

A new Council campaign is drawing attention to the affordable and fun school holiday options waiting to be discovered in Murwillumbah.

School holiday fun in Murwillumbah

The untapped potential of Murwillumbah as a school holiday destination is the focus of a new Council campaign to attract more visitors to the town.

Five Council facilities feature in the promotion: Tweed Regional Aquatic Centre (TRAC) Murwillumbah, Tweed Regional Museum, the Knox Park adventure playground and skatepark and the brand-new Gallery Downtown.

Senior Economic Development Officer – Business Facilitation Kym Kranen said Murwillumbah was the ideal place for families to explore, especially those seeking free and low-cost options that wouldn't blow the budget.

"While the shops and beaches on the coast are packed this summer, you can head just 20 minutes inland and relax with a great day out," Ms Kranen said.

"We're targeting families on the Gold Coast and in the Byron Shire but also reminding Tweed locals that there's plenty to do in Murwillumbah.

"Murwillumbah is the creative and cultural hub of the Tweed Valley and it's also the perfect place for a day trip with the whole family.

"There's scenic views of the river and Wollumbin / Mt Warning and you fill up on local food and culture in the town's CBD," she said.

Here's just some of the things you and your family could do:

- have fun on the giant waterslide at TRAC or cool off with the kids at the water play park (fees apply)
- check out props from this summer's blockbuster film, *Aquaman* at Tweed Regional Museum (free)
- explore the brand new Gallery Downtown at the M-Arts Precinct, an annexe of the Tweed Regional Gallery & Margaret Olley Art Centre (free)
- play at the award-winning Knox Park adventure playground and skatepark (free).

It's best to explore Murwillumbah on foot and there's plenty of parking available at the multi-storey car park at TRAC (access from Queen Street or Tumbulgum Road) or at Knox Park.

Here's where to head to:

- TRAC – 6–8 Tumbulgum Road
- Tweed Regional Museum – 2 Queensland Road
- Gallery Downtown – corner Brisbane Street and Proudfoots Lane
- Knox Park – 24 Brisbane Street

For more information on these and other attractions visit www.tweed.nsw.gov.au/holidays or connect with Tweed Shire Council, TRAC, Tweed Regional Museum and Tweed Regional Gallery on social media.

What's been your experience as a customer of Tweed Shire Council?

Two draft updated policies now on exhibition for public comment focus on what you can expect from Council and what Council expects from you.

Following Council's resolution of 12 December 2018, the *Draft Customer Experience Standards Version 1.7* and *Managing Unreasonable Customer Conduct Policy Version 1.3* are now on exhibition for public comment until close of business on Monday 4 February 2019.

Here's a snapshot of Council's average customer interactions each month: 4,000 over the counter enquiries, 7,000 phone calls, 200,000 emails, 1,000 letters, 45,000 website sessions and 66 private and direct messages through social media, mostly Facebook.

Executive Manager People, Communication and Governance, Suzanne Richmond said Council provided a wide range of customer experiences across more than 50 services.

"Our service culture applies to all departments who aim to provide quality customer experiences through a range of options to make it easier for you to do business with us," Ms Richmond said.

"Good customer experience involves two people – so these policies focus on what you can expect from us, and what we expect from you."

"While the service standards are not significantly different from what is adopted in Council's existing customer policies, the documents layout and language has been improved – making it easier for you and our staff," Ms Richmond said.

Examples of the service standards in the *Draft Customer Experience Standards Version 1.7* Policy include: answering 80 per cent of phone calls within one minute; returning missed calls within two business days and action, respond to or acknowledge 80 per cent of customer service requests within 10 business days.

The *Draft Managing Unreasonable Customer Conduct Policy*

In brief ...

Apply for community sponsorship

Applications for the 2019 Community Sponsorship Grants are open until 24 January 2019.

This support is for activities and projects that benefit the health and wellbeing of Tweed residents. To apply see www.tweed.nsw.gov.au/GrantsAndFunding

Surf, sand and free music

Bill Jacobi's Rogue Elements will be performing this weekend (Saturday 19 January) at the free Saturday Sessions at Rowan Robinson Park, Kingscliff.

Saturday Sessions are held on the first and third Saturday of the month, from 3.30pm to 6pm (NSW).

The sessions are a great opportunity to relax with family and friends, so bring your chairs, picnic blankets and something to eat and settle in for a relaxing afternoon.

In February, Salt & Steel will play on 2 February and Matt Turner will perform on 16 February.

Saturday Sessions are brought to you by Council and Tweed Coast Holiday Parks.

Toilet block just the start

Murwillumbah's Knox Park has a new accessible amenities block, centrally located in the park and surrounded by attractive landscaping and linking pathways.

And there's much more to come. The amenities block is the first stage of the town's new Art and Heritage Precinct.

The overall Art and Heritage Precinct project will activate Knox Park, increasing visitation by locals and tourists alike, boosting economic activity in the Murwillumbah CBD and creating jobs for locals.

It has been largely built with sustainable materials and with long-term sustainability in mind.

The Art and Heritage Precinct project includes:

- upgrades to Knox Park including the new toilet block, construction of an entry plaza, a new bus shelter and other works
- the creation of the Caldera Wall at the Tweed Regional Museum which will focus on the region's natural history
- restoration of the Treasure of the Tweed public mural along Commercial Road
- the development of a phone app consolidating all of the art and heritage information of Murwillumbah.

As part of the project, the two existing dated toilet facilities in the park will be demolished. The Nullum Street facility has already been removed and the other will be demolished in the next stage (the plaza upgrade) which goes out for tender in March 2019.

Council was awarded \$887,000 in Restart NSW funding under the Regional Growth – Environment and Tourism Fund and is also contributing \$617,000 to the overall project.



Tweed Australia Day

Two previous Tweed Australia Day award winners will officiate as ambassadors for Australia Day ceremonies, including the official awards ceremony on Saturday 26 January.

Samuel Smith and Anthea Warne, who were both honoured at last year's awards, will attend some community-based Australia Day events before attending the official awards ceremony, which starts at 11am (DST) at the Murwillumbah Civic Centre.

Samuel has been recognised as The Young Achiever in Community Service Award for the past two years for organising fundraising Kids in Need School Days, as well as fundraising lunches and dinners with celebrities.

Anthea received last year's Australia Day Award for Sporting Achievement for representing the Tweed nationally and internationally in two different sports. At just 16, Anthea represented Australia in surf lifesaving at the Commonwealth Life Saving Championships in South Africa and in canoeing at the Olympic Hopes International Regatta in the Czech Republic.

Apart from The Young Achiever in Community Service and Sporting Achievement categories, this year awards will be presented for Arts and Culture, Community Event of the Year, and Volunteer of the Year.

The Tweed will also welcome more than 40 new citizens at the awards ceremony.

In addition to the main ceremonial event at Murwillumbah, other events will be held around the Tweed including a free community breakfast, awards and traditional cricket challenge in Tumbulgum and the Kingscliff Lions Club Australia Day breakfast.

For details about events happening in your community visit www.tweed.nsw.gov.au/whatson



Tweed Australia Day co-ambassadors Samuel Smith and Anthea Warne

Request for offer

RF02018150 Recovered Concrete Processing – Stotts Creek Resource Recovery Centre

Offers close: Wednesday 4pm (DST) 30 January 2019

RF02018152 Restoration of the Treasures of the Tweed Art Mural on the Levee Wall at Murwillumbah NSW 2484

Offers close: Wednesday 4pm (DST) 6 February 2019

RF02018165 Les Cave Sportsfield Change rooms Building

Offers close: Wednesday 4pm (DST) 6 February 2019

RF02018167 Supply & Install 4 Vehicle Activated (Solar) Curve Warning Signs

Offers close: Wednesday 4pm (DST) 13 February 2019

Offers must be lodged as specified in the offer documentation.

Request for Offer documentation is available at no charge from Council's website at www.tweed.nsw.gov.au/tenders. Hard copy documentation is available and costs will be in accordance with Council's advertised photocopying fees.

All Offers will be opened at closing time and will be considered by Council in accordance with the provisions of the *Local Government Act 1993* and the NSW Local Government (General) Regulation 2005. The lowest or any offer is not necessarily accepted and canvassing of Councillors or staff will disqualify.

For further information please contact Sharne Booth-Ford (02) 6670 2606.

Proposed park renaming

Proposed park renaming – Burringbar

Council invites comments regarding the renaming of the park located at the old railway station in Burringbar 'Masterson and RSL Memorial Park'. Submissions or comments regarding the proposed renaming should be lodged no later than 4.30 pm on Monday 11 February 2019 to the General Manager, Tweed Shire Council, PO Box 816 Murwillumbah NSW 2484.

WATER WEEK 3 Check when your water meter is read at www.tweed.nsw.gov.au/MeterReading

Review of application determination

Section 8.2 Review of determination

The following request for review of determination for Development Application DA18/0133 has been received by the Tweed Shire Council and may be viewed on Council's DA Tracking site located at www.tweed.nsw.gov.au/datracking for a period of 14 days from Wednesday 16 January 2019 to Wednesday 30 January 2019.

The proposal is not designated development and the Tweed Shire Council is the consent authority.

Applicant	Location	Proposal	Application No.
Newland Developers Pty Ltd	Lot 1747 DP 1215252 Seabreeze Boulevard Pottsville	72 lot subdivision (Seabreeze Estate stages 18A and 18B)	DA18/0133

Any person may, during the above period, make a written submission to the General Manager of Council. It should also be noted that Council has adopted a policy whereby, on request, any submission including identifying particulars will be made public. Council will give consideration to the 'Public Interest' and requests for confidentiality by submitters in determining access to submission letters. However, the provisions of the *Government Information (Public Access) Act 2009* – GIPAA may result in confidential submissions being released to an applicant. Any submission objecting to the proposed development must state the ground upon which such objection is made.

Please note – requirements regarding Disclosure of Political Gifts and Donations

A disclosure is required to be made in a statement accompanying the relevant development or planning application by a person who makes the application. In addition, a person who makes a written submission either objecting to or supporting a relevant development or planning application must also make a disclosure if the person has made a reportable political donation.

Further information regarding Donations and Gift Disclosure are available on Council's website www.tweed.nsw.gov.au/PlanningInformation

Development proposal for public comment

The following Development Application has been received by the Tweed Shire Council and may be viewed on Council's DA Tracking site located at www.tweed.nsw.gov.au/datracking for a period of 14 days from Wednesday 16 January 2019 to Wednesday 30 January 2019.

The proposal is not designated development and the Tweed Shire Council is the consent authority.

Applicant	Location	Proposal	Application No.
Eniffat Pty Ltd	Lot 1 DP 735658; No. 477 Urliup Road BILAMBIL	water bottling facility	DA18/1044

Note:

Current DA18/1044 seeks approval for:

- A Water Bottling Facility with a maximum 59.995ML annual extraction and the use of existing unapproved infrastructure (tanks, pipes, bores, shelter, and driveway) on site for the commercial water extraction business.
- 7.3m trucks (carrying capacity approx. 13,000L)
- 13 loaded truckloads a day (26 total trips a day) = 91 total truckloads per week (182 truck trips per week)
- Hours of Operation (Seven days a week)
 - 7am to 6pm Monday – Friday and
 - 8am to 6pm Saturdays and Sundays

Current DA18/1044 was lodged after Land & Environment Court Matter 307373 of 2017 (DA03/0445.03) to legalise site operations going forward.

In addition **past** DA18/0910 for water extraction on the same site was refused by Council which sought approval to legalise site operations going forward for water extraction 28.5ML annual extraction, 6m trucks (carrying capacity approx. 13,000L), 6 loaded truckloads a day (12 total trips) = 42 total truckloads per week, hours of operation (seven days a week), 7am to 6pm Monday – Friday and 8am to 6pm Saturdays and Sundays. The applicant has lodged an appeal with the NSW Land & Environment Court in regard to DA18/0910 which will be heard between 16 April and 18 April 2019.

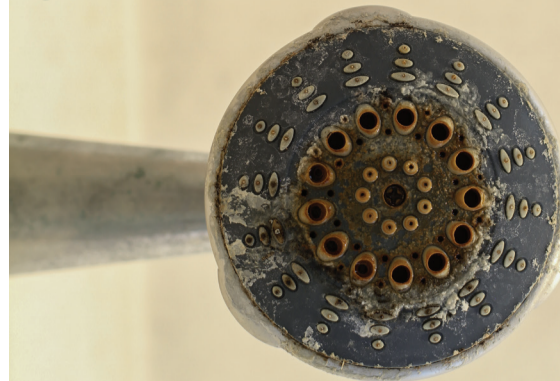
Any person may, during the period specified above, make a submission in writing to Council in relation to the Development Application. Where a submission is in the form of an objection, then the grounds of objection are required to be specified. Any person may, during the above period, make a written submission to the General Manager of Council. It should also be noted that Council has adopted a policy whereby, on request, any submission including identifying particulars will be made public. Council will give consideration to the 'Public Interest' and requests for confidentiality by submitters in determining access to submission letters. However, the provisions of the *Government Information (Public Access) Act 2009* – GIPAA may result in confidential submissions being released to an applicant.

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Replace your **old shower** and get a **refund from Council**



Saving more than 15,000 litres of water per year and up to \$100 in water and electricity costs is as easy as installing water-saving showers, basin and sink spouts, mixers, aerators and flow controllers or regulators.

Council provides homeowners a 50 per cent rebate on the purchase and installation of approved water saving products such as showers and tapware.

If you upgrade your outdated showers and tapware with water efficient products, Council will refund 50 per cent of the total purchase and installation costs for eligible products to a maximum of \$100.

For further information on the rebate program, including terms and conditions and the application form, please visit www.tweed.nsw.gov.au/WaterRebate or call Council on (02) 6670 2400.

On exhibition

Developer servicing plans for water supply and sewerage

15 January 2019 – 22 February 2019

Council has completed draft Developer Servicing Plans for Water Supply and Sewerage.

Council is required to place these draft Plans on public exhibition for a minimum period of 30 working days.

The Plans seek to apply a single uniform shire wide developer charges for water supply and for sewerage in the amounts of:

- a. Water Supply \$9,842
- b. Sewerage \$6,908

Adoption of the Plans will set the fees and charges to be applied in the 2019–2020 financial year, starting from 1 July 2019.

The draft Plans can be viewed at the Murwillumbah and Tweed Heads libraries and online at www.tweed.nsw.gov.au

Feedback on the draft Plans should be made in writing to the General Manager, Tweed Shire Council, PO Box 816, Murwillumbah NSW 2484 or by email to tsc@tweed.nsw.gov.au by close of business on Friday 22 February 2019.

Anyone wanting to discuss the draft Plan can contact Robert Siebert by telephoning (02) 6670 2400 or emailing rsiebert@tweed.nsw.gov.au

Development proposals for public comment

The following development applications have been received by the Tweed Shire Council and may be viewed on Council's DA Tracking site located at www.tweed.nsw.gov.au/datracking for a period of fourteen (14) days from Wednesday 16 January 2019 to Wednesday 30 January 2019.

Application details

DA18/1006 – Establishment of 11 self-contained motel rooms on the first floor of a previously approved mixed use building Lot 1 Section 4DP 4570, Lot 2 Section 4 DP 4570, No. 79–81 Wharf Street, **Tweed Heads**

Zinkohl Pty Ltd

DA18/1052 – Telecommunications facility Lot 1 DP 528102, No. 47 Terranora Road, **Banora Point**

CPS Global

Any person may, during the above period, make a written submission to the General Manager of Council. It should also be noted that Council has adopted a policy whereby, on request, any submission including identifying particulars will be made public.

Council will give consideration to the 'Public Interest' and requests for confidentiality by submitters in determining access to submission letters. However, the provisions of the *Government Information (Public Access) Act, 2009* – GIPAA may result in confidential submissions being released to an applicant.

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1300 292 872 or (02) 6670 2400

tsc@tweed.nsw.gov.au

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