



# Tweed Link

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## Tweed Shire Council cares about what you think

Welcome to this survey edition of the Tweed Link featuring our Council Service Planning Survey which is the next step in the 'Tweed the Future is Ours' community conversation.

One of the great charms of local government is its grass roots nature – the fact that local residents have a strong connection with Council, and as locals with a sense of community identity and pride, have opinions about their local area and feel comfortable in sharing their thoughts.

Some feedback we receive as a council is more constructive than others but here at Tweed, we care about what the community thinks and the survey is your chance to tell us what services you believe are important, how satisfied you are with what's being delivered and where the priorities should be.

In our commitment to working together with you, we are also interested in what your vision is for the Tweed in the future ... so within the survey we also ask how we as a Council and community can make the Tweed even better tomorrow than it is today.

I encourage you to take the time to complete the survey. It will also be available through the Tweed the Future is Ours page at [yoursaytweed.com.au](http://yoursaytweed.com.au).



Our Community Engagement team, who many of you would have met up with at a range of community activities over the past 18 months, will also be at a number of Tweed events in coming weeks.

Come and join the conversation with our team or fill out the survey in person at the Murwillumbah Show and Tweed River Festival at Tumbulgum and the Christmas tree lightings in Kingscliff and Tweed Heads.

This is a genuine commitment by Council to have meaningful conversations with as many

locals as we can. This is your chance to help our incoming Councillors to understand your expectations and priorities as a community.

The survey feedback will also help us develop the new Community Strategic Plan, which is your vision, and Council's commitment, for the Tweed for the next 10 years.



Tweed Shire Council is a big business, as you'll see from the survey, we deliver more than 50 services covering the span of community life, including roads, waste collections, community events, cultural activities, community services, recreation and sporting fields and many more. We've grouped our services into four streams:

- **People places and moving around** – who we are and how we live
- **Leaving a legacy** – looking out for future generations
- **Making decisions with you** – we're in this together
- **Behind the scenes** – providing support to make it happen

The good news is Tweed Shire Council is in a strong financial position. We want to maintain this position and find the best balance of providing quality services and the right infrastructure and delivering value for money for the Tweed community into the future.

Your feedback will help Council to find that balance and I thank you for taking the time to complete the survey and return the Reply Paid section.

**Troy Green**

Tweed Shire Council General Manager



## Motorists urged 'continue to avoid Kennedy Drive'



Almost five years of traffic pain at Kennedy Drive should be over by next Monday evening.

The first stage of the road reconstruction at Kennedy Drive should be complete tomorrow (Wednesday 2 November), allowing contractors to apply the final wearing surface in the last three working days.

The end of work on Monday 7 November will mark the completion of five years' work and the delivery of \$9 million in improvements to this major arterial road and its supporting underground water and stormwater infrastructure.

Council crews will continue to do work at Pioneer Park, but this will have no effect on traffic.

Motorists have been urged to travel early or use the alternate route via Bilambil and Terranora roads. Those who continue to choose to travel via Kennedy Drive over the next three working days should expect frequent and long delays.

Reports to Council confirm the alternate route adds 15–20 minutes to a journey.

# Spiritual start to festival

A week of Tweed River Festival celebrations for 2016 will get off to a spiritual start, with a special Church on the River sunset service on the riverbank at Tumbulgum on Sunday 6 November at 6pm.

The service, by Murwillumbah Churches Combined, will be conducted from the deck of the Spirit of Wollumbin ferry boat, moored on the Tumbulgum riverbank at Riverside Drive. A free sausage sizzle will be held from 5pm.

The annual festival will this year be held in conjunction with Tumbulgum's 150 celebrations, with the main family day and several events throughout the week to be held at the riverside village.

They include a riverbank tree planting day at Bluey Hill Park on Tuesday 8 November at 9am to noon, and a community lantern decorating activity at Tumbulgum Hall later that day from 2pm to 6.30pm.

The Tweed Kenya Mentoring Program documentary, *The Flow-On Effect*, will be screened at Tumbulgum Hall, on Thursday 10 November from 7pm.

Local bird and wetland habitat experts will lead an escorted tour along the Terranora Broadwater foreshore at Birds Bay Drive, Tweed Heads West, on Wednesday 9 November at 10am.

All the events are free, including the Tweed River Festival and Tumbulgum 150 Year family fun day at Riverside Drive on Saturday 12 November. Bookings are required for some activities and further information is available at [www.tweed.nsw.gov.au/RiverFestival](http://www.tweed.nsw.gov.au/RiverFestival) or [tumbulgum.wordpress.com](http://tumbulgum.wordpress.com)

## Kingscliff TAFE Cudgen Road



Thursday 17 November 2016

9.30am - 7.00pm (EDST)

Turn your passion into a career

Explore your career options through interactive demonstrations and be inspired by our graduating students! Discover more at the information sessions held by our talented teachers.

The SEA FM Sea Cruiser will be broadcasting live from 10am.

1300 628 233  
[northcoasttafe.edu.au](http://northcoasttafe.edu.au)



TWEED REGIONAL MUSEUM  
MURWILLUMBAH

2 Queensland Road, Murwillumbah, 2484  
FREE ADMISSION – [museum.tweed.nsw.gov.au](http://museum.tweed.nsw.gov.au)

## Teacup Tourists

Allen Callaghan talks about his extensive collection of souvenir ware from Tweed Heads, Coolangatta and the Gold Coast, and his research into the history of souvenir ware.

The Museum is currently displaying a sneak preview of souvenir ware, prior to a major exhibition planned for late 2017.



Wednesday 9 November,  
5.30pm for 6pm. No bookings necessary.



FREE!

Open Tuesday to Saturday 10am - 4pm  
Tweed Regional Museum (02) 6670 2493

## 22nd Annual Tweed Orchid Show and Fair

TWEED HEADS CIVIC AND CULTURAL CENTRE

Cnr Wharf and Brett Streets, Tweed Heads, NSW 2485  
Saturday 5 November 2016 – 8.30am to 4pm (Daylight Saving Time)  
Sunday 6 November 2016 – 8.30am to 2pm (Daylight Saving Time)

Fully-judged orchid show • Admission \$3.00  
For sale – Orchids, Bromeliads, Hippeastrums ...  
Light refreshments available • Potting demonstrations



Presented by Tweed District Orchid Society



## NOTIFICATION OF INTEGRATED DEVELOPMENT APPLICATION

DEVELOPMENT APPLICATION NO. DA16/0766

A development application has been lodged by Planit Consulting Pty Ltd seeking development consent for demolition of existing dwelling, construction of nine senior housing units, hydrotherapy pool and associated communal facilities at Lot 10 DP 1195187; No. 31 Florence Street TWEED HEADS; Lot 81 DP 237806; No. 7 Powell Street TWEED HEADS. Tweed Shire Council is the consent authority for the application.

The proposed development constitutes "Integrated Development" pursuant to Section 91(1) of the *Environmental Planning and Assessment Act, 1979*. The following approvals are required in this regard:

Provision	Approval	Authority
Sections 89, 90 & 91 of the <i>Water Management Act 2000</i>	Water use approval, water management work approval or activity approval under Part 3 of Chapter 3	Department of Environment, Climate Change and Water (NSW Office of Water)

The development application and the documents accompanying it may be viewed on Council's DA Tracking site located at [www.tweed.nsw.gov.au/datracking](http://www.tweed.nsw.gov.au/datracking).

The documents will be available for a period of 30 days from Wednesday 2 November 2016 to Friday 2 December 2016.

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](http://www.tweed.nsw.gov.au/PlanningInformation).

## PUBLIC NOTICES

**Murwillumbah Farmers' Market.** Every Wednesday 7–11am. All-weather shopping at the Murwillumbah Showground. *Know your farmer, know your food.* Support your local farmers.

**Tumbulgum boat ramp** closed all day Saturday 12 November for Tweed River Festival and Tumbulgum 150 Year celebrations. Please use boat ramps at Condong, Chinderah or Fingal Head. [www.tweed.nsw.gov.au/BoatRamps](http://www.tweed.nsw.gov.au/BoatRamps)

**Pottsville Beach Markets.** Always the 1st and 3rd Sunday of the month. Next market 6 October.

**Tweed Heads Masonic Open Day.** Tweed Heads Masonic Centre is having an open day on Saturday 5 November 10am–2pm, 8 Boyd St, Tweed Heads. Always wondered what behind those doors? Come and find out. Diversity, Unity and Mateship are our bonds. Look forward to seeing you there.

### NOTIFICATION OF INTEGRATED DEVELOPMENT APPLICATION

#### DEVELOPMENT APPLICATION NO. DA16/0762

A development application has been lodged by Eureka Group Holdings Ltd seeking development consent for Stage 1: change of use of existing units to permanent residential; 3 lot management subdivision and 60 lot strata subdivision at Lot 30 DP 850230; No. 61 Marana Street BILAMBIL HEIGHTS. Tweed Shire Council is the consent authority for the application.

The proposed development constitutes "Integrated Development" pursuant to Section 91(1) of the *Environmental Planning and Assessment Act, 1979*. The following approvals are required in this regard:

Provision	Approval	Authority
Section 100B of the <i>Rural Fires Act 1997</i>	General Approval	Rural Fire Service

The development application and the documents accompanying it may be viewed on Council's DA Tracking site located at [www.tweed.nsw.gov.au/datracking](http://www.tweed.nsw.gov.au/datracking).

The documents will be available for a period of 14 days from Wednesday 2 November 2016 to Wednesday 16 November 2016.

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](http://www.tweed.nsw.gov.au/PlanningInformation).

### ROAD WRAP

**Alert:** Kennedy Drive, Tweed Heads West, reconstruction of road pavement begins Monday 24 October. Two-lane flow but expect frequent and long (>20min) delays. Motorists avoid if possible or leave early.

**Road closure:** Sutherland Street/Casuarina Way, Kingscliff, road closed at Cudgen Creek to allow bridge demolition and replacement. Elanora Avenue, between Boronia Avenue and Seabrae Court, Pottsville, until Thursday.

**Stop/slow flagmen, expect delays:** Stormwater and road upgrade Chinderah Road, between Naru and Terrance streets, Chinderah. River revetment repairs Tweed Valley Way, between Bartletts Road and Riverside Drive, Tumbulgum. Limited delays roadworks associated with two sub developments on Fraser Drive, between Vintage Lakes Drive and Acacia Street, Tweed Heads South; also limited delays between Parkes Lane and Glen Ayr Drive, Banora Point. Culvert relining works Dry Dock Road, Tweed Heads South. Road rehabilitation Altair Street, Tweed Heads South. Road reconstruction on two sections of Tyalgum Road, Eungella. Water main installation at the intersection of Cane Road and Tweed Valley Way, Murwillumbah. On-road bicycle lane construction on Fraser Drive (between Vintage Lakes Drive and Acacia Street), Tweed Heads South. Sub-division works Pearl and Kingscliff streets, Kingscliff.

### SECTION 96 MODIFICATION APPLICATION FOR PUBLIC COMMENT

The following Section 96 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](http://www.tweed.nsw.gov.au/datracking) for a period of fourteen (14) days from Wednesday 2 November 2016 to Wednesday 16 November 2016.

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

APPLICANT	LOCATION	PROPOSAL	FILE NO.
Granada Productions Pty Ltd T/A	Lot 77 DP 755715; Dungay Creek Road DUNGAY; Part Lot 74 DP 755715; No. 366	amendment to Development Consent	DA02/1983.17
ITV Studios Australia Pty Ltd	Dungay Creek Road DUNGAY; Lot 93 DP 755715; No. 486 Dungay Creek Road DUNGAY	for the use of property for filming and producing a television program	

#### **Proposed Modification**

1. Extension of filming and production to continue to June 2020.
2. Amend the site layout plan.
3. Modify the use of the "New Steel Shed" (replaced old farm shed damaged by termites), widened access track and retaining wall.

Any person may, during the period specified above, make a submission in writing to Council in relation to the Modification Application. Where a submission is in the form of an objection, then the grounds of objection are required to be specified.

In accordance with Clause 118 of the Environmental Planning and Assessment Regulations 2000, there is no right of appeal under Section 98 of the Act by an objector.

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.

#### **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](http://www.tweed.nsw.gov.au/PlanningInformation).

### VACANCIES

#### **Administrative Assistant – Governance (Part-time contract)**

#### **Plant Operator – Level 3**

#### **Wastewater Treatment Plant Operator**

For more information and to apply:

- Visit Council's website [www.tweed.nsw.gov.au/careers](http://www.tweed.nsw.gov.au/careers)
- Contact Human Resources on (02) 6670 2495
- All positions close at 12 noon (NSW time)
- Late applications not permitted.

## DEVELOPMENT APPLICATION DETERMINATIONS

Notification of Development Application Determinations for the purposes of Section 101 of the *Environmental Planning and Assessment Act, 1979* (as amended).

### APPLICATION DETAILS

#### REFUSED

**DA10/0737** – Alterations to existing highway service centre comprising of two (2) new diesel refuelling points expansion of truck refuelling canopy new truck parking area (36 new bays) and the replacement of existing truck parking area with additional car parking spaces and dedicated bus drop-off area (application includes LEP Amendment PP15/0001)

Lot 1 DP 1127741, Lot 2 DP 1010771, No. 1 Ozone Street, Chinderah

#### APPROVED

**DA16/0529** – Carport and use of 1.8m high fence and gazebo within front building line

Lot 142 DP 246854, No. 17 Norman Street, Tweed Heads

**DA16/0543** – Construction of carport

Lot 28 DP 250242, No. 1406 Numinbah Road, Chillingham

**DA16/0602** – Dwelling

Lot 8 DP 12676, Eviron Road, EVIRON

**DA16/0620** – Two storey dwelling with attached garage

Lot 8 DP 1077697, No. 751 Casuarina Way, Casuarina

**DA16/0621** – Alterations and additions to existing dwelling

Lot 1 DP 865944, No. 28 Thomson Street, Tweed Heads

**DA16/0637** – Shed

Lot 17 Section 4DP 8568, No. 30 Charles Street, Tweed Heads

**DA16/0641** – Two storey dwelling with attached garage

Lot 202 DP 1139108, No. 24 Coral Fern Circuit, Murwillumbah

**DA16/0648** – Roof addition over existing verandah

Lot 2 DP 342729, No. 452 Tweed Valley Way, South Murwillumbah

**DA16/0650** – Two storey dwelling house with in-ground swimming pool

Lot 85 DP 1186189, No. 48 Sailfish Way, Kingscliff

**DA16/0665** – Attached carport on side boundary

Lot 26 DP 812816, No. 26 Ti Tree Avenue, Bogangar

**DA16/0668** – Single storey dwelling house with attached double garage

Lot 378 DP 1196575, No. 8 Talganda Terrace, Murwillumbah

**DA16/0671** – Use of roofed patio

Lot 2 DP 739325, No. 7 Donalyn Court, Duranbah

**DA16/0674** – In-ground swimming pool

Lot 359 DP 1087716, No. 42 Avoca Street, Kingscliff

**DA16/0679** – Dwelling additions to first floor

Lot 373 DP 1087716, No. 26 Cylinders Drive, Kingscliff

**DA16/0680** – In-ground swimming pool

Lot 8 DP 1077697, No. 751 Casuarina Way, Casuarina

**DA16/0522** – Change of use to allied health clinic and internal fitout

Lot 11 DP 539548, No. 16 Prince Street, Murwillumbah

**DA16/0683** – Three lot strata subdivision

Lot 1 DP 1219940, No. 2 Palmers Lane, Kingscliff

**CDC16/0178** – Alterations and additions to existing dwelling

Lot 404 DP 1052083, No. 10 Euodia Avenue, Pottsville

**CDC16/0179** – In-ground swimming pool

Lot 926 DP 201135, No. 18 Marana Street, Bilambil Heights

**CDC16/0180** – Two storey dwelling with attached garage

Lot 483 DP 1210991, No. 53 Talganda Terrace, Murwillumbah

**DA16/0566** – Alterations and additions to existing dwelling including 1.8m high front fence

Lot 30 DP 793925, No. 2 Lorien Way, Kingscliff

**DA16/0662** – Two storey dwelling house with attached carport, 1.8m front fence, in-ground swimming pool and detached pool house

Lot 1 DP 23576, No. 1A Elanora Avenue, Pottsville

**DA16/0675** – Single storey dwelling with attached double garage

Lot 209 DP 1202098, No. 17 Central Park Lane, Casuarina

**DA16/0687** – Roofed deck addition and internal alterations to existing dwelling

Lot 2 DP 1111025, No. 3 Amwil Avenue, Murwillumbah

**DA16/0690** – Attached carport within front building line

Lot 627 DP 216389, No. 31 Tamarind Avenue, Bogangar

**DA16/0709** – In-ground swimming pool

Lot 14 DP 1043036, No. 9A Dalton Street, Terranora

The above development determinations are available for public inspection free of charge at the Planning and Regulation Division, Murwillumbah Civic Centre, during ordinary office hours OR viewed on Council's DA Tracking site located at [www.tweed.nsw.gov.au/datracking](http://www.tweed.nsw.gov.au/datracking).

## LAND CLASSIFICATION

### TWEED SHIRE COUNCIL

#### Proposed Classification of Land

In pursuance of section 34 of the *Local Government Act, 1993*, Council proposes to classify Lot 2 in DP 814255 at Banora Point as Operational Land.

A period of twenty eight days from the date of this notice is allowed for any person to lodge a written submission to the proposed classification. General Manager, Tweed Shire Council, PO Box 816, Murwillumbah 2484.

## COMMUNITY NOTICES

**Burringbar Community Association** will meet on Tuesday 8 November at 6.45pm at Burringbar District Sports Club.

**Casuarina and South Kingscliff Residents Association** will meet on Wednesday 9 November at 7pm at 'Osteria', 1 Barclay Drive, Casuarina.

**Banora Point & District Residents Association** will meet on Monday 7 November from 7pm to 9pm at the Banora Point Community Centre in Woodlands Drive.

**Kingscliff Ratepayers and Progress Association** will meet on Monday 7 November at 7pm at Kingscliff Public School (downstairs).

## LOOKUP APPLICATIONS NOW OPEN

### Applications for the Murwillumbah Commercial area and Main Street Heritage Conservation Area LookUP Project are now open.

Following the inaugural success of the recently completed LOOK UP program, Council is excited to be running this project again for 2016/17. Property and business owners within the Murwillumbah Main Street Commercial and Heritage Conservation Area are invited to submit applications for the 2016/17 LookUP grant program through until 4pm on Wednesday 30 November 2016. The grants are offered on a \$ for \$ basis up to the maximum amount approved and are aimed at improving and invigorating the overall presentation of the commercial precinct, through its heritage significance. Suitable projects may include painting, lighting, timber window repair, conservation of tilework or brickwork and mortar repair. Applicants are advised that some works may require a Development Application. Grants will not be offered if the work has taken place prior to the grant being offered or approved. Grant Guidelines, application forms and further information is available via [www.tweed.nsw.gov.au/Lookup](http://www.tweed.nsw.gov.au/Lookup), Council offices or by phoning Strategic Planning and Urban Design on (02) 6670 2503.



Readers who are unsure of when their meter is read can look up their water week at:

[www.tweed.nsw.gov.au/MeterReading](http://www.tweed.nsw.gov.au/MeterReading)

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## Tweed the Future is Ours – planning for Council services

### Welcome to Tweed Shire Council's Service Planning Survey

The 'Tweed the Future is Ours' initiative is Council's commitment to the Tweed community to provide assets and services at the desired service levels, in partnership with the community, that are financially sustainable and provide value for money.

This means having meaningful conversations with local residents about the services Council currently delivers and to gauge the importance and satisfaction levels residents have of those services.

The information and feedback received through these conversations and surveys will assist Council in the planning and delivery of services into the future. The survey has four sections:

- 1 **Service awareness – understanding what Council does** – an introduction to Council's services, their functions and how they are grouped into four different service streams.
- 2 **Service importance** – feedback on how important these services are to the Tweed community, as well as asking what services you think should be a priority.
- 3 **Service satisfaction** – feedback on your current level of satisfaction with particular services.
- 4 **Tweed tomorrow** – how you think we can make Tweed even better tomorrow than it is today.

Your responses will help Council with future decision making and prioritising its services to help inform Council's Delivery Program and Operational Plan.

### Service awareness – understanding what Council does

Tweed Shire Council provides different services across a broad range of program areas, grouped into four service streams (see table overleaf).

There are some services that are not included in the survey because they are required under legislation or considered essential due to government protocols and frameworks. The services not included are those appearing in **red** overleaf.

If you would prefer to complete the survey online or like further information on Council's services please visit [www.yoursaytweed.com.au/TFIO](http://www.yoursaytweed.com.au/TFIO)

**Please complete both pages and submit your completed survey as per the instructions provided.**

**We value your input to help shape our future services.**

**Don't miss your chance to have your say on the future of the Tweed.**



## Service awareness

### Service stream: People, places and moving around – who we are and how we live

#### Airfield

**Aquatic Centres** (provides swimming pools and other aquatic facilities for water sport, health and fitness, recreation, and water safety education)

**Art Gallery** (promotes awareness, enjoyment and understanding of the visual arts through collections, exhibitions, education and community programs)

**Cemeteries** (provides burial and cremation services and develops and maintains Council's cemeteries)

**Community Facilities** (including auditoriums, community halls and centres)

**Community Services** (assist people to participate fully in social and economic life and build stronger, more inclusive communities)

**Compliance Services** (enforcement of local government regulations, inc. development & building compliance, parking control, illegal dumping, permits, ranger services)

**Construction Services** (manages the building of Council assets such as roads, drainage, water supply and other community infrastructure)

**Cultural Development** (supports place making, public art, community identity and creative expressions)

#### Design Services (Infrastructure)

**Economic Development** (support the local economy and attract new business and employment to the Tweed)

**Events** (optimise opportunities to attract and host community events and celebrations in the Tweed)

**Holiday Parks** (provides safe, attractive, accessible holiday accommodation on public land)

**Libraries** (provides accessible community spaces and access to books and other and learning resources)

**Lifeguard Services** (reduces the risk to beach users on the Tweed Coast through surf patrols and education)

**Museum** (promotes awareness, enjoyment and understanding of Tweed history and heritage through collections, exhibitions, education and community programs)

**Parks and Gardens** (manages quality and accessible public parks and gardens for the enjoyment and wellbeing of the community and visitors to the Tweed)

**Pest Management** (manages and reduces the environmental and public health impacts of pest animals)

**Public Toilets** (provides safe, accessible, clean and well-located public toilets to meet community needs)

**Roads, Traffic, Footpaths and Cycleways** (provides and maintains a network of roads and bridges that is safe and efficient for traffic and a well-connected network of safe and accessible footpaths and cycleways)

#### Saleyards

**Sporting Fields** (provides a range of accessible sports facilities and major event venues to promote an active and healthy lifestyle)

**Tourism** (marketing the Tweed as a tourism destination)

### Service stream: Leaving a legacy – looking out for future generations

**Environmental (Public) Health** (supports public health and environmental safety through education, inspections and enforcement of government regulations)

**Floodplain and Stormwater Drainage Management** (manages the risk of flooding and efficiently capture and convey rainfall runoff and release it into the environment safely)

**Natural Resource Management** (protects and manages the biodiversity, bushland, coastal environment and the environmental sustainability of the Tweed)

**Tweed Laboratory** (provides cost effective, reliable, responsive and high-quality, water and soil testing)

**Waste Management** (collect, recycle and dispose of residential and commercial waste, manage landfill sites and deliver community education)

**Wastewater Services** (provides high-quality and reliable sewage collection and treatment services)

**Water Supply** (provides secure, high-quality and reliable drinking water which meets health and environmental requirements)

### Service stream: Making decisions with you – we're in this together

**Animal Management** (provides effective and responsible care, management and public education for companion animals such as pet dogs and cats)

**Building Certification** (controls and regulates the built environment, inc. certification services for houses (single dwellings) and house additions)

#### Civic Business

**Communications** (informs, educates and engages the public about Council and community activities inc. TweedLink, publications, website, media, public relations)

**Customer Service** (responds to community enquiries and help customers do business with Council)

**Development Assessment** (assists people to understand the development process and assess multidwelling and large scale development applications lodged with Council)

#### Financial Services

**Strategic Land Use Planning** (provides long term land-use plans to guide future development, plan for population growth, and protect the Tweed's environment, heritage and community life)

**Subdivision Engineering Assessment** (assesses and certifies development that creates public infrastructure and new lots to meet relevant standards)

### Service stream: Behind the scenes – providing support to make it happen

#### Governance

#### Emergency Services

#### Fleet Management

#### Human Resources and WHS

#### Information Technology

#### Internal Audit

#### Legal Services

#### Procurement Services

## Our services

## Importance

## Priorities

## Satisfaction

1 How important do you feel these services are to the community?

2 What five (5) services do you believe should be a priority?

3 How satisfied are you with these services? If you are unaware of or you do not use the service please select N/A.

	Level of importance					Please tick five options	Level of satisfaction				
	Extremely	Very	Moderately	Slightly	Not		Extremely	Very	Moderately	Not	N/A
Aquatic Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Art Gallery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construction Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holiday Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifeguard services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pest Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads, Traffic, Footpaths and Cycleways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sporting Fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental (Public) Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floodplain and Stormwater Mngmt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural Resource Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tweed Laboratory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wastewater Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water Supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Certification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strategic Land Use Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subdivision Engineering Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 How can we make the Tweed community even better tomorrow than it is today? This question is optional, tell us your thoughts about your Tweed of the future.

## About you

- 1 Are you male or female?  Male  Female
- 2 What is your age?  17 or younger  18–20  
 21–29  30–39  
 40–49  50–59  
 60 or older
- 3 What suburb of Tweed do you live in?

**Thank you for completing the survey, we value your participation.**

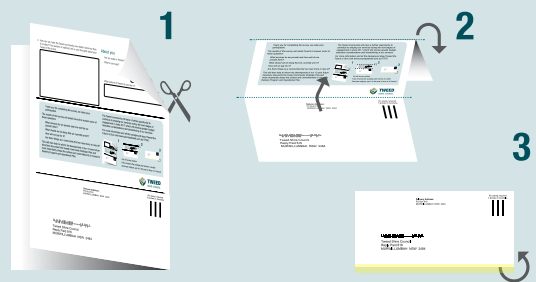
The results of this survey will assist Council to answer some of these questions:

- What services do we provide and how well do we provide them?
- What should we be doing that we currently aren't?
- How will we pay for it?
- Are there things as a community that we need more or less of?

This will then help to inform the development of our 10-year future directions document the Tweed Community Strategic Plan and most importantly shape the actions and commitments in Council's Delivery Program and Operational Plan.

The Tweed community will have a further opportunity to contribute to shaping our services during the next stages of engagement in early 2017 which will involve greater budget allocation and consideration of our services.

For more information and all the background about Tweed the Future is Ours visit [www.yoursaytweed.com.au/TTFIO](http://www.yoursaytweed.com.au/TTFIO)

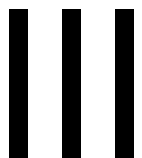


- 1 Cut off survey section
- 2 Fold along dotted lines, ensuring the postage paid section is visible
- 3 Seal open edge(s), pop it in the post or drop it in to a Council Office



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