



# Tweed Link

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## Education on new 3 Bin System hits the road

**A 3 Bin System roadshow will be visiting shopping centres and community markets in late March and early April, to provide information and answer questions about changes to Tweed residential bin services from 1 July 2017.**

The roadshow will begin at Tweed City shopping centre on Tuesday 21 March and will include information stalls at centres and markets throughout Tweed Shire, including Murwillumbah, Cabarita Beach, Casuarina, Tweed Heads, Banora Point and Pottsville.

See next week's Tweed Link for a detailed list of locations, dates and times.

"The 3 Bin System will bring a number of changes to collection services for urban households from 1 July and there's a lot of interest among residents," Council's Coordinator Waste Services, Rod Dawson, said.

"The roadshow is just one of the ways Council will be getting the message out to residents during the next few months.

"The new bin service, incorporating a new green-bin Organics service for food and garden waste, will bring major improvements in reusing and recycling much of our waste to keep it out of landfill.

"It's important residents are well informed about the changes, including what goes into each bin and how frequently each bin will be collected, to ensure the new service is as effective as possible."

Key points to be highlighted by the roadshow include:

- Households that already receive a green-lid service are unlikely to have an increase in their waste service fees. Urban residents that don't currently have a green-lid bin will have a small increase in waste costs.
- The 3 Bin System is a necessary step to achieving a State Government target for all NSW councils to save at least 70 per cent of waste from going to landfill by 2022.
- The Tweed community is currently only diverting 42 per cent with our

current bin system and waste behaviours. By processing 50 per cent of the waste we currently put in our red-lid bins and converting it into useful compost, we will get much closer to this target.

- The 3 Bin System will bring us in line with the 28 other NSW councils that are already providing a food and garden waste organics service, including five of the seven Northern Rivers councils.
- With food waste now going to the Organics service, the green-lid bin will be emptied weekly, while the red and yellow-lid bins will be collected fortnightly on alternating weeks.
- A facility will be constructed at Stotts Creek Resource Recovery Centre to process the organic waste to produce high-quality, nutrient-rich compost for use by local farmers and households.
- The 3 Bin Service will bring cost benefits for the community and ratepayers because organics and recycling services are cheaper to operate than sending waste to landfill.
- Multi-unit developments larger than two units and rural residents will remain on the current Multi Bin System at this time. Council is considering options for these properties.

This project was supported by the Environmental Trust as part of the NSW EPA's Waste Less, Recycle More initiative, funded from the Waste Levy. For more information visit [www.tweed.nsw.gov.au/BinServices](http://www.tweed.nsw.gov.au/BinServices)



Less to  
Landfill



organics



recycling



landfill

## Enjoy a yarn with your neighbours

**Social events with neighbours can make a big difference in smoothing relations when a possible neighbour dispute might arise, according to Council's Manager Building and Environmental Health, David McNicoll.**

"When disputes arise between neighbours, whether it's over a barking dog or a fence, it's almost always a better outcome if the residents can talk openly and positively and resolve the issue themselves. That's more likely to happen if they already know each other and get along well," he said.

Tweed residents are being encouraged to meet their neighbours or build stronger connections by participating in an event for Neighbour Day, on Sunday 26 March.

Invitations, posters and everything else needed to promote and host a Neighbour Day gathering can be downloaded from [www.neighbourday.org](http://www.neighbourday.org) and packs are available from Council's offices.

Neighbour Day is an annual initiative by Relationships Australia to encourage the physical and mental well-being that comes from living in a well-connected neighbourhood.

"That healthy connection is invaluable in helping to deal with challenges in a neighbourhood when they arise," Mr McNicoll said.

"While there are times when Council needs to step in to resolve a complex or technical dispute between neighbours, when residents can solve the problem themselves they own the solution and it benefits the long-term relationship between those residents."

Council is hosting a Neighbour Day morning tea at South Tweed Community Centre on Friday 17 March, with everyone invited to attend from 10.30am.

## Foodie business events on the road

**The Tweed has a growing reputation as a gastronomic destination, and now local food tourism operators and start-ups have the chance to sample advice and stories about growing their business, through the 'Business Connect – Regional Roadshow'.**

Following on from Council's successful Food for Thought initiative, a food tourism workshop and forum will be held at Salt Bar on March 20 and 21 while the 'Business Bus' will be located at Tweed Mall offering face-to-face business advisory sessions. The keynote speaker and workshop facilitator will be Northern Rivers local and food educator, Amy Colli.

**Food Tourism Workshop:** Monday 20 March, 4–6pm (AEDT), Salt Bar, Kingscliff

A two hour workshop exploring the concept of gastronomic tourism to help business operators gain a greater understanding of what experiences food tourists are looking for, plus advice on marketing Tweed food tourism. Cost \$25.

**Food Tourism Breakfast Forum:** Tuesday 21 March, 7.30–10am (AEDT), Salt Bar, South Kingscliff.

An interactive forum focussed on customer service which brings together speakers from the food industry. The forum will be followed by an expo where attendees can access one-on-one advice on business growth. Cost \$25.

**Hop on the Business Bus:** Monday 20 and Tuesday 21 March, 9am–3pm, Tweed Mall, Wharf Street.

The Business Bus delivers face-to-face business advice and advisory sessions at no cost. Bookings for all events are essential, to book or for more information please contact 1300 134 359 or [connect@industry.nsw.gov.au](mailto:connect@industry.nsw.gov.au) or visit [www.industry.nsw.gov.au/businessconnect](http://www.industry.nsw.gov.au/businessconnect)

# The results are in ...

Council received almost 1700 responses, from 82 localities across the shire, to its recent survey about the delivery of Council services.

The survey asked respondents to rate Council services in terms of satisfaction and importance as well as identifying their priorities.

A summary of the survey results features overleaf.

## Rabbits

### at Casuarina and south Kingscliff

We need to know what you think about rabbits!

Council is conducting a survey for the residents of Casuarina and south Kingscliff to give their feedback about rabbits. This survey will help design an education project about rabbits in this area.



This mini survey will take five minutes to complete. The information you provide will help Council understand community needs and perceptions about rabbits at Casuarina and south Kingscliff.

Anyone can complete the survey, but only residents of Casuarina and south Kingscliff will be eligible to go into a draw for a \$50 voucher at a local business of your choice.

This survey needs to be **completed by Friday 7 April 2017**. If you provide your name and phone number you will go in the draw. The winner will be randomly selected and notified by phone.

To complete the survey, visit [yoursaytweed.com.au/Rabbits](http://yoursaytweed.com.au/Rabbits)

## COMMUNITY NOTICES

**Love to sing? We'd love to hear you** – 'Voice Weavers a cappella choir' is looking for new member. Interested? Call Mikako 0419 790 855 or email [members@voiceweavers.com.au](mailto:members@voiceweavers.com.au)

**Murwillumbah Theatre Co.** – *The Real Inspector Hound* by Tom Stoppard. 17 March to 1 April. Tickets online or at door \$20. Cabaret seating, BYO.

## ROAD WRAP

**Road closure:** Major upgrade of Tumbulgum Road, between Sunnyside Lane and Old Ferry Road, Murwillumbah (6-month closure). Pedestrians and cyclists can still pass through section with care but all vehicular traffic will be diverted around the site. Racecourse Road, Murwillumbah, near Tumbulgum Road, for Mayal Creek revetment works.

**Temporary traffic lights:** Henry Lawson Drive, between Coach Road and the Tennis Courts, Terranora.

**One-lane flows:** Blackspot programme to realign curve Clothiers Creek Road, Clothiers Creek, between the Pacific Motorway and Wallum Court.

**Stop/slow flagmen, expect delays:** Limited delays roadworks associated with two sub-developments on Fraser Drive, between Parks Lane and Glen Aye Drive, Banora Point, and Vintage Lakes Drive and Acacia Street, Tweed Heads South. Road reconstruction Airfield Avenue, Murwillumbah, and Moolau Avenue, Tweed Heads. Fraser Drive cycleway construction, Dry Dock Road to Harrier Street, stop/slow on concrete delivery. Culvert reconstruction Palmvale Road, Palmvale. Revetment works Tweed Valley Way, South Murwillumbah. Revetment works Tumbulgum Road, Tygalgah. Kerb and gutter works Byangum Road, Murwillumbah between Frangela Drive and Joshua Street. Construction site footpath closure Wharf Street, Tweed Heads.

## Work underway at Kingscliff

Construction work on the Kingscliff Foreshore Revitalisation project really gets underway in March, including removal of existing infrastructure at Kingscliff Beach Holiday Park.

Holiday Park structures including toilet blocks and shelters have been demolished and some vegetation has been removed from the site. This included a number of Norfolk Pines, which are not a local species, to allow for the new park's infrastructure and to move the vehicle entrance to the northern end of the holiday park.

The site will be replanted with locally-occurring native trees and shrubs, with 68 shade trees and approximately 3000 shrubs and groundcovers at the holiday park, while Central Park will be planted with 217 shade trees and nearly 4000 shrubs and groundcovers. Site preparations for the construction of the beach access steps and sea wall are also set to begin this month.

Visit [yoursaytweed.com.au/KingscliffForeshore](http://yoursaytweed.com.au/KingscliffForeshore) for further project updates, including hours for an on site information office set to operate from the end of this month.



Lindisfarne Anglican Grammar School  
Presents

# JOSEPH AND THE AMAZING TECHNICOLOR DREAMCOAT

Ngahriyah,  
Lindisfarne Anglican  
Grammar School,  
Mahers Lane, Terranora

7PM 30<sup>TH</sup> MARCH - 1<sup>ST</sup> APRIL  
AND 2PM 1<sup>ST</sup> APRIL

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## VACANCIES

### PROJECT SUPPORT OFFICER (maximum-term, 21–35 hours per week)

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.

## COMMUNITY NOTICES

**Pottsville Beach Markets** – Always the 1st and 3rd Sunday of the month.  
Next market 19 March.

**Piggabeen Valley Market** – 3rd Sunday each month February to November.  
Next market Sunday 19 March, 9am–2pm, [aguaworkout@mail.com](mailto:aguaworkout@mail.com)

**Volunteers wanted** – Lifeline Clothing Sale 7–9 April. Contact Susanne  
0412 322 527 or [susanne.clark@uccommunity.org.au](mailto:susanne.clark@uccommunity.org.au)

## Council Meeting Agendas – Thursday 16 March 2017

The Council Meeting Agendas for Thursday 16 March 2017 are available on Council's website [www.tweed.nsw.gov.au/CouncilMeetings](http://www.tweed.nsw.gov.au/CouncilMeetings). The meeting will be held in the Harvard Room, Tweed Heads Administration Building, Brett Street, Tweed Heads commencing at 5pm. A Community Access Session is to be held commencing at 4pm prior to the Council Meeting.

The Agendas for the meetings, which may also include any late or supplementary reports, will be updated prior to the date of the meeting. The meetings are open to the public.

Confidential items are considered in closed session, which excludes media and public. Minutes of these meetings will be available as soon as practical following the meetings and are unconfirmed until they are formally adopted at the next Council meeting.

### Ordinary Council Meeting Agenda – 16 March 2017

- 1 Confirmation of Minutes of Ordinary and Confidential Council Meeting held Thursday 16 February 2017
- 2 Confirmation of Ordinary and Confidential Council Meeting held on Thursday 2 March 2017
- 3 Schedule of Outstanding Resolutions at 16 March 2017
- 4 Mayoral Minute for February 2017
- 5 Receipt of Petitions

### Reports for consideration

#### General Manager

- 6 Sponsorship – Business Excellence Awards 2017
- 7 Destination Tweed Quarterly Report – October to December 2016
- 8 Closure of River Street Car Parks

#### Planning and Regulation

- 9 Approvals to Operate Markets – Kingscliff, Pottsville and Tweed Heads
- 10 Review: Environmental Planning and Assessment Amendment Bill 2017 – Council's Issues for Reply
- 11 Development Application DA16/0550 for an Extension to Preschool and Boundary Adjustment at Lot 509 DP 728257 No. 2–4 Centennial Drive, Pottsville; Lot 3 DP 1062338 and Lot 7021 DP 1113041 Tweed Coast Road, Pottsville
- 12 Kingscliff Locality Plan Community Consultation

#### Community and Natural Resources

- 13 Draft Commercial Recreation Use of Public Open Space Policy
- 14 Australian Lifeguard Services Tweed Shire Council Summer Report 2016–17
- 15 Council Nursery
- 16 Community Centres Business Model
- 17 Allocation of Community Sponsorship Policy
- 18 Canvas and Kettle Meeting Room Fees
- 19 Regional Mosquito Management Group – Councillor Representation
- 20 2016–2017 Quarter 1 and Quarter 2 Energy Update – Council Facilities
- 21 NSW Environmental Trust Grant 'Love Cats Love Wildlife'
- 22 Public Reserves Management Fund Program for the Monitoring and On-Ground Management of Foxes and Rabbits

#### Engineering

- 23 RF02016164 Supply of 2 × Heavy Commercial 6x4 Truck Cab Chassis and Build and Supply of 2 × 10CM Tipper Bodies
- 24 RF02016204 Supply of 1 × Heavy Commercial Truck Cab Chassis and Build and Supply of 1 × 10CM Tipper Body
- 25 RF02016154 Supply of Medium Commercial Truck Cab Chassis and Supply of Tray Body
- 26 Classification of Land as Operational – 683 Doon Doon Road, Doon Doon
- 27 Landscaping – Northbound Service Centre, Chinderah
- 28 Provision of Water and Wastewater Services to Kings Forest
- 29 Easements for Support – The Anchorage

#### Corporate Services

- 30 Community Engagement Strategy
- 31 Australian Local Government Association 2017 – General Assembly – Call for Motions
- 32 In Kind and Real Donations – October to December 2016
- 33 Draft Community Strategic Plan 2017–2027 'Living and Loving the Tweed'

- 34 RF02016189 Supply and Maintenance of Multifunction Devices and Printers
- 35 Enterprise Risk Management Policy
- 36 Review of Markets Policy
- 37 Compliments and Complaints Analysis Report for the Period 1 October to 31 December 2016
- 38 Monthly Investment and Section 94 Developer Contribution Report for Period Ending 28 February 2017

#### Orders of the day

- 39 Truck Purchases by Council
- 40 Round Table Discussions
- 41 Pottsville & District Men's Shed – Black Rocks Licence
- 42 Code of Meeting Practice – Amendments to Meeting Times
- 43 Planting of Native Tree Species
- 44 Gold Coast Airport
- 45 Independent Review of Tweed's District Water Supply and Demand Management Reports 2010
- 46 Heavy Vehicle Load Limits and Cost Recovery

#### Sub-Committees/Working Groups

- 47 Minutes of the Local Traffic Committee Meeting held Thursday 16 February 2017

#### Confidential items for consideration

- C1 DA15/1069 – Business Investment Policy
- C2 DA16/0031 – Business Investment Policy
- C3 Unauthorised Activities at Lot 20 DP 755714 & Lot 2 DP 1148316 No. 3222 Kyogle Road, Mount Burrell
- C4 Tanglewood Sewerage Scheme

#### Followed by:

### Tweed Coast Reserve Trust Meeting Thursday 16 March 2017

The Tweed Coast Reserve Trust Meeting Agenda for Thursday, 16 March 2017 is available on Council's website [www.tweed.nsw.gov.au/CouncilMeetings](http://www.tweed.nsw.gov.au/CouncilMeetings)

#### Reports for consideration

#### Planning and Regulation

- 1 Approvals to Operate Markets – Kingscliff and Pottsville

#### Director Engineering

- 2 Proposed Licence for Site Investigation – R1001008

#### Followed by:

### Tweed Coast Holiday Parks Reserve Trust Meeting Thursday 16 March 2017

The Tweed Coast Holiday Parks Reserve Trust Meeting Agenda for Thursday, 16 March 2017 is available on Council's website [www.tweed.nsw.gov.au/CouncilMeetings](http://www.tweed.nsw.gov.au/CouncilMeetings)

#### Confirmation of Minutes

- 1 Confirmation of Minutes of the Ordinary Tweed Coast Holiday Parks Reserve Trust Meeting held Thursday 16 February 2017

#### Confidential items for consideration

- C1 Operating Report for the Period 1 July 2016 to 31 December 2016
- C2 Long Term Casual in Pottsville South Holiday Park

## 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

#### APPROVED

**DA15/0980** – 8 town houses

Lot 22 Section 1DP 8568, Lot 23 Section 1DP 8568, No. 45 Recreation Street, TWEED HEADS

**DA17/0013** – Two storey dwelling with attached garage

Lot 84 DP 1208915, No. 7 Echo Lane, CASUARINA

**DA17/0038** – Alterations and additions to existing dwelling including carport

Lot 8 DP 1030322, No. 610 Casuarina Way, CASUARINA

**CDC17/0020** – Demolition of dwelling and rear fence

Lot B DP 101901, No. 18 Boomerang Street, KINGSLIFF

**DA17/0044** – Two storey dwelling with attached garage

Lot 441 DP 1195167, No. 107 Riveroak Drive, MURWILLUMBAH

**DA16/0858** – Two storey dwelling with attached garage and shed

Lot 21 DP 870463, No. 16 Gumtree Court, NUNDERI

**DA16/0809** – Two storey dwelling with carport

Lot 34 DP 864094, No. 17 Sassafras Street, POTTSVILLE

**DA16/0917** – Two storey dwelling with attached garage and in-ground swimming pool

Lot 579 DP 1076975, No. 41 Marsupial Drive, POTTSVILLE

**DA17/0012** – Deck with access stairs and in-ground swimming pool

Lot 581 DP 1076975, No. 45 Marsupial Drive, POTTSVILLE

**DA17/0040** – Dwelling with attached garage

Lot 1734 DP 1215252, No. 21 Toormina Court, POTTSVILLE

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)

## COMMUNITY INFORMATION SESSION – AVONDALE PARK

**Thursday 30 March, South Sea Islander Room, Tweed Heads Civic Centre, Brett Street, Tweed Heads, 10–11am and 5.30–6.30pm**

To discuss the Draft Management Plan for Community land part of Lot 1327 DP1005077 Greenway Drive, Banora Point, and Lot 128 DP817783 Greenway Drive, Tweed Heads South.

Council has completed consultation with the Aboriginal and broader community and drafted a Management Plan for this community land, known as Avondale Park and including an Aboriginal midden.

The Plan seeks to define the use and management of the land to protect the natural and culturally significant areas of the land from incompatible developments and uses.

The draft Plan can be viewed at the Murwillumbah and Tweed Heads libraries and online at <http://www.tweed.nsw.gov.au/OnExhibition>.

Legislation requires Council to hold a community information session in relation to the draft Plan for any interested community members.

As such, interested community members are invited to attend one of two information sessions to be held at the South Sea Islander Room at the Tweed Heads Civic Centre in Brett Street, Tweed Heads, on Thursday 30 March from 10–11am or 5.30–6.30pm.

Please register your interest to attend either of the sessions by emailing Council Environmental Officer Sally Cooper at [scooper@tweed.nsw.gov.au](mailto:scooper@tweed.nsw.gov.au)

## NOTIFICATION OF INTEGRATED DEVELOPMENT APPLICATION

### Development Application No. DA17/0102

A development application has been lodged by Palm Lake Works Pty Ltd seeking development consent for 17 lot community title subdivision (16 residential lots and 1 community lot) at Lot 156 DP 628026; No. 40 Creek Street, Hastings Point. 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
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 15 March 2017 to Tuesday 18 April 2017.

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 CLOSURES – KINGSLIFF TRIATHLON

**Tweed Coast Holiday Parks Kingscliff Triathlon – Sunday 26 March 2017.**

**Race starts:** 6.30am – last competitor finished 2pm. **Swim Course:** Cudgen Creek (closed 6am to 10am). **Cycle Course:** Roads closed – Marine Pde from Moss St to Turnock St (4am to 2pm); Marine Pde from Turnock St to Wommin Bay Rd, Wommin Bay Rd, Chinderah Bay Dr from Waugh St to dead end (7am to 11am). **Run Course:** Roads closed – Marine Pde, Moss St, Sutherland St, Sutherland Pt, Cudgen Creek Boardwalk (6am to 2pm). Please visit [www.kingsclifftriathlon.com.au](http://www.kingsclifftriathlon.com.au) or contact Kevin on 0411 757 577.



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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# Roads and water the top priorities in Council survey

**Council’s recent survey into the delivery of key services across the shire has highlighted the value of quality roads and water infrastructure to the Tweed community.**

Road services (including traffic, footpaths and cycleways) were rated a priority by almost two thirds of Tweed residents, followed by Water Supply and Parks and Gardens.

The survey also measured community satisfaction with the delivery of 34 Council services and showed, on average, residents were ‘very satisfied’ with the services they used with an overall satisfaction rating of almost 85 per cent.

Cemeteries, the Art Gallery and Aquatic Centres were among the top rating services in terms of satisfaction while Roads had the lowest satisfaction score of 67 per cent.

Council General Manager Troy Green said almost 1700 responses to the survey were received from 82 different localities across Tweed Shire.

“On behalf of Council, I would like to thank everyone who participated in the survey, through the Tweed Link, online or at one of our many Community Engagement Network events,” he said.

“The overall satisfaction rating of almost 85 per cent is particularly encouraging, while the priority and importance ratings covered the span of Council’s functions from infrastructure and planning, to environmental, cultural and community services.

“The survey also asked residents to share their vision for the Tweed of the future. The recurring themes for Council were about listening to the community and finding the balance between supporting community growth and protection of the environment.

“These individual responses also highlighted important areas where Council has room to improve.

“All the information has been provided to Councillors and the responses have now been incorporated into key Council planning documents including our Delivery Program/Operational Plan which are soon to go on public exhibition.

“Many individual survey comments also feature throughout our Draft Community Strategic Plan 2017–2027.”

The survey was distributed to households late last year via a special edition of the Tweed Link and was available online.

The team from Council’s Community Engagement Network also completed hundreds of surveys with Tweed residents at public events and locations across the shire.

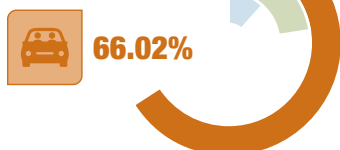
The following pages summarise the survey data, the full results can be viewed at [www.yoursaytweed.com.au/tffio](http://www.yoursaytweed.com.au/tffio)



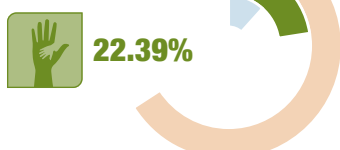
# Principle streams (groupings of Council services) and overview of results

## Priorities

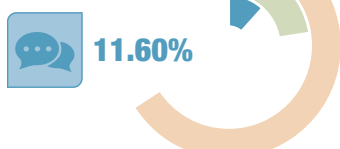
**People, places and moving around**  
*Who we are and how we live*



**Leaving a legacy**  
*Looking out for future generations*



**Making decisions with you**  
*We're in this together*



## Importance



**Leaving a legacy**  
*Looking out for future generations*

**Score 1.77**

Very important



**Making decisions with you**  
*We're in this together*

**Score 2.08**

Very important



**People, places and moving around**  
*Who we are and how we live*

**Score 2.10**

Very important

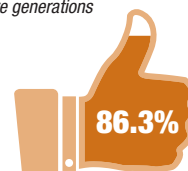
## Scoring

- 1 = Extremely important
- 2 = Very important
- 3 = Moderately important
- 4 = Slightly important
- 5 = Not important

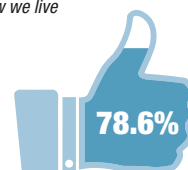
## Satisfaction



**Leaving a legacy**  
*Looking out for future generations*



**People, places and moving around**  
*Who we are and how we live*



**Making decisions with you**  
*We're in this together*



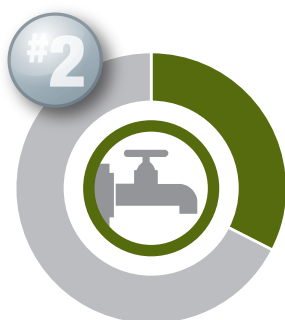
Overall satisfaction with  
**Tweed Shire Council** services

## Council priorities – Q: What five services should be an increased priority for Council?



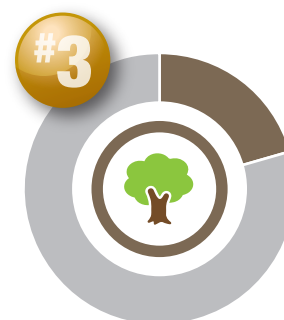
Roads, Traffic, Footpaths and Cycleways

**61.44%**



Water Supply

**42.61%**



Parks and Gardens

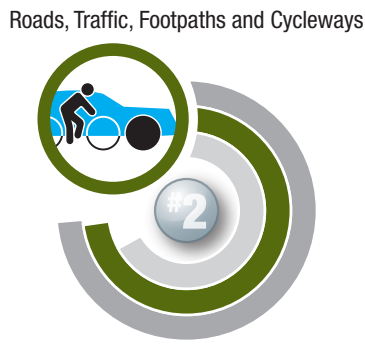
**26.59%**

#4	24.53%	Lifeguard Services	#10	19.33%	Public Toilets
#5	24.40%	Community Services	#11	17.52%	Floodplain/Stormwater Management
#6	23.03%	Waste Management	#12	17.39%	Libraries
#7	22.40%	Economic Development	#13	16.96%	Tourism
#8	21.77%	Strategic Land Use Planning	#14	16.96%	Environmental (Public) Health
#9	21.59%	Community Facilities	#15	16.83%	Natural Resource Management

## Community importance – Q: How important are these services to the community?



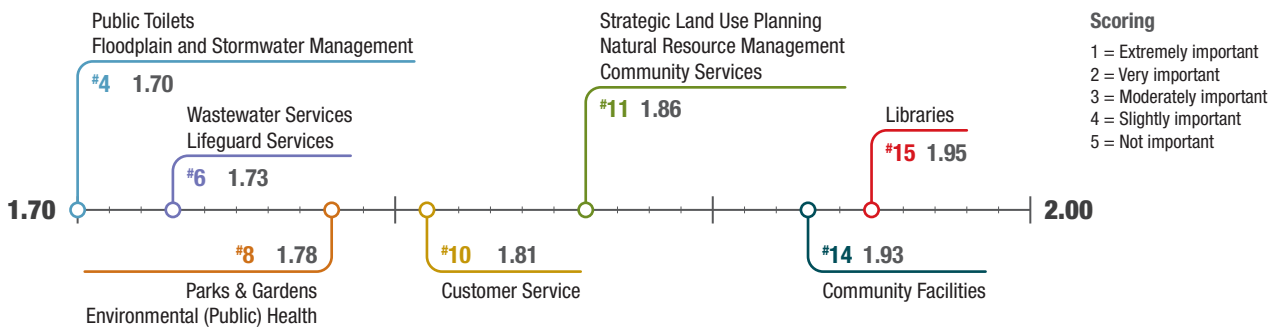
Score  
**1.31**  
Extremely important



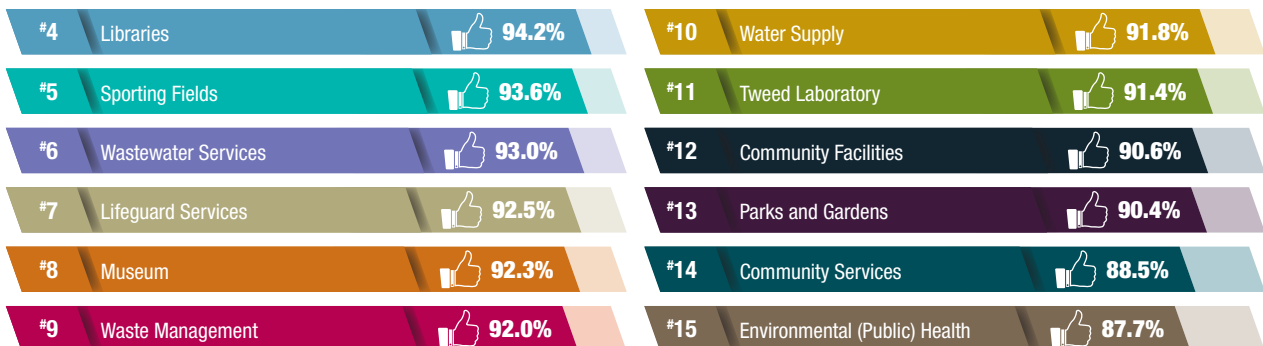
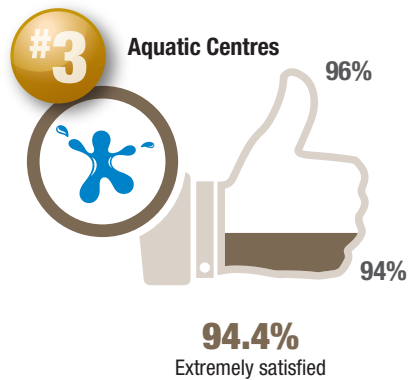
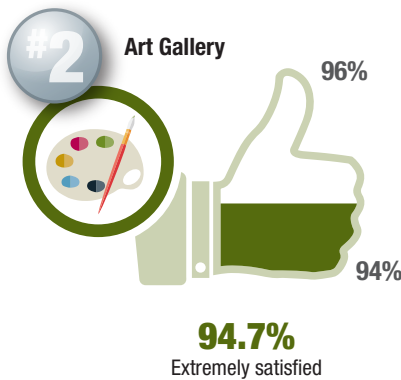
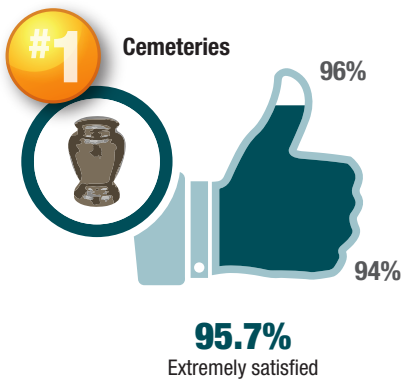
Score  
**1.36**  
Extremely important



Score  
**1.64**  
Very important



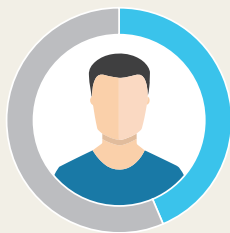
## Satisfaction – Q: If you use this service, how satisfied are you with how it is delivered?



## Demographics – total survey responses: 1656

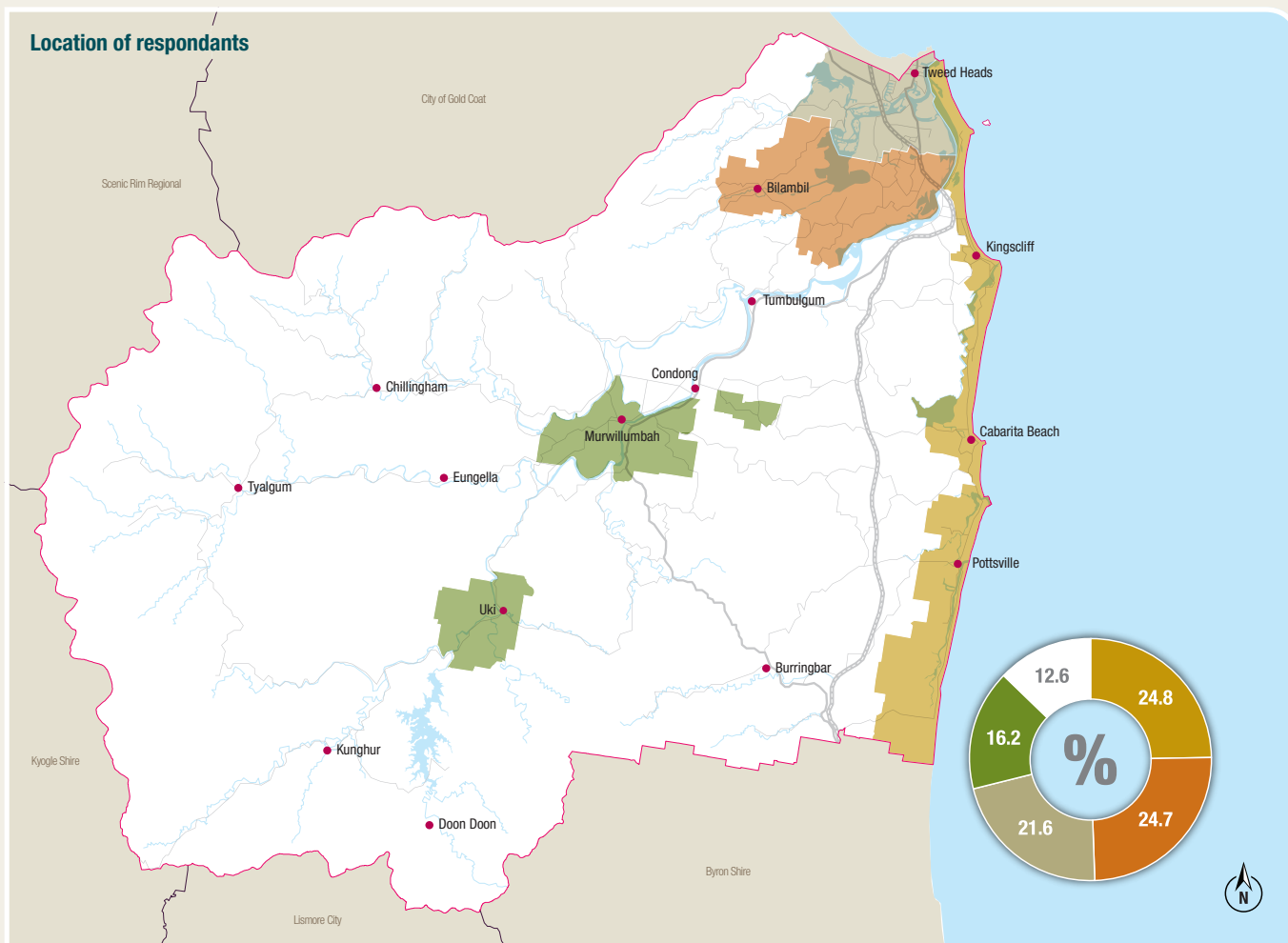


**56.5%**

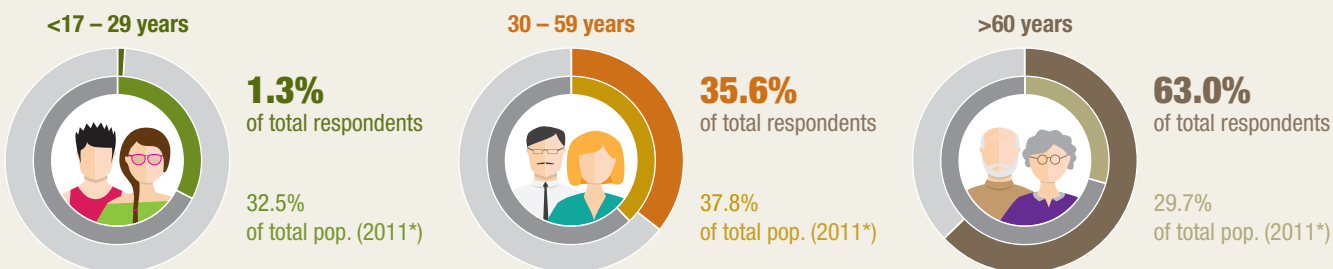


**43.5%**

	Tweed Coast	<b>24.8</b>
	Bilambil/Banora Point/Terranora	<b>24.7</b>
	Tweed Heads/Tweed West/Tweed South	<b>21.6</b>
	Murwillumbah and surrounds	<b>16.2</b>
	Other	<b>12.6</b>



## Age of respondents



\*Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011 (<http://profile.id.com.au/tweed/five-year-age-groups?DataType=UR>)