



TWEED SHIRE COUNCIL

AGENDA

OPERATIONS COMMITTEE MEETING

Tuesday 16 June 2009

Mayor: Cr J van Lieshout

**Councillors: Cr B Longland, Deputy Mayor
Cr D Holdom
Cr K Milne
Cr W Polglase
Cr K Skinner
Cr P Youngblutt**

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

ITEMS FOR CONSIDERATION OF THE COMMITTEE:

ITEM	PRECIS	PAGE
	REPORTS THROUGH GENERAL MANAGER	5
	REPORTS FROM THE GENERAL MANAGER	5
O1	[GM-OC] Integrated Customer Service	5
	REPORTS FROM THE DIRECTOR TECHNOLOGY & CORPORATE SERVICES	13
O2	[TCS-OC] 2009/2012 Management Plan Incorporating Council's Seven Year Infrastructure and Services Plan; 2009/2010 Budget, Revenue Policy and Fees & Changes	13
O3	[TCS-OC] Monthly Investment Report for Period Ending 31 May 2009	21
	REPORTS FROM THE DIRECTOR ENGINEERING & OPERATIONS	33
O4	[EO-OC] Transfer of Closed Road to Council - Lot 3 DP 256967 - Round Mountain Road, Round Mountain	33
O5	[EO-OC] Road Closure Application - Parish of Berwick	37
O6	[EO-OC] May 2009 Flood	41
O7	[EO-OC] EC2009-050 Supply of Ready Mixed Concrete	45
O8	[EO-OC] EC2008-122 Supply, Installation and Maintenance of Bus Shelters in Exchange for Bus Shelter Advertising Rights	49
O9	[EO-OC] EC2009-044 Ambrose Brown Park Upgrade, Pottsville	53
	REPORTS FROM THE DIRECTOR COMMUNITY & NATURAL RESOURCES	59
O10	[CNR-OC] EC2009-043 Annual Supply Contract for the Supply & Delivery of Disinfection Lamps & Accessories	59
O11	[CNR-OC] Climate Change Actions	63
O12	[CNR-OC] Request for "In Kind" Support/Waive Fee	71

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

REPORTS THROUGH GENERAL MANAGER

REPORTS FROM THE GENERAL MANAGER

01 [GM-OC] Integrated Customer Service

ORIGIN:

General Manager

SUMMARY OF REPORT:

Following the deferral of the previous Contact Centre report at the 21 April Council meeting a Councillor workshop was held on Tuesday 26 May. This further report recommends the establishment of a Customer Contact Centre at the Murwillumbah Civic Centre and will incorporate the satellite office at Tweed Heads.

A number of in-house reviews and general community feedback have clearly indicated a need for Council to develop a stronger customer focused culture and service delivery model. Council is currently not well equipped to effectively manage customer services demands and will fall further behind as the shire grows.

Officers have reviewed the design concepts which previously took the requested budget allocation for the establishment of a contact centre to \$450 000. Officers are of the belief that the business efficiency gains and significant improvements to customer service can be largely achieved through structural change and implementation of new technologies such as the Telstra Internet Protocol Telephony (TIPT) solution demonstrated at the workshop.

Council has identified a cost neutral way to implement the telephony systems required to deliver the latest technology and telephony efficiency gains across the organisation whilst also having the ability to support a Contact Centre model.

As a result the considerable investment in the foyer redesign at the Murwillumbah Civic Centre and Tweed Heads office will be scaled back to a minimum to restrain the cost of implementation from \$450 000 to an estimated \$150 000 for both sites.

The estimated \$150 000 will include the establishment of a Customer Request Module to log calls, complaints, jobs and work flow; a revised A-Z system; enhanced website integration across the organisation; operational policies, procedures and protocols for Contact Centre Staff and training and development. The implementation of the proposed Contact Centre will be a 12-18 month process.

RECOMMENDATION:

That Council:

- 1. Endorses the establishment of an integrated customer Contact Centre within three years at Murwillumbah (with a satellite office at Tweed Heads), to manage the significant majority of all customer interactions and transactions through its consolidated counter services, call centre, the web and email, subject to funding availability.**
- 2. Gives consideration in future budget deliberations to the allocation of \$150 000 to commence implementation of the Contact Centre model.**

REPORT:

Following the deferral of the previous Contact Centre report at the 21 April Council meeting a Councilor workshop was held on Tuesday 26 May. This further report recommends the establishment of a Customer Contact Centre at the Murwillumbah Civic Centre and will incorporate the satellite office at Tweed Heads.

A number of in-house reviews and general community feedback have clearly indicated a need for Council to develop a stronger customer focused culture and service delivery model. Council is currently not well equipped to effectively manage customer services demands and will fall further behind as the shire grows.

All of the reports independently recommend Council having a centralised single point of contact for all Council enquiries such as a Contact Centre which includes a customer service counter for walk in queries and incorporates the call centre/switchboard function for all phone calls across the organisation as well as the web integration and customer interface.

Officers have reviewed the design concepts which previously took the requested budget allocation for the establishment of a contact centre to \$450 000.

Officers are of the belief that the business efficiency gains and significant improvements to customer service can be largely achieved through structural change and implementation of new technologies such as the Telstra Internet Protocol Telephony (TIPT) solution demonstrated at the workshop.

Council has identified a cost neutral way to implement the telephony systems required to deliver the latest technology and telephony efficiency gains across the organisation whilst also having the ability to support a Contact Centre model.

As a result the considerable investment in the foyer redesign at the Murwillumbah Civic Centre and Tweed Heads office will be scaled back to a minimum to restrain the cost of implementation from \$450 000 to an estimated \$150 000 for both sites.

The estimated \$150 000 will include the establishment of a Customer Request Module to log calls, complaints, jobs and work flow; a revised A-Z system; enhanced website integration across the organisation; operational policies, procedures and protocols for Contact Centre Staff and training and development. The implementation of the proposed Contact Centre will be a 12-18 month process.

For Council, the relationships it has with its customers and community, based on their experiences with and perceptions of the organisation, are central to its success. Customers need to trust and respect the organisation they deal with. They need to understand what the organisation stands for, what it offers and how that benefits them; that the offer represents quality and value for money; that they will receive efficient and courteous service; that they will be listened to and can influence the organisation by expressing their views and opinions.

Along with increasing pressure for greater productivity, flexibility and transparency, State Government guidelines and legislation require that local government adopt a much stronger customer and community focus.

For Council, the singular benefits are that a dedicated customer service function can reduce costs, increase productivity and improve customer satisfaction and support. It can be the catalyst to make improvements across the entire organisation and increase the quality of all services. And it will improve Council's public image and reputation.

Customers no longer excuse poor performance. They have experienced great service from other successful enterprises and want the same – or a reasonable approximation - from government. This has created a need for Council to develop a stronger customer focused culture and service delivery model.

Establishing a Contact Centre will demonstrate that:

- Council recognises that customers require and deserve prompt, courteous, accurate and efficient service in all their dealings with the organisation.
- Council values its staff and seeks to develop their skills and to support and guide them with effective systems, policies, processes and structures.

This report outlines the benefits, requirements and steps that should now be taken toward developing a full service customer contact centre.

Current Situation (Customer Service and Switchboard)

- Four front counters – reception, rates/revenue, engineering, building/environment health and planning.
- 3 x phone numbers – (02), (07), 1300
- No representation for other areas of Council e.g.: waste, dogs, etc
- Greeted by front receptionist first
- Establish query and customer directed to the correct counter.
- All payments only done at one counter (customer has to walk back to relevant counters)
- No coordination to marketing or promotion of services across Council
- 'Looks second hand' type comments from customers
- Operating on two telephone systems – VOIP and Spectrum/Custom Net
- On hold message only for some areas
- No reliable reporting ability for statistics or way of managing customer service levels
- Main Inbound Call Flows
 - Main switchboard (1 operator)
 - Building and Health switchboard (1 operator)
 - Revenue and Customer Service Murwillumbah
 - Revenue and Customer Service Tweed
 - Engineering and Operations
 - Waste Management

The Contact Centre Model

The estimated \$150 000 will include operational costs, training and development, development of the Customer Request Module and refurbishment and design. The implementation of the proposed Contact Centre will be a 12-18 month process.

The soon to be implemented TIPT system is fully functional to cater for the Contact Centre environment and will meet all operational needs.

If Council approves the Contact Centre model and suitable budget is allocated it is anticipated that within 12-18 months Tweed Shire Council will have customer contact centre that manages the significant majority of all customer interactions and transactions through its consolidated counter services, call centre, the web and email.

Its staff will be highly trained, with great interpersonal and technology skills, and will be respected across the organisation. New systems and technologies will have improved capability and capacity, and knowledge management will be enhanced across the organisation. Productivity will be increased through improved and new processes.

These include: Customer Request Modules to log calls, complaints, jobs and work flow; a revised A-Z system; enhanced website integration across the organisation; operational policies, procedures and protocols for Contact Centre Staff and training and development

The organisation will be more resilient, having demonstrated its flexibility and capacity for major change. Staff will have greater confidence in their ability to make and manage change. Most importantly, the creation of a contact centre will shift the organisation to encouraging a customer service focus.

Design of the Contact Centre is anticipated to include:

- Main office – Murwillumbah with satellite office at Tweed Heads.
- New customer service bench for all access – stand, sit, wheelchair.
- Seated area/breakout rooms.
- Display cabinet for prominent gifts/awards.
- Community Notice Board.
- Flat screen for promotional purposes – promoting Council programs.
- Dedicated area for Council documents, forms, brochures, positions vacant.
- Dedicated area for suitable non-Council documents.
- Internet kiosk for customers.
- Coordinated marketing and promotional areas for Council and non-council services.
- 'On exhibition' area.
- Children's area.
- Cosmetic lift in line with new brand reflected across all areas of the Contact Centre.

The Benefits

For Council, the singular benefits are that a dedicated customer service function can reduce costs, increase productivity and improve customer satisfaction and support. It can be the catalyst to make improvements across the entire organisation and increase the quality of all services. It will also improve Council's public image and reputation.

More specifically, it can:

- Free professional staff to concentrate on their core duties without being diverted by the need to handle routine enquiries and transactions.

- Reduce frustration and time spent by staff juggling enquiries and requests outside their area of expertise, thereby increasing job and customer satisfaction.
- Reduce the time spent per customer interaction – on the phone and in person.
- Initiate process improvements that streamline the way people work and develop new processes that deliver better service faster.
- Accelerate the development and adoption of new information and knowledge management systems that bring productivity gains across Council.
- Propel the expansion of on-line services (eBusiness) and bring greater customer focus to the website.
- Spur integration between departments and a more outward focus across the organisation.
- Provide the focus for an evolving organisational culture with a strong customer service ethos.
- Reduce customer frustration with not knowing where to get information, receiving inaccurate or insufficient information and feeling that they are getting the “run-around”.
- Enable customers to complete most of their business, whether that is an enquiry, service request or financial transaction, at the first point of contact, thereby increasing satisfaction.
- Over time, constrain growth in departmental staff numbers.

Key elements and issues involved in establishing an integrated customer service function include:

- information gathering
- evolving the culture
- the model
- the people
- the structure
- training
- information and systems
- policies, processes and procedures
- operating environment
- implementation steps
- evaluation.

LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

It should be noted that establishment costs for the Contact Centre are significant and while many benefits and efficiencies will be realised in the short term, they will continue accruing over time. A total costing to establish the contact centre is approximately \$150 000.00.

POLICY IMPLICATIONS:

The Customer Service Charter Policy will be reviewed to complement the establishment of a Contact Centre. In establishing a Contact Centre, numerous operational policies, protocols and procedures will be developed.

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 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. Customer Service Charter Policy (ECM2027852)
-

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

REPORTS FROM THE DIRECTOR TECHNOLOGY & CORPORATE SERVICES**O2 [TCS-OC] 2009/2012 Management Plan Incorporating Council's Seven Year Infrastructure and Services Plan; 2009/2010 Budget, Revenue Policy and Fees & Changes****ORIGIN:****Director Technology & Corporate Services****SUMMARY OF REPORT:**

At its meeting of 28 May 2009 Council resolved:

Motion 1:**RESOLVED** that:-

1. *Council's 2009/2012 Draft Management Plan incorporating the 2009/2010 Draft Budget based on a 9.5% increase in general income above that for 2008/2009 and the 2009/2010 Draft Fees and Charges be adopted.*
2. *The 2009/2010 Draft Revenue Policy be adopted with amendment to:*
 - a. *The amount of interest chargeable on overdue rates, charges and sundry debts being 9% as opposed to the advertised 10%;*
 - b. *The sewerage rate charge (S501) – Business Assessments. Add to dot point 3, end of first paragraph, the wording “by the discharge factor and calculated on an individual water meter basis”*
3. *A review of the fee structure of Construction Certificate and Building Inspection fees be undertaken in conjunction with the quarterly budget review as at September 2009, and a report on the fee structure be presented to Council.*
4. *Council reports to the Department of Local Government on any significant variations from its 7 Year Infrastructure and Services Plan as contained in the instrument under section 508A(1) and 548(3)(a) of the Local Government Act 1993 dated 15 August 2007.*

Motion 2

RESOLVED that Council officers seek opportunities for funding for urgent environmental restoration works on public lands that contain koala habitat or koala corridors and reports back to Council.

Motion 3

RESOLVED that Council officers bring forward a report to the next Ordinary Council meeting on options to restore funding in the 2009/2010 Budget to both the Tweed River Art Gallery and to Arts Northern Rivers under the current Memorandum of Understanding.

RECOMMENDATION:

That:-

- 1. Council contributes \$22,281 to Arts Northern Rivers, representing an increase of \$3,723 from the adopted 2009/2010 Budget;**
- 2. The additional funding to Arts Northern Rivers to be met through the small surplus to the Regional Organisation subscriptions as detailed in this report;**
- 3. The Memorandum of Understanding (MOU) with Arts Northern Rivers be reviewed in 2009/2010 to reflect Council's capacity to meet ongoing funding; and**
- 4. Funding for the Art Gallery not be altered from the adopted 2009/2010 budget.**

REPORT:

As identified in the summary of this report It should be noted that:-

- Motion 1 will be actioned by the appropriate Council Officers in due course.
- In regard to Motion 2 a further report will be presented to Council at a later date that encompasses all Koala Management issues within the Shire.
- In regard to Motion 3 Council officers and Councillors undertook a review of the 2009/10 Budget to identify and reduce programs by the amount of \$709,787 to produce a balanced budget. The Tweed River Art Gallery's portion of the service level reductions is \$6,350 and Arts Northern Rivers is \$3,000. These amounts represent 0.89% and 0.42% respectively of the total service level reductions of the above \$709,787:-

Arts Northern Rivers	\$3,000
Art Exhibitions	\$650
Art Gallery Operating Expenses	\$5,700
	\$9,350

If additional items are to be included in this budget then the funding would most likely come from those areas previously identified in this process. Notwithstanding this, a substantial amount of the additional funding of \$3,723 for Arts Northern Rivers could potentially come from the Regional Organisations subscription budget, which has a small surplus due to council ceasing its involvement with SouthROC. As Arts Northern Rivers is a regional organisation, this funding source is considered appropriate.

The balance of the funds sought for the Art Gallery would most appropriately come from those program areas previously identified in the abovementioned budget review process. Program reductions would be allocated equally across all program areas.

The 2009/10 adopted budget includes a reduction in service levels as follows:

<u>Activity/Program</u>	<u>Reduction</u>
Footpaths	54,655 <i>Reduction in program</i>
Urban Road Construction	214,102 <i>Reduction in program</i>
Sportsfields	15,000 <i>Murwillumbah Cricket Wickets</i>
	47,530 <i>Reduce sportsfields capital works program (lighting & amenities upgrades)</i>
Planning Reforms	90,000 <i>Reduction in planned Tweed LEP Stage 2 investigations, such as a new locality plan for Kingscliff, affordable housing, industrial DCP, and review of heritage controls.</i>

Tweed River Committee	91,000	<i>Reduction in the number of new programs, to be determined by the Tweed River Committee</i>
Cultural programs	3,750	<i>Museums and Heritage</i>
	5,000	<i>Cultural Development Fund</i>
	650	<i>Art Exhibitions</i>
	5,700	<i>Art Gallery Operating Expenses</i>
	750	<i>Public Art Maintenance</i>
	3,000	<i>Arts Northern Rivers</i>
Community Programs	750	<i>Youth Support</i>
	7,500	<i>Access Funding</i>
Waterways Program	6,000	<i>Coastal management planning</i>
	4,400	<i>Phosphorous Action Plan</i>
	160,000	<i>Reduction of Indoor staff positions</i>
	709,787	

Arts Northern Rivers

The Memorandum of Understanding (MOU) with Arts Northern Rivers (reproduced within the body of this report) does not commit Council to a specific contribution amount. The MOU states inter alia:-

"This agreement is based on ongoing financial support from the NSW Ministry for the Arts, a performance and service commitment on the part of the Regional Steering Committee to the Councils and their communities, and a financial contribution from each Council."

Regional Arts NSW, in association with Local Government NSW, have prepared a "Guide to minimum Local Government Contributions to Regional Arts Boards in NSW" and is attached for information.

The requested contribution in 2009/10 to Arts Northern Rivers was \$22,281 which compared to the adopted budget figure of \$18,558 results in a funding shortfall of \$3,723.

As Arts Northern Rivers is a regional organisation, it is the Officers recommendation to utilise the small surplus (due to Council ceasing its involvement with SouthROC) made available in the 2009/2010 Regional Organisation subscriptions Budget to fund the requested additional budget of \$3,723. It is also recommended that the MOU with Arts Northern Rivers be reviewed during the 2009/2010 budget year to clearly reflect Council's capacity to meet ongoing funding.

Art Gallery

To restore the Tweed River Art Gallery funding to pre reduction levels an amount of \$6,350 is required. This would require a reduction in other programs/services within the adopted budget by a corresponding amount. All operational areas were reduced on a fair and equitable basis. To increase funding to the Art Gallery at the expense of other areas would not be fair and equitable.

arts northern rivers

Memorandum of Understanding

The Memorandum of Understanding reflects the collaborative partnership adopted by Local Government in the Northern Rivers region of NSW towards the establishment of a regional Arts Board.

The ten Councils of the Northern Rivers region agree to contribute to the Arts Northern Rivers Program, to increase the level of local government participation in, and promotion of, arts and cultural activities in this culturally distinctive region.

Each Council agrees to provide one representative to participate as a member of the Arts Northern Rivers Regional Steering Committee.

The Regional Steering Committee is committed to providing professional advice to the Councils, arts councils, other arts related organisations and individuals within the community, on arts activities, arts development, cultural planning and funding opportunities; and to supervise the work of the Regional Arts Development Officer.

This agreement is based on ongoing financial support from the NSW Ministry for the Arts, a performance and service commitment on the part of the Regional Steering Committee to the Councils and their communities, and a financial contribution from each council.

Objectives of the partnership:

- Preserve and promote the culture of the region;
- Foster and encourage indigenous arts and cultural programs and practices;
- Promote the arts, and achievement in the arts, to enhance social and economic community development;
- Encourage an increase in the level of cultural tourism.

SIGNED BY THE MAYOR OF


Ballina Shire Council


Lismore City Council

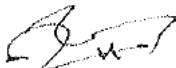

Byron Shire Council

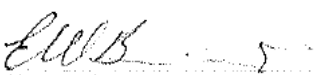

Maclean Shire Council

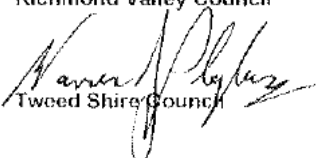

Copmanhurst Shire Council


Pristine Waters Council


Grafton City Council


Richmond Valley Council


Kyogle Council


Tweed Shire Council

6th NOVEMBER 2003



GUIDE TO MINIMUM LOCAL GOVERNMENT CONTRIBUTIONS TO REGIONAL ARTS BOARDS IN NSW

The following minimum contributions have been developed in consultation with LGov NSW. The model is not a strict 'per capita' based aggregate but works on incremental population groups.

It is suggested that the recommended contributions are a **MINIMUM** from which to commence negotiations, however, Regional Arts Board sensitivity to local issues such as *disadvantaged* local government areas can be accommodated in the model. For example:

- In some local government areas, where there is little arts infrastructure and the RAB undertakes local arts projects that, in other regions, are usually provided by local councils or shires, the contribution needs to reflect this higher level of arts development service delivery.

And, for example,

- Some local government areas in the state comprise a much lower than average per capita income and employment level, or a much smaller than average rate base from which to draw upon. These factors need to be considered in the context of ability to pay contributions.

It is expected that Local Government contributors to Regional Arts Boards will index their annual contributions to accommodate a CPI increase.

Population	Suggested minimum contribution
1 – 5,000	\$2,500
5,001 – 10,000	\$5,000
10,001 – 15,000	\$7,500
15,001 – 25,000	\$10,000
25,001 – 30,000	\$12,500
30,001 – 40,000	\$15,000
40,001 and above	\$20,000

Original draft approved by the Regional Arts NSW Board of Directors (with changes) on 6 December 2002.

Modified March 2005:

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 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.

03 [TCS-OC] Monthly Investment Report for Period Ending 31 May 2009

ORIGIN:

Financial Services

SUMMARY OF REPORT:

The "Responsible Accounting Officer" must report monthly to Council, setting out details of all the funds Council has invested and certification has been made in accordance with Section 625 of the Local Government Act (1993), Cl. 212 of the Local Government (General) Regulations and Council policies.

Council had \$116,829,265.19 invested as at 31 May 2009 and the net return on these funds was \$405,553 or 4.16% annualised for the month.

RECOMMENDATION:

That in accordance with Section 625 of the Local Government Act 1993 the monthly investment report as at 31 May 2009 totalling \$116,829,265.19 be received and noted.

REPORT:

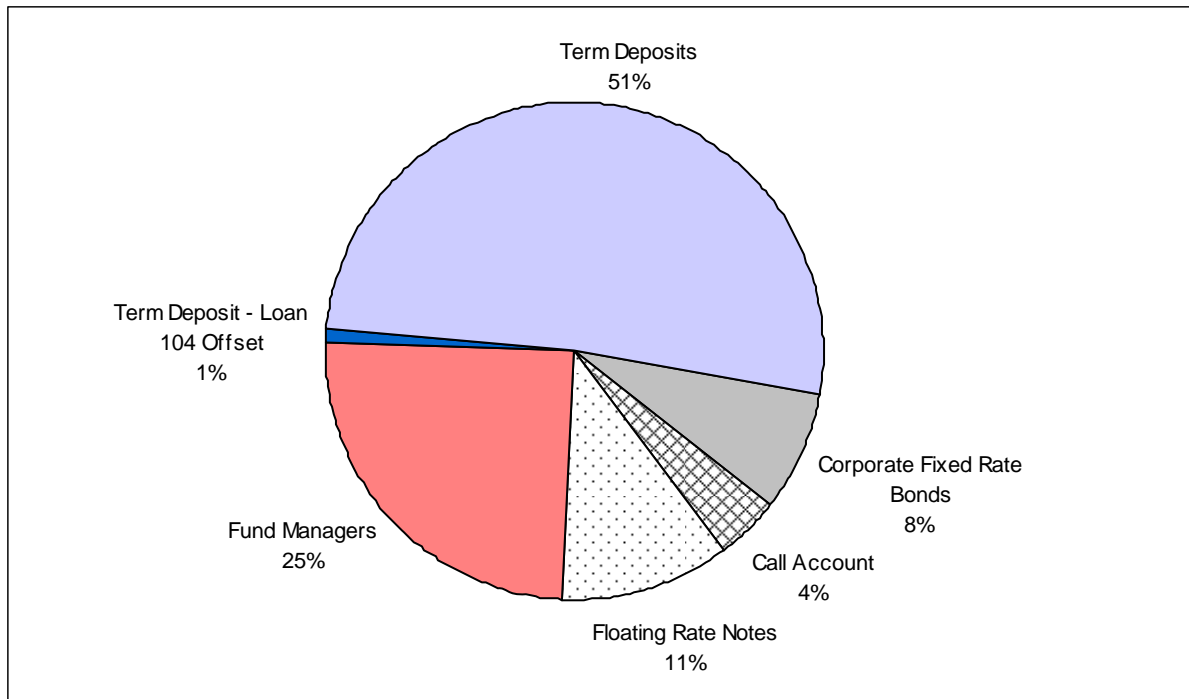
Report for Period Ending 31 May 2009

The "Responsible Accounting Officer" must report monthly to Council, setting out details of all the funds Council has invested and certification has been made in accordance with Section 625 of the Local Government Act (1993), Clause 212 of the Local Government (General) Regulations and Council policies.

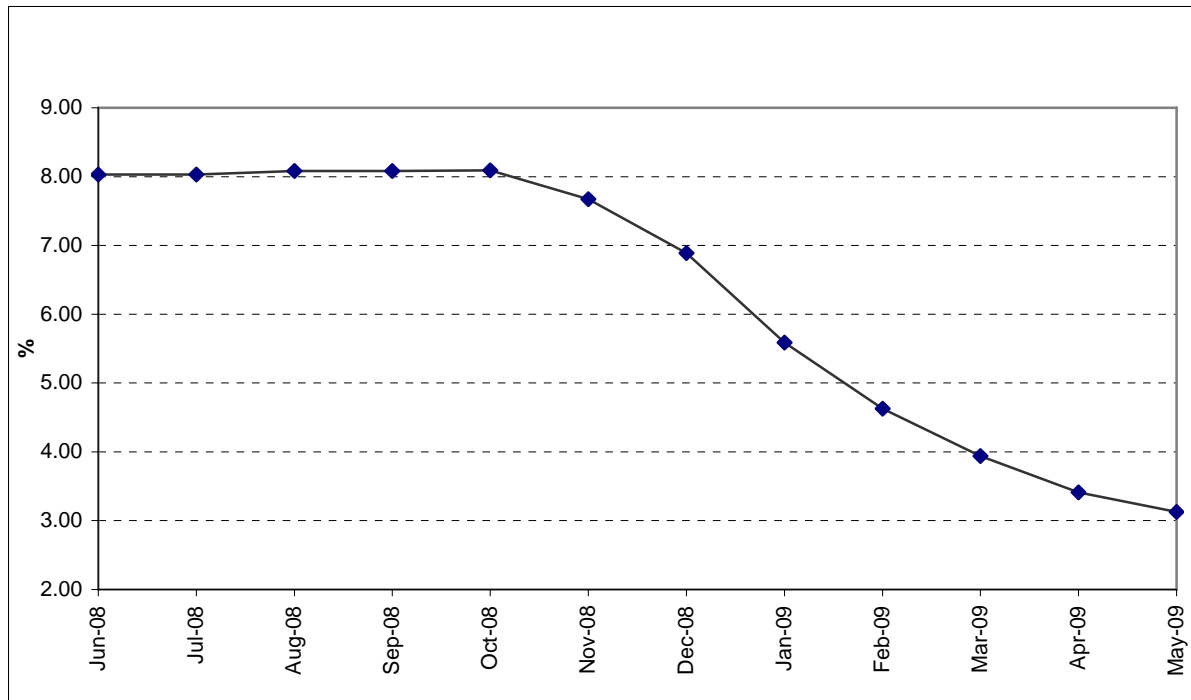
1. RESTRICTED FUNDS AS AT 1 JULY 2008

Description	(\$'000)			Total
	General Fund	Water Fund	Sewer Fund	
Externally Restricted	5,682	13,980	14,908	34,570
Crown Caravan Parks	8,732			8,732
Developer Contributions	29,739	19,559		49,298
Domestic Waste Management	8,644			8,644
Grants	3,997			3,997
Internally Restricted	13,816			13,816
Employee Leave Entitlements	3,078			3,078
Grants	307			307
Unexpended Loans	8,960			8,960
Total	82,955	33,539	14,908	131,402

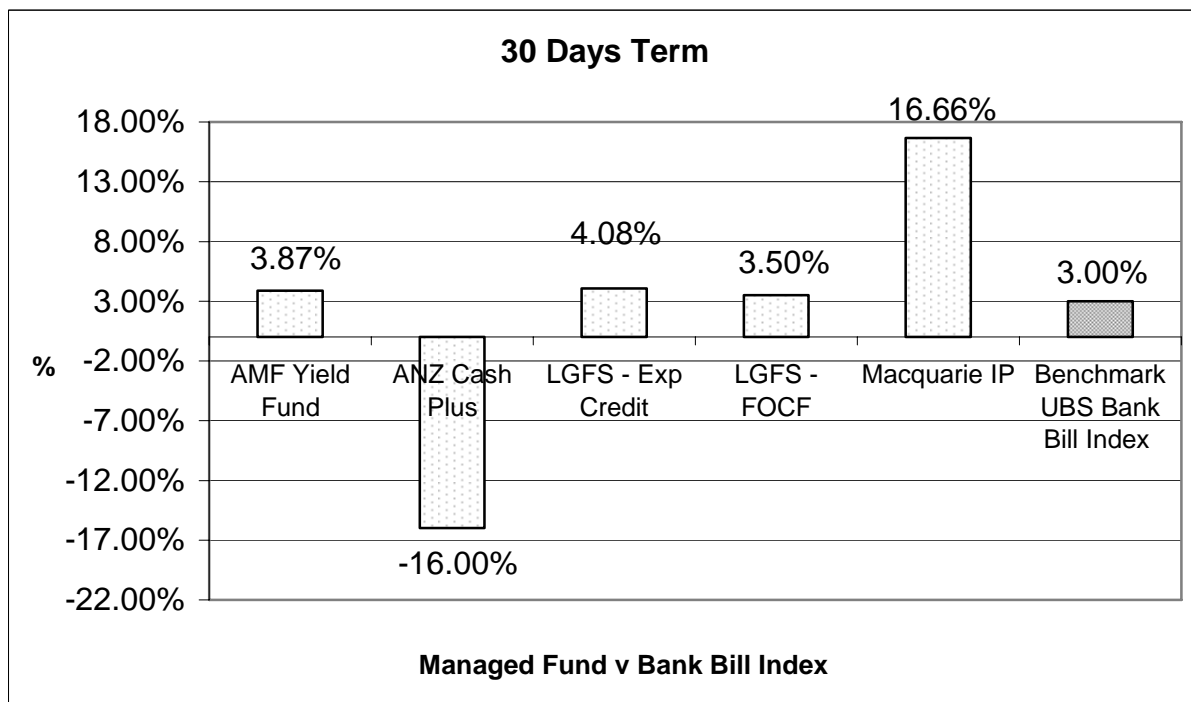
2. CURRENT INVESTMENT PORTFOLIO BY CATEGORY



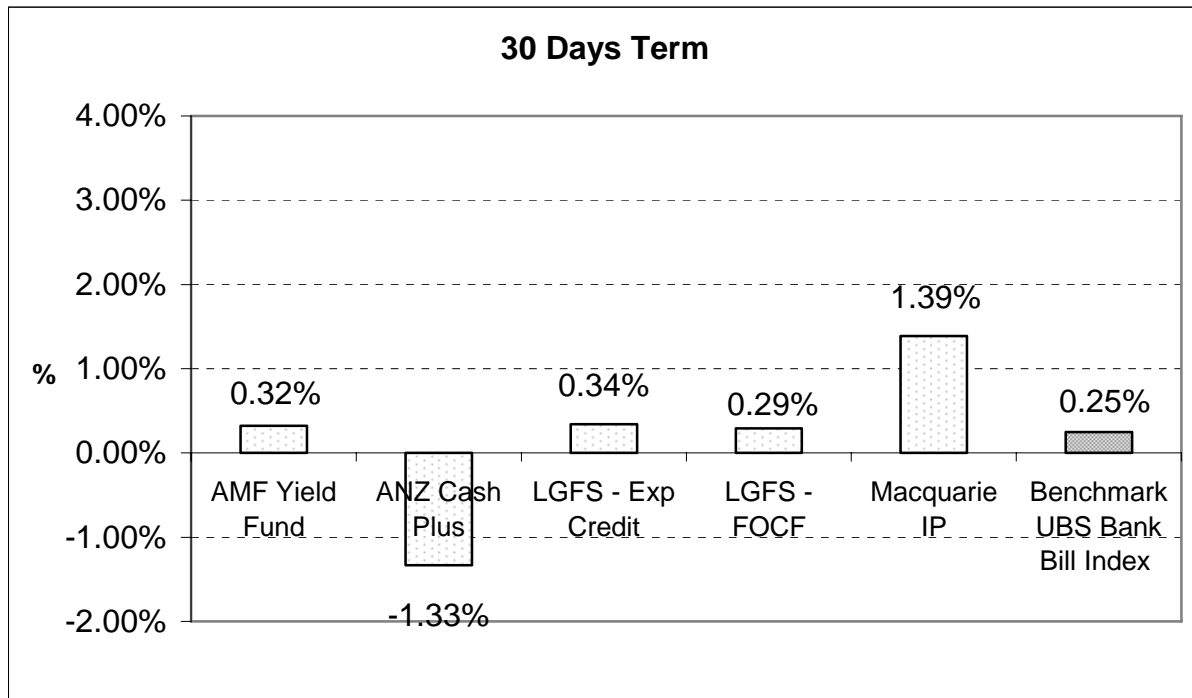
3. INVESTMENT RATES - 90 DAY BANK BILL RATE (%)



4. FUNDS MANAGERS PERFORMANCE FOR MONTH - NET OF FEES & CHANGE IN CAPITAL VALUE (ANNUALISED)



5. FUNDS MANAGERS PERFORMANCE FOR MONTH - NET OF FEES & CHANGE IN CAPITAL VALUE (NOT ANNUALISED)



6. FUND MANAGERS - DETAILED INFORMATION

Fund	Credit Rating	Percentage of Total Fund Managers Current Month	Fund Managers Balance end of Previous month	Fund Managers Balance end of Current month	Distribution for Month/Quarter	Coupon Paid
AMF Yield Fund	AAA	3.77%	\$1,093,803	\$1,097,286	\$3,484	Monthly
ANZ Cash Plus	AA	2.99%	\$885,074	\$872,061	\$0	Suspended
LGFS - Exp Credit	n/a	18.98%	\$5,512,049	\$5,530,799	\$0	Quarterly
LGFS - FOCF	AA-	38.74%	\$11,253,562	\$11,286,499	\$32,937	Monthly
Macquarie IP	A	35.52%	\$10,215,432	\$10,349,979	\$0	Quarterly
Total		100%	\$28,959,920	\$29,136,624	\$36,421	



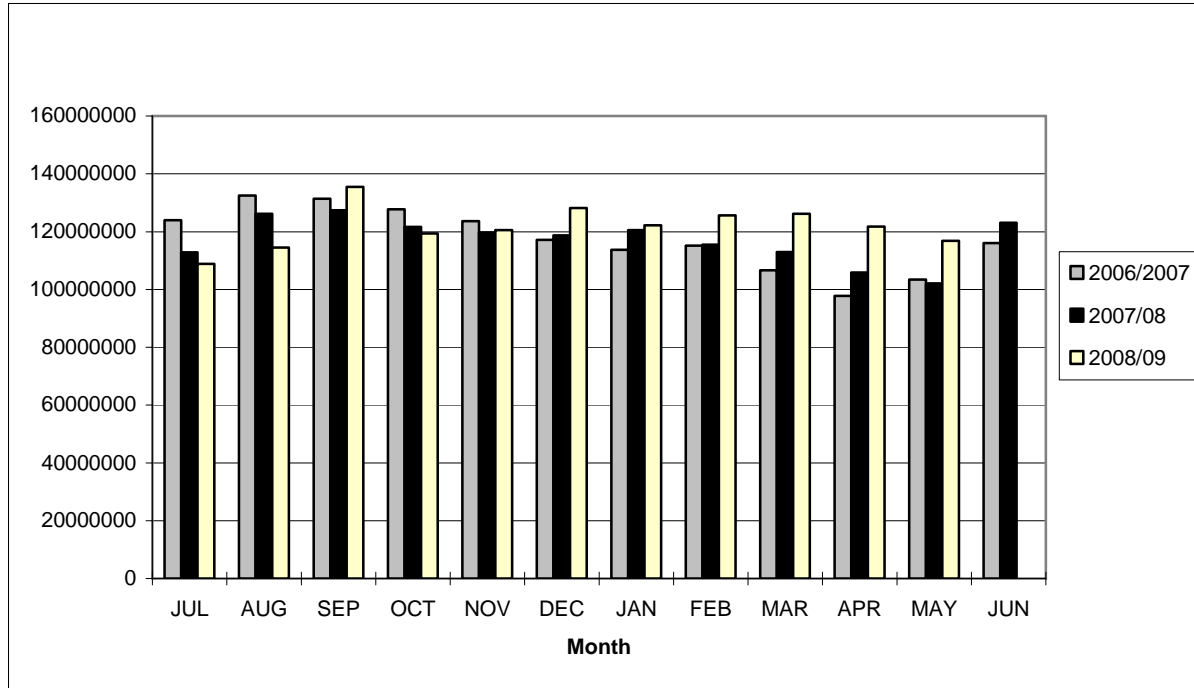
7. DIRECT SECURITIES

Investment Type	Final Maturity	Counterparty/ Product Name	Face Value	Market Value	% Return on Face Value	Credit Rating
Bond	22/01/2018	Merrill Lynch Zero Coupon Bond	2,000,000.00	2,463,966.50	7.28	AA
Bond	08/11/2011	ANZ	1,000,000.00	1,037,490.00	5.15	AA
Bond	22/04/2013	ANZ	1,000,000.00	1,098,050.00	8.65	AA
Bond	02/12/2010	Bank of Queensland	1,000,000.00	1,000,000.00	6.00	BBB+
Bond	02/12/2010	Bank of Queensland	500,000.00	499,445.00	6.00	BBB+
Bond	02/12/2010	Bank of Queensland	1,000,000.00	999,630.00	5.55	BBB+
Bond	24/09/2012	Westpac	1,000,000.00	1,063,350.00	4.90	AA
Bond	24/09/2012	Westpac	1,000,000.00	1,063,350.00	5.15	AA
FRN	17/08/2010	ANZ	1,000,000.00	952,864.00	3.36	AA
FRN	20/07/2010	CBA	1,000,000.00	976,995.49	3.38	AA
FRN	21/01/2011	CBA	1,000,000.00	995,482.75	3.55	AA
FRN	21/01/2011	CBA	2,000,000.00	1,990,965.50	3.55	AA
FRN	17/04/2012	CBA	1,000,000.00	1,004,024.50	3.36	AA
FRN	23/11/2012	Deutsche Bank	1,000,000.00	829,776.00	4.09	A+
FRN	24/01/2011	Macquarie/HSBC	2,000,000.00	1,760,396.34	3.67	A
FRN	08/03/2012	Members Equity	2,000,000.00	1,463,220.00	4.17	BBB-
FRN	26/11/2010	NAB	2,000,000.00	1,986,585.34	3.56	AA
FRN	22/07/2010	Westpac	1,000,000.00	996,800.00	4.09	AA
ABS = Asset Backed Security		Total	24,500,000.00	22,182,391.42	4.75	
Bond = Fixed Rate Bond						
CDO = Collateralised Debt Obligation						
FRN = Floating Rate Note						

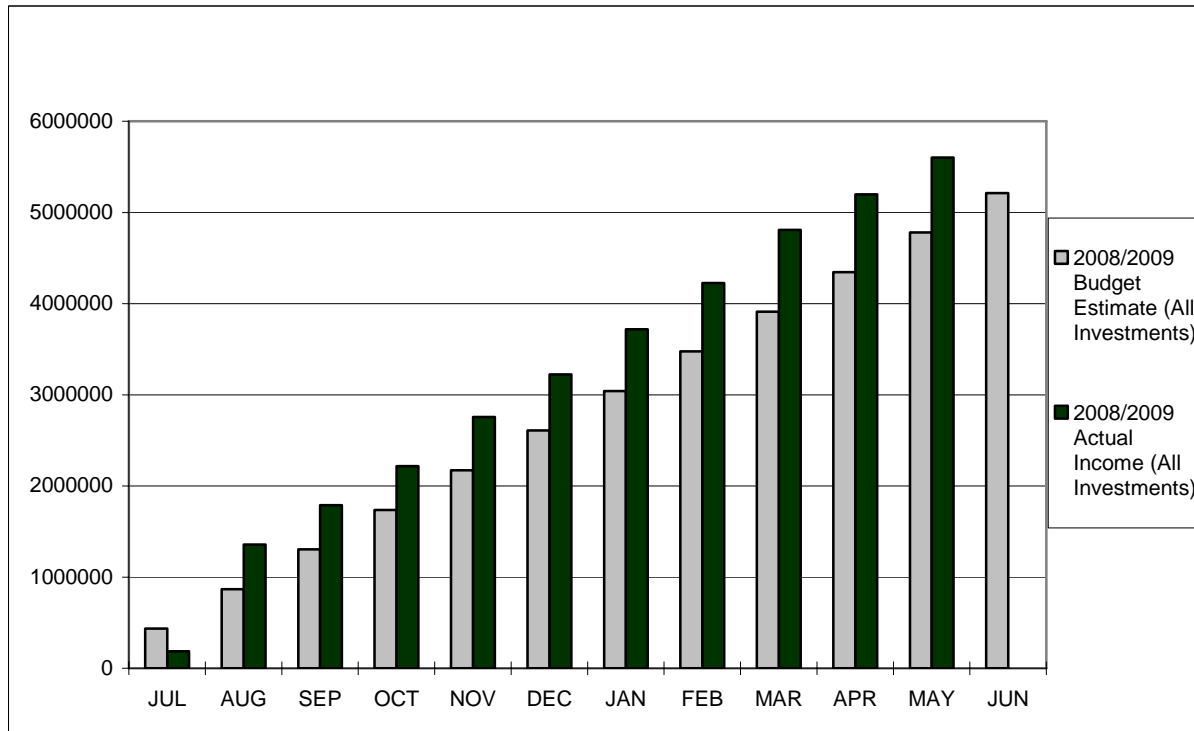
8. TERM DEPOSITS

Lodged or Rolled	DUE	Counterparty	PRINCIPAL	TERM	% Yield	INCOME RECEIVABLE
18-Feb-09	19-May-09	IMB	1,000,000.00	90	4.300	10,602.74
05-Jan-09	27-May-09	Bank of Queensland	5,000,000.00	142	5.700	110,876.71
11-Mar-09	09-Jun-09	Suncorp	1,000,000.00	90	4.500	11,095.89
08-Oct-08	10-Jun-09	Bank of Queensland	1,000,000.00	245	7.700	51,684.93
16-Mar-09	16-Jun-09	St George Bank	2,000,000.00	92	4.350	21,928.77
05-Mar-09	17-Jun-09	National Australia Bank	2,000,000.00	105	4.200	24,164.38
03-Mar-09	01-Jul-09	Bankwest	2,000,000.00	120	4.000	26,301.37
01-Apr-09	07-Jul-09	Bankwest	3,000,000.00	97	4.300	34,282.19
14-Apr-09	14-Jul-09	LGFS	2,000,000.00	90	4.800	23,671.23
11-Mar-09	14-Jul-09	Bankwest	4,000,000.00	125	4.150	56,849.32
19-Feb-09	21-Jul-09	Adelaide Bendigo Bank	1,000,000.00	152	4.250	17,698.63
15-Apr-09	22-Jul-09	Bankwest	4,000,000.00	98	4.200	45,106.85
27-Jan-09	28-Jul-09	Citibank	1,000,000.00	182	5.080	25,330.41
31-Mar-09	29-Jul-09	Bankwest	6,000,000.00	120	4.300	84,821.92
05-Feb-09	05-Aug-09	Bank of Queensland	3,000,000.00	180	4.900	72,493.15
11-Mar-09	11-Aug-09	Adelaide/Bendigo Bank	2,000,000.00	153	4.250	35,630.14
01-Apr-09	25-Sep-09	Bank of Queensland	2,000,000.00	177	4.500	43,643.84
28-Apr-09	28-Oct-09	CBA	910,250.00	183	5.865	26,766.21
17-Feb-09	16-Feb-11	Elders Rural Bank	1,000,000.00	729	4.620	92,273.42
17-Feb-09	17-Feb-11	Adelaide Bendigo Bank	2,000,000.00	730	4.700	188,000.00
12-Nov-08	16-Nov-11	Investec Bank	1,000,000.00	1099	6.880	207,153.97
11-Mar-09	28-May-09	LGFS	5,000,000.00	78	4.190	44,769.86
02-Apr-08	01-Apr-11	Suncorp Metway	3,000,000.00	1095	8.300	747,000.00
12-Nov-08	11-Nov-11	Suncorp Metway	4,000,000.00	1094	6.880	824,846.03
18-Feb-09	19-May-09	Macquarie Bank	2,000,000.00	90	4.400	21,698.63
			60,910,250.00		5.013	

9. MONTHLY COMPARISON OF TOTAL FUNDS INVESTED



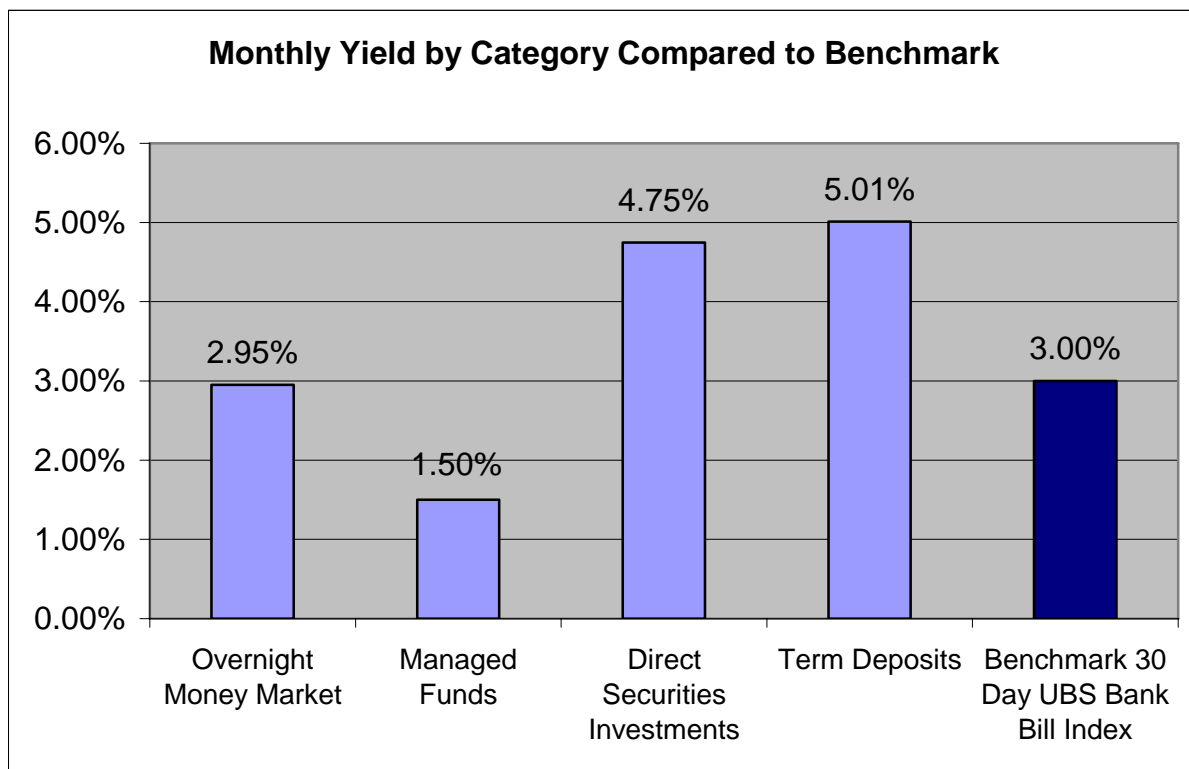
10. TOTAL PORTFOLIO INCOME YEAR TO DATE



11. PERFORMANCE BY CATEGORY

Category	Face Value	Market Value	Average Yield	Above/(Below) 30 day BBSW Benchmark
Overnight Money Market	\$4,600,000.00	\$4,600,000.00	2.95%	-0.05%
Managed Funds	\$29,136,623.77	\$29,136,623.77	1.50%	-1.50%
Direct Securities Investments	\$24,500,000.00	\$22,182,391.42	4.75%	1.75%
Term Deposits	\$60,910,250.00	\$60,910,250.00	5.01%	2.01%
Benchmark 30 Day UBS Bank Bill Index	\$119,146,873.77	\$116,829,265.19	3.00%	

12. Monthly Yield by Category Compared to Benchmark



13. ECONOMIC COMMENTARY

Global Economy

The global economy is in the midst of the most serious recession since the Great Depression, although tentative signs are emerging that the rate of economic activity decline is moderating. Inflation continues to ease across the globe, reflecting the sharp fall in economic activity and steep reduction in commodity prices since mid-2008. Global economic activity is expected to decline by 1.25% in 2009, before recovering gradually during 2010. (source: International Monetary Fund 02/06/09)

Domestic Economy

The Reserve Bank of Australia left interest rates unchanged at 3% pa at its 2 June meeting, citing stabilisation in the financial markets and an improved economic outlook. The prospect of inflation declining in the short term suggests that scope remains for further easing of monetary policy if needed.

Australia avoided a technical recession by posting a 0.4% increase in Gross Domestic Product (GDP) growth for the March 2009 quarter. Interestingly, most of this increase in GDP can be attributed to a significant decline in imports. A recession can be defined as two consecutive quarters of negative GDP growth.

The Australian economy has suffered a significant reduction in income due to the global recession and a 7.8% fall in terms of trade. Enormous fiscal and monetary stimulus will ensure that consumer demand and housing construction boost conditions during the second half of 2009 and into 2010.

Overall, the Australian economy is likely to record better outcomes than most advanced economies in 2009 and 2010, reflecting the healthy state of the banking system and effectiveness of macroeconomic policy stimulus to date.

Council's Investment Portfolio Performance

The amount Council had invested at the end of May (\$116.8m) was significantly less than as at the end of April (\$121.7m). This reduction in funds invested can be mainly attributed to a \$5.5m contract payment in relation to the Bray Park Water Filtration Plant construction, in addition to the usual payroll and creditor payments during the month.

On 29 June, invested funds will receive a \$13.5m cash injection as the final significant quarterly draw-down of loan funds for the Bray Park Water Filtration Plant construction takes place. From December onwards, repayment of this \$69m loan will reduce Council's funds available for investment as the loan repayments convert from interest only to principal and interest.

Council's Investment Portfolio out-performed the 30 day UBS bank bill index during May. Bonds, floating rate notes and term deposits provided returns above the 3% UBS bank bill benchmark, while managed funds continued to underperform.

The yield on term deposits, fixed and floating securities continues to moderate the managed funds volatile monthly returns.

An indication of Portfolio performance is provided by disregarding changes in capital values. Council had \$116,829,265 invested as at 31 May, 2009 and the accrued net return on these funds was \$405,553 or 4.16% annualised for the month.

13. INVESTMENT SUMMARY AS AT 31 MAY 2009

GENERAL FUND

COLLATERISED DEBT OBLIGATION	0.00	
COMMERCIAL PAPER	0.00	
CORPORATE FIXED RATE BONDS	\$9,225,281.50	
FLOATING RATE NOTES	\$12,957,109.92	
ASSET BACKED SECURITIES	0.00	
FUND MANAGERS TERM DEPOSIT - LOAN 104 OFFSET	5,084,383.05	
TERM DEPOSITS CALL ACCOUNT	910,250.00	
	48,000,000.00	
	4,600,000.00	80,777,024.47

WATER FUND

TERM DEPOSITS	12,000,000.00	
FUND MANAGERS	21,577,435.78	33,577,435.78

SEWERAGE FUND

TERM DEPOSITS	0.00	
FUND MANAGERS	2,474,804.94	2,474,804.94

TOTAL INVESTMENTS 116,829,265.19

It should be noted that the General Funds investments of \$80 million are not available to be used for general purpose expenditure. It is virtually all restricted by legislation and council resolution for such purposes as unexpended loans, developer contributions, unexpended grants and various specific purpose reserves such as domestic waste, land development and employee leave entitlements.

All Water and Sewerage Fund investments can only be expended in accordance with Government regulation and Council resolution.

Statutory Statement - Local Government (General) Regulation 2005 Clause 212

I certify that Council's investments have been made in accordance with the Local Government Act 1993, the Local Government (General) Regulations and Council's investment policies.



**Chief Financial Officer
(Responsible Accounting Officer)**

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 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.

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

REPORTS FROM THE DIRECTOR ENGINEERING & OPERATIONS

04 [EO-OC] Transfer of Closed Road to Council - Lot 3 DP 256967 - Round Mountain Road, Round Mountain

ORIGIN:

Design

FILE NO: R4840

SUMMARY OF REPORT:

Council has received a request from a landowner in Round Mountain Road for Council to accept the transfer of a closed road parcel, having an area of 8 square metres, which has never been incorporated into the land held by his parents when the road action occurred in 1981.

The small parcel is a closed road parcel given as compensation for land acquired for road. It was following the death of his mother that the applicant became aware of the parcel and has requested Council to accept its transfer for no consideration as the costs of incorporating it into his landholding greatly outweigh the benefit to him. Council, at very little cost, can accept the transfer of the land and dedicate it as road.

The applicant has agreed to bear the costs relating to the preparation of the transfer and title documentation and Council has agreed to bear the registration costs of the transfer.

It is necessary to resolve to accept the transfer of Lot 3 in DP 256967 and to execute all documentation under the common seal of Council.

RECOMMENDATION:

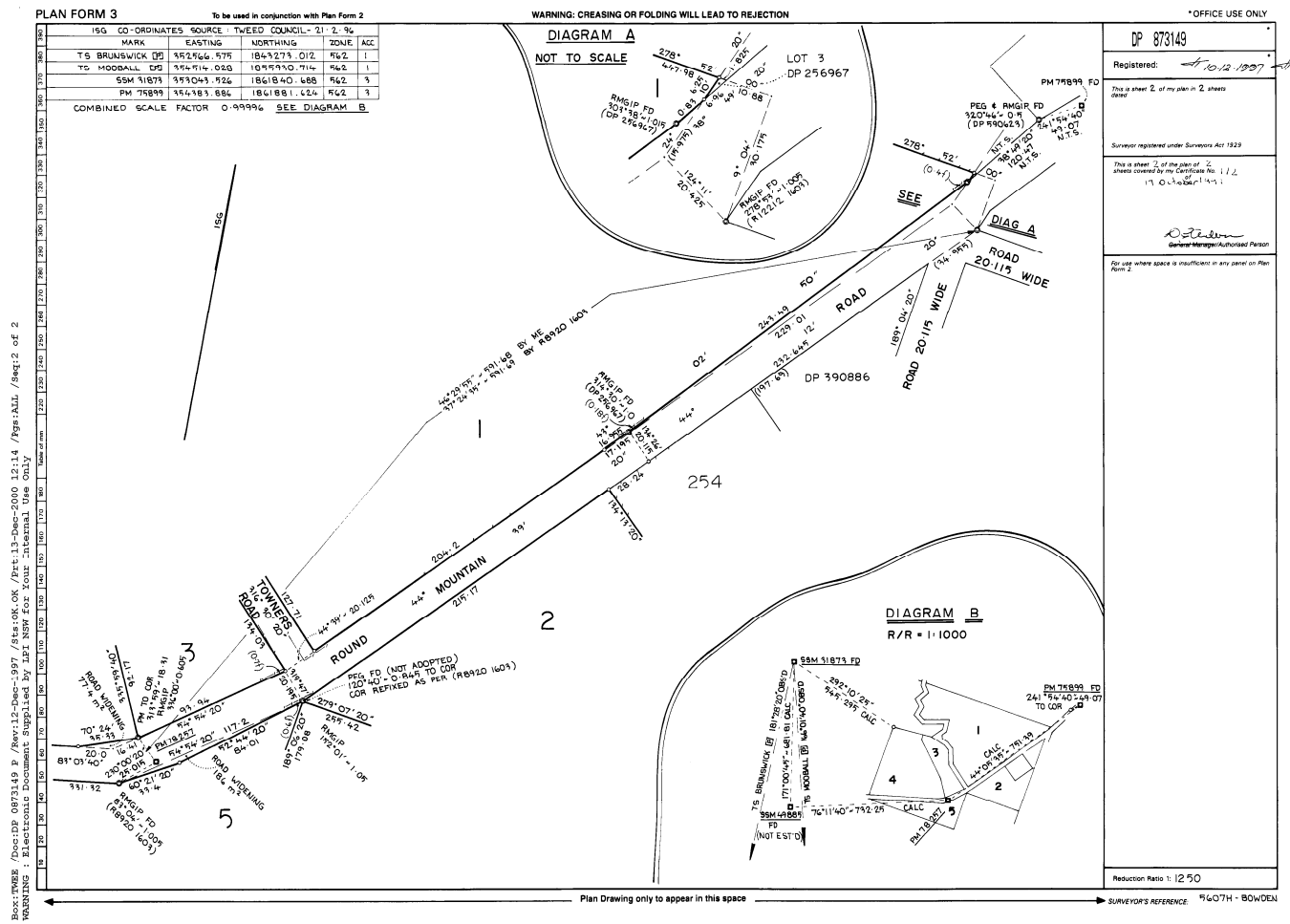
That:-

- 1. Council accepts the transfer of Lot 3 in DP 256967 where the applicant bears all costs in relation to the preparation of the transfer and title documentation;**
- 2. Council dedicates Lot 3 in DP 256967 as public road following registration of the transfer to Council; and**
- 3. All documentation is executed under the Common Seal of Council.**

REPORT:

Council has received a request from a landowner in Round Mountain Road for Council to accept the transfer of a closed road parcel, having an area of 8 square metres, which has never been incorporated into the land held by his parents when the road action occurred in 1981.

The plan below shows the location of the parcel in the eastern corner of 1 in DP 873149, a parcel created from a subdivision of the land held by the landowner at the time of the road action in 1981. Diagram A clearly shows Lot 3 in DP 256967 as being excluded from the land being subdivided:



The small parcel is a closed road parcel given as compensation for land acquired for road. It was following the death of his mother that the applicant became aware of the parcel and has requested Council to accept its transfer for no consideration as the costs of incorporating it into his landholding greatly outweigh the benefit to him. Council, at very little cost, can accept the transfer of the land and dedicate it as road.

The applicant has agreed to bear the costs relating to the preparation of the transfer and title documentation and Council has agreed to bear the registration costs of the transfer.

It is necessary to resolve to accept the transfer of Lot 3 in DP 256967 and to execute all documentation under the common seal of Council. It is recommended that the land be dedicated as road following its transfer as it would serve no other purpose to Council.

LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

Nil.

POLICY IMPLICATIONS:

Nil.

UNDER SEPARATE COVER/FURTHER INFORMATION:

Nil.

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

O5 [EO-OC] Road Closure Application - Parish of Berwick**ORIGIN:****Design****FILE NO: GR3/12/4****SUMMARY OF REPORT:**

Council has received a notice of application to close a section of Crown Road reserve south of Lot 7 in DP 871861 at Urliup, from Department of Lands. Council has been requested to provide its consent or objection to the closure of this section of Crown Public Road.

An investigation of the Crown Road reserves has been conducted and it has been noted that no Council or other infrastructure currently exists within it. There is no current formation and the topography of the area would indicate that formation along this alignment would not be practicable nor probable.

This application complies with Councils current policy on Road Closure and purchase in so far as it does not fall within the categories listed for road not eligible for closure. It does however fall within point 1 of the exceptions as the road can be considered redundant in terms of access to all surrounding properties as well as topographical constraints.

It would therefore be recommended that Council does not object to the closure and purchase by the applicant of the section of Crown road reserve south of Lot 7 in DP 871861 at Urliup.

RECOMMENDATION:

That Council does not object to the closure and purchase by the applicant of the section of Crown road reserve south of Lot 7 in DP 871861 at Urliup.

REPORT:

Council has received a notice of application to close a section of Crown Road reserve south of Lot 7 in DP 871861 at Uriup, from Department of Lands. Council has been requested to provide its consent or objection to the closure of this section of Crown Public Road.

An investigation of the Crown Road reserves has been conducted and it has been noted that no Council or other infrastructure currently exists within it. There is no current formation and the topography of the area would indicate that formation along this alignment would not be practicable nor probable. All surrounding parcels currently gain access via alternate Council road reserves.

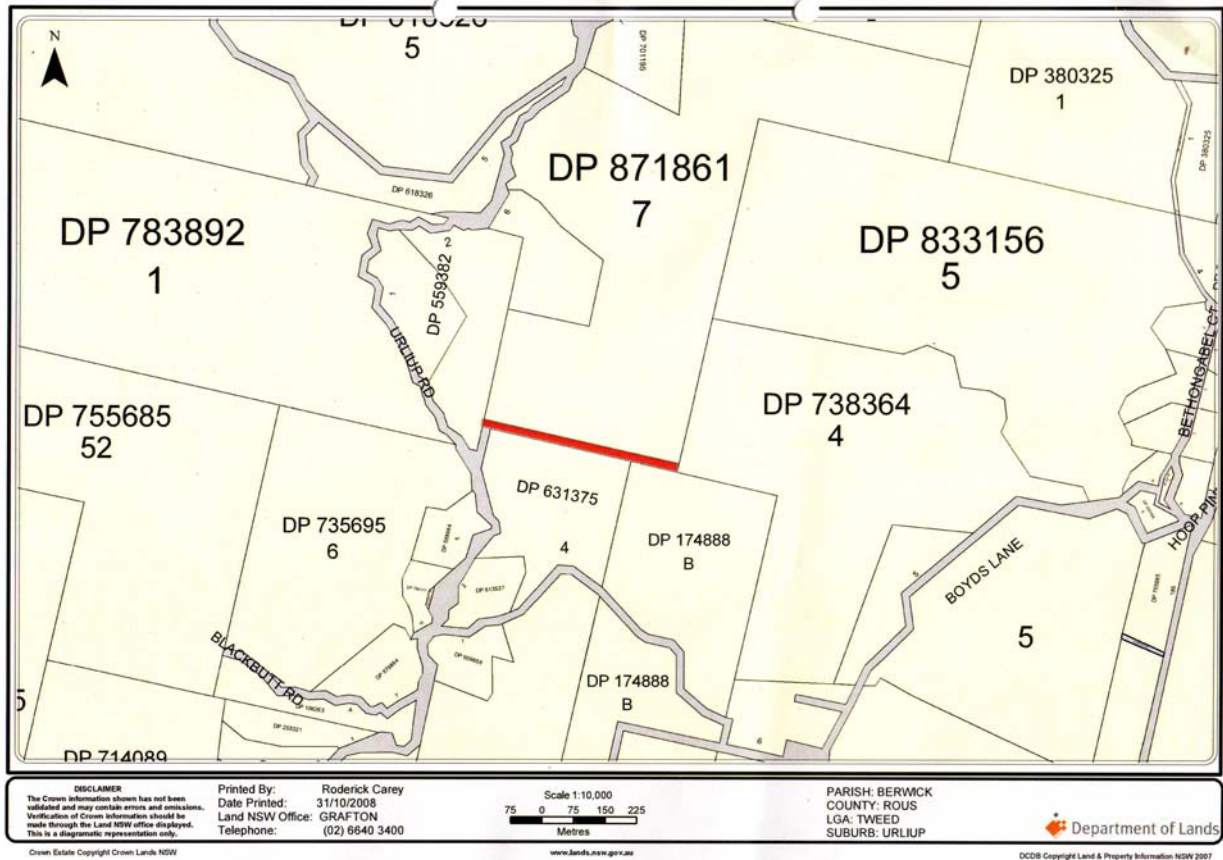
The section of road to be closed is heavily vegetated. Upon investigation it is noted that this area has moderate to high ecological status and high ecological sensitivity. There appears to be no noted threatened species of flora or fauna in the immediate or surrounding area. The land has also been classified as unsuitable for agricultural use and is protected land in that the slope is greater than 18 degrees.

There are significant topographical constraints in terms of ability to construct a formed road along this alignment and it would be highly improbable that any such construction would ever occur.

This application complies with Councils current policy on Road Closure and purchase in so far as it does not fall within the categories listed for road not eligible for closure. It does however fall within point 1 of the exceptions as the road can be considered redundant in terms of access to all surrounding properties as well as topographical constraints.

It would therefore be recommended that Council does not object to the closure and purchase by the applicant of the section of Crown road reserve south of Lot 7 in DP 871861 at Uriup.

Below is a plan showing the proposed Road Closure.



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 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.

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

O6 [EO-OC] May 2009 Flood

ORIGIN:

Planning & Infrastructure

FILE NO:

SUMMARY OF REPORT:

An east coast low weather system that developed off the coast of South East Queensland produced heavy rain over the Tweed Valley and Coastal Creeks catchments over a number of days in late May, culminating in the heaviest falls on Wednesday 20 May and Thursday 21 May 2009. This rainfall resulted in flood waters peaking just above minor flood level in Murwillumbah on Thursday 21 May. Based on event probabilities, a flood of this size is a relatively common event.

In addition the area was subjected to wind gusts of up to 130km/hr causing the uprooting of trees, breaking of branches, roof damage with subsequent high seas resulting in extensive coastal erosion.

This event has been declared a Natural Disaster by the NSW Premier, and Council is therefore eligible for financial assistance for emergency repair, clean up and restoration works required as a result of the heavy rain, wind, and flooding.

RECOMMENDATION:

That the report on the May 2009 Flood be received and noted.

REPORT:

An east coast low weather system that developed off the coast of South East Queensland produced heavy rain over the Tweed Valley and Coastal Creeks catchments over a number of days in late May, culminating in the heaviest falls on Wednesday 20 May and Thursday 21 May 2009.

Summary rainfall figures are provided in the following table:

Gauge	Mon 18/5	Tue 19/5	Wed 20/5	Thu 21/5	Fri 22/5	Sat 23/5	Total
Bald Mountain	82	34	120	136	2	46	420
Barneys Point	34	1	100	83	32	20	270
Boat Harbour	64	28	90	101	4	39	326
Clarrie Hall Dam	55	24	91	160	6	59	395
Doon Doon	44	47	108	252	1	86	538
Duranbah Repeater	26	12	89	98	13	24	262
Eungella	55	23	111	126	5	53	373
Kunghur	46	21	84	159	4	36	350
Murwillumbah	51	25	91	101	5	32	305
Tumbulgum	25	16	103	80	10	33	267
Uki	56	21	110	148	9	76	420

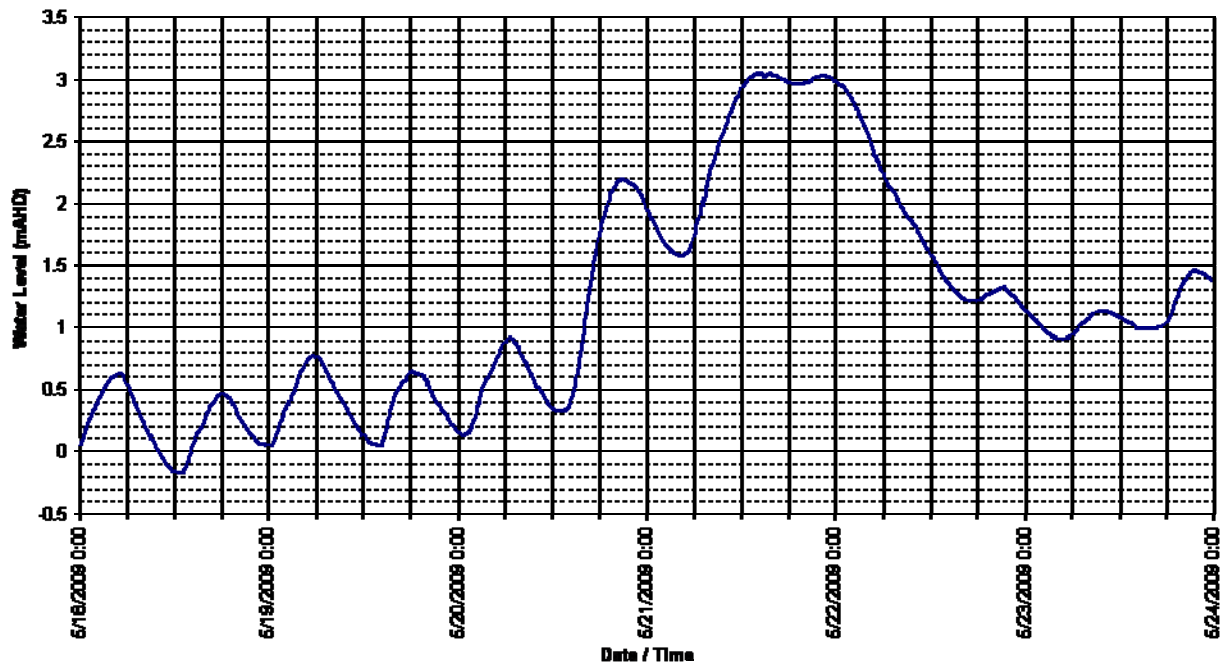
The weather system was slow moving, with rain falling at a relatively constant rate, without significant peaks in intensity. These rainfall intensities generally did not exceed the 1 year Average Recurrence Interval (ARI) intensities for the Tweed (approximately 130mm for a 24 hour duration). The ARI is the average or expected period between exceedances of a given rainfall total (or flood) for a given duration. Typical of east coast lows, extremely strong winds were experienced, particularly in coastal areas. Wind gusts of up to 130km/hr on Wednesday night caused the uprooting of trees, breaking of branches and roof damage.

As the weather system developed, the State Emergency Service (SES) called an urgent meeting of the Local Emergency Management Committee (LEMC) to brief members on the predicted severe weather pattern forming with the Bureau of Meteorology (BoM) issuing a flood watch and severe weather warning for the Tweed. These warnings provided Council and the community with a good lead time to prepare for the event.

In view of the BOM forecasts and warnings, Council's Flood Maintenance Inspector closed the large sliding floodgates in the Murwillumbah town levee on Wednesday afternoon and checked the flood pumps at Lavender Creek outlet in Murwillumbah to ensure reliable operation. Floodgates at drainage outlets were also checked for closure and adjusted where necessary.

This rainfall resulted in flood waters peaking just above minor flood level (gauge reading of 3.0m Australian Height Datum (AHD)) in Murwillumbah on Thursday 21 May, in general agreement with the minor flood warning that was issued by BoM. The following chart plots the Tweed River levels during this event at the Murwillumbah Gauge (located in front of the Civic Centre).

Murwillumbah Gauge Readings May 2009 Flood



To put these flood levels in perspective, the last major Tweed River flood event occurred on 5 January 2008, which peaked just above the Major Flood classification of 4.8m AHD on the Murwillumbah Gauge. At this level, water overtopped Alma Street for a short time, allowing flood waters to enter South Murwillumbah behind the levee. The levee provides around 5 year ARI flood immunity.

The May 2009 flood may therefore be estimated to be a 1 year ARI event, that is, an event that would be expected to occur on average once a year. The Murwillumbah Town Levee provides flood protection up to the 100 year ARI flood level (a flood with a 1% chance occurring in any given year), and will overtop at a Murwillumbah Gauge reading of 6.6m AHD. The 1954 flood levels and 1974 flood levels at this gauge were 6.05m AHD and 5.82m AHD respectively.

The east coast low also produced a significant ocean storm surge, which affected lower reaches of the Tweed River and coastal areas, and combined with the wind and wave effects to cause significant beach erosion and damage to coastal infrastructure. The flood event also coincided with high night time tides. The flood peaked at 1.6m AHD at the Barneys point gauge (1.5m AHD being the minor flood designation), isolating the Fingal Head community for up to 4 hours.

While flood events of this size are expected to occur regularly, the extent of disruption that was caused should not be downplayed, with the flood event resulting in a number of precautionary evacuations by the State Emergency Service. Based on damage sustained to public infrastructure, this event has been declared a Natural Disaster by the NSW Premier, and Council is therefore eligible for financial assistance for emergency repair, clean up and restoration works required as a result of the heavy rain, wind, and flooding. The majority of Council's emergency works have been completed with restoration work assessments being undertaken to determine the cost to Council. Once these assessments are complete funding applications may be prepared.

Council's Tweed Link publication has taken the opportunity to improve public awareness and education with some important advice to all residents including an invitation to contact Council for flood level information relevant to their premises. Several residents have already taken advantage of the offer to be better informed of flood levels and preparedness.

LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

Cost of damage to infrastructure can be partially defrayed by government grants.

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 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.

07 [EO-OC] EC2009-050 Supply of Ready Mixed Concrete**ORIGIN:****Contracts****FILE NO: EC2009-050****SUMMARY OF REPORT:**

This report outlines the tender for EC2009-050 Supply of Ready Mixed Concrete with a twelve (12) month contract period commencing 1 July 2009 until 30 June 2010. Recommendations have been formulated based on the Selection Criteria which is contained in the Tender Evaluation, Pricing Report included in **CONFIDENTIAL ATTACHMENT A**. It is recommended that Council accepts the tender's of Hymix and Brims Concrete for the Supply of Ready Mixed Concrete.

Attachment A is **CONFIDENTIAL** in accordance 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 tenderers in terms of market competitiveness, by giving their competitors an advantage. Accordingly, disclosure of the information is not in the public interest.

RECOMMENDATION:**That:-**

- 1. The tender from Hymix (Area 1) and Brims Concrete (Areas 2 & 3) be accepted for EC2009-050 for the supply of Ready Mixed Concrete for the period 1 July 2009 until 30 June 2010.**
- 2. 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:**Background**

Council Tender EC2009-050 Supply of Ready Mixed Concrete closed on 20 May 2009. The tender sought prices for the supply and delivery of ready mixed concrete for maintenance and construction purposes in various mix types and quantities across the Shire. The supply contract is for the period 1 July 2009 until the 30 June 2010.

Tenders Received

A total of three (3) responses were received for tender EC2009-050 Supply of Ready Mixed Concrete.

Submissions were received from the following suppliers:-

Hymix	Areas 1 & 2
Cemex	Areas 1, 2 & 3
Brims	Areas 1, 2 & 3

Tender Evaluation

A copy of the Tender Evaluation Report is included in **ATTACHMENT A** which is **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. Recommendations appear below for the Tender.

Based on tendered rates it is recommended that Tenderer's Hymix (Area 1) and Brims Concrete (Areas 2&3) be accepted as the contract suppliers of Ready Mixed Concrete to Council for the period 1 July 2009 until 30 June 2010.

LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

Funding is provided within the 2009/2010 Budget for EC2009-050 Supply of Ready Mixed Concrete.

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 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. EC2009-050 Supply of Ready Mixed Concrete (ECM 2067466).
-

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

O8 [EO-OC] EC2008-122 Supply, Installation and Maintenance of Bus Shelters in Exchange for Bus Shelter Advertising Rights

ORIGIN:

Planning & Infrastructure

FILE NO: GC12/3-2008122

SUMMARY OF REPORT:

At its meeting of 18 November 2008 Council considered a report regarding the rising costs to maintain Council's bus shelters and Council's limited funding for this activity and resolved:-

"That Council approves the advertising of a tender for the purpose of supplying, installing and maintaining Council bus shelters in exchange for bus shelter advertising rights."

A tender was advertised over December 2008 and January 2009. Two tenders were received by the advertised closing date of 28 January 2009. This report provides a recommendation of the preferred tenderer.

RECOMMENDATION:

That:-

- 1. Council accepts the Option 2 tender from Sidewinder Pty Ltd for tender EC2008-122 Supply, Maintenance and Installation of Bus Shelters in Exchange for Bus Shelter Advertising.**
- 2. 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:

A report highlighting the rising costs to maintain Council's bus shelters and Council's limited funding for this activity was considered by Council at its meeting of 18 November 2008. Following consideration of this report, Council resolved:-

"That Council approves the advertising of a tender for the purpose of supplying, installing and maintaining Council bus shelters in exchange for bus shelter advertising rights."

Tenders were subsequently called for the Supply, Maintenance and Installation of Bus Shelters in Exchange for Bus Shelter Advertising Rights in December 2008 and January 2009. Tenders closed on 28 January 2009.

Two tenders were received by the closing date of 28 January 2009.

The tender included the following scope:-

- Maintenance of one hundred and forty (140) existing bus shelters within Tweed Shire for a term of 20 years.
- Maintain additional new shelters after their installation until the expiry of the agreement.
- Replacement of existing shelters with new shelters in locations to be agreed between Council and the Tenderer. The shelters must comply with the design requirements in Annexure B. The number of shelters to be replaced is at the tenderer's discretion.
- Supply and installation and maintenance of additional shelters in locations to be agreed between Council and the Tenderer. The shelters must comply with the design requirements in Annexure B. The number of shelters to be supplied and installed is at the tenderer's discretion.
- Upgrade of existing shelters. The number of shelters to be upgraded is at the tenderer's discretion.
- Bus shelters must comply with both Australian design standards and the Disability Standards for Accessible Public Transport regulations.
- Preference may be given to tenders that use local suppliers whenever possible.

Council currently has some 170 bus shelters under its jurisdiction, 33 of which are maintained by the Claude Outdoor Group as part of a current advertising/maintenance agreement which expires in 2011.

Council's 2008/2009 allocated annual budget to maintain all shelters is \$18,806. This figure equates to an annual allocation of only about \$110 per shelter. With this allocation Council is not able to maintain all shelters at a high service level. The majority of the current budget is consumed by litter removal by the footpath sweeper leaving little available for structural repairs and graffiti removal.

The tenderers' offers for combined advertising and maintenance are summarised in the confidential attachment to this report.

Both tenderers were not prepared to maintain all 140 Council bus shelters as part of an agreement (except one of Sidewinder's options which cannot be endorsed at the present time as advised in the attached Confidential Report).

It should be noted that Council currently has an agreement with the Claude Outdoor Group (formerly Metro Advertising) to maintain Council bus shelters in exchange for advertising rights. This agreement expires on 8 November 2011 and involves 33 bus shelters.

In effect, the best 'value for money' offer was received from Sidewinder Pty Ltd (Option 2) as only 70 shelters are required to be maintained by council, compared with 140 from Claude Outdoor.

A tender evaluation was conducted by Council's Tender Panel. The Tender Assessment report is included in **ATTACHMENT A** which is **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.

The Tender Panel considered that the best 'value for money' offer was received from Sidewinder Pty Ltd (Option 2) as only 70 shelters are required to be maintained by Council compared with 140 from Claude Outdoor. It is therefore recommended that Sidewinder be endorsed as the preferred tenderer for the agreement.

The agreement requires some minor adjustments to detail and it is proposed that this be dealt with by the normal contract variation process.

The duration of the agreement will be 20 years.

Sidewinder Pty Ltd has recently been awarded a similar contract with Lismore City Council and has also provided bus shelters for Ballina Shire Council. Referees from these local authorities have advised that Sidewinder Pty Ltd's performance (especially response times) has been extremely good.

LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

The agreement will run over 20 years until 2029. Council will need to retain some funds to finance maintaining approximately 70 shelters not covered by Sidewinder's proposal.

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 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. **Supplementary Confidential Attachment** – to Agenda Item EC2008-122 (ECM 2067821).
-

09 [EO-OC] EC2009-044 Ambrose Brown Park Upgrade, Pottsville**ORIGIN:****Contracts****FILE NO: EC2009-044****SUMMARY OF REPORT:**

This report identifies Tender EC2009-044 Ambrose Brown Park Upgrade, Pottsville. The tender request process has been conducted in accordance with Section 55 of the Local Government Act 1993 and Part 7 (Tendering) of the Local Government (General) Regulation 2005. Tenders closed in Councils Tender Box on 27 May 2009.

This Report provides recommendations on the preferred tenderer. Recommendations have been formulated based on the Selection Criteria which is contained in the Tender Evaluation, Pricing Report included in **CONFIDENTIAL ATTACHMENT A**. A summary of the Selection Criteria is also included in the body of this report.

It is recommended that Council accepts the tender of Scape Shape Landscaping Pty Ltd for Ambrose Brown Park Upgrade, Pottsville.

RECOMMENDATION:**That:-**

- 1. Council accepts the tender from Scape Shapes Landscaping Pty Ltd to the value of \$417,247.91 exclusive of GST for tender EC2009-044 Ambrose Brown Park Upgrade, Pottsville.**
- 2. The General Manager be given delegated authority to approve variations up to 20% above the initial contract price. Any variations be reported to Council on a quarterly basis.**

3. **ATTACHMENT A is CONFIDENTIAL in accordance with Section 10A(2)(c) or Section 10A(2)(d) of the Local Government Act 1993, because it contains commercial information of a confidential nature that would, if disclosed:-**

(c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business

(d) commercial information of a confidential nature that would, if disclosed:

(i) prejudice the commercial position of the person who supplied it, or

(ii) confer a commercial advantage on a competitor of the council, or

(iii) reveal a trade secret

REPORT:**Background**

Tender EC2009-044 invited responses for the provision of construction services to upgrade Ambrose Brown Park, Pottsville.

The proposed work at Ambrose Brown Park involves replacing a number of existing facilities including shelters, BBQs, paving. There are also a number of new elements which include pathways, viewing deck, lighting and new play equipment. Works will also include the upgrade of the existing toilet block.

Council has previously resolved to make an application to the Regional and Local Community Infrastructure Program for funding for a number of "Community Projects". Council has been offered funding of \$1.293M to be utilised for the community projects nominated at that meeting ([GM-OC] Regional and Local Community Infrastructure Program Resolved 16 December 2008). The Ambrose Brown Park upgrade project was included in the list of projects seeking financial assistance.

Funding of \$230,000 is available from the Regional and Local Community Infrastructure and the balance (\$270,000) has been provided in Council's Budget.

Time constraints on the funding assistance provided by the Federal Government as previously noted ([GM-OC] Regional and Local Community Infrastructure Program Resolved 16 December 2008) are as follows:

Community Projects

30 January 2009

Last date for entering into an agreement for projects

30 September 2009

Funding for all Community Projects must be expended

Council staff estimated that construction of the project could take up to 12 weeks. Based on a completion date of 31 August 2009, there is only 14 weeks available for completion as of 28 May 2009.

Tenders Received

A total of 12 responses were received for tender EC2009-044 Ambrose Brown Park Upgrade, Pottsville.

Tenders were received from the following companies:-

- Scape Shapes Landscaping Pty Ltd
- Alder Constructions
- Coolscapes Pty Ltd
- Dig It Landscapes
- Relsof Pty Ltd
- MJ \$ SL Seery Excavations Pty Ltd
- Boyds Bay Landscape
- JVJ Constructions Pty Ltd
- Landscape Solutions Qld Pty Ltd

- Hopedale Services Pty Ltd
- Xception
- Comfrey Constructions

Selection Criteria

The following selection criteria and weightings were determined prior to the issuing of the Tender:

Item	Criterion	Weighting %
	Tender price	40
	Conformity of Offer	5
	Time Performance	10
	Quality Assurance	10
	Environmental Management	5
	Current Commitments	10
	Contract Experience	5
	OHS and Risk Management	15
	Total	100

Tender Evaluation

The tender evaluation was conducted by Council's Tender Assessment Panel, consisting of the Senior Contracts Engineer and the Landscape Architect. A copy of the Tender Evaluation Report is included in **ATTACHMENT A** which is **CONFIDENTIAL** in accordance with Section 10A(2)(c) or 10A(2)(d) of the Local Government Act 1993, because it contains commercial information of a confidential nature that would, if disclosed:-

- (c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business
- (d) commercial information of a confidential nature that would, if disclosed:
 - (i) prejudice the commercial position of the person who supplied it, or
 - (ii) confer a commercial advantage on a competitor of the council, or
 - (iii) reveal a trade secret

Based on the evaluation summary, it is recommended that Scape Shape Landscaping Pty Ltd be nominated for EC2009-044 – Ambrose Brown Park Upgrade, Pottsville. Details of the tender from Scape Shape Landscaping Pty Ltd's relative competitiveness is shown in the Evaluation Report **CONFIDENTIAL ATTACHMENT A** which was endorsed by the Tender Evaluation Panel.

LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

This tender process is in accordance with Section 55 of the Local Government Act 1993 and Part 7 (Tendering) of the Local Government (General) Regulation 2005.

Funding is provided through the Regional and Local Community Infrastructure Program (Federal Government Funding) and Council's Budget.

POLICY IMPLICATIONS:

The recommendations in this report are consistent with Council's Procurement Policy, Procurement Procedure, Contracts Management Process document and Tenders Procedure.

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 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. **Supplementary Confidential Attachment A (ECM 2067462).**
-

THIS
PAGE
IS
BLANK

THIS
PAGE
IS
BLANK

REPORTS FROM THE DIRECTOR COMMUNITY & NATURAL RESOURCES**O10 [CNR-OC] EC2009-043 Annual Supply Contract for the Supply & Delivery of Disinfection Lamps & Accessories****ORIGIN:****Water****SUMMARY OF REPORT:**

This report outlines the tender for EC2009-043 Annual Supply & Delivery of UV Disinfection Lamps and Accessories to service Council's Murwillumbah, Tumbulgum and Banora Point Wastewater Treatment Plants. The supply contract will be for a two year period from the date of determination by Council with a possible further twelve month extension option. Recommendations have been formulated following pricing and warranty assessment which is contained in the Tender Evaluation, Pricing Report included in **CONFIDENTIAL ATTACHMENT A**. It is recommended that Council accepts the tender from Haymans Electrical for Tender Schedule Items 1 – 5, 7 and 8 and Waterform Technologies for Items 6 and 9.

Attachment A is **CONFIDENTIAL** in accordance Section 10 A(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 tenderers in terms of market competitiveness, by giving their competitors an advantage. Accordingly, disclosure of the information is not in the public interest.

RECOMMENDATION:**That:-**

- 1. The tenders from:**
 - a. Haymans Electrical be accepted for the supply and delivery of Tender Schedule Items 1 to 5, 7 & 8.**
 - b. Waterform Technologies**
be accepted for the supply and delivery of Tender Schedule Items 6 & 9.
- 2. The supply arrangement is to be for a two year period from the date of determination by Council.**

3. 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:

Council Tender EC2009-043 closing 20 May 2009 has been called for the Annual Supply of UV Disinfection Lamps and Accessories to Council. The contract is for the supply and delivery of replacement UV disinfection lamps and ballasts at Council's Murwillumbah, Tumbulgum and Banora Point Wastewater Treatment Plants. The contract also provides for the safe disposal of the discarded lamps. UV lamps are used in the disinfection systems at the treatment plants.

The supply contract will be for a two year period from the date of determination by Council with a twelve month extension option.

Tenders Received

A total of three submissions were received for tender EC2009-043.

Submissions were received from:-

- Aquatec – Maxcon Pty Ltd
- Haymans Electrical
- Waterform Technologies

Tender Evaluation

The Tender Evaluation was conducted by Council's Engineering & Operations Division's Contract Unit staff and the Water & Sewer Operations Engineer. A copy of the Tender Evaluation Report is included in **ATTACHMENT A** which is **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. Recommendations appear below for the Tender.

Based on unit rate pricing and warranty terms offered, it is recommended that Tenderer Haymans Electrical be awarded the supply rights for Tender Schedule items 1 – 5, 7 & 8 and Waterform Technologies be the supply rights for Tender Schedule items 6 & 9 .The supply term will be for a two year period from the date of determination by Council.

LEGAL/RESOURCE/FINANCIAL IMPLICATIONS:

Funding is provided within the 2009/2010 Budget for EC2009-043 Annual Supply Contract for the Supply and Delivery of UV Disinfection Lamps and Accessories.

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 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 A** - EC2009-043 Annual Supply Contract for the Supply & Delivery of Disinfection Lamps and Accessories (ECM 2067140)
-

O11 [CNR-OC] Climate Change Actions

ORIGIN:

Natural Resource Management

SUMMARY OF REPORT:

At its meeting on Tuesday 16 December 2008, Council resolved:-

"that a report be brought forward after the February workshop on Council's plans in relation to climate change and evacuation procedures".

Subsequent to this resolution a workshop was held with relevant Council staff and Councillors. The following report summarises Council's position and actions as they relate to climate change.

RECOMMENDATION:

That the report on Climate Change Actions and Sea Level Rise be received and noted.

REPORT:

The following report contains a summary of how climate change, in particular sea level rise, and its potential effects have been considered by Council.

An allowance for sea level rise is imbedded in the Coastline Hazard Study and the Tweed River and Coastal Creeks Flood models.

1. Coastline Hazard Management

Following severe damage to property in the storm erosion events of the 1970's and 1980's, it was acknowledged that much of the NSW coast was at risk from storms and heavy seas. In October 1983, the first "Coastal Erosion Report Tweed Shire" (Public Works Department NSW report No. 83009) was published. This report discussed the dramatic shoreline erosion associated with severe events offset by beach recovery during extended periods of calmer weather. The potential for permanent coastal recession was also explained.

The long term recession rate for each embayment along the Tweed Coast was determined based on historical data over the longest time period for which data was available. The methods do not refer to any consideration given to climate induced sea-level rise.

The coastal erosion impact lines (immediate, 50 year and 100 year) defined in the 1983 report formed the basis for the 7(f) Environmental Protection (Coastal Lands) Zone. In the case of Casuarina development the zone was set at the 50 year impact line plus 30 metres.

The most recent Tweed Shire Coastline Hazard Definition Study was completed in 2001. This was the first stage in the development of a Coastline Management Plan in accordance with the NSW Government Coastline Management Manual (1990) and NSW Coastal Policy 1997. This study identified and defined the coastline hazards to assist in the subsequent evaluation of appropriate coastline management options.

The coastline hazards identified included:

- Short Term Storm Erosion and Dune Slope Instability;
- Long Term Sand Losses (Shoreline Recession);
- Climate Change and Shoreline Recession;
- Wind Blown Sand Drift;
- Oceanic Inundation;
- Coastal Entrance Instability; and
- Stormwater Drainage.

The hazard zones were defined as bands (rather than single lines) representing the possible erosion extent for each planning period (50 year and 100 year) to accommodate the inherent uncertainties in calculating sand losses over long time periods.

The long-term shoreline recession was calculated using a sea level rise based on IPCC (1998) estimate of 0.2m (50 year) and 0.5m (100 year) which translates to a shoreline recession of 10 m and 25 m respectively. Department of Environment & Climate Change (DECC) has now released a draft Sea Level Rise Policy Statement (February 2009) which adopts a rise relative to 1990 mean sea levels of up to 40cm by 2050 and 90cm by 2100.

The Tweed Shire Coastline Management Plan (2005) recommends a detailed review of hazard lines in 10 and 20 years, particularly for Cabarita Beach. The next review of hazard lines should commence in 2010/2011.

In the interim, Council has applied for grant funding to update hazard zones through a desktop study incorporating the DECC policy predictions.

2. Floodplain Management

Since 1987 Council has made provision for sea level rise in preparing flood modelling of the Tweed River. The boundary condition of 2.65m AHD has been used to make allowance as previously reported to Council on 18 December 2007, the potential impacts of climate change on sea levels and rainfall intensities have implications for floodplain management and related land use planning.

In October 2007, the Department of Environment and Climate Change (DECC) released their "Practical Consideration of Climate Change" Guideline, which recommends a range of climate changes scenarios be considered in flood studies.

According to the United Nations' Intergovernmental Panel on Climate Change (IPCC) and the CSIRO, sea level rise on the NSW coast is expected to be in the range of 0.18 to 0.91m by between 2090 and 2100. The CSIRO has also predicted that for the Border Rivers, rainfall intensities for extreme rainfall events (the 1 in 40 year ARI, 1 day duration storm) are projected to increase by 3-7% by 2030 and 10-15% by 2070, and by as much as 29% in other regions.

The Guideline recommends that *"whatever climate change scenario is adopted (by Council, it) may be exceeded in the future as climate change continues. Therefore the precautionary principle suggests consideration of the full range of scenarios."*

The Guideline recommends that Council undertakes the following sensitivity analyses when undertaking flood studies:

For sea level rise:

- 0.18m (Low Level Ocean Impacts)
- 0.55m (Mid Range Ocean Impacts)
- 0.91m (High Level Ocean Impacts)

For increased rainfall intensity:

- 10% in peak rainfall and storm volume
- 20% in peak rainfall and storm volume
- 30% in peak rainfall and storm volume

Such modelling analyses are then used to inform the Floodplain Risk Management Study process, by identifying areas that are susceptible to increased flood risk due to climate change e.g. the formation of new floodways, reduced levee protection, increased frequency of inundation, loss of residential freeboard, increased flood damages.

In addition to the Guideline, in a recent landmark decision, Justice Peter Biscoe overturned a decision by the Minister for Planning to approve the development of up to 285 homes and an aged-care facility at Sandon Point, north of Wollongong, as the Minister had failed to consider "whether changed weather patterns would lead to an increased flood risk in connection with the proposed development in circumstances where flooding was identified as a major constraint on development of the site".

In his judgment, Justice Biscoe, referenced to recent reports by the IPCC, and stated that "climate change flood risk is, prima facie, a risk that is potentially relevant to a flood-constrained coastal-plain development such as the subject project." He said it was in the public interest to factor global warming into a consideration of flood risk, but the Minister had failed to do so before approving a concept plan for redevelopment of Sandon Point.

While this ruling was subsequently overturned in the NSW Court of Appeal, it is apparent that if Council is to utilise its flood studies and models as a basis for the determination of a development application, potential climate change impacts on flooding behaviour need to be specifically addressed in order for such decisions to be legally defensible.

In response to the previous report, Council resolved the following:

That:-

1. *Subject to available funding, the current revision of the 2005 Tweed Valley Flood Study be expanded to include sensitivity modelling of climate change parameters (sea level rise and increased rainfall intensity) as recommended by the DECC Guideline and in accordance with the Floodplain Development Manual;*
2. *The results of this modelling be provided to the future consultant engaged to complete the Tweed Valley Floodplain Risk Management Study and Plan, and as a priority action instruct that consultant to undertake a review of flood planning levels adopted in the Tweed Valley Floodplain Risk Management Study Part 1 "Establish Appropriate Flood Planning Levels for Residential Development", in accordance with the DECC Guideline and the Floodplain Development Manual;*
3. *Climate change considerations be addressed in accordance with the DECC Guideline and the Floodplain Development Manual in the Coastal Creeks Flood Study, via minor variations to the issued technical brief.*

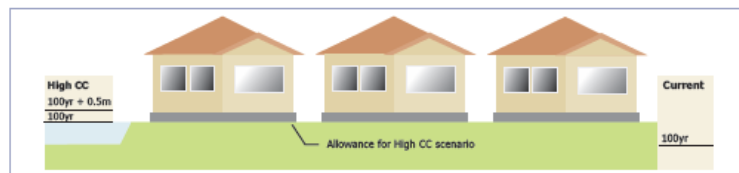
Both the Tweed Valley Flood Study update (to integrate recently obtained airborne laser scanning (ALS) ground data into Council's flood model, improved hydrological modelling, and modelling software improvements) and the new Coastal Creeks Flood Study consultancies are underway and will be completed early in 2009. Based on results of these flood studies, consideration of climate change impacts on floodplain planning and management will follow as part of the adopted Floodplain Risk Management Process.

Part 1 of the Tweed Valley Floodplain Risk Management Study established flood planning levels (FPLs) for new residential development based on the results of the 2005 Flood Study. The 100 year ARI flood event was adopted as the design flood for the Tweed Valley, and residential freeboard was set at 0.5m.

The results of the sensitivity analyses recommended by the Guideline may necessitate review of these flood planning levels if sea level rise and/or increasing rainfall intensities significantly increase the frequency of inundation of urban land or reduces available freeboard to residential floor levels.

Various options for the review of FPLs are included in the Guideline, some of which are reproduced below. It is appropriate to review the FPLs as part of the current Floodplain Risk Management Study consultancy.

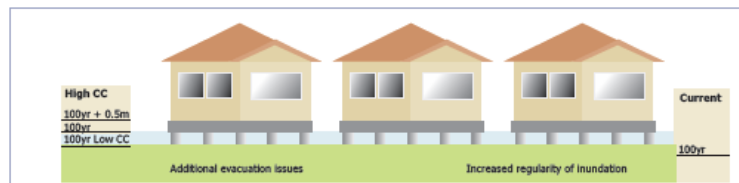
Strategy Future 2 — Allow for High Scenario Climate Change Scenario Now
 Minimum fill and floor levels include an allowance for high scenario climate change now. This allows for changes in rainfall intensities and sea level rise.



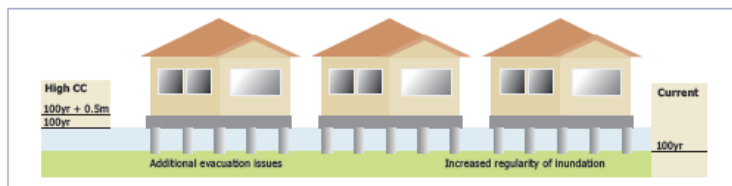
Strategy Future 3 — Development Conditions have No Climate Change Allowance
 Minimum fill and floor levels based upon existing situation and additional flood risk due to climate change accepted.



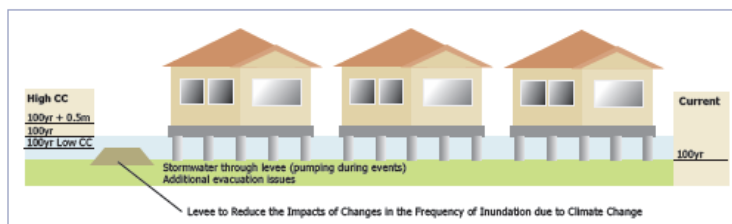
Strategy Future 4 — High Level Climate Change Allowed for in Floor Levels. Low Climate Change in Fill Levels
 Provides additional protection for homes with surrounding land inundated more regularly in the long term.



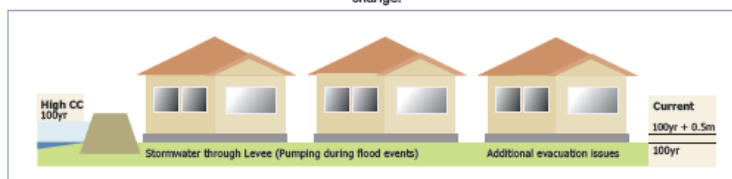
Strategy Future 5 – Fill to Current 100 year Flood Level. Floor Levels to High Climate Change Scenario
 Provides protection to homes but will have increased frequency of inundation and therefore more emergency response issues. Depending upon frequency of inundation land may not be habitable in the long term.



Strategy Future 6 – Minimum Fill Levels for Current 100 year. Floor Levels to High Climate Change. Levee to Reduce Frequency of Inundation
 Minimum Fill Levels for Current 100 year. Floor levels consider high climate change scenario. Levee built now or in the future to reduce frequency of inundation, possibly to low climate change scenario



Strategy Future 7 – Development Controls to Current Conditions. Levee Built to Manage Climate Change Impacts
 Minimum fill and floor levels for current conditions. Levee built now or in the future to provide protection for climate change.



3. Climate Change Adaptation Study

Tweed Shire Council and Byron Shire Council have received a \$50,000 grant from the Federal Government Department of Climate Change for the joint project *Assessing Climate Change Risks and Adaptation Strategy Development in the NSW Northern Rivers Region*. The grant enabled both Councils to conduct a risk management process dealing with climate change impacts upon Council operations and responsibilities.

The project ran from December 2008 to April 2009. A draft report has been received. The main high priority issues from this report are biodiversity management and flooding. The report will be the subject of a Council report when finalised.

It is vital that Council develop detailed adaptation strategies to address future hazards to infrastructure operations as it is well-established that climate induced sea level rise is currently tracking on the higher projection.

4. Climate Change Mitigation

• Cities for Climate Protection Program

Through the Cities for Climate Protection Program (an international initiative that provides funding and technical support to assist local governments with greenhouse gas reduction) Tweed Shire Council has:

1. Conducted two audits of the shires greenhouse gas emissions (1996 and 2001)

2. Set an emissions reduction target being '20% below 1996 levels by 2010'
3. Adopted a Local Action Plan for Greenhouse Gas Reduction
4. Implemented a range of mitigation initiatives as part of the Local Action Plan including:
 - a) A residential retrofit program for water and energy efficiency (see below)
 - b) Energy efficiency initiatives within Council operations (see below)
 - c) Fleet efficiency initiatives within Council operations (see below)
 - d) Methane extraction at the local landfill (see below)

- **Residential Retrofit Program** – a program based around the free supply and installation of three-star water efficient showers, compact fluorescent light globes, flush converters for single flush toilets and tap aerators for the kitchen sink. More than 50% of existing dwellings in the Shire have been retrofitted.

5. Energy Efficiency - Council Operations

• Environmental Safety Protocol

The protocol identifies resource efficiency, pollution minimisation, greenhouse gas reduction, sustainable purchasing, training and continuous improvement as necessary requirements *to make the protection and safeguarding of the natural environment an integral part of Tweed Shire Council operations.*

• Environmental Design Guidelines for New Council Facilities

The aim of the guidelines is to ensure new council buildings (and renovations to existing buildings) have improved environmental performance.

• Revolving Energy Fund

In 2000 Council established a process to set aside monetary savings achieved through energy efficiency initiatives as a way of funding future energy efficiency measures. Initiatives funded through this process include:

- Solar heating for Kingscliff and South Tweed Pools
- Solar streetlight for the Murwillumbah Auditorium
- Lighting retrofits for the Tweed and Murwillumbah Civic Centres
- Power factor correction for the Murwillumbah Administration Centre
- Variable speed drive motors for the Murwillumbah Administration Centre air conditioning system.
- Energy and water consumption monitoring program for council facilities.

• Energy Savings Action Plan

In 2005 Council developed an Energy Savings Action Plan (ESAP) to manage operational energy consumption and associated energy efficiency initiatives.

• Fleet Management – Council Operations

A range of initiatives have been implemented to reduce fuel consumption and associated greenhouse gas emissions from Council's vehicle fleet.

- **Methane Extraction at the Landfill**

In 2003 a methane gas extraction system was constructed at Stotts Landfill. The system captures the methane produced by rotting vegetative matter that is buried in the landfill (e.g. food scraps) and uses it to generate electricity. 300 kilowatts is supplied into the national electricity grid every hour, which is enough to power about 400 houses.

A more significant environmental outcome is the prevention of methane emissions to the atmosphere. As a greenhouse gas, methane is twenty-two times more harmful than CO₂ and capturing it for electricity generation prevents an average of 10,000 tonnes of CO₂(equivalent) from entering the atmosphere each year.

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 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. Floodplain Risk Management Guideline "Practical Consideration of Climate Change", Department of Environment & Climate Change, Version 1.0, 25 October 2007 (ECM 1720684).
 2. Operations Committee Report, 18 December 2007 (ECM 1721885).
-

O12 [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 with reference to the request from Quota International of Tweed Heads/Coolangatta Inc, Council declines the request for a waiver of the fee for use of the Tweed Heads Civic Centre on 17 and 18 July 2009 for the Twin Towns Craft Fair.

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:-

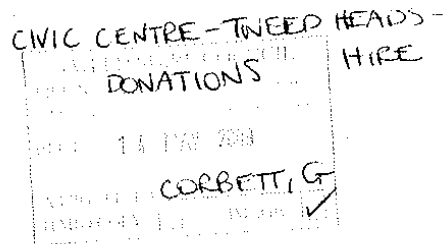
Organisation Name	Request	Est \$ Amount of Waiver	Recommendation	Meet Guidelines?
Quota International of Tweed Heads/ Coolangatta Inc	Request waiver of fee for hire of Tweed Heads Civic Centre on 17 and 18 July 2009 for the Twin Towns Craft Fair.	\$0	That the request be declined.	No. Does not meet guidelines. Proceeds of fair to be donated to an organisation outside of Shire.

A copy of the request is reproduced below.



**Quota International of
Tweed Heads/Coolangatta Inc**
P O Box 511 Coolangatta Qld 4225

President Pam Ganderton Ph/Fax 07 5598 4878
Secretary Judith Turner Phone 07 5536 5563



The General Manager
Tweed Shire Council
P O Box 816
MURWILLUMBAH NSW 2484

Dear Sir

RE: HIRE OF TWEED HEADS CIVIC CENTRE
Friday 17th & Saturday 18th July 2009

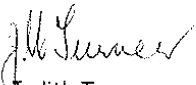
Quota International of Tweed Heads/Coolangatta Inc will hold our annual Twin Towns Craft Fair at the Tweed Heads Civic Centre on Friday 17th and Saturday 18th July 2009.

We wish to apply to have the hire fee of the Tweed Heads Civic Centre waived as the proceeds from this fundraiser will be donated to our local community.
The recipient of money raised from the 2009 Twin Towns Craft Fair will be Currumbin Community Special School Farm Campus.

In the past we have assisted Tweed Valley Early Childhood Intervention Service Inc, Tweed Palliative Support, Banora SES, Kids in Needs and many others.

We trust you will give our request your favourable consideration.

Yours in Quota Service


Judith Turner
SECRETARY
Phone 07 5536 5563
Email: george.judy19@bigpond.com
13 May 2009

Sue Wickham
CHAIRMAN Craft Fair Committee
Phone 07 5524 2618
Email: sue_wickham@aapt.com

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 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. Nil.
-

