incorporated in this new policy. Accordingly, there is no requirement to advertise the new policy in accordance with Section 161 of the Local Government Act 1993.

**RECOMMENDATION:****That Council:-**

- 1. Deletes the existing "Quality Customer Service Standard and Dealing with Difficult People Policy".**
- 2. Adopts the Dealing with Difficult People Policy.**

## REPORT:

Council has an existing policy "Quality Customer Service Standard and Dealing with Difficult People". The report on the Review of Council Policies which was determined on 13 November 2007, contained a task that the above policy would be deleted and a new policy prepared on dealing with difficult people..

The second section of the existing policy pertaining to dealing with difficult people has been reviewed in consultation with together with guidelines prepared by the NSW Ombudsman on Dealing with Difficult Complainants to develop the new policy.

The first section of the existing policy pertains to Quality Customer Service Standard, which has been replaced by the Customer Service Charter Policy.

The new policy is similar to the provisions of the current policy, with the enhancements being inclusion of policy threshold considerations, administrative procedures and general management of policy. Accordingly, there is no requirement to advertise the new policy in accordance with Section 161 of the Local Government Act 1993:

**'161 Adoption of draft local policy**

- (1) *After considering all submissions received by it concerning the draft local policy, the council may decide:
  - (a) to amend its draft local policy, or
  - (b) to adopt it without amendment, or
  - (c) not to adopt it, except where the adoption of criteria is mandatory.*
  
- (2) *If the council decides to amend its draft local policy, it may publicly exhibit the amended draft local policy in accordance with this Part or, if the council is of the opinion that the amendments are not substantial, it may adopt the amended draft local policy without public exhibition.'*

Should this policy be adopted by Council, the Complaints Handling, Correspondence Response to and Customer Service Charter Policies will be required to be amended to note that the relevant service standard commitment will not apply if the provisions of this Policy are invoked against a person. This is particularly relevant to responding to correspondence with 14 days, as the imposition of the Dealing with Difficult People Policy will be exempt from the requirements of that particular policy

A summary of the principal amendments pertaining to second section of the current policy are as follows:

### Policy Threshold Considerations

*"Councillors and staff must have complied with the provisions of the following Council Policies:*

- *Access to Information;*
- *Complaints Handling*
- *Correspondence ,response to; and*

- *Customer Service Charter.*

*prior to invoking the provisions of this policy.*

*Two further key threshold considerations must be considered before the provisions of this Policy are to be implemented:-*

- *Has the complaints policy been correctly implemented so far as possible to this point and no material element of the complaint been overlooked or inadequately addressed? and*
- *Has the behaviour of the person become so habitual, obsessive or intimidating that it constitutes an unreasonable demand on council's resources?*

*It is clearly inappropriate to limit access to services merely because they have made a complaint about council or its staff.*

*Internal Review or appeal procedures must be exhausted before service or access restrictions are placed on difficult people."*

#### **ADMINISTRATIVE PROCEDURES INCLUDED:**

##### **1. People who cannot be satisfied**

###### **"Administrative Procedure**

*The General Manager will notify the person in writing advising if the person continues to contact council regarding the matter, council may:*

- *not accept any further calls from the person; or*
- *not grant any further interviews;*
- *require all further communication to be put in writing; and*
- *continue to receive, read and file correspondence but only acknowledge or otherwise respond to it, if:*
  - *the person provides significant new information relating to their complaint or concern; or*
  - *the person raises new issues which in the General Manager's opinion, warrant fresh action.*

*The time period for this notification will be at the discretion of the General Manager*

*The person shall be given an opportunity to make representations about council's proposed course of action to the General Manager. "*

##### **2. People who make unreasonable demands**

###### **"Administrative Procedure**

*The General Manager will notify the person in writing advising them of council's concerns and requesting that they limit and focus their requests and that if the customer continues to place unreasonable demands on the organisation, council may :*

- *not respond to any future correspondence and only take action where, in the opinion of the General Manager the correspondence raises specific, substantial and serious issues; or*
- *only respond to a certain number of requests in a given period.*

*The time period for this notification will be at the discretion of the General Manager*

*The person shall be given an opportunity to make representations about council's proposed course of action to the General Manager. "*

### **3. People who constantly raise the same issue with different staff**

#### **"Administrative Procedure:**

*The General Manager will notify the person in writing that:*

- *only a nominated person will deal with them in future;*
- *they must make an appointment with that person if they wish to discuss their matter; and*
- *all future contact with council must be in writing.*

*The time period for this notification will be at the discretion of the General Manager*

*The person shall be given an opportunity to make representations about council's proposed course of action to the General Manager. "*

### **4. People who are Rude, Angry and Harassing**

#### **"Administrative Procedure**

*The staff member may:*

- *warn the caller that if the behaviour continues the conversation or interview will be terminated; and*
- *terminate the conversation or interview if the rude, angry or harassing behaviour continues after a warning has been given.*

*Where a conversation or interview has been terminated in accordance with this procedure, the staff member must notify the relevant Director/Manager as soon as practicable with a report on the matter. It is the responsibility of the relevant Director/Manager to notify the General Manager of any reported incident.*

*If in the opinion of the General Manager, any correspondence to Council which contains personal abuse, inflammatory comments or material clearly intended to intimidate, this correspondence will be returned to the sender and not otherwise acted upon."*

and



## **General Management of Policy**

*"Where the General Manager determines to withdraw services or limit/refuse access to council in any of the categories specified in this policy, the General Manager must advise the council as soon as possible of the relevant circumstances and the action taken.*

*Where appropriate, the General Manager should advise the Department of Local Government, ICAC and NSW Ombudsman of any relevant circumstance and the action taken."*

## **Dealing with Difficult People**

### **Objectives**

The purpose of this policy to provide information to councillors and staff in dealing with difficult people.

In their dealing, councillors and staff must hear, understand and respect the needs of individuals.

### **Service Commitment**

Councillors and staff will:

- Treat each person as a valued customer;
- Give customers as much relevant information as possible, and ensure that it is accurate;
- Never be afraid to acknowledge and apologise for mistakes made by the council;
- Never be afraid to express appropriate concern and empathy for a customers problem or situation;
- Try to put themselves in the customers position and try to see the situation from that perspective; and
- Explain the rationale of any Council Policy, Protocol or Procedure to ensure that council is not hiding behind an inflexible system.

### **Policy Threshold Considerations**

Councillors and staff must have complied with the provisions of the following Council Policies:

- Access to Information;
- Complaints Handling
- Correspondence ,response to; and
- Customer Service Charter.

prior to invoking the provisions of this policy.

Two further key threshold considerations must be considered before the provisions of this Policy are to be implemented:-

- Has the complaints policy been correctly implemented so far as possible to this point and no material element of the complaint been overlooked or inadequately addressed? and
- Has the behaviour of the person become so habitual, obsessive or intimidating that it constitutes an unreasonable demand on council's resources?

It is clearly inappropriate to limit access to services merely because they have made a complaint about council or its staff.

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**Adopted by Council at its Meeting held**

Council Draft Policy - Dealing With Difficult Complainants.Doc

**Page 1 of 4**

Internal Review or appeal procedures must be exhausted before service or access restrictions are placed on difficult people.

### **Difficult People Categories**

#### **1. People who cannot be satisfied**

Despite the best efforts of Council, some members of the public will not be satisfied with the action taken or the service, despite the service or complaint action being properly implemented and exhausted in accordance with the relevant Council Policy/policies.

If in the opinion of the General Manager, a member of the public who cannot be satisfied and where all appropriate avenues of internal review or appeal have been exhausted and the person continues to write, telephone and/or visit council, the following actions may be taken

#### **Administrative Procedure**

The General Manager will notify the person in writing advising if the person continues to contact council regarding the matter, council may:

- not accept any further calls from the person; or
- not grant any further interviews;
- require all further communication to be put in writing; and
- continue to receive, read and file correspondence but only acknowledge or otherwise respond to it, if:
  - the person provides significant new information relating to their complaint or concern; or
  - the person raises new issues which in the General Manager's opinion, warrant fresh action.

The time period for this notification will be at the discretion of the General Manager

The person shall be given an opportunity to make representations about council's proposed course of action to the General Manager.

#### **2. People who make unreasonable demands**

Members of the public who make unreasonable demands on council, whether by the amount of information or the nature and the scale of services they seek, or the number of approaches they make, can significantly and unreasonably divert councils resources away from its other functions or create an inequitable allocation of resources to other customers.

If in the opinion of the General Manager, a member of the public who is making unreasonable demands on council and the person continues to write, telephone and/or visit the council the following actions may be taken

**Administrative Procedure**

The General Manager will notify the person in writing advising them of council's concerns and requesting that they limit and focus their requests and that if the customer continues to place unreasonable demands on the organisation, council may :

- not respond to any future correspondence and only take action where, in the opinion of the General Manager the correspondence raises specific, substantial and serious issues; or
- only respond to a certain number of requests in a given period.

The time period for this notification will be at the discretion of the General Manager

The person shall be given an opportunity to make representations about council's proposed course of action to the General Manager.

**3. People who constantly raise the same issue with different staff**

Members of the public who are dissatisfied with the action taken or service taken and constantly raise the same issue with different staff.

If in the opinion of the General Manager, a member of the public who is constantly raising the same issue with different staff the following actions may be taken

**Administrative Procedure:**

The General Manager will notify the person in writing that:

- only a nominated person will deal with them in future;
- they must make an appointment with that person if they wish to discuss their matter; and
- all future contact with council must be in writing.

The time period for this notification will be at the discretion of the General Manager

The person shall be given an opportunity to make representations about council's proposed course of action to the General Manager.

**4. People who are Rude, Angry and Harassing**

For a range of reasons, a small proportion of the public will display rude, angry or harassing behaviour in their interactions with council staff.

Where such behaviour becomes offensive to the extent that it interferes with the ability of council to provide an equitable service, it may be necessary to give clear messages that such behaviour is unacceptable.

If in the opinion of any staff member, any person who makes rude, angry or harassing comments or statements in telephone conversations or interviews:

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**Adopted by Council at its Meeting held**

Council Draft Policy - Dealing With Difficult Complainants.Doc

**Page 3 of 4**

#### **Administrative Procedure**

The staff member may:

- warn the caller that if the behaviour continues the conversation or interview will be terminated; and
- terminate the conversation or interview if the rude, angry or harassing behaviour continues after a warning has been given.

Where a conversation or interview has been terminated in accordance with this procedure, the staff member must notify the relevant Director/Manager as soon as practicable with a report on the matter. It is the responsibility of the relevant Director/Manager to notify the General Manager of any reported incident.

If in the opinion of the General Manager, any correspondence to Council which contains personal abuse, inflammatory comments or material clearly intended to intimidate, this correspondence will be returned to the sender and not otherwise acted upon.

#### **General Management of Policy**

Where the General Manager determines to withdraw services or limit/refuse access to council in any of the categories specified in this policy, the General Manager must advise the council as soon as possible of the relevant circumstances and the action taken.

Where appropriate, the General Manager should advise the Department of Local Government, ICAC and NSW Ombudsman of any relevant circumstance and the action taken.

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Nil.

**POLICY IMPLICATIONS:**

Changes to be made in relation to Quality Customer Service Standard and Dealing with Difficult People Policy and the Customer Service Charter Policy as per the report.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

1. Quality Customer Service Standard and Dealing with Difficult People Policy (DW1260549).
  2. Customer Service Charter Policy (DW1384136).
-

**07 [TCS-OC] Monthly Investment Report for Period Ending 31 January 2008**

**ORIGIN:**

**Financial Services**

**SUMMARY OF REPORT:**

This report is provided to Council to advise details of monies Council has invested in accordance with Section 625 of the Local Government Act 1993.

There is a requirement by our investment consultant to allow at least 5 working days following the end of the month to provide the statistics for this report. Due to this time constraint there will be an addendum report provided to Council for consideration at its meeting on 12 February 2008.

**RECOMMENDATION:**

**Refer to addendum report.**



**REPORT:**

As per summary.

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Nil.

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

Nil.

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**08 [EO-OC] Consent to Easement to Drain Water within Lot 2 DP 534521 at Murwillumbah STP**

**ORIGIN:**

**Design**

**FILE NO: DA05/0308**

**SUMMARY OF REPORT:**

Council at its meeting of 23 January 2007 resolved to provide its consent as the owner of Lot 2 in DP 534521 to the creation of an Easement to Drain Water within Lot 2 as shown in the draft plan of easement provided by Metricon Qld Pty Ltd. A copy of the previous report is attached.

The plan of Easement and Section 88B instrument have now been drawn and approved and require signing under the Common Seal of Council.

**RECOMMENDATION:**

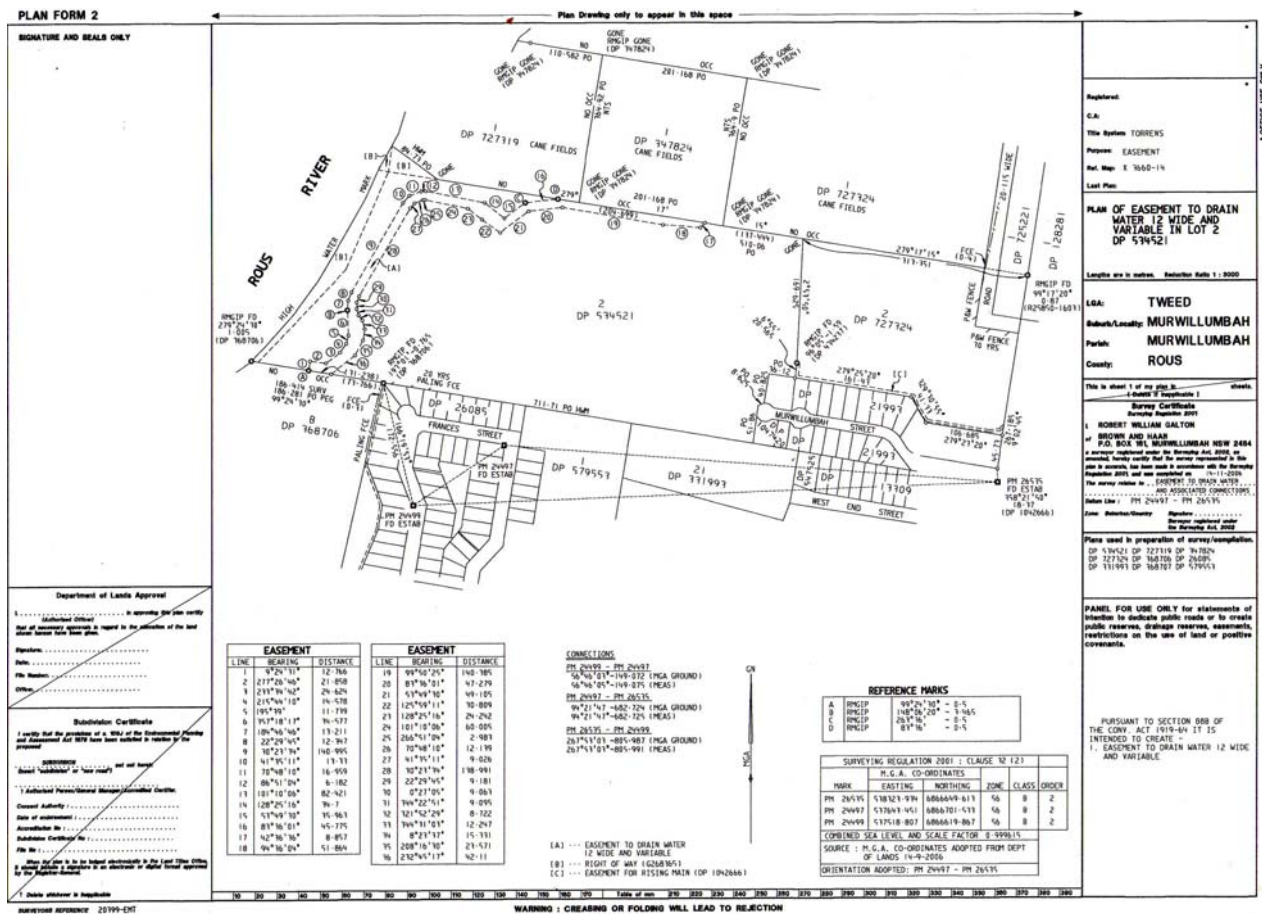
**That all documents relating to the creation of the Easement to Drain Water within Lot 2 in DP 534521 be signed under the Common Seal of Council.**

**REPORT:**

Council at its meeting of 23 January 2007 resolved to provide its consent as the owner of Lot 2 in DP 534521 to the creation of an Easement to Drain Water within Lot 2 as shown in the draft plan of easement provided by Metricon Qld Pty Ltd. A copy of the previous report is attached.

The plan of Easement and Section 88B instrument have now been drawn and approved and require signing under the Common Seal of Council.

Copy of the completed plan of easement.



**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Nil.

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

1. Previous report to Council (DW 1524292).
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**09 [EO-OC] Acquisition of Land for Road Purposes - Richards Deviation****ORIGIN:****Design****SUMMARY OF REPORT:**

In 2003 Council allocated funds to reseal a section of Richards Deviation at Stokers Siding. In the course of surveying the road it was discovered that part of the road was formed over a section of Lot 42 in DP 831358. To alleviate this anomaly Council was required to acquire 553m<sup>2</sup> from that part of Lot 42.

The owners at the time consented to the acquisition and agreed to the compensation amount of \$1120 which was offered. Unfortunately due to family issues the property became part of litigation proceedings which delayed the acquisition of the land. As part of the ultimate Court order the land was subdivided and the road widening required by Council was completed in a plan of subdivision prepared by the land owner's surveyor. Lot 42 thereafter became Lot 1 in DP 1119629. Lot 1 was then transferred to the sole ownership of one of the previous land owners.

It is now necessary to finalise the acquisition and pay the compensation amount to the current land owner.

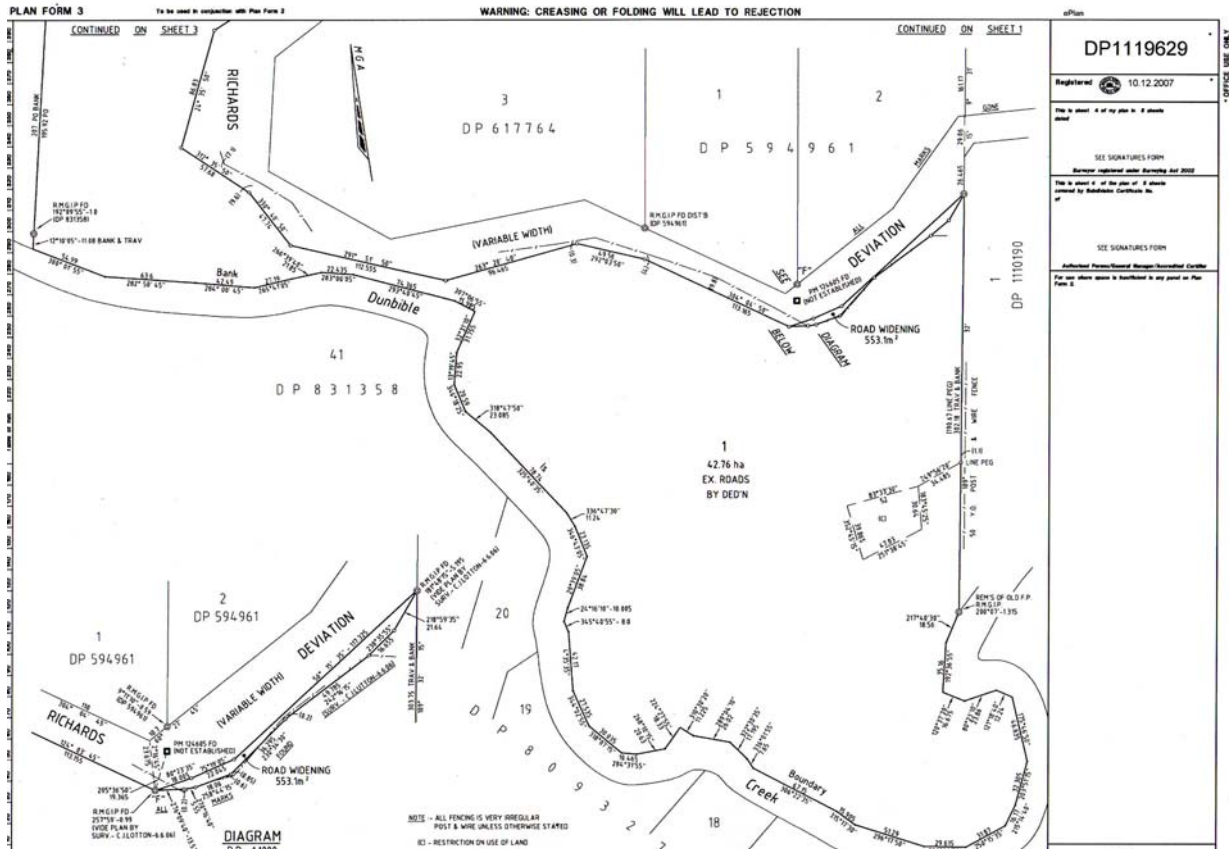
**RECOMMENDATION:****That:-**

- 1. Council approves the amount of \$1,120.00 compensation payable to the landowner; and**
- 2. All documentation be executed under the Common Seal of Council.**

**REPORT:**

As per Summary of Report.

Copy of DP 1119629 attached showing the road widening within Lot 1.



**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Nil.

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

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Nil.

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**O10 [EO-OC] Naming of Public Road, Farrants Road Farrants Hill****ORIGIN:****Design****FILE NO: GS5/1 Part 5****SUMMARY OF REPORT:**

Council at its meeting of 13 November 2007, resolved to publicise its intention to name the road reserve which runs from Eviron Road, Eviron to Clothiers Creek Road Farrants Hill, as "*Farrants Road*" and allowed one month for objections to the proposal.

No objections were received to this proposal.

**RECOMMENDATION:****That:-**

- 1. Council adopts the name of "*Farrants Road*", being the road reserve from Eviron Road, Eviron to Clothiers Creek Road, Farrants Hill; and**
- 2. The naming of the public road be gazetted under the provisions of the Roads (General) Regulation, 1994 and the Roads Act, 1993.**

**REPORT:**

Council at its meeting of 13 November 2007, resolved to publicise its intention to name the road reserve which runs from Eviron Road, Eviron to Clothiers Creek Road Farrants Hill, as "*Farrants Road*" and allowed one month for objections to the proposal.

No objections were received to this proposal.

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Nil.

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

Nil.

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**O11 [EO-OC] Release of Restriction on Use Created in DP 1087716 and 1092331 - Tweed Coast Road, Casuarina**

**ORIGIN:**

**Design**

**FILE NO: DA02/1422.63**

**SUMMARY OF REPORT:**

A Section 96 application has been approved in relation to the amendment of a NSW Rural Fire Service condition relating to asset protection zones and building line setbacks for the southern Lots of the Salt development.

A Restriction on Use relating to the asset protection zones and building line setback was registered on the affected titles, with Council as the benefiting authority and empowered to vary release or modify the restriction.

The development will remain substantially the same and the Section 96 approval provides that the southern Lots affected by the restriction are to be no longer subject to the restriction.

As the restriction is no longer necessary, Council has been requested to consent to the release of the Restriction on Use on the affected titles.

**RECOMMENDATION:**

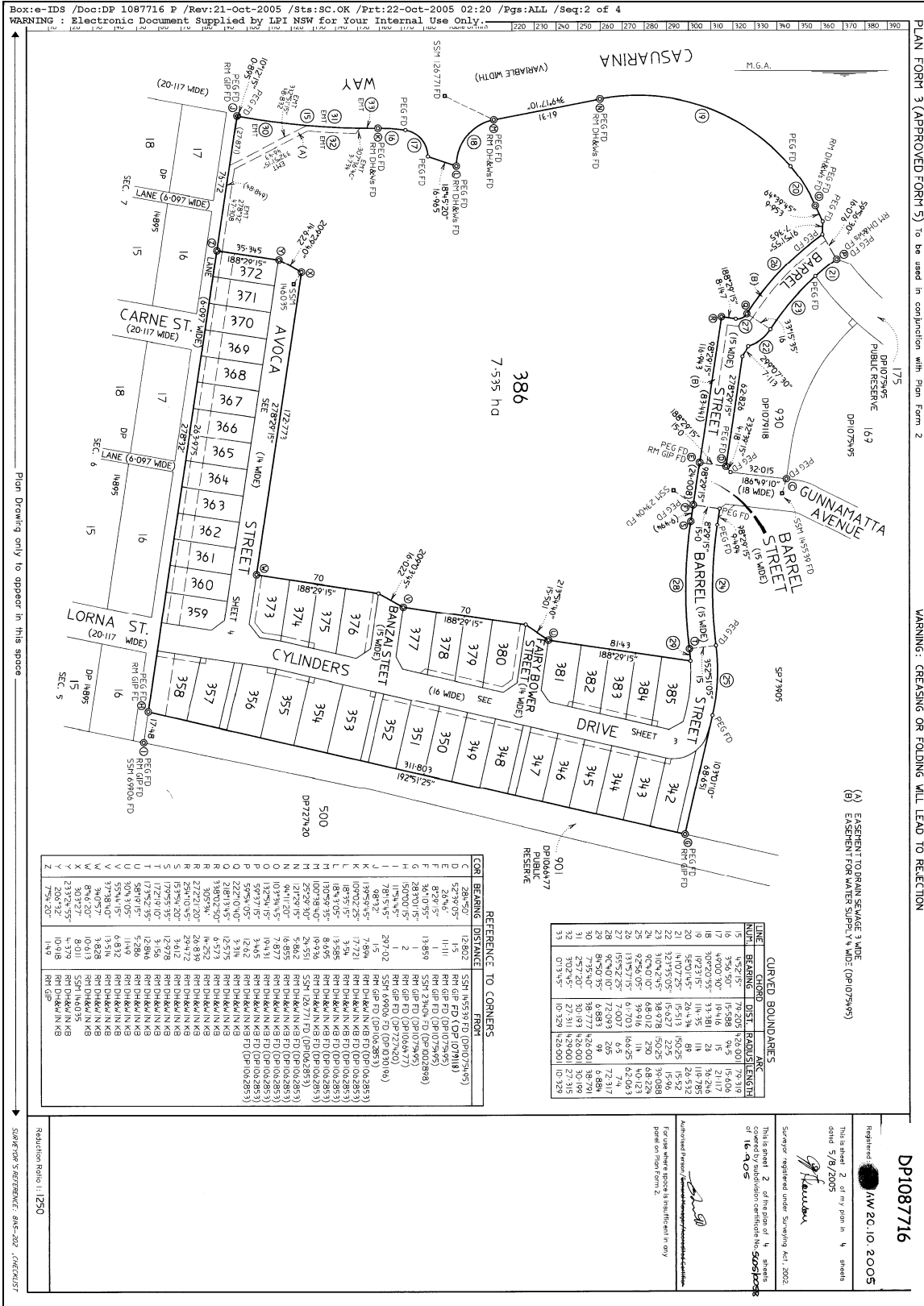
**That:-**

- 1. Council approves the release of the Restriction on Use "C" created in DP 1087716 affecting Lots 358 to 372;**
- 2. Council approves the release of the Restriction on Use "C" created in DP 1092331 affecting Lots 458 and 459; and**
- 3. All necessary documentation be executed under the Common Seal of Council.**

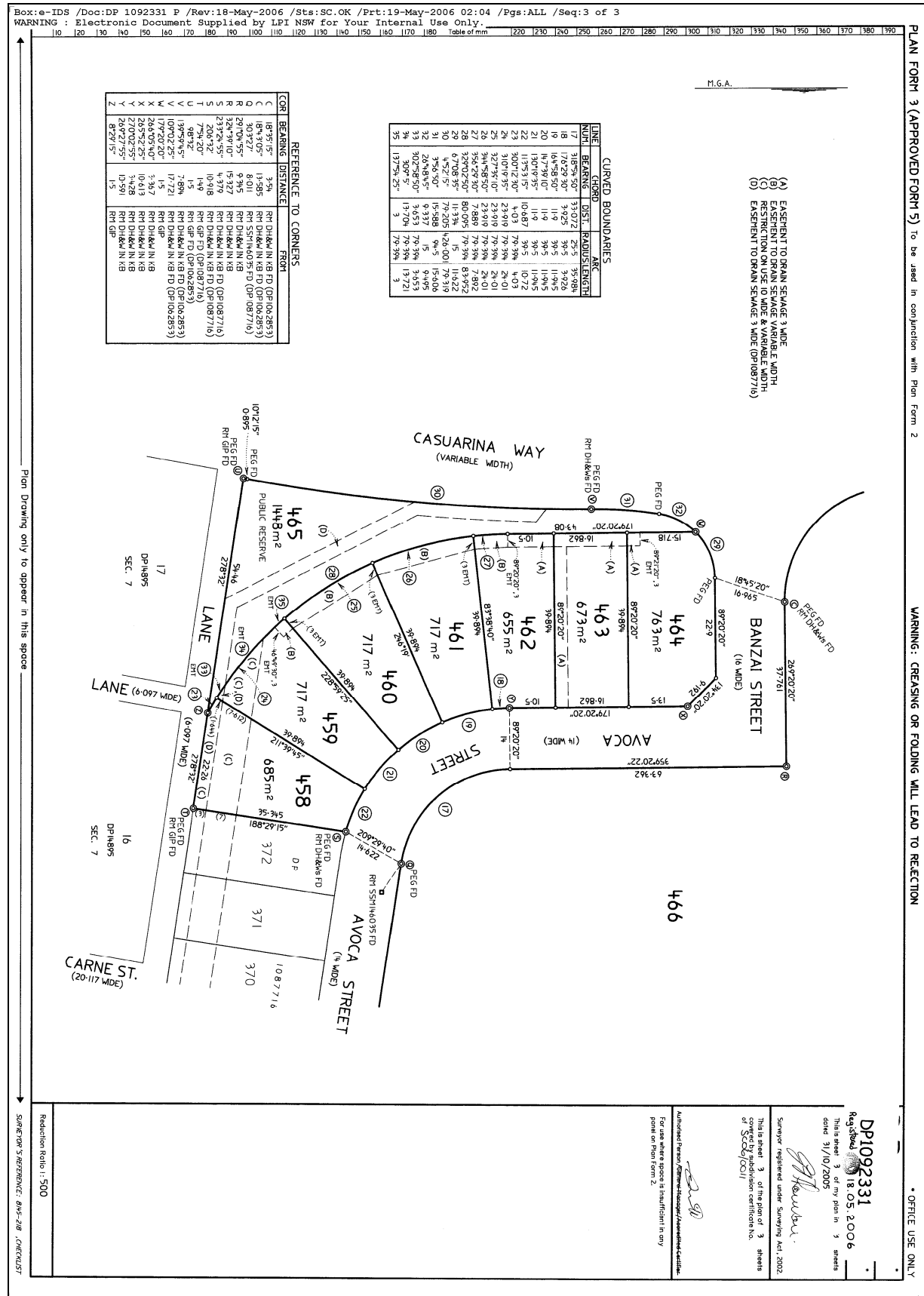


**REPORT:**

As per Summary of Report. Deposited Plans showing the area affected by the restriction are shown below:-



The Restriction on Use is shown as "C" being 10 metres wide on the southern Lots 358 to 372.





Lots 458 and 459 in this plan shows the Restriction on Use along the southern boundary, marked "C".

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Nil.

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

Nil.

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**O12 [EO-OC] EC2007-130 Tweed Valley Floodplain Risk Management Study and Plan – Acceptance of Consultant’s Tender**

**ORIGIN:**

**Planning & Infrastructure**

**SUMMARY OF REPORT:**

Following appropriate advertising, submissions were received from seven (7) floodplain management consultants, for the preparation of the Tweed Valley Floodplain Risk Management Study and Plan.

Submissions closed on 2 January 2008.

This report considers the submissions received and recommends the consultant considered to be most suitable for the project.

**RECOMMENDATION:**

**That:-**

- 1. Council awards Contract EC2007-130 for the Tweed Valley Floodplain Risk Management Study and Plan to BMT WBM Pty Ltd for the amount of \$269,700 (GST exclusive).**
- 2. The allocation of additional Council funds (ie. \$70,000) to provide Council’s matching component of the estimated additional costs for the project be included in Council’s 2008/2009 budget**
- 3. Subject to 2. above, the General Manager be given delegated authority to approve variations up to 22% of the initial contract sum for the purpose of additional work and surveys required for the project.**
- 4. The ATTACHMENT be treated as CONFIDENTIAL in accordance with Section 10A(2)(d) of the Local Government Act, 1993, because it contains commercial information in relation to the tenders, the disclosure of which would be likely to prejudice the commercial position of the tenderers if it was provided. The information identifies the tenderers in relation to the tender price and the evaluation of the products offered by each tenderer. If disclosed, the information would be likely to prejudice the commercial position of the tenderer in terms of market competitiveness, by giving their competitors an advantage. Accordingly, disclosure of the information is not in the public interest.**

## **REPORT:**

At its meeting of 2 October 2007, Council resolved that proposals be invited from selected consultants for preparation of the Tweed Valley Floodplain Risk Management Study and Plan (TVFRMS&P).

A consultants' brief was therefore prepared with the assistance of the Department of Environment and Climate Change (DECC) and upon completion, it was then recognised that the cost of the project was likely to exceed \$150,000.

Hence it was therefore necessary to also publically invite tenders by advertising in accordance with the requirements of the Local Government Act 1993.

This was undertaken and submissions closed on 2 January 2008.

Seven (7) submissions were received from the following firms (listed alphabetically):-

- Belleng VDM
- BMT WBM
- Cardno Lawson Treloar
- Geo Link
- SMEC Australia
- URS Australia
- Worley Parsons

All tenders generally complied with the consultant brief.

## **LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Council has been successful in gaining grant funding to carry out the Tweed Valley Floodplain Risk Management Study and Plan under the 2007/2008 Natural Disaster Mitigation Program (NDMP).

A total of \$120,000 has so far been allocated to this project with a funding ratio of 1:1:1 (Commonwealth:State:Council).

The final cost of the project will exceed this amount as all tenders are above \$250,000 and other costs for such items as road level surveys and further computer modelling will also require funding in addition to the tender amount.

It is likely that the cost of the project over the next 2 years will be approximately \$330,000 and therefore, if Council resolves to proceed, Council Officers will make further applications to seek the additional grant funds to enable completion of the project. (i.e. a further \$210,000 at a ratio of 2/3 grant to 1/3 Council).

Council would therefore be responsible for one third of the additional funds necessary (i.e. \$140,000 grant and \$70,000 Council funds).



Allocation has been made in the 2007/2008 budget to cover Council's matching component for the grant funds approved so far. (i.e. \$40,000 Council funds) and the project can therefore commence this year.

It is proposed that Council's matching component for the additional grant funds (i.e. a further \$70,000) be included with Council's 2008/2009 budget. These additional funds will not be required until then as the consultant's progress claims will not exceed the 2007/2008 available funds before 30 June this year.

Other unforeseen investigations may also be found necessary during the course of the project which will require funding. One such investigation is likely to be a floor level survey for properties on the floodplain. It will be necessary to determine the likely cost of flood damage for various levels of flooding so that benefit cost ratios can be calculated for strategies such as house raising, voluntary purchase, flood levee improvements, etc.

If Council proceeds with engagement of the preferred consultant, Council Officers will research the required extent of this survey and seek further grant funding for this purpose.

Coastal catchments such as the Tweed Valley will always require an ongoing commitment to floodplain management and when the floodplain management plan is eventually finalised, there will be further costs in implementing the adopted strategies.

#### **POLICY IMPLICATIONS:**

The Tweed Valley Floodplain Risk Management Study and Plan will include formulation of floodplain risk management strategies for individual areas and an assessment of procedures and acceptance criteria for large scale developments and rezoning applications on the floodplain.

A review of existing development controls and flood planning policies will be carried out and the preparation of new policies for Council's consideration is envisaged.

Preparation of the TVFRMS&P involves community consultation and review by Council's Floodplain Management Committee prior to submission to Council for consideration.

#### **UNDER SEPARATE COVER/FURTHER INFORMATION:**

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1. **Confidential Attachment** - Supplementary Information - EC2007-130 Tweed Valley Floodplain Risk Management Study and Plan – Acceptance of Consultants Tender - (DW 1752448).
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**O13 [CNR-OC] Financial Assistance for Implementation of the Tweed Coastline Management Plan 2007/08**

**ORIGIN:**

**Natural Resource Management**

**SUMMARY OF REPORT:**

The Minister for Climate Change, Environment & Water has offered Council financial assistance of up \$115,000 for implementation of the Tweed Coastline Management Plan 2007/08. The grant is offered for 50% of Council's expenditure on the project.

**RECOMMENDATION:**

**That Council:-**

- 1. Accepts the grant of \$115,000 for implementation of the Tweed Coastline Management Plan in accordance with the Conditions for Financial Assistance as set out in the offer of financial assistance from the Minister for Climate Change, Environment & Water dated 20 December 2007.**
- 2. Votes the expenditure of matching funds from existing budget areas.**

**REPORT:**

The Minister for Climate Change, Environment & Water has offered Council financial assistance of up \$115,000 for implementation of the Tweed Coastline Management Plan 2007/08. The grant is offered for 50% of Council's expenditure on the project.

The proposed program for implementation of the Tweed Coastline Management program for 2007/08 follows. This current program, as adopted by the Tweed Coastal Committee, enables Council to complete a number of outstanding projects and contributes to ongoing and long-term projects such as rehabilitation of Tweed Coast dunal areas.

<b>Implementation of the Tweed Coastline Management Plan 2007/2008</b>			
<b>Project</b>	<b>Description</b>	<b>Outcomes</b>	<b>Amount</b>
<b>Duranbah Sand Nourishment</b>	Contribution to sand nourishment program for Duranbah Beach.	1. Retention of dune and vegetation 2. Reduction of safety hazard	\$40,000
<b>Duranbah Stormwater</b>	Divert stormwater drainage at Duranbah Beach and installation of litter.	1. Removal of scour of beach by stormwater 2. Removal of litter and pollutants from beach and ocean	\$50,000
<b>Hastings Point Signs</b>	Development and installation of educational and interpretation signage at Hastings Point rock platform.	1. Educational signs installed at Hastings Point headland 2. Improved appreciation and knowledge about coastal ecology and its management	\$20,000
<b>Tweed Coast Dune Rehabilitation</b>	Management of coastal dunes to reduce impacts from uncontrolled access including revegetation, provision of access tracks and removal and rehabilitation of redundant access ways.	1. Inappropriate access ways closed and rehabilitated 2. Suitable access points maintained for public	\$80,000
<b>Coastal Weed Management</b>	Assistance with ongoing weed removal in the Coastal Zone through targeted weed programs.	1. Pest plant species controlled in the Coastal Zone on public lands	\$40,000
<b>TOTAL</b>			<b>\$230,000</b>
<b>Dept Environment &amp; Climate Change</b>			<b>\$115,000</b>
<b>Tweed Shire Council</b>			<b>\$115,000</b>

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Matching funds are to be provided by Council from a number of existing budget areas. There is currently no specific budget item for implementation of the Tweed Coastline Management Plan (adopted June 2005).

**POLICY IMPLICATIONS:**

Nil.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).

1. Letter of Offer of financial assistance from Minister for Climate Change, Environmental & Water (DW 1733194)
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**O14 [CNR-OC] Financial Assistance for Implementation of the Tweed Estuary Management Plan 2007/08**

**ORIGIN:**

**Natural Resource Management**

**SUMMARY OF REPORT:**

The Minister for Natural Resources has offered Council financial assistance of up to \$150,000 for implementation of the Tweed Estuary Management Plan 2007/08.

**RECOMMENDATION:**

**That Council:-**

- 1. Accepts the grant of \$150,000 for implementation of the Tweed Estuary Management Plan and \$50,000 for implementation of the Tweed Coast Estuaries Management Program Stage 9, in accordance with the Conditions for Financial Assistance as set out in the offer of financial assistance from the Minister for Natural Resources dated 20 December 2007.**
- 2. Votes the matching expenditure of \$150,000 from the Tweed Estuary Management Program and \$50,000 from the Tweed Coast Estuaries Management Program.**
- 3. Allocates the balance of \$350,000 from the Tweed Estuary Management Program to Catchment Management Projects administered by the Tweed River Committee and to leverage additional funds from both State and Commonwealth Government NRM funding programs.**

**REPORT:**

The Minister for Natural Resources has offered Council financial assistance of up to \$150,000 for implementation of the Tweed Estuary Management Plan 2007/08 and \$50,000 for implementation of the Tweed Coast Estuaries Management Plan Stage 9.

The proposed allocation of grants funds and Council allocation to the Tweed Estuary Management Program and the Tweed Coast Estuaries Management Program for 2007/08 is as shown in tables 1 and 2. This current program, to be adopted by the Tweed River Committee and the Tweed Coastal Committee at the 6 February 2008 meeting, enables Council to complete a number of ongoing projects and contributes to proposed and long-term projects.

**Table 1. TWEED RIVER ESTUARY MANAGEMENT PROGRAM 2007/2008**

<b>Project</b>	<b>Description</b>	<b>Amount</b>
<i>Project Coordination and Administration</i>	Coordination of Tweed River Committee and management of all Tweed River Estuary Management Program Projects.	\$100,000
<i>Wetland Enhancement</i>	Charles Bay Project Second Year Implementation Rous River confluence wetland enhancement project	\$70,000
<i>Monitoring</i>	Ecosystem Health Monitoring Program for Tweed River Estuary	\$70,000
<i>Riparian Rehabilitation</i>	Riparian Vine Weed Control Project, Oxley Cove 3 <sup>rd</sup> year, Byrrell Creek 3 <sup>rd</sup> year, Riparian Project Team	\$200,000
<i>Community Nursery</i>	Continued support for the Tweed River Committee Community Nursery	\$30,000
<i>Bank Stability</i>	Revetment work and access improvement adjacent Philp Parade, Tweed Heads, final works Oxley Cove foreshore	\$50,000
<i>ASS and Floodgate Projects</i>	Tidal gate installation, ASS research support, water quality monitoring	\$80,000
<i>Foreshore Projects</i>	Tweed River Murwillumbah Reach – stabilisation, amenity and access enhancement plan implementation first year (5 klm reach)	\$50,000
	Tweed Shire Council Contribution	\$500,000
	DECC Estuary Program	\$150,000
	<b>Total</b>	<b>\$650,000</b>
	<i>Amount available to leverage grants</i>	<i>\$350,000</i>



Projects undertaken recently by the Tweed River Committee include restoration of riparian habitats, investigations into the ecological health of the Cobaki and Terranora Broadwaters and the ongoing facilitation of the Tweed River Festival.

**Table 2. TWEED COASTAL ESTUARIES MANAGEMENT PROGRAM 2007/2008**

<b>Project</b>	<b>Description</b>	<b>Amount</b>
<i>Water Quality Monitoring</i>	Ongoing water quality monitoring plus event monitoring for Cudgen Plateau agricultural land as per High Priority Actions "Water Quality" and "Cudgen Plateau Agricultural Lands"	\$15,000
<i>Education</i>	Ongoing support of education and awareness programs including contribution to developing resources for the Tweed Shire Education Resource Centre at Kingscliff as per "Education" actions	\$5,000
<i>Recreational Access Plan for Cudgen Creek</i>	Implementation of High Priority actions from the Recreational Access Plan to minimise impact from uncontrolled foreshore access to Cudgen Creek as per High - Med Actions "Bank Erosion " and "Rehabilitation and Revegetation"	\$30,000
<i>Riparian Rehabilitation of Cudgera Creek</i>	Protection and enhancement of existing riparian vegetation through rehabilitation and bank stability as per High Priority Action "Rehabilitation and Revegetation" and "Bank Erosion"	\$25,000
<i>Riparian Rehabilitation of Mooball Creek</i>	Protection and enhancement of existing riparian vegetation through rehabilitation and bank stability as per High Priority Action "Rehabilitation and Revegetation" and "Bank Erosion"	\$25,000
	Tweed Shire Council Contribution	\$50,000
	DECC estuary program	\$50,000
	<b>Total</b>	<b>\$100,000</b>

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Council has allocated \$500,000 as matching funds for Tweed Estuary Management in the 2007/08 budget. The application to the State was for funding of \$500, 000. Given that the state funding falls short of the amount by Council, it allows Council to use the unmatched \$350, 000 as leverage to attract funding from other Commonwealth of State Government sources, so it is considered that the shortfall from the NSW Estuary Management program funding may be recouped from other sources.

**POLICY IMPLICATIONS:**

Nil.



**UNDER SEPARATE COVER/FURTHER INFORMATION:**

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1. Letter of Offer of financial assistance from Minister for Natural Resources (DW 1733195)
-

**O15 [CNR-OC] Request for "In Kind" Support/Waive Fee**

**ORIGIN:**

**Community & Cultural Services**

**SUMMARY OF REPORT:**

Council has received requests from various organisations asking that Council provides in-kind support/waives the fees for room hire. Details of the requests are reproduced in the body of this report.

In accordance with Section 356 of the Local Government Act 1993 - Donations, Council resolved on 6 October 2004 that:-

*".... in future, all donations made by Council, whether in cash or in kind, be made by way of a resolution of Council."*

**RECOMMENDATION:**

**That Council with reference to the request from Country Women's Association of NSW, Far North Coast Group, Council approves the request for a waiver of fee for the erection of a welcoming banner for the State Conference at Tweed Heads for two weeks, and that Council's support is recognised with the following acknowledgement "This program has been supported by Tweed Shire Council".**

**REPORT:**

Council has received requests from various organisations asking that Council provides in-kind support/waives the fees for room hire. Details of the requests are reproduced as follows:-

Organisation Name	Request	Est \$ Amount of Waiver	Recommendation	Meet Guidelines?
Country Women's Association of NSW	Request that fee be waived for erection of the welcoming banner at Tweed Heads for 2 weeks.	\$70.00	That the fee of \$70 be waived for the erection of the welcoming banner for 2 weeks at Tweed Heads.	Yes. State conference is an event.

**LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:**

Should requests be approved for the waiving of fees for room hire, the income for the meeting room will be impacted by the amount of the fee reduction.

Should requests for "in kind" support be approved, this will impact on the costing of Council's involvement in the activity.

**POLICY IMPLICATIONS:**

In considering this request, reference should be made to:-

Festivals Policy.

Donations Policy.

Guidelines for Fee Reduction, Auditoriums, Meeting Rooms and Halls.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "non confidential" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

1. Country Women's Association of NSW, Far North Coast Group (DW1740099)
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