

July 2023

We're working to make the Tweed an even better place to live, work and enjoy

During consultation activities to develop the *Community Strategic Plan 2022-2032* – our 10-year plan for the Tweed – you told us you want: A healthy natural environment; To be safe at home and in our community with reliable essential services and infrastructure; The Tweed's people and places to thrive, and; To plan so the Tweed grows in a sustainable way.

How are we tracking on achieving these goals?

Below are a just a few of the many projects we've been working on. See the full list on Council's website at tweed.nsw.gov.au/planning-reporting-to-community or scan the QR code.

Working together to plan for the future so the Tweed grows and evolves in a sustainable way

Joining together to be better tomorrow

Began development of Tweed Growth Management and Housing Strategy; Distributed more than \$80,000 from Mayoral Flood Appeal; 7,853 registered users of Your Say Tweed (20% increase on previous year); Council endorsed Growth Management and Housing Strategy Issues Paper following extensive community consultation; Council's Contact Centre handled 98,736 customer interactions; Feedback sought on new Conservation zones (C zones); Council approves Special Rate Variation and Budget for 2023/24 after community consultation.

Supporting the Tweed's people and places to thrive

Inclusive, active and vibrant communities and economy

Began construction of new mountain bike track near Uki; Opened Tweed section of Northern Rivers Rail Trail; Officially opened Kingscliff Regional Sports Complex; Opened Livvi's Place at Goorimahbah Place of Stories and Fingal Foreshore Park; Margaret Olley's 100th birthday celebrations at Tweed Regional Gallery; Murwillumbah Community Centre reopened.

Delivering a healthy natural environment

Taking care of our environment

Planted 200 street trees as part of Cool Towns Urban Forest Project; Opened Tweed Coast Koala Research Hub; Planted 5,000 trees for koala habitat and 800 trees to improve Tweed River water quality.

Working together to reduce our impact

Introduced balloon ban to reduce destructive impact on marine life; Diverted 60.5% waste from landfill; Began upgrade of Stotts Creek Resource Recovery Centre; Held Tweed Eco Festival; Nominations open for Tweed Sustainability Awards.



Helping you be safe at home and the community with reliable essential services and infrastructure

Safe places to live, work and visit and a safe, connected road network

Completed 242 roadworks projects; Determined 951 DA applications and received 950; Awarded NSW Environmental Health Team of the Year; Reopened Scenic Drive; Lodged DA for new Animal Pound and Rehoming Centre; Awarded contracts for Reserve Creek Road and Tyalgum Road landslip repairs; Reserve Creek Road opens to through traffic with side access past landslip.

Building resilience to natural disasters and climate change impacts and delivering sustainable water and wastewater services

Opened EOIs for Industrial Land Swap; Removed 112m³ of debris/litter from stormwater systems; Held Bushfire Risk Workshops for at-risk Tweed residents; Launched new flash flood alert system and flood monitoring cameras; Completed construction of Gold Coast water supply link; Work resumes on EIS for raising Clarrie Hall Dam.



Need help understanding your rates notice or Council's rates and charges?

Scan the QR code or visit tweed.nsw.gov.au/rates-charges

How Council spends each dollar

How every \$100 of your rates is spent

 Sewer services	\$23.70	 Planning, building, compliance and emergency management	\$6.93
 Roads, transport, drainage and flooding	\$19.76	 Community buildings, services, libraries, art and culture	\$6.91
 Administrative support services	\$12.83	 Water supply (excludes water use charges)	\$3.66
 Waste management and recycling	\$9.94	 Environment and sustainability	\$3.59
 Parks, sports fields, open space and aquatic centres	\$9.77	 Customer service, community engagement, communications and civic services	\$2.91
			\$100.00

Where each \$100 in our general fund comes from

Rates and annual charges	\$49
Fees and charges	\$23
Grants	\$9
Developer contributions	\$9
Other	\$6
Reserves	\$4
\$100	

Council's \$287 million budget for 2023–24 is comprised of 3 funds: \$184 million from general funds, \$51 million from water funds and \$52 million from sewer funds. Major capital works project for the coming year are:

- **\$22.0 m** – sewer infrastructure
- **\$15.2 m** – various capital roadworks
- **\$8.0 m** – depot relocation
- **\$5.8 m** – waste transfer station infrastructure
- **\$5.2 m** – animal pound relocation
- **\$5.2 m** – Clarrie Hall Dam wall raising

In addition to these projects, Council delivers more than 50 essential services to residents, including parks and gardens, roads, water and sewerage, waste and recycling, development assessment, animal and pest management, cemeteries, public toilets, aquatic centres, libraries, holiday parks, sporting fields as well as the art gallery and museum.

In 2023/2024, Council is required to contribute \$1,476,236.21 from our general rates to the NSW Government's Emergency Services Levy.

tweed.nsw.gov.au/council-services

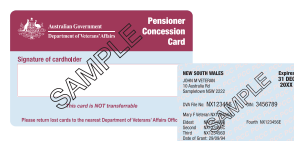
The pensioner rebate – are you eligible?

If you hold a current Centrelink or Department of Veterans' Affairs Pensioner Concession Card or Veteran Gold Card (stamped with TPI or EDA), you may be eligible for a rebate if you:

- are the owner, part-owner or life-tenant of the property, and
- reside at the property and it is your principal place of residence as shown on your concession card.

To apply for the rebate, complete a pensioner rebate form online (tweed.nsw.gov.au/pensioner-rebate-form) or in person at a Council Contact Centre at Murwillumbah or Tweed Heads.

A new application is required if you move because the pension rebate does not transfer to a new property. Should you no longer be eligible for a concession card or your place of residence changes, you must notify Council immediately.



Sample of an eligible Department of Veterans Affairs Pension Card.

Centrelink Pension Card also accepted (not shown).



Sample of an eligible Department of Veterans Affairs TPI Gold Card.

EDA Gold Card also accepted, (not shown).



For more information, scan the QR code or visit tweed.nsw.gov.au/pensioner-rebates

Thank you for having your say!

Council would like to thank the community for their recent input into the Proposed Special Rate Variation (SRV) application. On 15 June, Council received notice that its application for a Special Rate Variation of 2.35% was approved. In the following June meeting, Council met to review survey responses, written feedback and feedback taken from in-person consultation and made the decision to implement the SRV in the best interest of the Tweed for the long term.

Combined with the 4.0% pegged rate rise already approved, the 2.35% Special Rate Variation allows general rates to be increased to 6.35% for this financial year.

The additional funding from the SRV will be used to cover the costs of additional cyber security, an essential IT upgrade, additional planning staff, increased insurance premiums and to cover the cost of the removal of the Environmental Enforcement Levy.

Council's decision to implement the SRV followed a comprehensive engagement campaign with Tweed residents, including community conversations, distribution of information material and leveraging of digital platforms to ensure the wider community could have their say.

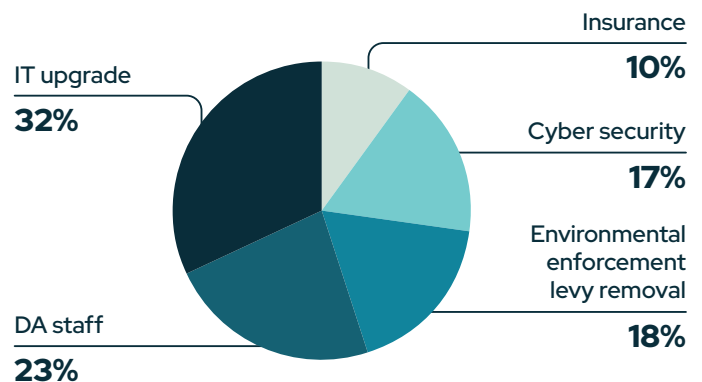
Council received more than 2,600 website visits and 452 survey responses in addition to written feedback via letters and emails.

Tweed Shire Council was one of 17 councils across NSW that applied for an SRV ahead of the 2023–24 financial year,

with the Tweed's requested rate rise significantly lower than the rest.

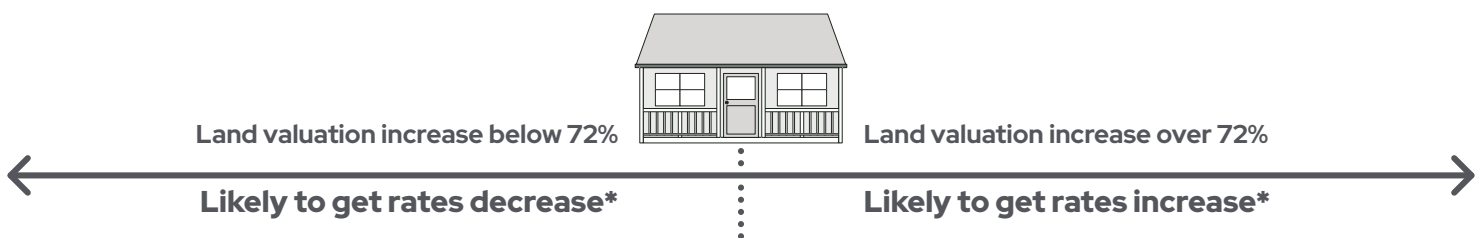
Tweed was one of the few NSW councils in 2022 that did not apply for an SRV, with 86 councils granted the additional rate rise last financial year.

For more information visit yoursaytweed.com.au/srv



What the Special Rate Variation will fund.

Wondering how land valuations work?



The NSW Valuer General provides independent land values every 3 years. Local councils use these valuations to help determine rates. Land value is based on factors such as recent sales evidence, land use, zoning restrictions and nearby amenities. It does not include the value of a house or other property improvements.

How does my land value affect my rates?

Only part of your rates is linked to your land value. This is known as the *ad valorem* component which includes a minimum rate. Council uses the minimum rate to ensure a fair contribution from all ratepayers. The other parts of your rates such as water access, sewerage access and garbage collection are not linked to your land value.

An increase in land value does not necessarily mean an increase in rates. Council does not receive more money because land values increase, although some people may pay more or less on their rates depending on the change in value of their land relative to changes in land values across the Tweed.

Watch the video at tweed.nsw.gov.au/land-valuations to find out more about the rates process and how Council plans ahead so the Tweed is ready for the future.



Meet your Councillors

Through the local government election in December 2021, 7 Councillors were elected. Please feel free to contact the Councillors direct. For specific enquiries, call the Mayor's Office on 02 6670 2402.



Cr Chris Cherry, Mayor



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Cr Meredith Dennis, Deputy Mayor



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Cr Rhiannon Brinsmead



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Cr Nola Firth



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Cr James Owen



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Cr Warren Polglase



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Stay up-to-date

Keep up with Council news by subscribing to the weekly **Tweed Link** and Council's e-newsletters.

Choose from Arts & Culture, Tweed Regional Gallery, Tweed Regional Museum, the Environment & Sustainability, Wild Life, Business: Succeed in the Tweed and more.

You can also subscribe to job alerts and media releases at tweed.nsw.gov.au/subscribe

Clean up with a kerbside collection!



Council's free on-call kerbside collection service is available to all residential Tweed households with a red wheelie bin.

This service allows bulky items that cannot be placed in your red bin to be picked up from the kerb or nature strip outside your home.

Each household is entitled to 2 of these collections per financial year.

Building materials, hazardous waste materials and sheets of glass are not accepted in the on-call collection service, however these items may be taken to Stotts Creek Resource Recovery Centre (the Tip).

For more information on this service and to book online visit tweed.nsw.gov.au/on-call-kerbside-collection

Contact and connect

Follow us on     



In person

9 am to 4 pm | Monday to Friday
Tumbulgum Road, Murwillumbah
Brett Street, Tweed Heads



Online and live chat

Live chat with us during business hours
tweed.nsw.gov.au



Social media

Connect, tag or message us on social media
[#tweedshirecouncil](https://www.facebook.com/tweedshirecouncil)



On the phone

8:30 am to 4:30 pm | Monday to Friday
02 6670 2400



After hours

Emergency after hours number for Council services
02 6670 2400



Emergency Dashboard

The dashboard features links, useful information and contacts in an emergency
emergency.tweed.nsw.gov.au



Email

tsc@tweed.nsw.gov.au



Report a problem

Non-urgent and general requests
24/7 online
tweed.nsw.gov.au/report-problem



Mail

PO Box 816, Murwillumbah NSW 2484

