






















Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2	Supporting Community Life			58%	
 2.1.1	Work closely with government and community organisations to improve services to children and families, youth, elderly, Indigenous people, disadvantaged and minority groups and to build stronger and more cohesive communities			44%	
 2.1.1.1.4	Develop Disability Access and Inclusion Plan	Jul-11		75%	CSC
Status Comments	The Issues papers were approved for public release in December 2012. The Access and Inclusion Action Plan is in early draft stage. Consultations with Council Units and Sections was undertaken in March 2013. The draft Action Plan will be developed to final draft during April and May 2013.				
 2.1.1.1.5	Exhibition and adoption of Disability Access and Inclusion Plan	Jul-12		0%	CSC
Status Comments	There was no activity this period.				
 2.1.1.2.2	Update Older People Issues Paper (1999) to inform development of Positive Ageing Policy	Jul-12		25%	CSC
Status Comments	Commenced initial analysis of ABS Census 2011 to extract data on ageing in Tweed, and identify major concentrations of older people in the Shire. Development of a demographic profile continuing.				
 2.1.1.2.3	Develop Healthy Ageing Strategy for exhibition and adoption	Jul-12		25%	CSC
Status Comments	The Healthy Ageing Officer under the supervision of the Aged and Disability Development Officer has commenced consultations to update the draft Healthy Ageing Issues Papers from 2008. Consultations have been held in the villages of Burringbar, Crabbes Creek and Uki, with seniors groups, neighbouring Councils and with Council staff. A literature review has commenced. This quarter consultation continued during Seniors Week held during March 2013.				
 2.1.1.3.2	Update Young People Issues Paper (2000) to inform review of Youth Policy	Jul-11		60%	CSC
Status Comments	The draft Youth Strategy and Action Plan suite of documents was presented to Council to be adopted for public exhibition on 21 March 2013. The draft Youth Strategy contains a strategic outcome to update Council's Youth Policy to adopt UNICEF's Child Friendly Cities Framework. The update is scheduled for 2013-2014.				
 2.1.1.3.4	Exhibition and adoption of Youth Strategy	Jul-12		100%	CSC
Status Comments	The draft Youth Strategy and Action Plan suite of documents were adopted for public exhibition on 21 March 2013. The documents will be available for download from Council's website and at community access points from 9 April to 7 May 2013. Submissions will be collated and proposed changes, if any, will be reported back to Council in the next quarter.				
 2.1.1.4.2	Update Aboriginal and Torres Strait Islander Issues Paper (2001) to inform development of Aboriginal Policy	Jul-11		0%	CSC
Status Comments	The Aboriginal Advisory Committee (AAC) was consulted in relation to the update of the Aboriginal & Torres Strait Islander (ATSI) Issues Paper and the preferred method to update the document is to engage an Aboriginal consultant to work with the community. A draft tender document has been prepared and the AAC have resolved to have a member of the Committee sit on the panel assessing tender submissions.				








Code	Name	Start Date	Target Date	Performance	Responsible Officer												
The Expression of Interest of for the ATSI Issues Paper Update will be advertised in the next quarter.																	
 2.1.1.4.3	Finalise Memorandum of Understanding for signing by Council and the Aboriginal Community	Jul-11		0%	CSC												
Status Comments	The draft Memorandum of Understanding was last considered by the Aboriginal Advisory Committee at the July meeting, with further amendments made. Work will not progress on the is item as planned during the 2012-2013 Operational Plan period.																
 2.1.1.4.4	Develop Reconciliation Action Plan in consultation with the community	Jul-12		0%	CSC												
Status Comments	The Aboriginal Advisory Committee have agreed to finalise the Memorandum of Understanding (MOU) before proceeding with the development of a Reconciliation Action Plan (RAP).Further work will not progress on this item as planned during the 2012-2013 Operational Plan period.																
 2.1.1.4.7	Develop Protocols for working with the Aboriginal community	Jul-12		0%	CSC												
Status Comments	Work will not progress on this item as planned during the 2012-2013 Operational Plan period.																
 2.1.1.5.3	Update Children (0-4yrs) Issues Paper (2001) to inform development of a Policy	Jul-12		0%	CSC												
Status Comments	Work will not progress on this item as planned during the 2012-2013 Operational Plan period.																
 2.1.1.6.2	Update Culturally and Linguistically Diverse people Issues Paper to inform development of a Policy	Jul-12		0%	CSC												
Status Comments	Work will not progress on this item as planned during the 2012-2013 Operational Plan period.																
 2.1.1.6.3	Update Men Issues Paper (2001) to inform development of a Policy	Jul-12		0%	CSC												
Status Comments	Work will not progress on this item as planned during the 2012-2013 Operational Plan period.																
 2.1.1.6.4	Update Women Issues Paper (2001) to inform development of a Policy	Jul-12		0%	CSC												
Status Comments	Work will not progress on this item as planned during the 2012-2013 Operational Plan period.																
 2.1.1.1.1	Facilitate the Disability Interagency			63%	CSC												
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1	Number of meetings facilitated	2	Number	1													
Status Comments	The Tweed Disability Interagency October meeting identified two priorities for project development in 2013. The first priority concerned the provision of information for families about the changes to service provision with individualised funding packages. The need to consult with families and communities to find out how the Tweed interagency can support and facilitate this process was identified. The second priority concerned the dissemination of information and training for disability service organisations, workers and the broader community on options, opportunities, practice and cultural change towards access and inclusion.																









Code	Name	Start Date	Target Date	Performance	Responsible Officer									
	<p>The Tweed Disability Interagency December meeting developed a strategy for progressing priority number two. This will involve setting up a working group with representatives from disability organisations operating in the Tweed Shire whose purpose will be to develop a capacity building project. The project will work to build the capacity of the sector (organisations, management and staff) to respond positively and adapt to the changes in funding and to support to families. Priority number one will be developed in partnership with Disability, Ageing and Information Service (DAISI) who will be providing forums across the Far North Coast for families and communities in early 2013 on the policy and legislative changes to disability funding.</p> <p>There was only one Tweed Disability Interagency meeting in this reporting period. The February meeting was well attended with sixteen services and eighteen individuals present. To progress sector development and support for transition to individualised funding and person centred practice members agreed to extend future meetings by one hour for project development workshops and discussions. This will commence in April.</p>													
✔ 2.1.1.1.2	Facilitate the Equal Access Committee			75%	CSC									
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Code	KPI	Target	Units	Achieved	Notes									
1	Number of meetings facilitated	1	Number	1										
Status Comments	The February meeting of the Tweed Shire Equal Access Advisory Committee addressed a number of new issues raised by community members on access barriers. Committee members agreed to extend the April meeting to hold a workshop to develop a strategy for addressing access barriers that require small amounts of access funding that may not be covered directly in the Tweed Shire Council Access and Inclusion Action Plan currently under development.													
✔ 2.1.1.2.1	Participate in the Tweed Community Care Forum (Aged Services Interagency)			67%	CSC									
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Code	KPI	Target	Units	Achieved	Notes									
1	Number of meetings attended	3	Number	2										
Status Comments	The Seniors Information project Officer and Healthy Ageing Project Officer attended the Tweed Community Care Forum in February and March 2013.													
✔ 2.1.1.3.1	Facilitate the Youth Network Interagency			75%	CSC									
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Code	KPI	Target	Units	Achieved	Notes									
1	Number of meetings facilitated	2	2.00	2										
Status Comments	For the above period facilitated a total of two Tweed Shire Youth Network meetings and one professional development workshop. Network meetings are held every other month, beginning in February. Development of the 2013 network calendar has commenced; meetings will continue on a alternate month basis and professional development workshops will be planned in consultation with network members. For 2013, a total of four professional development workshops are planned to be delivered using service providers and external facilitators.													
✔ 2.1.1.4.1	Facilitate the Aboriginal Advisory Committee			38%	CSC									
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Code	KPI	Target	Units	Achieved	Notes									
1	Number of meetings facilitated	4	Number	3										
Status Comments	The Aboriginal Advisory Committee (AAC) meets the first Friday of every month. The AAC met in January, February and March although a quorum was not achieved for the March meeting. The AAC is supported by the Manager of Community and Cultural Services and Community Services Coordinator. Actions arising are followed up by the Community Services Coordinator while the Aboriginal Development Officer position remains vacant.													
✔ 2.1.1.5.1	Participate in the Child and Family Interagency			75%	CSC									





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1	Participate in the development, implementation and review of sector Strategic Plans	1	Number	1													
Status Comments		The 2484 Forum and Child and Family Interagency quarterly meeting was held in January. The Interagency was established to; collect and disseminate information on new services and programs for families; schedule and receive feedback from professional development training available to staff working with children and families and host forums as an opportunity to explore in depth a focus issue that impacts on Tweed families. The January forum agenda was to understand the impact of changes to family payments on Tweed families and, as a means to effectively advocate for families affected negatively, to formulate a standard data collection tool to gather information and enable evaluation of the impacts on local families.															
	2.1.1.5.2 Participate in the Tweed Shire Child and Family Planning Group			67%	CSC												
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Status Comments		The Tweed Shire Child and Family Planning Group meeting was not attended by a Council staff member in the March 2013 quarter.															
	2.1.1.5.4 Participate in the Tweed Shire Integrated Response to Domestic and Family Violence Committee			0%	CSC												
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1	Participate in the development, implementation and review of sector Strategic Plans	1	Number	0													
Status Comments		Council's Community Capacity Building Officer attended the Tweed Shire Integrated Response to Domestic and Family Violence Committee planning day in March 2013. The purpose of the planning day was to assess performance, review sustainable sources of funding and their purpose statement. The committee remain focused on positive outcomes for Tweed families and endeavour to support agencies provide a comprehensive response and support system.															
	2.1.1.6.1 Participate in the Far North Coast Multicultural Services Group			75%	CSC												
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Status Comments		The Far North Coast Multicultural Working Group members including the North Coast Community Legal Service, Department of Education and Training, TAFE NSW, Tweed Shire Council, St Vincent De Paul and local recent and long standing residents from diverse cultures hosted Harmony Day celebrations on 21 March 2013. The purpose of Harmony day is to counter cultural, racial and religious intolerance by promoting respect, fairness and a sense of belonging for everyone. This year the theme was 'Many Stories One Australia' and was celebrated at a morning tea event where attendees were provided the opportunity to share stories, meet service providers.															
	2.1.1.7.2 Support communities to action village plans			75%	CSC												

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1	Number of communities actively engaged	0	Number	1													
Status Comments		Village plans developed for Chillingham, Tyalgum, Uki, Stokers Siding and Cabarita reside with a local community body. Village committees actively animate plans and pursue projects achievable with little or no funding or seek funding on a per project basis. It is not anticipated that further Village Plans will be developed due to the cessation of State Governments funds for these community based projects unless other external funding can be acquired.															
	2.1.1.7.3 Provide grant funding application assessment and recommendations for ClubGrants Committee			75%	CSC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications funded	20	Number	20													
Status Comments		The Tweed ClubGrants Committee continues to focus on priority areas for funding the delivery of services, programs and activities designed to make a difference to the residents of Tweed Shire. The Committee dedicates funds to supporting the disadvantaged as well as encouraging participation in community life. Enquiries and requests for project development support remains high with over 50 applications received to date. Assessment of applications to determine priority status occurs prior to monthly meetings and is undertaken by Tweed Council, Department of Family and Community Services and Council of Social Services NSW representatives.															
	2.1.1.7.4 Provide general grant funding application support and project development for community groups			75%	CSC												
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1	Number of applications initiated	4	Number	4													
Status Comments		Enquiries about funding opportunities and application remains high. Advice on project proposals, budget development and acquittal processes are strong demand areas as is project management and community management committee skills development.															
	2.1.1.8.1 Facilitate the Tweed River Regional Museum Advisory Committee			67%	DCNR												
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Status Comments		Museum Advisory Committee meetings held on 19 July and 20 November 2012 and 17 January and 21 March 2013. The meeting scheduled for September 2012 could not be held due to the timing of Council elections and associated appointment of Advisory Committee members.															
	2.1.1.8.2 Facilitate the Art Gallery Advisory Committee			50%	DCNR												
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1	Number of meetings facilitated	1	1	1													
Status Comments		A meeting of the Tweed River Art Gallery Advisory Committee was held on Wednesday 13 March 2013.															

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<p>A brief Gallery Director's Report was presented, principally covering the development of the Margaret Olley Art Centre, future programs and fundraising activities for 2013. A Notice of Meeting and the Gallery Director's Reports are circulated 10-14 days prior to meeting dates. The next meeting of the TRAG ACAC is scheduled for 12 June 2013.</p>																	
	2.1.1.8.3 Facilitate the Friends of the Tweed River Art Gallery			75%	DCNR												
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Status Comments	<p>Monthly meetings of the Friends of the Gallery Committee (FOG) are held on the fourth Wednesday of each month. Attendance of Committee members is high from this enthusiastic group of volunteers. Gallery Director's Report presented each month, as well as any art acquisition proposals if required. The Friends hosted a number of events as fundraisers and to enhance the profile of the Gallery and their membership organisation. Fundraising is presently directed towards the FOG's financial commitment of contributing \$80,000 to the Margaret Olley Art Centre (MOAC) project. Further funds will be raised to support the professional fit out and operation of the MOAC. The Friends have compiled a comprehensive calendar of fund raising events for 2013, including a number of special evening events and tours to assist the development of the MOAC.</p>																
	2.1.1.8.4 Facilitate the Tweed River Art Gallery Foundation Pty Ltd			75%	DCNR												
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1	Number of meetings facilitated	2	Number	2													
Status Comments	<p>Two meetings of the Board of Directors were held this quarter. The February meeting was cancelled due to early indications of Board members not being available to attend. The Gallery Director presents a written Report, with supporting documentation when required for such items as art acquisitions to each meeting. The reports are circulated via email prior to the meeting.</p>																
	2.1.2 Preserve Indigenous and Non Indigenous cultural places and values			50%													
	2.1.2.3.1 Review of Community Heritage Study and advance statutory and policy processes for new heritage item listing in Council Local Environmental Plan			95%	CPR												
					Jul-11												
Status Comments	<p>The Community Based Heritage Study (CBHS) has been adopted by Council. The list of items is being introduced to the draft Tweed Local Environmental Plan 2012 for implementation.</p>																
	2.1.2.4.1 Install "3 Brothers" at "Goorimahbah - Place of Stories" (Jack Evans Boat Harbour) -subject to external funding			0%	CSC												
					Jul-11												
Status Comments	<p>Notification was received from the Indigenous Culture Support Fund (ICSF) that it has strong reservations about the construction of the '3 Brothers' sculpture in mild steel. Following further investigation and advice from Council engineers, it was decided the work could only be completed in bronze which is not the artists preferred method of fabrication. Negotiations with the artist have broken down and installation of the '3 Brothers' will not proceed. An extension of time was granted by the ICSF to allow the 'Indigenous Public Placemaking' Project Committee and Council come up with an alternative proposal for the site. An alternative vision for a sculpture at Goorimahbah was submitted to ICSF before 30.9.12 however Council was subsequently advised by ICSF that the Expression of Interest was unsuccessful and grant funds must be returned. Council resolved to return grant funding on 24 January 2013.</p>																






Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2.1.2.5.2	Investigate funding and partnership opportunities to progress "Goorimahbah"			30%	MRS
			Jul-11		
Status Comments	Have had discussions with Green Teams Alliance and Tweed Byron Aboriginal Land Corporation on opportunities. Developing concept plan to further detail and approvals in readiness to take advantage of opportunities when they arise. Included maintenance of Jack Evans Boat Harbour ('JEBH') and Goorimahbah on list of contract parks including weighting for Aboriginal employment and/or training. Tender submission for maintenance of JEBH by Aboriginal company was not competitive. No further funding opportunities identified.				
 2.1.2.1.1	Referral of information and briefings to the Tweed Aboriginal Advisory Committee (AAC) where required on any relevant new developments			75%	MDA
Status Comments	All development application with Aboriginal heritage implications are referred.				
 2.1.2.2.1	Referral of information and briefings to the Tweed Aboriginal Advisory Committee (AAC) where required on any relevant new strategic plans or policies			0%	CPR
Status Comments	New procedures have been incorporated into the planning proposal (LEP amendment) process to facilitate early consultation with the Aboriginal Advisory Committee.				
 2.1.2.4.2	Seek external funding to develop "Goorimahbah – Place of Stories" Stage 2			75%	CSC
Status Comments	No suitable funding rounds identified this quarter.				
 2.1.2.5.1	Liase with the Aboriginal Advisory Committee to ensure appropriate consultation with Aboriginal community			75%	MRS
Status Comments	Consult with Aboriginal Community through Aboriginal Advisory Committee (AAC) where required. Attended AAC meeting to discuss a number of issues. Attended March meeting to consult on Arkinstall Park project. Attended April meeting to consult on Jack Evans Boat Harbour maintenance.				
 2.1.3	Provide opportunities for residents to enjoy access to the arts, festivals, sporting activities, recreation, community and cultural facilities			51%	
 2.1.3.3.2	Review the Tweed River Regional Museum Strategic Plan			35%	DCNR







Code	Name	Start Date	Target Date	Performance	Responsible Officer
		Jul-11			
Status Comments	<p>Review of the Tweed River Regional Museum Strategic Plan has been identified as a key activity in the Museum Director's 2012/13 work plan.</p> <p>The 20 November 2012 meeting of the Museum Advisory Committee approved a detailed schedule and order of business for development of a new Tweed River Regional Museum Strategic Plan for the period 2014-2017, to be completed by December 2013. A SWOT analysis was completed at the January 2013 meeting. New Vision, Mission, and Legacy statements and draft Goals were presented to the 21 March 2013 meeting.</p>				
 2.1.3.3.3	Develop and install temporary in house exhibitions at Tweed River Regional Museums (also see 3.1.3.2.2)		Jul-12	0%	DCNR
Status Comments	Temporary in house exhibition program suspended due to closure and redevelopment of Tweed River Regional Museum ('TRRM') at Murwillumbah and limited space and resources at TRRM Tweed Heads.				
 2.1.3.3.4	Develop Tweed River Regional Museum volunteer policy and position description		Jul-11	85%	DCNR
Status Comments	Museum Director has completed Museum component of Council's coordinated approach to volunteer recruitment and management, due for implementation from April 2013. Planning for recruitment of additional volunteers to assist with Museum operations in the lead up to, and subsequent to reopening of TRRM Murwillumbah in the first half of 2014 is underway. Development of a Museum volunteer induction program and associated materials is nearing completion.				
 2.1.3.5.2	Review and update the Tweed Shire Cultural Plan/Policy		Jul-11	0%	DCNR
	There was no activity this period.				
 2.1.3.6.2	Extend Kingscliff Library in accordance with Contribution Plan 11		Jul-11	2%	DCNR
	There was no activity this period.				
 2.1.3.7.2	Develop Jack Evans Boat Harbour Plan of Management		Jul-11	10%	MRS
Status Comments	Developed Events and Use Protocol and called for expressions of interest for events and activities. A development application was lodged and approved for markets in the precinct to commence early 2013. Licence to operate markets issued and markets commenced.				
 2.1.3.8.1	Initiate development of an Open Space Strategy		Jul-11	10%	MRS
Status Comments	Framework for strategy developed. Project will be stalled whilst officer on maternity leave. Report on framework for developing OS strategy endorsed by EMT.				
 2.1.3.8.2	Review landscape and open space specifications in Development Control Plan		Jul-11	70%	MRS
Status Comments	Landscape and open space specifications in Development Control Plan ('DCP') are under review.				
 2.1.3.9.4	Create online Events toolkit for event coordinators in the Tweed			35%	CMC

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Jul-11																	
Status Comments	This is an initiative of the Events Strategy 2011-2016. A test page to show the work in progress was presented at the recent Events Workshop and favourable feedback was provided. It is intended to launch the Events Toolkit in the next few months and have it ready for the next quarterly events workshop. The Toolkit links very closely to the NSW Events Starter Guide and will continue to be added to as new and improved templates become available.																
 2.1.3.9.8	Develop an online resource of all event spaces/Council parks and recreational areas			30%	CMC												
Jul-12																	
Status Comments	In developing the new Tweed Shire Council website structure and functionality the concept of an online parks and gardens and event spaces database is being considered. This project is similar to the website that already exists for Community Halls. It is anticipated this will be launched with Council's new website in late 2013.																
 2.1.3.1.1	Upgrade the Murwillumbah Closed Circuit Television ('CCTV') system with a fibre backbone as funds become available from Proceeds of Crime or the Attorney Generals Department			66%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Closed Circuit Television fibre backbone project completed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Closed Circuit Television fibre backbone project completed	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Closed Circuit Television fibre backbone project completed	100	Percentage	100													
Status Comments	This work was completed with 100% Council funding as no grant funds were available. The upgrade consisted of migration of the Murwillumbah Town Closed Circuit Television ('CCTV') to a new server based in the Murwillumbah Civic Centre, rationalisation of the camera network to improve reliability, and the installation of a fibre optic link to a new radio communications hub on Church Street. Results have been positive with significantly improved camera performance, reliability, image quality and a reduction in support effort.																
 2.1.3.2.1	Enhance existing infrastructure for youth recreation for example skate parks			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>New improved recreation spaces for young people</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	New improved recreation spaces for young people	0	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	New improved recreation spaces for young people	0	Number	1													
Status Comments	<p>Following on from a previous Knox Park skate area visit by Council and key stakeholders, the Youth Development Officer and Community Services Coordinator finalised the Expression of Interest (EOI) for the Regional Development Australia Fund - Round 3 - Supporting Small Towns grant, to fund the construction of a new skate precinct and adventure playground area. The EOI was successful and Council was invited to lodge a full application submitted on 27 March 2013.</p> <p>The position is part of a working group facilitated by Recreation Services that is developing a draft Master Plan to up-grade Knox Park facilities. In conjunction with Gold Coast City Council Outdoor Youth Space Officer, Council Officers will visit Gold Coast skate facilities to inform development outcomes related to site location, skate facility design, community safety, on-going management and activation of site.</p>																
 2.1.3.3.1	Develop the Tweed River Regional Museum collection and displays as a valued community resource			75%	DCNR												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of new items accessioned	4	Number	11													
Status Comments	The KPI target for the number of items accessioned during 2012/2013 is 25 - approximately 4 items at each of the 6 scheduled Museum Advisory Committee meetings. Eight (8) items were accessioned at the 20 November 2012 Museum Advisory Committee meeting and eight (8) at the December meeting. Seven (7) items were accessioned at the 17 January 2013 meeting and four (4) at the 21 March meeting.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<p>In addition, an extensive deaccessioning program is being undertaken as part of the collection and assessment program at Murwillumbah. At the meeting on 19 July 2012 the Museum Advisory Committee approved the deaccessioning of 163 items. At the November and December 2012 and January and March 2013 Advisory Committee meetings members approved deaccessioning of a significant number of additional items.</p>																	
2.1.3.4.1	Presentation by the Tweed River Art Gallery of exhibitions of regional, national and international art and culture material, with emphasis on Gallery initiated projects (also see 3.1.3.1.1)			75%	DCNR												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of exhibitions	4	Number	5													
Status Comments	<p>The Gallery presented a major exhibition titled 'It's all about the light: works by Margaret Olley from public collections'. This exhibition was an initiative of the Gallery, opening to the public on 18 January and has been attracting up to 500 visitors each day. The show continues until 14 April, spanning two exhibition periods. The Gallery secured 48 loans of art works from 16 public collections across the east coast of Australian, from Cairns in the north to Geelong in the south. Loans were secured from leading institutions including the National Gallery of Australia, the Art Gallery of NSW and the Queensland Art Gallery, cementing the Gallery's national reputation and status as a leading public facility. The exhibition has also provided the background of a concentrated fundraising effort for the Margaret Olley Art Centre.</p> <p>The touring exhibition Rolling Stone: The Covers 1972 - 2010 continues to attract visitors to the Gallery with its broad reaching appeal and social documentary of popular culture. Two exhibitions were presented through the Community Access Exhibition Program (CAEP) featuring the practice of two regional artists, mentoring their development and providing the opportunity for professional development and art sales.</p>																
2.1.3.4.2	Develop, manage, research, preserve, display and promote the Tweed River Art Gallery's collections as significant collections of artwork to professional art museum standards			75%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Management of Art Gallery Collection percentage complete</td> <td>3</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Management of Art Gallery Collection percentage complete	3	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Management of Art Gallery Collection percentage complete	3	Number	4													
Status Comments	<p>Four acquisitions were ratified by the Tweed River Art Gallery Advisory Committee at the March meeting. Two artworks were acquired as Member Prints of the Print Council of Australia, and one work was acquired as a direct donation by the artist Nan Patterson. The winning art work of the 2012 Border Art Prize was also acquired for the Collection through the Donations Fund.</p>																
2.1.3.4.3	Develop and maintain Education/Audience Development programs for the enhancement of the Tweed River Art Gallery's role in the community			75%	DCNR												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of programs completed	1	Number	3													
Status Comments	<p>The Education & Audience Development Officer (EADO) developed and delivered a range of education activities for the quarter, each complementing the exhibition program and designed to fit the NSW and Qld School Curriculum. These resources included a comprehensive Education Kit to complement the Margaret Olley exhibition. The EADO contacted all schools and community groups that made bookings prior to their visit to discuss their needs and requirements, and available educational resources. If requested, groups were provided with an introductory talk on the Gallery and exhibitions on display. 56 free guided tours were presented by Volunteer Gallery Guides on Wednesdays and Sundays at 11.00am and 2.00pm. Education resources and Exhibition Activity sheets were also prepared by the EADO to complement the exhibition program and cater for schools and visiting families.</p>																








Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<input checked="" type="checkbox"/>	2.1.3.4.4 Delivery of vibrant public programs and events which stimulate enjoyment and understanding of the Tweed River Art Gallery's core roles within the wider community of the Tweed Shire (also see 3.1.3.1.2)			75%	DCNR												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of programs completed	4	Number	4													
	<p>Status Comments</p> <p>The opening function for Ken Done's Sea Gardens and Erica Gray's Rubber gloves, sharp teeth and other pointy bits was held on Friday 18 January at 6.00 for 6.30pm with 95 people in attendance. Art collector and patron of the Arts, Patrick Corrigan AM officially opened Ken's exhibition while Lorraine Pilgrim, Arts Consultant and Director of Lorraine Pilgrim Gallery, opened Erica Gray's exhibition.</p> <p>The following evening, Saturday 19 January, a special event was held, with artist Ken Done generously donating his time in support of the fundraising efforts for the Margaret Olley Art Centre. Catered by the Friends of the Gallery this was a ticketed event with 79 guests paying \$30 a head to hear a conversation between Ken Done and Gallery Director, Susi Muddiman covering the artists life and current work.</p> <p>To complement Sea Gardens storytelling sessions for children and families were held on Sunday 20 January at 11.30am and 12.30pm. Wonderful storyteller Jenni Cargill-Strong wowed audiences of 57 and 35 respectively with stories focused on the sea and aquatic ecological tales.</p> <p>The School Holidays Workshop program also focused on Sea Gardens in 3D Underwater World – a clay workshop with Marie-France Rose on Tuesday 22 January with 6 children attending. Also held in the school holidays was an ABC Open digital photography workshop with Catherine Marciniak on Wednesday 23 January. A total of 30 people attended being young people aged 9-18 years accompanied by an adult.</p> <p>Erica Gray presented an artist's demonstration on Sunday 17 February from 11am to 2pm with 45 people interacting directly with the artist and her practice.</p>																
<input checked="" type="checkbox"/>	2.1.3.4.5 Delivery of an enjoyable, educational and participative program for the volunteers of the Tweed River Art Gallery			75%	DCNR												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of programs completed	6	Number	6													
	<p>Status Comments</p> <p>Six new volunteers joined the ranks of our enthusiastic volunteers during this quarter.</p> <p>Volunteer Guides: free guided tours were presented to Gallery visitors on Wednesdays and Sundays at 11.00am and 3.00pm attracting a total of 252 guests. Ten Guides attended a changeover meeting with the Education and Audience Development Officer (EADO) on Thursday 17 January, where relevant education resources were distributed and discussed.</p>																
<input checked="" type="checkbox"/>	2.1.3.4.6 Delivery and enhancement of the positive profile of the Tweed River Art Gallery and its programs			75%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of media releases</td> <td>4</td> <td>Number</td> <td>11</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of media releases	4	Number	11					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of media releases	4	Number	11													
	<p>Status Comments</p> <p>11 Media Releases were generated by Gallery staff and distributed, along with images by Council's Communications Unit.</p> <p>A number of media releases were distributed to promote the range of events presented in conjunction with the Margaret Olley exhibition.</p>																
<input type="checkbox"/>	2.1.3.5.1 Deliver a range of cultural programs relevant to local lifestyles, building on former City of the Arts programs			50%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects completed</td> <td>0</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects completed	0	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects completed	0	Number	5													
	<p>Status Comments</p> <p>There was no activity this period.</p>																

Code	Name	Start Date	Target Date	Performance	Responsible Officer																														
 2.1.3.6.1	Provide an accessible and contemporary Library Service			75%	DCNR																														
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3	Number of visits through the door	0	Number	82,914																															
4	Number of loans	0	Number	166,672																															
Status Comments	<p>Memberships decreased over the past quarter due to "purging" of memberships that had been inactive since May 2009 (when the new RTRL Library Management System (Spydus) was implemented. This should now become an annual activity.</p> <p>Increase in programs reflects focus this quarter on community outreach activities to raise library profile through visits to child care and aged care facilities.</p> <p>Variety and volume of free information talks has increased in all three branches this quarter necessitating use of community rooms/facilities to accommodate higher attendances; this has resulted in decreased visitor number through library doors as the information talk numbers are omitted from door count.</p>																																		
 2.1.3.6.4	Maintain mobile library services in the Shire			75%	DCNR																														
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Code	KPI	Target	Units	Achieved	Notes																														
1	Number of mobile services delivered	0	Number	51																															
Status Comments	<p>During the quarter the mobile library visits in the Tweed area totalled 51 stops.</p>																																		
 2.1.3.9.6	Administer funding assistance in accordance with Festivals Policy to support small to medium festivals and events			0%	CMC																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Funding allocation distributed following reports to Council</td> <td>25</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Funding allocation distributed following reports to Council	25	Percentage	0																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Funding allocation distributed following reports to Council	25	Percentage	0																															
Status Comments	<p>No action. Annual funding round not due until May 2013.</p>																																		
 2.1.3.9.7	Host quarterly event management workshops for event coordinators in the Tweed			75%	CMC																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Event related workshops convened</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Event related workshops convened	1	Number	1																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Event related workshops convened	1	Number	1																															
Status Comments	<p>An Event Workshop was held on Wednesday 20 March from 10am - 12noon at the Canvas and Kettle in Murwillumbah.</p> <p>Approximately 30 people attended the workshop to hear how to develop a communication plan, see the test page for the draft Events Toolkit (discussed at a previous workshop), learn how to write a media release and tips for managing and working with media outlets and gain further information about the upcoming funding round in May.</p> <p>The workshop was advertised in the Tweed Link on 5 March Issue 799.</p>																																		
 2.1.4	Provide education and advocacy to promote and support the efforts of the police, emergency services and community groups to improve the safety of neighbourhoods and roads			53%																															

Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2.1.4.1.2	Develop, exhibit and adopt Tweed Heads/Coolangatta Safety Plan in accordance with NSW Attorney Generals guidelines			30%	CSC
		Jul-11			
Status Comments	Draft Consultants Brief for Community Safety Plan prepared. Brief to be forwarded to NSW Attorney Generals Department for review before advertising in May 2012. No advice has been received from NSW Attorney General's Department. Work will not progress on this items as planned during the 2012-2013 Operational Plan period.				
 2.1.4.8.1	Establish MOU for State Emergency Service ('SES') operations			75%	LEMO
		Jul-11			
Status Comments	Statewide Service Level Agreement has been proposed. Draft copy forwarded from the State Emergency Service.				
 2.1.4.1.1	Facilitate the Tweed Heads / Coolangatta Community Safety Committee			25%	CSC
Status Comments	The Tweed/Coolangatta Community Safety Committee stakeholders last met on 24 July 2012. In the absence of a current Tweed Heads / Coolangatta Safety Plan the committee has no initiatives to drive and is a networking group only. Members have agreed to hold meetings in abeyance at this time.				
 2.1.4.1.3	Implement key strategies of the Tweed Heads / Coolangatta Safety Plan through the Tweed Heads / Coolangatta Safety Committee			75%	CSC
Status Comments	The Tweed Heads / Coolangatta Safety Plan was scheduled for update during 2011/12. A draft brief was forwarded to NSW Attorney Generals' Office in May 2012 for comment to ensure the document when completed, would be eligible for endorsement as a Safer Community Compact with relevant funding. Comments have not been received; therefore an updated Safety Plan has not been prepared. Work will not progress on this item as planned during the 2012-2013 Operational Plan period.				
 2.1.4.1.4	Support after-hours transportation for people exiting Tweed Heads / Coolangatta entertainment precinct			50%	CSC
Status Comments	The after-hours Coolangatta 'Nightlink' Bus service from Coolangatta to Kingscliff ceased in November 2011. An alternative idea was presented to Tweed Heads/Tweed Coast Liquor Accord members for Council to design a collaborative clubs transport brochure to raise patrons awareness of club operated transport services. Liquor Accord members supported this idea and the Tweed Entertainment Venues Transport Network Brochure was developed promoting alternatives to drink driving. The brochure is now available on Council's website and distributed to tourist offices, clubs and pubs.				
 2.1.4.2.3	Advocate for extension of crime prevention program through external funding sources			75%	CSC

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of external grant applications lodged	0	Number	0													
<p>Status Comments No suitable funding rounds identified this quarter.</p> <p>A meeting was held with Tweed/Byron Local Area Commander and Police Student Liaison officer to discuss escalating youth issues in the Murwillumbah area identifying the consumption of alcohol in public places as a contributor to the problem. The Commander has undertaken to support a Crime Prevention Through Environmental Design (CPTED) safety audit of Knox Park and surrounding area. The following key stakeholders will be included in the safety audit including Murwillumbah and Tweed Police Officers; Council Recreation Unit and Regulatory Officers; Park Consumers; Neighbourhood Watch; Local Businesses and Residents. The safety audit will inform preparation of a Knox Park master plan concept.</p>																	
✔	2.1.4.2.4 Attend Community Safety Precinct Committee			25%	CSC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	1	Number	0													
<p>Status Comments This meeting is convened by NSW Police and there was no meeting convened this quarter.</p>																	
⊖	2.1.4.3.1 Provide executive support to the Tweed Shire Council Local Emergency Management Committee (LEMC)			63%	LEMO												
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Code	KPI	Target	Units	Achieved	Notes												
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<p>Status Comments Tweed Local Emergency Management Committee Meeting scheduled for Feb 2013 delayed, will now be held April 2013.</p>																	
✔	2.1.4.4.1 Arrange and chair Local Emergency Management Committee meetings. Prepare agenda and minutes.			75%	Mworks												
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1	Number of meetings	1	Number	1													
<p>Status Comments August quarterly meeting completed. November quarterly meeting completed. February meeting has been deferred pending joint meeting with Byron LEMC to consider combined LEMC.</p>																	
✔	2.1.4.4.2 Attend District Emergency Management Committee meetings			75%	Mworks												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings	1	Number	1													
<p>Status Comments Attended the August meeting of District Emergency Management Committee. Attended the October meeting of the District Emergency Management Committee. Tweed represented at the March Regional Emergency Management Committee by Tweed Local Emergency Management Officer ('LEMO').</p>																	
✔	2.1.4.4.3 Maintain preparedness for opening of Local Emergency Operations Centre ('LEOC')			75%	LEMO												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Annual audit of LEOC facilities</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Annual audit of LEOC facilities	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Annual audit of LEOC facilities	100	Percentage	100													
Status Comments Satisfactory arrangements are in place for the opening of the centre where required. The centre has been evaluated in accordance with State guidelines with additional resources identified. Funding application has been successful. Works are nearing completion.																	
✔	2.1.4.4.4 Maintain contact list of emergency service organisations			38%	LEMO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Biannual audit of list for currency and distribution to representatives</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Biannual audit of list for currency and distribution to representatives	100	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Biannual audit of list for currency and distribution to representatives	100	Percentage	50													
Status Comments Emergency service contact list current to Aug 2012.																	
✔	2.1.4.4.5 Maintain evacuation centres list			67%	LEMO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Annual audit of list for currency and distribution to relevant agencies</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Annual audit of list for currency and distribution to relevant agencies	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Annual audit of list for currency and distribution to relevant agencies	100	Percentage	100													
Status Comments Evacuation Centres Resource List maintained.																	
✔	2.1.4.5.1 Participate in management committee for web based road closure information service			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings attended</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings attended	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	1	Number	1													
Status Comments Management decisions during the quarter were carried out by email circulation. Improved Version 3 of system implemented in quarter. Attended December Management Committee meeting. Participated in phone conference in February to review system performance during January flood. Several enhancements to the system software were determined for implementation in the next quarter, and a range of improvements to the gathering and updating of the system by Tweed staff have been implemented.																	
✔	2.1.4.5.2 Update information on web based road closure information service			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Website information is current and correct</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Website information is current and correct	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Website information is current and correct	100	Percentage	100													
Status Comments Information about road construction and major events kept current on the system. System information reviewed weekly for correctness and completeness. Several improvements in the way road status information is gathered and used to update the system have been determined and implemented following the January flood.																	
✔	2.1.4.7.1 Implement ongoing road safety services and programs			42%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Implementation of road safety programs as per plan</td> <td>25</td> <td>Percentage</td> <td>75</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Implementation of road safety programs as per plan	25	Percentage	75					
Code	KPI	Target	Units	Achieved	Notes												
1	Implementation of road safety programs as per plan	25	Percentage	75													







Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments Reduce Risk Increase Student Knowledge (RRISK) road safety seminars completed in Tweed Heads and Lismore November 2012. Ongoing management of road safety issues via Local Traffic Committee. Road Safety Officer appointed 4 February 2013.																	
	2.1.4.7.2 Apply for road safety and blackspot grants			50%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage successful</td> <td>50</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage successful	50	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage successful	50	Percentage	50													
Status Comments Preliminary advice of successful grant of \$760,000 under Road Toll Response Package.																	
	2.1.4.8.2 Coordinate plant replacement in accordance with schedule			53%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Progress of plant replacements as per schedule</td> <td>100</td> <td>Percentage</td> <td>70</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Progress of plant replacements as per schedule	100	Percentage	70					
Code	KPI	Target	Units	Achieved	Notes												
1	Progress of plant replacements as per schedule	100	Percentage	70													
Status Comments Progress on replacements is excellent with exception of crane/tilt tray truck deferred by Council.																	
	2.1.4.8.3 Manage fuel supply to SES vehicles			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Fuel made available and accounted for. Fuel purchases reimbursed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Fuel made available and accounted for. Fuel purchases reimbursed	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Fuel made available and accounted for. Fuel purchases reimbursed	100	Percentage	100													
Status Comments Decision made October 2010 to charge all Rural Fire Service or State Emergency Service vehicle expenses covering fuel, servicing etc to one general job number. New arrangement is working well with fuel provided and accounted for. June 2012 - No issues with fuel supply reported. The system is working effectively.																	
	2.1.5 Ensure new residents and families are welcomed and integrated into the community life of the Tweed			74%													
	2.1.5.2.1 Establish a Community Handbook for the Tweed to cover the broad range of Council services on offer			100%	CMC												
	Complete.				Jul-11												
	2.1.5.2.2 Establish a 'resident's kit' which is distributed to any new ratepayers automatically, available online and can be ordered online			80%	CMC												
					Jul-11												
Status Comments The residents kit is essentially the 'Community Handbook' plus a few additional brochures for local information. The community handbook is at final content stages and proposed to be in a z-card format. The resident's kit will be available online, and launched as part of the new Council website.																	
	2.1.5.1.1 Maintain a kit to provide current literature regarding Community Options to be included in New Residents Packs			42%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of kits provided</td> <td>50</td> <td>Number</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of kits provided	50	Number	20					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of kits provided	50	Number	20													





Code	Name	Start Date	Target Date	Performance	Responsible Officer		
Status Comments		20 kits provided by Executive Admin Assistant to Contact Centre.					
	2.1.5.2.3	Host quarterly 'community cuppas; to meet the Councillors, welcome residents with invitations sent to new ratepayers within that quarter and put in the Tweed Link for any new residents		75%	CMC		
		Code	KPI	Target	Units	Achieved	Notes
		1	Community cuppas conducted	1	Number	1	
Status Comments		<p>The fifth Councillors Community Catch-up was held at the Kingscliff Lions Beachside Markets on Saturday 23 March, from 9am to 1pm. Footpath maintenance, methods of rates payment, lake health, pedestrian safety and antisocial behaviour were among the issues raised by the 57 recorded visitors to the stall. However, there were several more people who briefly dropped into the stall and were not recorded on the attendance sheets.</p> <p>Councillors were present at the start of the stall and staffed the Catch-up for most of the four-hour period, taking turns to ensure an elected member was on hand at all times. The next Catch-up is scheduled for 19 May 2013 at the Uki Markets.</p>					
	2.1.6	Provide social, economic and cultural initiatives which enhance access, equity and community well-being		50%			
	2.1.6.1.1	Advocate for extension of healthy ageing program through a variety of funding sources		50%	CSC		
Status Comments		<p>Assisted Tweed Shire Senior Citizens Committee to apply for ClubGrants funding of \$6,500. Notification received that \$4,000 has been approved with consideration still given to the \$2,500 by participating Clubs.</p> <p>Facilitated the commencement of 'Heartmoves' (Heart Foundation gentle exercise program) at Banora Point Community Centre. One class per week commenced in February. Due to community demand two consecutive classes are running weekly.</p> <p>Supported the Burringbar School of Arts Committee organise 'Celebrating Seniors' morning tea as part of Seniors Week 2013 to celebrate the role seniors play in the local community. Assisted the Committee's application to the Foundation for Rural and Regional Renewal to build on seniors week forum and provide ongoing seniors activities in Burringbar.</p>					
	2.1.6.8.1	Host annual community and educational events in the Tweed		80%	CMC		
Status Comments		<p>Council facilitated community and educational events include Australia Day Celebrations (Awards and Citizenship ceremonies) and the Tweed River Festival (various) as well as other smaller civic events and official openings held throughout the year. Due to the low turnout, small return on investment and resources required to pull together local government week activities it has been recommended that Council no longer participate in Local Government Week and instead put those efforts into further supporting the Tweed River Festival to enhance its main 'Family Day' with a whole of Council expo and support of the environmental and sustainable approach to the entire organisation, assisting to make it the main event that Council hosts throughout the year.</p> <p>Australia Day 2013 main event was held at Tumbulgum. Fortunately the event continued despite weather restrictions.</p>					
	2.1.6.8.2	Develop a partnership with Destination Tweed and energy providers to arrange an annual Christmas light competition and carols		100%	CMC		
Complete.		Jul-11					


Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
✔ 2.1.6.1.2	Provide seniors programs and forums, celebrate Seniors Week and support Seniors Week and Seniors Expo Committee volunteers			50%	CSC																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants at Seniors Week</td> <td>800</td> <td>Number</td> <td>1,100</td> <td></td> </tr> <tr> <td>2</td> <td>Number of participants at Seniors Expo</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants at Seniors Week	800	Number	1,100		2	Number of participants at Seniors Expo	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of participants at Seniors Week	800	Number	1,100																			
2	Number of participants at Seniors Expo	0	Number	0																			
Status Comments	<p>As part of the evaluation of Seniors events and the partnership between Tweed Shire Council Community Services staff and the Tweed Shire Senior Citizens Committee a workshop was held in late 2012. The outcome of the workshop included different strategies for assisting the Tweed Shire Senior Citizens Committee with administration support to run Seniors Week and Seniors Expo in 2013. The changes include applying to Southern Cross University for Events Management student placement to assist the group coordinate Seniors EXPO. The Seniors Expo for 2013 has been changed from May to September to accommodate the changes in support and allow the student placement to be confirmed. More than fifty organisations and community groups participated in running events in Seniors Week 2013. Over 1100 people attended Seniors Week events and 40 volunteers were involved. Evaluation forms were available for participants to provide feedback at the larger events. The overall evaluation from participants was very positive. Seniors EXPO will be held in September 2013.</p>																						
✔ 2.1.6.1.4	Provide accessible, age friendly information on Council services, both online and in traditional print formats			75%	CSC																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of new or updated publications included on website</td> <td>0</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new or updated publications included on website	0	Number	5											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of new or updated publications included on website	0	Number	5																			
Status Comments	<p>During the January to March 2013 reporting period Tweed Shire Seniors information pamphlets were distributed during Seniors Week events in March. Consultation with Tweed Shire Council Communications and Marketing Section occurred in March to develop accessible technology and print information.</p>																						
✔ 2.1.6.2.1	Provide youth programs and forums and support community groups with Youth Week celebrations			75%	CSC																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Participation at Youth Week event</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Participation at Youth Week event	0	Number	0											
Code	KPI	Target	Units	Achieved	Notes																		
1	Participation at Youth Week event	0	Number	0																			
Status Comments	<p>National Youth Week dates 2013 extend from Friday 5 April - Sunday 14 April. Council's funding application has been successful and services have been sponsored to implement activities and events during this period. A National Youth Week calendar of activities and events has been developed in collaboration with the sector and young people. The calendar has been widely distributed including Council, the youth sector, schools, generalist services, business and the wider community. Media has been engaged to promote and attend events.</p>																						
○ 2.1.6.3.1	Provide disability programs and forums and support the Equal Access Advisory Committee coordinate International Day of People with a Disability			25%	CSC																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants at International Day of People with a Disability</td> <td>200</td> <td>Number</td> <td>1,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants at International Day of People with a Disability	200	Number	1,000											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of participants at International Day of People with a Disability	200	Number	1,000																			






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
There was no activity this period.																	
○ 2.1.6.4.1	Provide ATSI programs and support community groups coordinate National Aborigines and Islanders Day Observance Committee (NAIDOC) Week celebrations and other culturally important events for example Reconciliation Week and Sorry Day			25%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants at NAIDOC week event</td> <td>0</td> <td>Number</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants at NAIDOC week event	0	Number	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of participants at NAIDOC week event	0	Number	100													
There was no activity this period.																	
✔ 2.1.6.5.1	Advocate for enhancement of children and family program through external funding sources			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of funding applications</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of funding applications	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of funding applications	1	Number	1													
Status Comments	Tweed Shire Council is represented on the Communities for Children (C4C) committee which manages funding and programmes delivered to address the needs of children and families in the Tweed. This committee now oversees seven service activities since new funding was achieved for a service to support single parents affected by changes to Centrelink payments. Collectively the seven activities have provided services to 507 adults and 412 children over the past 12 months. The Communities for Children committee continue to meet bi-monthly to manage existing funding and to identify and address emerging issues faced by local children and families.																
✔ 2.2.1	Support Provision of a wide range of housing types in new and existing urban areas			50%													
✔ 2.2.1.1.1	Investigate and conduct review of Tweed Development Control Plan 2008- Section 1A			100%	CPR												
Status Comments	Draft and investigations completed, now pending adoption by Council.																
✔ 2.2.1.2.1	Seek and encourage diverse housing forms in new developments			0%	MDA												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of medium to large developments with evidence of diverse building forms</td> <td>100</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of medium to large developments with evidence of diverse building forms	100	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of medium to large developments with evidence of diverse building forms	100	Percentage	0													
Status Comments	Kings Forest submission to the DOPI in December. Project application includes varied lot size and building form.																
✔ 2.2.2	Support the supply of affordable housing, to reduce housing stress and homelessness			66%													
✔ 2.2.2.1.1	Undertake a Housing Choice and Affordability Study			100%	CPR												
				Jul-11													
Status Comments	Strategy endorsed by Northern River Regional Organisation of Councils ('NOROC') Council of Mayors and pending reporting to each individual member council. Clarence Valley has adopted the Strategy whereas Ballina has received and noted. Lismore and Tweed are yet to resolve of the Strategy and this may influenced by the change in membership of the NOROC.																



Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.2.2.2.1	Advocate for a greater proportion of social housing to meet the needs of low moderate income households and improved design in existing housing			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of representations made to State Members and developers</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of representations made to State Members and developers	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of representations made to State Members and developers	0	Number	0													
Status Comments	The draft Northern Rivers Affordable Housing Strategy was presented to Northern River Regional Organisation of Councils ('NOROC') General Managers' Group in December 2012 and the Mayors' Group in February 2013. It has now been referred to individual councils for consideration and will be included in an upcoming Council Business Paper Agenda. The Housing and Homelessness network meeting held on 7 March 2013 reviewed the framework for a homelessness strategy. St Vincent de Paul 'drop in' homelessness services centre in Boyd St progressing towards May 2013 opening.																
✔ 2.2.2.3.1	Provide social planning input into planning meetings for new major developments across the Shire			50%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of social planning submissions made for developments in the Shire</td> <td>0</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of social planning submissions made for developments in the Shire	0	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of social planning submissions made for developments in the Shire	0	Number	2													
Status Comments	The position continues to advocate for early construction of essential community facilities in the Cobaki Lakes development to ensure community needs are met. Following up on outcomes from the Active Transport Infrastructure seminar last December with the Sustainability Officer to promote health via a travel plan.																
✔ 2.2.2.3.2	Provide social planning input into s94 Contribution Plans (CP10 - Cobaki Lakes & CP11 - Libraries)			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of social planning submissions made to s94 Plan Reviews</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of social planning submissions made to s94 Plan Reviews	0	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of social planning submissions made to s94 Plan Reviews	0	Number	1													
Status Comments	Contribution Plan 11 - Libraries re-activated to assess options for Library Strategy development, and need for further amendments. Ongoing.																
✔ 2.2.2.4.1	Advocate for safe, appropriate long-term accommodation to reduce homelessness			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of initiatives proposed to reduce Homelessness</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of initiatives proposed to reduce Homelessness	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of initiatives proposed to reduce Homelessness	0	Number	0													
Status Comments	The Housing and Homelessness network meeting held on 7 March 2013 reviewed the framework for a homelessness strategy. St Vincent de Paul 'drop in' homelessness services centre in Boyd St progressing towards May 2013 opening.																
✔ 2.2.2.4.2	Advocate for improved access to crisis accommodation and specialist homelessness service			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase in number of crisis accommodation beds available annually</td> <td>0</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase in number of crisis accommodation beds available annually	0	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase in number of crisis accommodation beds available annually	0	Percentage	0													
Status Comments	In March 2012 a draft brief was prepared seeking a consultant/researcher to undertake housing and homelessness research and prepare an issues paper. The tender will be advertised for three weeks. Appointment of a successful tenderer is anticipated in May 2013. The research is expected to take approximately six months and will inform development of a strategy by the Housing and Homelessness network and																





Code	Name	Start Date	Target Date	Performance	Responsible Officer												
preparation of a model for crisis accommodation in central Tweed Heads.																	
 2.2.2.4.3	Develop Homelessness Policy and Protocol			15%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Progress of Policy and Protocol development</td> <td>100</td> <td>Percentage</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Progress of Policy and Protocol development	100	Percentage	20					
Code	KPI	Target	Units	Achieved	Notes												
1	Progress of Policy and Protocol development	100	Percentage	20													
Status Comments	In March 2012 a draft brief was prepared seeking a consultant/researcher to undertake housing and homelessness research and prepare and issues paper. The tender will be advertised for three weeks. Appointment of a successful tender is anticipated in May 2013. The research is expected to take approximately six months and will inform Policy development. The NSW Protocol for Homeless People in Public Places (2012) will be used as a model and presented to Council for consideration in the next quarter.																
 2.3.1	Advocate for the provision of affordable and accessible health care, aged care, mental health, youth and family services and other community services			69%													
 2.3.1.1.1	Support the role of interagencies in maintaining social services that are accessible to all residents in the Shire			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of interagency meetings facilitated</td> <td>0</td> <td>Number</td> <td>7</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of interagency meetings facilitated	0	Number	7					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of interagency meetings facilitated	0	Number	7													
Status Comments	Community Services staff attended a range of interagencies this quarter including Disability Interagency, Tweed Community Care Forum (Aged Services Interagency), Children & Families (2484) Interagency, Tweed Shire Planning Group, Youth Network, Far North Coast Multicultural Network Group and Housing and Homelessness Network Meeting.																
 2.3.1.1.2	Advocate for the improved resourcing of a range of human service agencies that meet the changing needs of the Shire			50%	CSC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of agency meetings facilitated	0	Number	1													
Status Comments	A submission was made to the NSW Legislative Council Inquiry into Strategies to Reduce Alcohol Abuse among Young People on 28 February 2013.																
 2.3.1.1.3	Seek grant funding for target group initiatives and programs			67%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of applications</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of applications	0	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications	0	Number	1													
Status Comments	Funding applications were submitted to Regional Development Australia Fund - Round 3 (Supporting Small Towns) for Knox Park Youth Precinct \$500,000 and Office of Communities - Youth Opportunities Grant \$50,000.																
 2.3.1.1.4	Provide Minimum Data Set (MDS) to State and Federal Health Departments to support and advocate on behalf of the community			71%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of project completed</td> <td>100</td> <td>Percentage</td> <td>95</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of project completed	100	Percentage	95					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of project completed	100	Percentage	95													
Status Comments	Minimum Data Set (MDS) provided. Reports for Quarter January to March currently being retrieved - due date for Ageing Disability and Home																




Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Care is 25/04/2013. Estimated 95% completion.																	
	2.3.1.2.1 Advocate for improved opportunities for young people to access vocational training, tertiary education and arts programs			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of TAFE DoE and Youth Services attended</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of TAFE DoE and Youth Services attended	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of TAFE DoE and Youth Services attended	0	Number	0													
Status Comments	<p>Participation in numerous steering/reference committees addressing issues related to young people's access to training, education and artistic/creative areas. Current participation in the following initiatives include:</p> <ul style="list-style-type: none"> - Funding received from ClubGrants application to continue 8-week "Wollumbin Dreaming" leadership program resulting in the development of Junior Aboriginal Education Consultative Group. Wollumbin Dreaming has the support of DET to continue program in 2013. - Support the Max Potential leadership program - Promotion of program to high schools and Council staff encouraged to participate as mentees and mentors. - Committee position held for the Kids in Community Awards. - Continuing development of a trial school suspension program in partnership with Murwillumbah High School, Connect and Police School Liaison Officer. - Participation in the Tweed Education and Industry Forum. - "Mending Fences" arts engagement project implemented over 3 school terms. Key stakeholders for 2013 include partnership with Tweed River High School, South tweed Sports Club, St Joseph's Youth Service, Connect and AOK. Approximately 25 students will be involved in this project each term. 																
	2.3.1.2.2 Advocate on behalf of the community for a high school in Pottsville			75%	CSC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of representations made to State Members, Minister for Education and Department of Education and Training	0	Number	0													
Status Comments	<p>Meeting held with Department of Education, North Coast Region, Director and Asset Planner, to discuss community concern about the need for a high school in Pottsville. DET staff advised that approximately 10 years ago a strategic document was compiled that included an option for a Years 7-10 High School to be built in Pottsville. However, later plans overrode this document. The Department indicated there are no current plans for the construction of a high school in Pottsville; noting that existing high schools in the Shire, including Banora Point and Murwillumbah, will need to reach capacity before a new high school is considered. Council staff raised distances travelled by students (travel time exceeds 1-hour for a 1-way trip in some cases) and reliance on private transport for students accessing electives at differing school sites (Tweed 5 program) however Department of Education and Training does not agree that travel presents a problem. At this time, no further direct action can be taken but advocacy will continue.</p>																
	2.3.2 Provision of a secure, high quality and reliable drinking water supply services which meets health and environmental requirements and projected demand			58%													
	2.3.2.1.1 Implement Demand Management Actions and Priorities			70%	Mwater												
			Jul-11														
Status Comments	<p>The 3-year implementation plan for the Demand Management Strategy was adopted by Council in May 2011 and is progressing well as further described in items 2.3.2.1.2 to 2.3.2.1.12. The first review of scope, timeline and cost was completed in December 2011. This review led to the incorporation of a number of items including: improved meter reading management processes; development of some in house leak detection</p>																

Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>capabilities; corporate system development for water billing and trade waste business processes; and has identified the need to target high volume residential consumers specifically in future programs.</p> <p>The overall implementation program was reviewed again in December 2012 and further changes to the timing/sequencing of projects and changes to budgets for individual components of the program resulted. No changes to the overall 3-year Demand Management budget are envisaged.</p> <p>Key activities carried out this quarter include:</p> <ul style="list-style-type: none"> - Completion of the Tweed's Top 20 water saving program for businesses and other non-residential water users. Twenty (20) businesses have carried out water saving projects and taken advantage of up to \$5,000 each, offered by Council. - Continuation of the Tweed's Top 100 water saving program for the next highest non-residential water users. About 40 water audits have been carried out to date. Eight (8) businesses have completed water saving projects so far and taken advantage of up to \$1,000 each, offered by Council. A further 22 businesses are at varying stages of carrying out water saving projects. - Completion of water audits at Council's Own Top 20 water using properties/sites. A priority list of projects for consideration of funding under the Demand Management budget is now being prepared. - Continuation of the residential rebate for showers, spouts, mixers and flow controllers. This rebate is envisaged to continue until 30 June 2013 and may be extended next financial year. - Completion of the residential rebate for dual flush toilets. Applications for the rebate were accepted until 28 February 2013. - Adoption of the Drought Water Restrictions Policy by Council. - Continuation of the Water Loss Management program. This includes reservoir drop tests, leak detection surveys and repair works. - Commencement of the Unaccounted For Water program. Preliminary research of available technology and policies in place elsewhere has started. 				
	<p>2.3.2.1.10 Develop and implement Residential Retrofits and Rebates Program</p>			<p>58%</p>	<p>Mwater</p>
<p>Status Comments</p>	<p>The Residential Water Saving Program was launched with a residential rebate for showers, aerators and spouts/mixers on 1 July 2011. The program is being run over 3 years and this quarter represents 58% completion of the overall program. A significant review of the original residential rebate and the overall residential water saving program was carried out in May 2012, including a community survey. A detailed report was submitted to Council in June 2012 and Council endorsed the proposed activities for 2012/13. Key elements of the residential water saving program for 2012/13 are: extension of the existing rebate for another year with some minor changes to make it more effective; introduction of a new residential rebate for dual flush toilets; investigation and design of a home retrofitting service for water saving fixtures and fittings; a web based register of rainwater tanks; the Target 180 campaign; a Meet Your Meter campaign to encourage residents to read their meters; and increased promotion and marketing.</p> <p>A new residential rebate for dual flush toilets was launched on 15 October 2012. A number of plumbing retailers in the shire partnered with Council to offer the rebate for toilet purchases in store and applications were also accepted by Council directly. The rebate offer proved to be very successful and the take-up rate was far higher than expected. In store rebates stopped on 30 November and the rebate was closed for toilets purchased after 7 December 2012, with applications being accepted until 28 February 2013.</p> <p>For the shower/aerator/tapware rebate, since its introduction on 1 July 2011, 579 rebates have been provided by Council at a total cost of \$33,515. The average rebate is \$58.09. This quarter accounted for about 8.5% of the rebate applications received thus far so the take-up rate has fallen in recent quarters but a steady stream of applications is still being received. Estimating an annual water saving of 15 kL/a for the replacement of 1 or 2 shower heads and an annual water saving of 5 kL/a for the installation of aerators, tap ware or flow controllers, the total water saving estimated thus far is 5.3ML/a. To date, 300 shower heads, 225 spouts/mixers, 608 aerators and 5 flow controllers have been installed under the rebate.</p> <p>For the dual flush toilet rebate as at 3 April 2013, 2549 toilets have been replaced in 1622 households at a total cost of \$495,011. The average rebate is about \$305, with about 57% of participants opting to replace the maximum of 2 toilets. Estimating an annual water saving of</p>	<p>Jul-11</p>			








Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>30kL/a for the replacement of 1 or 2 toilets in a single household, the estimated total water saving is 48.7ML/a.</p> <p>Joint promotion of both rebates was to commence in early 2013, however this is no longer necessary given that the budget for this program element is now limited due to the success of the toilet rebate. At this stage, it is proposed that the shower/aerator/tapware rebate will continue until 30 June 2013. The residential water saving program will be reviewed again in April/May 2013. The feasibility of a retrofit or installation service and a residential rebate for rainwater tanks was to be considered for possible introduction in 2013-14. However, this proposal may be delayed until next financial year due to other priorities and budget limitations.</p>				
	2.3.2.1.12 Identify and promote Recycled Water Projects			20%	Mwater
	Status Comments	<p>In 2011-2012 the percentage of wastewater treatment plant (WWTP) effluent that was recycled was 4.5% compared with the 2013 target of 15%.</p>			
	2.3.2.1.4 Update and promote rainwater tank policy			100%	Mwater
	Complete.	<p>Jul-11</p>			
	2.3.2.1.6 Audit Council properties and undertake internal water conservation education program			75%	Mwater
	Status Comments	<p>Jul-12</p> <p>Council's Own Top 20 water using properties and sites (e.g. parks and gardens, treatment plants, office buildings, swimming pools, Tweed Coast Holiday Parks) were identified and all have now been audited to determine a priority list of water saving projects. A full list of the Council's Own 20 properties/sites was provided to Council in November 2012.</p> <p>Now that all of the water audits have been completed, the identified water saving works and projects are being prioritised and the available funding of \$100,000 allocated in the revised Demand Management budget will be allocated in consultation with the responsible managers.</p> <p>The program includes a staff education component but the actual scope of this training and or the education needs will depend on the priority water saving projects that are identified. Delivery of the education component will also be dependent on staff resources.</p>			
	2.3.2.1.7 Develop and adopt Open Space Irrigation Policy and Guidelines and promote and implement education program			2%	Mwater
	Status Comments	<p>Jul-12</p> <p>Development of Open Space Irrigation Guidelines for the Tweed Shire is a component of the Demand Management Strategy Implementation Plan. To date, a preliminary investigation of irrigation guidelines adopted by other water utilities and Councils in NSW has been carried out. Commencement of this element of the program has been delayed until mid 2013 and will now follow the Unaccounted For Water program.</p> <p>The savewater Alliance, of which Council is a member, is promoting a new publication by Mr Geoff Connellan which may be a very useful resource for this program. The book, entitled Water Use Efficiency for Irrigated Turf and Landscape, describes how to achieve high water use efficiency in maintaining turf, trees and landscape areas as a core responsibility of open space managers. It provides a logical and scientifically sound approach to irrigation in urban areas in Australia and is based on green space delivering defined outcomes using the principles of water sensitive urban design and irrigation efficiency.</p>			
	2.3.2.1.9 Advocate to the State Government to amend BASIX to allow Council minimum 5kL rainwater tanks			55%	Mwater
	Status Comments	<p>Jul-11</p> <p>The key findings in the BASIX Five Year Outcomes Summary along with several other reports on the BASIX website were reviewed and previously reported to Council in August 2011. The likely impacts on Council's Demand Management Strategy (DMS) of the outcomes and</p>			







Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>estimated water savings presented in these reports were assessed. The measured BASIX results were found to compare favourably with the predicted residential demand in greenfield areas assumed in Council's Demand Management Strategy. The BASIX results show that the median rainwater tank volume is 5,000 litres for single dwellings and 4,500-5,000 litres for all new homes. This compares favourably with the preferred scenario for greenfield areas adopted in Council's Demand Management Strategy. Overall, the BASIX outcomes suggest that the modelling carried out for the Demand Management Strategy has set achievable water saving targets that do not need to be adjusted. No further action in relation to BASIX requirements for tanks is necessary at this stage.</p> <p>Council's negotiation with Rous Water to include Tweed Shire in a study of BASIX certificates has fallen through. The aim of the study, being conducted by Rous Water, was to confirm whether BASIX is delivering the predicted water saving outcomes in the Tweed Shire, specifically in relation to rainwater tank installations. Rous Water had agreed to include Tweed data in its analysis but the study is now on hold.</p> <p>Staff are keeping abreast of recent developments and publications relating to the water saving opportunities afforded by rainwater tanks. Recent studies carried out by a variety of water utilities and universities suggest a significant variation in the water savings that can be expected. A voluntary, on-line register of rainwater tanks is to be introduced as part of the Demand Management program to assist with collating data about tanks being installed in the shire.</p>				
	2.3.2.2.1 Install Bulk Meters at major Water Pump Stations		Jul-11	45%	Mwater
Status Comments	<p>Council has changed its standards and put mechanisms in place to ensure all new water pump stations have flow metering installed. Major existing pump stations have been identified to be meter. Three sites WPS 14 (Kingscliff Booster), WPS 9 (North Tumbulgum) and WPS 10 (Eviron Rd) have budgeted for completion this year.</p> <p>Dec 2011 WPS 14 is completed and operational.</p> <p>The new Glennys Street, South Tweed Heads, booster WPS has been built and the flow meter at its outlet is in operation. Design work is 100% complete for the two major installations at WPS 9 and WPS 10. These jobs require significant planning as they are on critical trunk mains. Awaiting construction.</p> <p>Rain has delayed commencement of construction works. Works have been rescheduled to commence May 2013.</p>				
	2.3.2.2.3 Implement leakage reduction program		Jul-11	35%	Mwater
Status Comments	<p>A three year schedule of reservoir drop tests was implemented in June 2011 but has been running behind due to limited outdoor staff resources and other operational priorities. The drop test schedule is now being revised and will be incorporated with other tasks in operational maintenance schedules. Individual plans for each drop test/zone are being prepared and this may involve the preparation of individual Standards Operating Procedures for each reservoir/zone. Currently there is one generic SOP for the carrying out a drop test.</p> <p>Further leak detection works are being carried out in water supply zones where the drop tests indicate that leakage may be occurring. In February 2013, Australian Leak Detection carried out leak detection surveys in the Hillcrest, Glennys Street and Fingal Head reservoir zones. Two minor leaks in the Glennys Street zone and one in the Fingal Head zone were identified and have been repaired.</p> <p>A number of minor A program for the installation of flow meters to create district metered areas and facilitate a system wide water balance has been prepared. The identified meters will be installed over the next 3-5 years as budget allows. All new water pump stations now incorporate flow metering.</p> <p>The Water Unit purchased an electronic listening stick in 2012 for troubleshooting leak detection tasks. Because of the practical experience required to locate leaks accurately and the time it takes to survey larger areas, larger leak detection projects are being outsourced as required. Training in the use of the electronic listening stick was conducted by the supplier in June 2012. A number of water/sewer operators.</p>				



Code	Name	Start Date	Target Date	Performance	Responsible Officer
and other Water Unit staff attended the training session.					
	2.3.2.2.4 Identify and reduce unaccounted for water			10%	Mwater
		Jul-12			
Status Comments	<p>Unaccounted for water is a significant subset of Non-revenue water where Non-revenue water is the water that is produced at the treatment plant but does not end up raising revenue because it is lost from the system before it makes it to customer's meters. Some of these losses can be measured or estimated while some are 'unaccounted for' until further investigations are carried out. Non-revenue water includes water lost through leakage, meter inaccuracies, maintenance activities such as flushing of mains, main breaks and theft.</p> <p>The percentage of non-revenue water in 2011-2012 was 14.05% while the 2013 target is 10%. This is currently being addressed through the water loss management program and will be further tackled through the Unaccounted for water project which has now commenced.</p> <p>The main focus of the project is to investigate the use of standpipes (metered and unmetered) to access water from mains within the shire, in particular by private water carters and other contractors, as well as Council staff. It will also consider water lost or used during routine and emergency maintenance activities and road works. Alternatives to the use of standpipes will be evaluated, including card operated water filling stations and save water's 'Easyfill' monitoring system for water tankers.</p> <p>A preliminary meeting with the save water Alliance was held in March 2013 to discuss the capabilities of the 'Easyfill' monitoring system which is being adopted by Rous Water and a handful of other local water utilities. The evaluations and procurement processes carried out by Rous Water and Gosford/Wyong Councils are being further investigated to determine the best way forward. Policies and procedures in place at other Councils and water utilities dealing with standpipe use and generally, access to water from mains, will be researched.</p>				
	2.3.2.3.1 Implement Water Supply Augmentation Strategy			5%	Mwater
		Jul-11			
Status Comments	<p>Council has resolved not to proceed with any options at this stage. There has been no progress during the March Quarter and project is on hold.</p> <p>Council has been briefed regarding risks to augmentation options posed by the new LEP implementation, and discussions with the Department of Planning and Infrastructure find a solution are continuing.</p>				
	2.3.2.4.1 Conduct Water Quality Study for Clarrie Hall Dam			90%	Mwater
		Jul-11			
Status Comments	<p>The Clarrie Hall Dam Water Quality report Final Draft received and was reviewed in January 2012. The draft report makes a number of recommendations that will be considered and an action plan developed.</p> <p>Recommendations on changes to monitoring are being implemented.</p> <p>New datalogger has been purchased and is in use.</p> <p>Quotes are being obtained for a thermistor chain to monitor dam stratification.</p>				
	2.3.2.4.2 Amend Water Supply Drought Management Strategy in accordance with adoption of Preferred Water Supply Argumentation option			2%	Mwater
		Jul-12			
Status Comments	<p>See item 2.3.2.4.3</p> <p>This issues will be revisited as part of the 6 yearly Review of the IWCM (Integrated Water Cycle Management strategy). Item 4.3.1.1.2</p> <p>The Drought Management Strategy was adopted by Council in November 2009. It recommended a review of the drought water restrictions, restriction triggers and targeted savings in 2012.</p> <p>A new Drought Water Restrictions Policy was adopted by Council at its meeting in January 2013 and will underpin Council's Drought Management Strategy.</p> <p>In addition, discussions continue with SEQ Water regarding possible connection that could be used as an emergency supply.</p>				

Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2.3.2.4.3	Develop implementation plan for Drought Management Strategy		Jul-12	95%	Mwater
Status Comments	<p>Council's Drought Management Strategy was adopted in November 2009. It recommended a review of the drought water restrictions, restriction triggers and targeted savings in 2012. Proposed revised drought water restrictions were exhibited to the public from 5 December 2011 to 31 January 2012 after being presented to Council in November 2011. Four (4) submissions were received during the exhibition period. While some of the points raised in submissions were relevant to the Demand Management Strategy as a whole, no changes to the draft drought water restrictions were made as a result of the submissions received. Notably, none of the submissions made any comments relating directly to the content of the drought water restrictions such as watering times, restricted uses of water at different levels and/or permitted uses. No submissions were received from business water customers that could be affected by the restrictions at higher levels.</p> <p>Subsequently, a draft Drought Water Restrictions Policy was presented to Council in November 2012 and the draft policy was placed on public exhibition from 5 November 2012 to 3 December 2012. Notably, the draft policy incorporated the same drought water restrictions which were previously exhibited. Two (2) submissions were received during the most recent exhibition period and some minor changes to the draft policy were recommended as a consequence. The policy, incorporating the proposed changes, was presented to and adopted by Council on 24 January 2013.</p> <p>The Drought Water Restrictions Policy will underpin Council's Drought Management Strategy. A draft Communications Plan for the implementation of drought water restrictions has been prepared and will be utilised in the event that drought water restrictions need to be introduced.</p>				
 2.3.2.4.4	Revise Drought Management Policy		Jul-12	95%	Mwater
Status Comments	<p>The Drought Management Strategy was adopted by Council in November 2009. Drought water restrictions for levels 2, 4 and 6 were presented in the adopted Strategy. It recommended a review of the drought water restrictions, restriction triggers and targeted savings in 2012.</p> <p>The review was carried out in late 2011 and significant modifications to the drought water restrictions were proposed, while recommending no changes to the restriction triggers or targeted savings. Revised draft drought water restrictions for levels 2, 4, 6 and 7 were reported to Council in November 2011. The revised restrictions had been expanded to include more activities and were described in greater detail to provide more information to the public, should drought water restrictions be implemented.</p> <p>The proposed revised drought water restrictions were exhibited to the public from 5 December 2011 to 31 January 2012 after being presented to Council at its meeting in November 2011.</p> <p>Four (4) submissions were received during the exhibition period. While some of the points raised in submissions were relevant to the Demand Management Strategy as a whole, no changes to the draft drought water restrictions were made as a result of the submissions received. Notably, the submissions did not comment on the content of the drought water restrictions such as watering times, restricted uses of water at different levels and/or permitted uses. No submissions were received from business water customers that could be affected by the restrictions at higher levels.</p> <p>A draft Drought Water Restrictions Policy, incorporating the drought water restrictions that had been exhibited previously, was placed on public exhibition between 5 November 2012 and 3 December 2012. The policy, with recommended changes, was presented to Council and consequently adopted on 24 January 2013.</p> <p>The Drought Water Restrictions Policy underpins Council's Drought Management Strategy. A Communication Plan has been prepared and will be implemented in the event that drought water restrictions need to be introduced.</p>				
 2.3.2.4.5	Install additional destratification capacity at Clarrie Hall Dam		Jul-12	10%	Mwater
Status Comments	<p>Some recommendations for additional destratification capacity were made in the consultant's report on Water Quality at Clarrie Hall Dam. It</p>				

Code	Name	Start Date	Target Date	Performance	Responsible Officer
<p>was also recommended that further monitoring of stratification be completed to assist the effectiveness of the current WEARS destratification unit. Quotes for this additional monitoring equipment have been obtained and will soon be purchased and installed.</p>					
✔ 2.3.2.4.6	Consult NSW Office of Water on Operational Implementation of Water Sharing Plan	Jul-11		90%	Mwater
Status Comments	<p>Council has received and reviewed the Water Sharing Plan and understands the implications. Council has put in place measures to comply with the operational requirements as provided in the water access licence and Water Sharing Plan. Council has communicated to the NSW Office of Water in relation to the specific matter of the Byrill Creek Dam site in the Water Sharing Plan. December 2011 No further action. March 2012 Clarrie Hall Dam Operations Manual has been updated to include operating rules for environmental releases. No other immediate actions have been identified. Some minor data entry form changes are needed to comply with extraction licence conditions and this should be completed within the next quarter.</p> <p>July 2012 Internal audit completed to check compliance with every condition on water access licence. Only minor changes required to meet all conditions. December 2012 Water Sharing Plan implementations items are all active. March 2013 Automatic control has been introduced on large Fixed Cone Dispersion Valve at Clarrie Hall Dam. This provides Council with the ability to remotely operate this valve. Environmental flow procedures have been explained to staff to ensure daily adjustments are being made when required.</p>				
⊖ 2.3.2.4.7	Consider potential for pipeline link from South East Queensland ('SEQ') Water Grid for drought contingency supply	Jul-11		25%	Mwater
Status Comments	<p>Preliminary negotiations commenced with meetings held with SEQ-Water Grid Manager. Possible water supply connections to SEQ Water Grid identified. SEQ Water Grid Manager has investigated costs for identified supply options. Due to recent restructure into South East Queensland Water Corporation Limited, Council has sent a letter reintroducing these issues to the new CEO.</p>				
✔ 2.3.2.4.8	Review additional drought emergency supply options	Jul-12		0%	Mwater
Status Comments	<p>See item 2.3.2.4.3 This issues will be revisited as part of the 6 yearly Review of the IWCM (Integrated Water Cycle Management strategy). Item 4.3.1.1.2 The Drought Management Strategy was adopted by Council in November 2009. It recommended a review of the drought water restrictions, restriction triggers and targeted savings in 2012. A new Drought Water Restrictions Policy was adopted by Council at its meeting in January 2013 and will underpin Council's Drought Management Strategy. An Implementation Plan, including a Communications Plan will be developed over the coming months ready for implementation should drought water restrictions need to be introduced.</p>				
✔ 2.3.2.5.2	Implement measures to ensure compliance with Australian Drinking Water Guidelines (ADWG)	Jul-11		80%	Mwater
Status Comments	<p>The NSW Health Act requires Council to develop individual Water Quality Management Plans that are consistent with the Australian Drinking Water Guidelines (ADWG). Tweed Shire is well down the track in having this plan in place. The major element is a risk assessment and this has been completed. Recommendations from the risk assessment are now being addressed. A number of the 12 elements are already completed or in the process of being completed and any inadequacies have been specifically</p>				

Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>identified in a gap analysis study.</p> <p>Tender documentation prepared and Tenders called for the overall development of a Drinking Water Quality Management System to address the items identified in the previous Gap Analysis study. Tenders have been let to Water Futures. Water Futures have completed the onsite workshops and issued a first draft. Comments have been returned to Water Futures and the revised draft is due in February 2013.</p> <p>Revised draft has been received and Treatment Plant Engineer is reviewing.</p>				
 2.3.2.7.1	Annual mains renewal program		Jul-11	90%	Mwater
Status Comments	Annual Water Renewal Program includes replacement of watermains in: Frances St, Dorothy St, Barnby St and Williams St, Murwillumbah. New water mains have been completed in Barnby St, Frances St, Dorothy St and Williams St, Murwillumbah. A contract has been awarded to complete final property connections in Barnby St and Dorothy St. Works expected to be completed mid 2013.				
 2.3.2.7.12	Kennedy Drive Bypass Trunk Main Actuated Valve Installation		Jul-11	100%	Mwater
Status Comments	Complete.				
 2.3.2.7.13	Walmsleys Res to Piggabeen Road 375mm Trunk Main new		Jul-11	98%	Mwater
Status Comments	Construction complete. Final watermain connection works to be complete by mid 2013.				
 2.3.2.7.14	Various reticulation Main replacements		Jul-11	75%	Mwater
Status Comments	As per item 2.3.2.7.1.				
 2.3.2.7.17	Wharf Street Tweed Heads Main upgrade		Jul-12	15%	Mwater
Status Comments	Survey works complete. Design is 80% complete. Approvals received. Construction proposed mid 2013.				
 2.3.2.7.19	Park Avenue Murwillumbah Main upgrade		Jul-12	25%	Mwater
Status Comments	Design complete. Approval received. Contract awarded. Construction has commenced and is expected to be complete by mid 2013.				
 2.3.2.7.2	Annual consumer service renewal program		Jul-11	50%	Mwater

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments		<p>Annual meter reading replacement program has been completed. As part of water meter reading completed in May 2012 inspections a program for targeted property service renewals has been identified for the next 6 month period. September 2012 - Renewals completed as per 6-monthly program list from meter age and readings. December 2012 - December meter reading completed. Replacement program being compiled for action early 2013. Additional reporting is now used to identify large meter replacements. March 2013 - New large metering reporting has yielded some faulty meters which have been upgraded or fixed. This will gain extra revenue that would have been missed if this reporting was not done. Residential meter replacement program is up to date. We have changed criteria for 100mm meters so the frequency for their replacement is now reduced. This is based on new degradation information for large meters.</p>			
	2.3.2.7.21 Hospital Hill 2 reservoir rehabilitation			20%	Mwater
	Status Comments	Jul-12			
<p>Specification to be reviewed and updated. Inlet valve testing and inspection works required. Construction and coating works expected to commence mid 2013.</p>					
	2.3.2.7.22 Banora Point reservoir rehabilitation			20%	Mwater
	Status Comments	Jul-12			
<p>Specification to be reviewed and updated. Access structure expected to be completed mid 2013. Reservoir bypass testing is required prior to coating. Reservoir coating expected to be completed by end 2013.</p>					
	2.3.2.7.25 Walmsleys Road No 2 reservoir new			100%	Mwater
	Complete.	Jul-12			
	2.3.2.7.3 Clarrie Hall Dam spillway upgrade			25%	Mwater
	Status Comments	Jul-11			
<p>NSW Office of Water has confirmed stage 2 approval for funding under the Country Towns Water Supply and Sewerage Program. Contract for construction works has been awarded. Contractor has now mobilised to site to commence works. Access to the dam wall is now closed to the public for the duration of works. Construction works are expected to be complete mid-2014.</p>					
	2.3.2.7.4 Tyalgum Water Treatment Plant upgrade			100%	Mwater
	Complete.	Jul-11			
	2.3.2.7.6 Kennedy Drive East Bypass to Boyd's Bay Bridge – Trunk Main upgrade			40%	Mwater
	Status Comments	Jul-12			
<p>100 mm reticulation main complete. Asbestos fragments identified in construction excavation area. Construction delayed due to preparation of removal control plan.</p>					

Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
<p>Construction of 450 mm trunk main 30% complete. Additional controls have resulted in increased cost and time for completion of works. Works expected to be complete by mid 2013.</p>																													
	2.3.2.1.2 Implement performance tracking framework for Demand Management Strategy			75%	Mwater																								
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2	Reduce per capita residential demand	180	L/p/d	186																									
3	Reduce overall per capita demand	300	L/p/d	264																									
Status Comments	<p>In April 2011, Council adopted Key Performance Indicators for the overall Demand Management Strategy and additional Performance Indicators for individual demand management program elements. The 2013 Target has been adopted for the two KPI's reported here.</p> <p>The KPI's have recently been calculated for the 12 months to 31 March 2013. The results show that the average daily residential consumption is slightly above the 2013 target while the average daily total consumption is below the 2013 target. These results are encouraging but have not been corrected for climate i.e. rainfall. A detailed report on the performance of the Demand Management Strategy and all of the performance indicators was provided to Council in November 2012.</p> <p>For per capita residential demand, the observed result was 185.8 L/person/day. This raw figure was calculated by dividing the residential water consumption for the past 12 months by the average number of people currently connected to Council's water supply, estimated to be 78,562.</p> <p>For overall per capita demand, the observed result was 264.3 L/person/day. This was calculated by dividing the total shire wide water consumption for the past 12 months by the average number of people currently connected to Council's water supply i.e. 78,562. This consumption includes all water used in the shire including non-residential uses and non-revenue water.</p>																												
	2.3.2.1.5 Collaboratively work with top 20 water users to reduce water consumption (Non Residential Program)			75%	Mwater																								
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1	Number of audits completed	20	Number	21																									
Status Comments	<p>The Tweed's Top 20 program for the shire's top non-residential water users has now essentially concluded with all of the 20 participants completing water saving projects and taking advantage of up to \$5,000 financial assistance each. Participation was by invitation only, from a list of the shire highest water users in 2010-2011. Council is now working with one additional business that was omitted from the original list because it started operating during 2010-2011. It is a high water user and qualifies for the Top 20 so will also be offered up to \$5,000 assistance, to be funded from the Top 20 program budget.</p> <p>Meetings were held with all of the Top 20 and subsequent walk-through water audits were carried out where necessary. Audits were not necessary at some locations because the opportunity for reducing water use and potential expenditure of the \$5,000 being offered was immediately obvious.</p> <p>All 20 of the participating businesses have now completed their projects. As well as offering funding for actual works, Council assisted the Top 20 to promote water saving behaviour in their workplace through the use of posters, information sessions for staff and other promotional activities. Information about reducing business water use and related resources have been posted on Council's website.</p> <p>A detailed report about the performance of the Tweed Top 20 program and the estimated water savings was provided to Council in November 2012. To date, Council has provided \$93,288 in funding to the Top 20 participants resulting in a total estimated water saving of 28.4ML/a. Preliminary results show that the actual water consumption by the Top 20 was about 8% lower in 2011-12 than in 2010-11.</p>																												

Code	Name	Start Date	Target Date	Performance	Responsible Officer
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2.3.2.6.1 Water fund management and administration 73% Mwater

Code	KPI	Target	Units	Achieved	Notes
1	Delivery of program percentage complete	25	Percentage	29	
2	Water supply system customer service requests per 1000 connected assessments	8	Number	7	
3	Average annual volume supplied to residential assessments	200	kL	163	

Status Comments KPI's are achieved for this quarter.

2.3.2.6.2 Water consumer services 69% Mwater





Code	KPI	Target	Units	Achieved	Notes
1	Delivery of program, percentage complete	25	Percentage	29	
2	Estimated volume of metered consumption	1,900	ML	1,895	
3	Water quality complaints per 1000 connected assessments	1	Number	1	
4	Water connection failures per 1000 connected assessments	3	Number	3	
5	Water supply system unplanned interruptions per 1000 connected assessments	10	Number	4	

Status Comments The delivery of consumer services is measured on percent of budget expended. 3 of 5 KPI's were achieved in this quarter excepting:
 - drinking water quality complaints were elevated as a result of:
 significant algal blooms in Clarrie Hall Dam
 Dirty water complaints at Uki resulting of need to purge the entire system as a result of a termite chemical spill and the potential for contamination
 some taste complaints at Pottsville due to water age.
 along with the implementation of increased data capture related to these incidents resulting in improved reporting of them.
 - Water service connection failures were elevated also as a result of improved data capture distinguishing more specifically between water main breaks/issues and service pipe breaks resulting in improved reporting of them.





2.3.2.6.3 Water mains 75% Mwater

Code	KPI	Target	Units	Achieved	Notes
1	Delivery of program percentage complete	25	Percentage	17	
2	Water main breaks per 100 km of mains	3	Number	2	






Status Comments Deliver of water mains program is based on percent actual expenditure versus budget. This includes mains flushing, mains maintenance and repair including trunk mains.

Code	Name	Start Date	Target Date	Performance	Responsible Officer																																				
KPI's were achieved in this quarter.																																									
	2.3.2.6.4 Reservoirs			75%	Mwater																																				
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Code	KPI	Target	Units	Achieved	Notes																																				
1	Delivery of program, percentage completed	25	Percentage	25																																					
Status Comments	<p>Scheduled works and required maintenance for reservoirs is fully completed for this quarter.</p> <p>July 2012 All scheduled inspections up to date and maintenance actions completed.</p> <p>September 2012 Investigating the need to clean Tyalgum Reservoir before changing over to new Water Treatment Plant ('WTP') supply. In is likely this clean will occur in October. Two of the three very small 20,000 Tanks at McAllister's Road have been taken off-line to reduce detention time and therefore improve water quality to users on this section.</p> <p>December 2012 Tyalgum reservoir successfully cleaned. Small leaks identified in the base of 2 reservoirs (Hospital Hill 2 and Burringbar). Quotes source to repair early in 2013. Reservoir maintenance scheduled work is up to date.</p> <p>March 2013 Reservoir inspections are up to date. Leak repairs are completed on Burringbar and Hospital Hill Reservoirs. Uki Reservoir was opportunistically cleaned. Preparations for cleaning Kingscliff Reservoir (No 2) are commencing.</p>																																								
	2.3.2.6.5 Water pumping stations			75%	Mwater																																				
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1	Delivery of program, percentage complete	75	Percentage	75																																					
Status Comments	<p>All scheduled and unplanned operational works have been completed for this quarter within budget requirements.</p> <p>Covers and acoustic enclosure for WPS 17 Clareville Rd have been identified as requiring replacement. A determination yet to be made on replacement of enclosures versus construction of a designated pump shed. No. 18 Water Pump Station flowmeter has been installed and is operational.</p>																																								
	2.3.2.6.6 Water treatment plants			74%	Mwater																																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program percentage completed</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> <tr> <td>2</td> <td>Volume of treated water supplied</td> <td>2,200</td> <td>ML</td> <td>2,147</td> <td></td> </tr> <tr> <td>3</td> <td>Achieve microbiological water quality compliance</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> <tr> <td>4</td> <td>Moderate category 2 water supply environmental incidents</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> <tr> <td>5</td> <td>Major category 3 water supply environmental incidents</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage completed	25	Percentage	25		2	Volume of treated water supplied	2,200	ML	2,147		3	Achieve microbiological water quality compliance	100	Percentage	100		4	Moderate category 2 water supply environmental incidents	0	Number	1		5	Major category 3 water supply environmental incidents	0	Number	0					
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4	Moderate category 2 water supply environmental incidents	0	Number	1																																					
5	Major category 3 water supply environmental incidents	0	Number	0																																					
Status Comments	<p>Category 2 incident due to possible contamination from termite chemical spill at Uki sports ground in March.</p> <p>Volume supplied is based on water production at the water treatment plants (Bray Park, Uki, Tyalgum) for the quarter.</p> <p>Higher Volume treated due to dry period.</p>																																								
	2.3.2.6.7 Dams and Weirs			66%	Mwater																																				

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Delivery of program percentage completed	25	Percentage	20																			
2	Volume of water extracted	2,400	ML	2,296																			
Status Comments		Volume of water extracted is water extracted from Council raw water pump station for Bray Park, Uki and Tyalgum. Extracted Volumes were within Target range. Costs increased due to the need to use Powdered Activated Carbon for additional taste and odour treatment as a result of algal blooms in Clarrie Hall Dam.																					
	2.3.2.6.8 Tweed Laboratory Centre			75%	Mwater																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Delivery of program, percentage completed	25	Percentage	25																			
Status Comments		The commissioning of a key piece of equipment is under way to enable greater efficiency and detection in the metals section of the laboratory. The Laboratory continues to perform well in quality assurance proficiency programs.																					
	2.3.2.8.1 Review Water Supply Infrastructure Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			75%	MD																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Client timeframes within target	80	Percentage	80																			
Status Comments		Designs being completed in a timely manner.																					
	2.3.2.8.2 Prepare concept and detail designs for water supply infrastructure projects			75%	MD																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of design projects completed</td> <td>4</td> <td>Number</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of design projects completed	4	Number	6											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of design projects completed	4	Number	6																			
Status Comments		Design work is currently meeting all timeframes. However working on creating a greater gap between completion and construction commencement.																					
	2.3.3 Provision of high quality and reliable wastewater services which meets health and environmental requirements and projected demand			57%																			
	2.3.3.1.1 Target Flow gauging and development of calibrated sewer flow model			45%	Mwater																		
Status Comments		<p style="text-align: right;">Jul-11</p> Sewer flow gauging programmes complete for Tweed Heads Central, East Banora Point, Bilambil Heights, Western Tweed Heads South and Murwillumbah catchments. Model build calibration and report by consultant complete for Bilambil Heights - works incorporated into future works programmes. Model build calibration and report by in-house staff complete for East Banora Point and Tweed Heads Central. Model build and calibration by in-house staff in progress for western South Tweed Heads area. Manhole data collection in progress in Murwillumbah catchment - slowed due to resource limitations and conflicting priorities. Population model for total Banora Point Catchment is completed with a revision due to Census data undertaken. Loading study final draft has been received from consultant. Development of skeleton model by Consultant has reached draft report stage - review of consultant's wet weather flow methodology is in																					

Code	Name	Start Date	Target Date	Performance	Responsible Officer
progress.					
 2.3.3.1.2	Backup generator at Sewage Pump 2036 Fern Street Bilambil Heights			75%	Mwater
		Jul-11			
Status Comments	Following site investigations the scope of works has been changed to include pump and electrical upgrade as well as civil works and generator. New pumps have been received. Contract has been awarded for supply on new generator. Generator slab construction complete. Pump and electrical installation works have commenced. Final construction to be complete by mid 2013.				
 2.3.3.1.3	Backup generator at Sewage Pump 2038 Peninsula Drive Bilambil Heights			100%	Mwater
		Jul-11			
Status Comments	Complete.				
 2.3.3.1.4	Telemetry alarming of critical manholes			25%	Mwater
		Jul-11			
Status Comments	Pilot project involving seven potential overflow sites and constructed emergency relief structures commenced. Seven sites in Murwillumbah area completed. Overall program to be developed based on the success to date of the pilot installations, however no progress this quarter due to resource limitations.				
 2.3.3.1.5	Sewer Pump Station Telemetry upgrade program			12%	Mwater
		Jul-11			
Status Comments	12% of 5 year project completed. Priority Sewer sites have been determined based on the overall risk posed by the individual sites. A number of sites have preliminary works completed and upgrades to SPS5005, SPS2036 and SPS2037 are scheduled for completion this quarter.				
 2.3.3.1.6	Upgrade Emergency relief (overflow) structures			30%	Mwater
		Jul-11			
Status Comments	All sewer overflow relief points have been identified as part of Council Sewer Overflow Abatement Strategy (SOAS) that was submitted to the DECC. 16 of these sites have been identified as needing upgrading to meet current standards. Council has an inspection program for all overflow relief points which is being set up in MEX for more efficient scheduling of inspections. December 2012 No additional information. March 2013 One new overflow point identified at Brother Leagues Club, Murwillumbah. Construction of the over relief point will commence next quarter.				
 2.3.3.3.1	Review long range forecasts and undertake Options Studies			75%	Mwater
		Jul-12			
Status Comments	A number of investigations and sewer modelling works are being completed to determine a strategy for delivery of sewerage infrastructure in				

Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>the Banora Point and Tweed Heads areas. Banora/Tweed Wastewater Catchment Population Projection Investigation has been completed and includes the latest census data. A Banora/Tweed Sewer Loading Review has been finalised. Sewer modelling works are now being completed. A proposal to complete a Banora/Tweed Sewer Strategy Report has been received.</p>				
✔ 2.3.3.4.1	Finalise Odour Investigations Study and Concept Designs		Jul-11	77%	Mwater
Status Comments	<p>Odour modelling report complete and recommends installation of odour treatment facilities at Golan Dr, Enterprise Ave and Coast Road Sewerage Pump Stations. Tender documents being prepared. General arrangement drawings have been prepared. Design works complete and approvals have been received for Enterprise Ave Odour Treatment Project. Construction works expected to be complete mid-2013. Coast Rd and Golan Dr expected to be complete end 2013.</p>				
✔ 2.3.3.4.2	Install odour control system at Gollan Drive SP 2018		Jul-12	20%	Mwater
Status Comments	<p>Electrical inspection and preparation of concept layout plans complete. Planning approval has been submitted. Tender documents are being prepared.</p>				
✔ 2.3.3.4.3	Install odour control system at Enterprise Avenue SPS 3028		Jul-12	30%	Mwater
Status Comments	<p>Redundant Banora Point Wastewater Treatment Plant odour treatment facility is to be relocated to SPS3028. Design is complete. Approvals have been received. Contract for relocation works is now being prepared.</p>				
✔ 2.3.3.4.4	Install odour control system at Coast Road North Pottsville SP 5028		Jul-12	20%	Mwater
Status Comments	<p>Electrical inspection and preparation of concept layout plans complete. Planning approval is now required. Tender documents are being prepared. Additional odour monitoring works have now been completed.</p>				
⚠ 2.3.3.5.1	Identify additional beneficial reuses of biosolids from Banora Point Waste Water Treatment Plant		Jul-12	20%	Mwater
Status Comments	<p>A brief has been prepared which summarises the current status of biosolids management and makes recommendations for the development of a updated management plan. This will be used to develop a tender brief and engage a consultant to complete the Biosolids Management Strategy. This project has been delayed and is now programmed for new financial year.</p>				
✔ 2.3.3.7.1	Annual Gravity Sewer Relining Program			30%	Mwater

Code	Name	Start Date	Target Date	Performance	Responsible Officer
		Jul-11			
Status Comments	<p>Sewer projects have been prioritised for relining works. Tenders have been awarded 20/3/2012 and works will begin late April. July 2012 Relining contract is 95% completed for the 2011/12 year. 1500m of aging sewer pipes were relined within the allocated budget.</p> <p>September 2012 Although no new closed circuit television data has been collected a relining schedule has been set for this year using historic data. Approximately 2,000 m of gravity mains will be produced into a tender that is expected to be advertised in November.</p> <p>December 2012 Relining tender is complete with over 2.5 km of main selected. It will be advertised in February and it is expected the budget will be spent within this financial year.</p> <p>March 2013 Relining tender has closed and is about to be awarded for this year's program. It is within budget and completes all 2.5 km of work identified. Work is scheduled to be completed by July.</p>				
 2.3.3.7.10	Banora Point Waste Water Treatment Plant outfall upgrade			6%	Mwater
		Jul-12			
Status Comments	<p>Preliminary environmental review of pipeline easement has been completed. The preferred alignment has been rejected by NSW Roads and Maritime Services. Preliminary concept design for alternate alignment has been developed. Engagement with NSW Roads and Maritime Service required to gain approval of preferred option.</p>				
 2.3.3.7.14	Sewage Pump Station 2052 Boyd Family Park construction			18%	Mwater
		Jul-11			
Status Comments	<p>A number of potential distribution system and pumping options have been identified. Final design is on hold pending completion of Banora/Tweed catchment strategy and sewer modelling investigation works. A preferred distribution system option will be selected and construction works are programmed in 2013/2014.</p>				
 2.3.3.7.15	Sewer rising main diversions to new sewage pump station 2052 Boyd Family Park			18%	Mwater
		Jul-12			
Status Comments	<p>This project is linked to 2.3.3.7.14 and construction of SPS2052.</p>				
 2.3.3.7.20	Hastings Point Waste Water Treatment Plant Recycled Water Scheme Les Burger Fields			92%	Mwater
		Jul-11			
Status Comments	<p>A response to queries on draft Operation Management Plan has been provided to NSW Office of Water. Approval of the Management Plan is required prior to the issue of Section 60 approval to operate system. Site flow testing has commenced to determine storage tank fill rates. Recreation Services Unit have now engaged consultant to complete irrigation pump supply and installation.</p>				
 2.3.3.7.3	Burringbar / Mooball Sewerage Waste Water Treatment Plant construction			96%	Mwater
		Jul-11			
Status Comments	<p>All construction and installation work is now complete. The WWTP will be commissioned and performance tested when the minimum number of residents have connected. Completion of works expected Mid 2013.</p>				

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.3.3.7.4	Burringbar / Mooball Sewerage Waste Water Reticulation construction	Jul-11		100%	Mwater												
Status Comments	All construction works have now been completed. Residents are now permitted to connect to the new sewerage system.																
✔ 2.3.3.7.5	Banora Point Waste Water Treatment Plant upgrade	Jul-11		100%	Mwater												
Status Comments	All new process units are now commissioned and operational. The treatment plant was officially opened on 6 February 2013.																
✔ 2.3.3.7.8	Meridian Way Tweed Heads West syphon upgrade	Jul-11		45%	Mwater												
Status Comments	Contractor scheduled to remobilise to site end April 2013 (weather dependent) Works are expected to be complete by mid-2013.																
✔ 2.3.3.7.9	Sewer rising main 1023 North Arm Road Murwillumbah construction	Jul-12		100%	Mwater												
Status Comments	All sewer rising main construction works are now complete.																
✔ 2.3.3.1.12	Annual CCTV inspection program			55%	Mwater												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage completed</td> <td>25</td> <td>Percentage</td> <td>80</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed	25	Percentage	80					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	80													
Status Comments	March 2013 A large portion of the contract CCTV work is completed. There were some delays as a lot of mains needed prior cleaning before CCTV. The work has yielded nearly 2,000m of mains that require attention. Various rehabilitation is underway for those mains.																
✔ 2.3.3.1.13	Develop and implement infiltration and inflow reduction program with aim to reduce peak and overall flows to treatment plants.			75%	Mwater												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage completed</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	25													
Status Comments	<p>Manhole inspection program developed and implemented across the shire. This program ensures we have access to these maintenance points and also provides information on infiltration and condition of manholes. Repair work is identified and completed for manholes including coating for structural protection. Programs for closed circuit television ('CCTV') and rehabilitation are determined from these inspections.</p> <p>Data has been collated to identify priority areas and manhole inspections are ongoing. The following inspection programs are being prepared: Wet weather pump run analysis, catchment inspections during rain, household infiltration inspections, routine manhole inspections. The following remediation programs are being developed - Manhole coating/repair, sewer main patching, removal of illegal connections, relining, lining of service lines, and physical repair.</p>																

Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>July 2012 - Staff deployment in this area has provided increase focus on finding infiltration. Tumbulgum sewer property infiltration study is underway. Processes have been developed for gather field information and preparing external works for rectification.</p> <p>September 2012 - The infiltration project at Tumbulgum has yielded a number of successful finds that should reduce infiltration. This program is still continuing. An annual program has been developed combining the major sewer maintenance programs. This ensures we have good timing to do asset/risk evaluation, CCTV, catchment analysis and relining.</p> <p>December 2012 - Relining tender complete and will go to public tender February 2013. Manhole coating and service line repair tenders are been developed. Field inspections have significantly increased identifying problem areas.</p> <p>March 2013 - Program is components are being progressively developed and implemented including, pipe relining, Manhole coating, Junction repairs, however role out of revised Manhole inspections requires staff training and the dedication of felid resources.</p>				

2.3.3.2.1 Investigate new recycled water opportunities and monitor relevant national and international trends 75% Mwater

Code	KPI	Target	Units	Achieved	Notes
1	Percentage completed; progress viable projects through approval phase	25	Percentage	25	





Status Comments Council is monitoring current trends and technologies for recycled water opportunities. A workshop on dual reticulation and water recycling was held in April 2012 for Councillors.

New opportunities for effluent reuse are being investigated on an ongoing basis but stringent NSW State guidelines are impacting on Council's ability to introduce new schemes in a timely manner. The Office of Water's delay in approving the Les Burger project has meant that other projects are on hold, awaiting the outcome. The subsequent impacts on future schemes will need to be assessed.

No further progress with the Les Burger project has been made this quarter. It is envisaged that the full review of the Integrated Water Cycle Management Strategy, due to be completed in mid 2013, will also have an impact on future directions for Council with respect to recycled water projects.

- A number of recycled water (effluent reuse) schemes are progressing and/or proposed across the shire, including:
- Les Burger Field (rugby club) at Bogangar, recycling up to 55 kL/d from Hastings Point Waste Water Treatment Plant ('WWTP'). Transfer pipeline construction complete. Final construction for irrigation system should be completed by Dec 2012. Council has provided a revised recycled water management plan to NSW Office of Water for their consideration but approval under Section 60 has been significantly delayed.
 - Burringbar/Mooball recycled water scheme, recycling up to 20ML/a. To be pursued once the new WWTP is operating. Transfer pipeline construction complete. Further investigations under way for suitable end uses. Scheduled in capital works program for 2013/2014.
 - Tyalgum WWTP irrigation for additional Koala fodder plantation. Concept design under way. Scheduled in capital works program for 2014.
 - Turf Farm on Round Mountain Rd, Bogangar. Scheduled in capital works program for 2014. Investigations under way. Still under consideration but viability is uncertain.
 - Arkinstall Park and Memorial Gardens, Tweed Heads, recycling up to 230ML/a from Banora Pt WWTP. Still under consideration but viability is uncertain. Scheduled in capital works program for 2016.
 - Barry Sheppard Oval and Round Mountain pony club, recycling up to 200ML/a from Hastings Pt WWTP. Still under consideration but viability is uncertain.
 - Chinderah Ti tree plantation, recycling up to 950ML/a from Kingscliff WWTP. Under consideration.
 - Tweed Heads South industrial area. Under preliminary consideration. Will depend on Banora Pt WWTP upgrade and customer effluent quality requirements.

In respect to new development, Council is supportive of developers who propose water recycling. However, no new recycling opportunities were identified this quarter. Working with the Tweeds Top 20 and Top 100 non-residential water users has not identified any water recycling

Code	Name	Start Date	Target Date	Performance	Responsible Officer																														
(effluent reuse) opportunities at this stage. Council is addressing the NSW Office of Water (NOW) requirements for the Les Burger Field project before proceeding with other projects.																																			
	2.3.3.2.2 Develop educational materials and promote recycled water opportunities			30%	Mwater																														
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1	Percentage complete	25	Percentage	10																															
Status Comments		One of the Water Education Officer's future tasks was to develop educational packages and resources relating to recycled water. This is an important element of the Demand Management Strategy implementation. Work specifically dealing with recycled water has been delayed due to other current priorities and until the full review of the Integrated Water Cycle Management Strategy has been completed in mid 2013.																																	
	2.3.3.6.1 Sewer fund management and administration			72%	Mwater																														
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4	Sewer system unplanned customer service interruptions per 1000 connected assessments	3	Number	0																															
Status Comments		KPI's achieved in this Quarter.																																	
	2.3.3.6.2 Sewer gravity mains			69%	Mwater																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program percentage completed</td> <td>25</td> <td>Percentage</td> <td>20</td> <td></td> </tr> <tr> <td>2</td> <td>Gravity main sewer chokes per 100km of mains</td> <td>10</td> <td>Number</td> <td>2</td> <td></td> </tr> <tr> <td>3</td> <td>Sewer overflows per 100 km mains</td> <td>3</td> <td>Number</td> <td>4</td> <td></td> </tr> <tr> <td>4</td> <td>Sewer overflows 1000 connected assessments</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage completed	25	Percentage	20		2	Gravity main sewer chokes per 100km of mains	10	Number	2		3	Sewer overflows per 100 km mains	3	Number	4		4	Sewer overflows 1000 connected assessments	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																														
1	Delivery of program percentage completed	25	Percentage	20																															
2	Gravity main sewer chokes per 100km of mains	10	Number	2																															
3	Sewer overflows per 100 km mains	3	Number	4																															
4	Sewer overflows 1000 connected assessments	0	Number	0																															
Status Comments		Delivery program is based on actual expenditure versus budget. 3 of 4 KPI's achieved in this Quarter. Sewer overflows per 100 km mains were elevated as a result of both improved reporting processes and flooding events in this quarter.																																	
	2.3.3.6.3 Sewer rising mains			68%	Mwater																														

Code	Name	Start Date	Target Date	Performance	Responsible Officer																																																
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Status Comments Delivery program is based on actual expenditure versus budget. KPI's achieved in this Quarter.																																																					
	2.3.3.6.4 Sewer Pumping Stations			75%	Mwater																																																
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Code	KPI	Target	Units	Achieved	Notes																																																
1	Delivery of program, percentage complete	75	Percentage	75																																																	
Status Comments All unplanned and most scheduled operational works have been completed for this quarter within budget requirements. Operational expenditure currently within Budget as some resources have been diverted to treatment plant priorities and various capital works projects. SPS 5003 Rosewood Ave requires pump stands to be replaced and well floor to be re-benched. Work on this project has been completed and the pump station is operational.																																																					
	2.3.3.6.5 Waste Water Treatment Plants			67%	Mwater																																																
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program percentage completed</td> <td>25</td> <td>Percentage</td> <td>22</td> <td></td> </tr> <tr> <td>2</td> <td>Quarterly volume of waste water treated</td> <td>2,225</td> <td>ML</td> <td>2,675</td> <td></td> </tr> <tr> <td>3</td> <td>Effluent quality licence compliance</td> <td>100</td> <td>Percentage</td> <td>92</td> <td></td> </tr> <tr> <td>4</td> <td>Moderate category 2 water supply public health incidents</td> <td>0</td> <td>Number</td> <td>2</td> <td></td> </tr> <tr> <td>5</td> <td>Major category 3 water supply public health incidents</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> <tr> <td>6</td> <td>Proportion of waste water reused</td> <td>10</td> <td>Percentage</td> <td>1</td> <td></td> </tr> <tr> <td>7</td> <td>Daily volume treated per person</td> <td>300</td> <td>L/p/d</td> <td>406</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage completed	25	Percentage	22		2	Quarterly volume of waste water treated	2,225	ML	2,675		3	Effluent quality licence compliance	100	Percentage	92		4	Moderate category 2 water supply public health incidents	0	Number	2		5	Major category 3 water supply public health incidents	0	Number	0		6	Proportion of waste water reused	10	Percentage	1		7	Daily volume treated per person	300	L/p/d	406					
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6	Proportion of waste water reused	10	Percentage	1																																																	
7	Daily volume treated per person	300	L/p/d	406																																																	
Status Comments Delivery program is based on actual expenditure versus budget. 4 of KPI's achieved in this Quarter. <ul style="list-style-type: none"> - Volumes treated high due to inflows into sewers from flooding events. - Licence compliance not achieved at Banora Point and Uki where some pH results were elevated, noting such results have negligible impact on receiving waters. - Category 2 incidents were at 1. Murwillumbah St, Trunk Gravity main (A line) break in February and 2. Birds Bay Dr, Bilambil Heights, service connection line break in March. - Daily volume treated per person also higher due to inflows into sewers from flooding events. 																																																					
	2.3.3.6.6 Tweed Laboratory Centre			75%	Mwater																																																

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Delivery of program, percentage complete	25	Percentage	25																			
	Status Comments The laboratory continues to provide a reliable service to its internal and external clients in a responsive manner. Recent algal blooms both locally and interstate have once again shown the laboratory to be well placed to perform testing in such events to a high standard, which also provides a valuable source of income.																						
	2.3.3.8.1 Review Waste Water Infrastructure Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			75%	MD																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Client timeframe within target	80	Percentage	80																			
	Status Comments Designs being delivered within Client timeframes. Some issues with time available to complete entire design and approval process.																						
	2.3.3.8.2 Prepare concept and detail designs for Waste Water infrastructure projects including schedules of quantities, cost estimates and works as executed plans			60%	MD																		
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1	Number of design projects completed	5	Number	5																			
	Status Comments Client briefs for these projects are being completed within specified timeframes.																						
	2.3.3.9.1 Inspect on-site sewage management systems for compliance with relevant legislative and Tweed Shire Council requirements			70%	MBEH																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of onsite sewage management inspections</td> <td>125</td> <td>Number</td> <td>213</td> <td></td> </tr> <tr> <td>2</td> <td>Onsite sewage management system failures as % of total system inspections</td> <td>0</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of onsite sewage management inspections	125	Number	213		2	Onsite sewage management system failures as % of total system inspections	0	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of onsite sewage management inspections	125	Number	213																			
2	Onsite sewage management system failures as % of total system inspections	0	Percentage	0																			
	Status Comments 102section 68 Onsite Sewage Management System approval to operate, 85 required maintenance such as desludging or repair, 15 of these were rated medium risk with 2 rated high risk. 18 section 68 SEP approval to Install or upgrade (5 new, 8 upgrade, 3 pump stations and 2 minor plumbing). 23 systems installation final inspections.14 pre-purchase inspections where 6 required maintenance or repair. 63 follow up repairs, complaints and investigations.																						
	2.3.4 Provision of high quality, best practice, solid waste disposal with energy recovery, and improving resource recovery practices and infrastructure which meets health and environmental requirements and projected demand			58%																			
	2.3.4.4.1 Provide permanent drop off facility at Stotts Creek Resource Recovery Centre for unwanted household chemical wastes (paint, herbicides and pesticides) ready for responsible disposal or recycling at an offsite purpose built licensed facility			100%	CWM																		
				Jul-11																			
	Status Comments Household hazardous waste shed operational.																						










Code	Name	Start Date	Target Date	Performance	Responsible Officer												
🟡 2.3.4.5.1	Development of Waste Management and Resource Recovery Strategy	Jul-11		25%	CWM												
Status Comments	A consultancy brief has been sent to market, closing with 33 tender submissions. A preferred tenderer is to be recommended by the tender evaluation panel																
🟡 2.3.4.6.1	Extension of Stotts Creek Inert Landfill	Jul-12		25%	CWM												
Status Comments	A consultants brief was sent to market, closing with 11 tender submissions. A preferred tenderer has been engaged to design the cell.																
🟡 2.3.4.7.1	Development of Waste & Sustainability Improvement Payment (WaSIP) action plan to guide spend on resource recovery projects	Jul-12		25%	CWM												
Status Comments	Plan to be incorporated into Councils next Solid Waste Management Strategy. The strategy is to commence preparation in April/May 2013.																
🟢 2.3.4.8.1	Development of Quirks Quarry Landfill and associated infrastructure (including haul road and gas capture)	Jul-12		90%	CWM												
Status Comments	NSW Public Works have been procured to manage the construction phase of the project under the guidance of Coordinator Waste Management and Director Community & Natural Resources.																
🟢 2.3.4.8.2	Provide additional facilities at Stotts Creek Resource Recovery Centre to recover and recycle construction and demolition waste	Jul-12		50%	CWM												
Status Comments	Existing material recovery facility being converted for future resource recovery activity.																
🟢 2.3.4.8.3	Develop a closure plan for Stotts Creek landfill to allow for the expansion of resource recovery facilities at the site	Jul-12		25%	CWM												
Status Comments	Closure plan for Stotts Creek is pending state government approval for Eviron landfill proposal. The pressure to conclude this piece of work is less now that Council is transporting waste to another facility in the interim.																
🟡 2.3.4.8.4	Implement Stotts Creek landfill closure plan and rehabilitate site	Jul-12		0%	CWM												
Status Comments	Approximately 12 months air space remaining, closure plan to follow accordingly. Interim alternative transport and disposal options have lessened the need for this piece of work.																
🟢 2.3.4.1.1	Provide a multi bin collection service for all residential rated properties and willing non-residential (commercial) rated properties			74%	CWM												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase resource recovery (recycling) from kerbside collections of domestic properties</td> <td>50</td> <td>Percentage</td> <td>52</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase resource recovery (recycling) from kerbside collections of domestic properties	50	Percentage	52					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase resource recovery (recycling) from kerbside collections of domestic properties	50	Percentage	52													
Status Comments	Figure represents recovered resources (recycling) from domestic kerbside collection.																








Code	Name	Start Date	Target Date	Performance	Responsible Officer
2.3.4.1.2	Provide public place waste and recycling collection services			75%	CWM
1	Number of additional public place recycling bins	1	Number	3	
Status Comments Recycling bins installed in Tweed and Kingscliff.					
2.3.4.1.3	Provide special waste (electronic waste, fluoro tubes, batteries, oil, metal, white goods, tyres, empty farm chemical drums, gas bottles) drop off facilities at Stotts Creek Resource Recovery Centre to enable recycling			62%	CWM
1	Increase of special waste collected at Stotts Creek	5	Percentage	6	
Status Comments Increased recovery of electronic waste and CFL tubes, and hazardous waste.					
2.3.4.1.4	Provide bi-annual bulky waste household collection and recover metal items for recycling; and facilitate a separate metal collection year round			75%	CWM
1	Annual hard rubbish collection services provided	2	Number	2	
2	Metal collection services provided	75	Number	81	
Status Comments Hard rubbish collection conducted in May and November 2012. Metal collection participation steady.					
2.3.4.1.5	Manage operational and closed waste disposal facilities and recycling assets			75%	CWM
1	Increase resource recovery (recycling) of all material received at operational waste disposal facilities	40	Percentage	49	
Status Comments Includes recovery of green organics, construction and demolition waste, metal and re-usables to the tip shop.					
2.3.4.2.1	Education programs to promote understanding and behavioural change in the community			75%	CWM
1	Conduct Environmental education initiatives relating to recycling and waste minimisation	6	Number	6	
Status Comments Education activities conducted.					
2.3.4.2.2	Participate in regional collaboration on waste management and resource recovery initiatives			75%	CWM
1	Regional meetings on waste and recycling attended	2	Number	3	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments Attended North East Waste meeting, North East Waste strategic planning session, and presented to the General Managers Group.																	
	2.3.4.3.1 Promote green organics and dry recycling collections to non-residential (commercial) rated properties			70%	CWM												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase in new green organics or recycling services</td> <td>10</td> <td>Number</td> <td>11</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase in new green organics or recycling services	10	Number	11					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase in new green organics or recycling services	10	Number	11													
Status Comments Net result 11 increase in services.																	
	2.3.5 Ensure adequate stormwater drainage, flood management and evacuation systems are in place to protect people and property from flooding			52%													
	2.3.5.3.1 Complete approved 2011/12 stormwater drainage construction program			100%	Mworks												
	Complete.		Jul-11														
	2.3.5.4.1 Complete 2011/12 stormwater drainage rehabilitation program			100%	Mworks												
	Complete.		Jul-11														
	2.3.5.7.1 Progress Coastal Creeks Floodplain Risk Management Plan			60%	PIE												
			Jul-11														
Status Comments Floodplain Management Committee met on 8 March. Consultant presented initial work for committee comment.																	
	2.3.5.7.2 Complete Tweed Valley Floodplain Risk Management Plan			95%	PIE												
			Jul-11														
Status Comments Final papers being prepared with consultants following completion of additional modelling and receipt of submissions. To be reported back to Floodplain Management Committee and Council for endorsement.																	
	2.3.5.1.1 Review Storm water Drainage Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within targets</td> <td>80</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within targets	80	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within targets	80	Percentage	100													
Status Comments Stormwater design projects are being completed within client timeframes.																	
	2.3.5.1.2 Prepare concept and detail designs for Storm water Drainage infrastructure projects including schedules of quantities, cost estimates and works as executed plans			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of design projects completed</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of design projects completed	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of design projects completed	1	Number	1													
Status Comments Blue Jay Circuit Stormwater Upgrade project 95% completed.																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.3.5.2.1	Review Survey and Environmental Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within targets</td> <td>80</td> <td>Percentage</td> <td>80</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within targets	80	Percentage	80					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within targets	80	Percentage	80													
	Status Comments Resources sufficient to enable work to be completed within time frames specified by clients.																
✔ 2.3.5.2.2	Undertake survey works for stormwater and flood mitigation infrastructure including schedules of quantities and cost estimates			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of surveys completed</td> <td>2</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of surveys completed	2	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of surveys completed	2	Number	2													
	Status Comments Two surveys completed for flood damaged areas of levees caused by January floods.																
✔ 2.3.5.5.1	Repair stormwater drainage structures			47%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number repaired</td> <td>60</td> <td>Number</td> <td>32</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number repaired	60	Number	32					
Code	KPI	Target	Units	Achieved	Notes												
1	Number repaired	60	Number	32													
	Status Comments Repairs to damaged inlets and pipelines completed during quarter.																
✔ 2.3.5.5.2	Clean stormwater drainage structures			16%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number cleaned</td> <td>4,322</td> <td>Number</td> <td>917</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number cleaned	4,322	Number	917					
Code	KPI	Target	Units	Achieved	Notes												
1	Number cleaned	4,322	Number	917													
	Status Comments Manual and mechanical cleaning of pits, pipes and inlets as necessary.																
✔ 2.3.5.5.3	Maintain Gross Pollutant Traps			44%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Cubic metres extracted</td> <td>47</td> <td>Cubic metres</td> <td>32</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Cubic metres extracted	47	Cubic metres	32					
Code	KPI	Target	Units	Achieved	Notes												
1	Cubic metres extracted	47	Cubic metres	32													
	Status Comments Litter and gross pollutants removed from Urban stormwater systems.																
✔ 2.3.5.5.4	Maintain created wetlands			23%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of wetlands maintained</td> <td>20</td> <td>Percentage</td> <td>8</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of wetlands maintained	20	Percentage	8					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of wetlands maintained	20	Percentage	8													
	Status Comments Maintenance to ponds and wetland sites at Newcastle Dr, Kellehers Rd, Muskheart Cct, ,Taylor Dr & Vintage Lakes.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer
2.3.5.5.5	Repair kerb and guttering			6%	Mworks
Code	KPI	Target	Units	Achieved	Notes
1	Length of kerb and gutter repaired	250	Metres	10	
Status Comments Kerb replacements and spall repairs at Old Lismore Rd and Keith Compton Dr.					
2.3.5.6.1	Clear aquatic weeds in Western and Eastern Drainage Systems			9%	Mworks
Code	KPI	Target	Units	Achieved	Notes
1	Area of aquatic weeds cleared hectares	10	Number	0	
Status Comments No removal of noxious aquatic surface weeds was required in March 2013 quarter.					
2.3.5.7.3	Undertake a community awareness program for flooding in conjunction with State Emergency Services			13%	PIE
Code	KPI	Target	Units	Achieved	Notes
1	Number of publications	1	Number	0	
2	Number of public meetings	1	Number	0	
Status Comments Further community engagement to commence upon finalisation of floodplain risk management plan and associated grant funding. Regular discussions held with State Emergency Service officers.					
2.3.5.8.1	Maintain Flood Mitigation Asset Register			75%	PIE
Code	KPI	Target	Units	Achieved	Notes
1	Register updated	25	Percentage	25	
Status Comments Flood mitigation asset register has been updated this quarter to reflect new assets and improvements completed this year.					
2.3.5.8.2	Inspect, repair and replace flood mitigation assets			27%	PIE
Code	KPI	Target	Units	Achieved	Notes
1	Percentage of assets inspected that required repair or replacements	25	Number	25	
2	Number of applications approved	25	Number	0	
Status Comments No issues this quarter. Concentrating on flood damage grant projects - repair to Commercial Road levee.					
2.3.5.9.1	Assess, approve and inspect stormwater drainage applications			16%	PIE
Code	KPI	Target	Units	Achieved	Notes
1	Number of applications approved	25	Number	6	
Status Comments Applications assessed and approved where appropriate and possible - those which require further information or amendments have been					

Code	Name	Start Date	Target Date	Performance	Responsible Officer
referred back to the applicants in each case.					
	2.3.6 Provide conveniently placed and well equipped parks, sporting, recreational, cultural and community facilities			49%	
	2.3.6.1.1 Development of Regional Museum facility at Flagstaff Hill Tweed Heads	Jul-11		2%	DCNR
There was no activity this period.					
	2.3.6.1.2 Development of Regional Museum facility at Murwillumbah	Jul-11		100%	DCNR
Complete.					
	2.3.6.1.4 Implement and support digital collection management system for the Tweed River Art Gallery and Tweed River Regional Museums	Jul-11		5%	DCNR
Status Comments	Collection Management System (CMS') package developed by Vernon has been installed and training packages delivered. The Gallery's Collection has been imported into the new CMS package, but requires customisation of the data pages to best suit standard gallery practices. Work has commenced on the database of objects and artefacts developed by the Project Co-ordinator for the Olley House being incorporated into the Vernon CMS package from Microsoft Access software.				
	2.3.6.1.6 Develop purpose-built extension to Tweed River Art Gallery as the Margaret Olley Art Centre			0%	DCNR
Status Comments	The tender for construction of the Margaret Olley Art Centre was awarded to Alder Constructions Pty Ltd. A start up meeting has been tentatively set for 12 April.				
	2.3.6.1.7 Review and update the Tweed River Art Gallery Business Plan			0%	DCNR
Status Comments	The Gallery's Strategic Plan will be submitted to Executive Management Team for approval, prior to presentation to Arts NSW with the Gallery's next application for triennial funding (2014-16).				
	2.3.6.1.8 Develop storage facility for the Tweed Regional Museum collections and implement relocation of collections and associated systems and documentation			100%	DCNR
Complete.					
	2.3.6.1.9 Develop and implement new displays for redevelopment of the Tweed River Regional Museum at Murwillumbah			25%	DCNR
Status Comments	Assessment and documentation of collection at Murwillumbah is complete. Unpacking of the collection and consolidation into storage at the Museum Collection store is 80% complete. Collection records relating to Murwillumbah are being progressively consolidated into the new Collections Management System (Vernon) and this task is substantially complete. Work has commenced on development and research of display themes. Separate Museum Research and Oral History groups have been convened to assist with tasks related to content research and development.				
	2.3.6.10.2 Lodge development application	Jul-11		20%	MRS
Status Comments	Preliminary vegetation study undertaken, preliminary engineering design investigations undertaken for roads/dam.				







Code	Name	Start Date	Target Date	Performance	Responsible Officer
Investigation into second dam required. Project on hold due to competing priorities.					
 2.3.6.3.1	Develop netball facility			50%	MRS
		Jul-11			
Status Comments	Netball courts resurface, new courts and carpark have been constructed. A development application was lodged for new toilet block and club upgrade with Regional Development Australia funding successful. Following development approval works will commence. Currently liaising with Netball Association on detail of work to be completed.				
 2.3.6.3.2	Develop tennis facility			20%	MRS
		Jul-12			
Status Comments	Liaising with Tennis Australia to develop detail plans for tennis facility in preparation for tender.				
 2.3.6.3.3	Develop recreation area			20%	MRS
		Jul-11			
Status Comments	Brief for landscape plan completed. Awaiting outcome of Infrastructure funding application. Design presented to and endorsed by Aboriginal Advisory Committee. Regional Development Australia funding application was successful. Construction in final stages of Arkinstall Park project towards the latter half of 2013.				
 2.3.6.4.1	Refurbish Murwillumbah Netball clubhouse			22%	MRS
		Jul-11			
Status Comments	Development approval was provided and a construction certification application was lodged. Unfortunately an alternative solution is necessary to meet Building Standards Australia objectives. Alternative provisions were needed for a number of amenities but resources are limited options to address the issues. An alternative solution has now been prepared with assistance with specialists from the Murwillumbah Netball Association and is ready for re-submission for building approval. An alternative solution has been accepted and the construction certificate for approval of the food premises fit out plan. Electrical contract for relocation of incoming power has been let. Incoming power and phone lines relocated. Tender for stage 1 (new amenities and store on east end reroofing) has been let. Ready for start when weather allows; start estimated late March 2013.				
 2.3.6.4.2	Construct facilities at Greenway Drive Sportfields			100%	MRS
		Jul-11			
Status Comments	Complete.				
 2.3.6.4.3	Commence Implementation of Shirewide irrigation system			100%	MRS
		Jul-11			
Status Comments	Complete.				
 2.3.6.4.4	Replace upstairs component of Jim Devine Club House			70%	MRS
		Jul-11			
Status Comments	Tender awarded and construction commenced.				

Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2.3.6.4.5	Development of Depot Road sports field			80%	MRS
		Jul-11			
Status Comments	Fill from Banora Point finalised. 70% of site filled to finished levels. Project is waiting on additional funding to complete.				
 2.3.6.5.2	Detail tender documentation and construct facility			0%	MRS
		Jul-12			
Status Comments	Project on hold pending delivery of services to the site (water/sewer/power) with commencement of initial stages of Kings Forest development. Additional funding also required				
 2.3.6.6.1	Design approvals and construction of Hastings Point Creek park upgrade			100%	MRS
		Jul-11			
Status Comments	Complete.				
 2.3.6.7.1	Implement rationalisation/works program strategy			30%	MRS
		Jul-11			
Status Comments	Commercial Road and Fingal Road block demolished. Development Application for new facility at Wharf Street was approved and tender documentation completed. Wharf park completed and operational. Draft Landscape Plan for Faulks Park, Kingscliff prepared for consultation including demolition and replacement of old facility. Faulks Park draft plan on exhibition. 4 year capital works program provided to Council				
 2.3.6.8.2	Determine preferred location and construct playground at Cudgen			15%	MRS
		Jul-11			
Status Comments	A potential site for the playground was identified and community consultation carried out. Feedback from the consultation resulted Alan McIntosh Park being retained as the preferred site with an upgrade of the existing play equipment. Council is developing a program for the replacement and quotations are being sought in conjunction with other play equipment projects. Tender has been issued for the work.				
 2.3.6.8.4	Remove Lions Park Kingscliff Playground and construct new playground at Faulks Park Kingscliff			15%	MRS
		Jul-11			
Status Comments	There was no activity this period.				
 2.3.6.9.1	Implement organisational structure as adopted by Executive Management Team			90%	MRS
		Jul-11			
Status Comments	Head Coach appointed, Senior Learn To Swim positions were filled. Tweed pool comes off contract in May 30th 2012. Tweed Pool programs assumed by Council and integrated with other pool programs. Facility improvement programs commenced at Tweed and Kingscliff. Earthing completed at Kingscliff and Tweed pools, new concourse, painting and signage completed at Tweed.				
 2.3.6.9.2	Coordinate coaching and learn to swim programs across three facilities			100%	MRS
		Jul-11			
Status Comments	Head Coach appointed to develop and introduce an integrated coaching program. Senior Learn to Swim instructor is being recruited. Head Coach and Senior LTS instructors operating effectively and integrating programs across Kingscliff and Murwillumbah facilities. Tweed under				







Code	Name	Start Date	Target Date	Performance	Responsible Officer												
contract until May 2012. Arrangements were made with current LTS and coaching contractors at Tweed to continue programs, integrating with Council's program. Council has assumed responsibility for programs at South Tweed Pool and integration into existing programs. Programs integrated across three pools.																	
	2.3.6.9.3 Develop business plan and financial reporting systems to measure and monitor facilities performance		Jul-11	80%	MRS												
Status Comments	Business Plan completed. Development of systems to measure performance on going. Budget reporting has been amended for 2013/2014 season and standard performance reports developed.																
	2.3.6.9.4 Introduce new programs in Aquatic Facilities		Jul-11	80%	MRS												
Status Comments	New programs developed to be introduced in upcoming swim season. Deep water running, spin classes and senior squads all introduced and running effectively. Programs under constant review and refinement.																
	2.3.6.9.5 Commence implementation of the Aquatic Facilities upgrade process			70%	MRS												
Status Comments	Earthing completed at Kingscliff and Tweed pools. New concourse installed at Tweed in addition to painting and signage. Tenders have been received for the replacement of heating system at Tweed pool. Special Education Expenditure Project ('SEEP') application lodged for heating systems at Tweed.																
	2.3.6.1.3 Maintain and improve the Tweed River Art Gallery's physical and built environment through the provision of additional educational and family friendly facilities			75%	DCNR												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of public art installations	0	Number	0													
Status Comments	The built environment and the internal mechanics of the Tweed River Art Gallery are maintained by professionals. Public art pieces on the Gallery's site inspected and maintained on a regular basis. No public art works were commissioned, acquired or deaccessioned during this period.																
	2.3.6.2.1 Promote the use of Council's community facilities including the Auditoria, Banora Point Community Centre, South Tweed Hall and Activities Room at the Home and Community Care Centre			0%	DCNR												
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Code	KPI	Target	Units	Achieved	Notes												
1	Increase use of facilities	2	Percentage	0													
Status Comments	Facilities are recording a steady level of usage consistent with previous years.																
	2.3.7.1.1 Plans produced in accordance with annual Planning Reforms Unit Work Programs		Jul-11	100%	CPR												
Complete.																	
	2.4.1 Provide a safe and efficient network of arterial roads connecting neighbourhoods to town centres, employment, shopping, health, commercial and education facilities			76%													
	2.4.1.3.1 Progress Lower Tweed and Pacific Highway Traffic Master Plan		Jul-11	80%	MD												
Status Comments	Kirkwood Road eastern section and ramps construction has commenced in accordance with the Plan. No other segments of the Master Plan are proposed to commence at this time.																







Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.4.1.1.1	Review Road Design Section resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			75%	MD												
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Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	80													
Status Comments	Design resources adequate to meet timeframes now new Senior Civil designer has been appointed and has commenced process improvements to assist in meeting client targets.																
✔ 2.4.1.1.2	Prepare concept and detailed designs for Road Design and other infrastructure projects including schedules of quantities and cost estimates and third party certification if needed and works as executed plans and REFs and planning applications			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of designs completed</td> <td>3</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of designs completed	3	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of designs completed	3	Number	5													
Status Comments	Road design projects completed in accordance with client timeframes.																
✔ 2.4.1.4.1	Deliver approved 2011/12 traffic facilities, signage and line marking programs			75%	PIE												
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Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	49													
Status Comments	No issues to report.																
✔ 2.4.1.5.1	Undertake traffic speed, volume and accident data collection and maintain necessary equipment			75%	PIE												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of locations traffic volume monitored	75	Number	96													
Status Comments	8 counters put out per week.																
✔ 2.4.2	Promote the provision of cost effective public transport for all persons access			44%													
✔ 2.4.2.1.3	Provide links to public and community transport providers timetables on Council's website			30%	CSC												
			Jul-11														
Status Comments	Public transport information accessible from Council's website is current and regularly updated. A media feature publicising the Tweed Entertainment Venues Network brochure was released in the quarter. Anecdotal feedback was obtained from a sample of clubs, enabling estimate of courtesy bus usage in the Shire, which may be quite significant.																
✔ 2.4.2.1.1	Participate in the Public Transport Committee to advocate for additional investment in transport			75%	CSC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of transport initiatives developed by the Public Transport Committee	1	Number	1													






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<p>Status Comments This committee is facilitated by Engineering and Operations. To date formation of the new Public Transport Committee has not been completed, and no meetings have occurred.</p> <p>The NSW Long Term Master Plan has been approved, with few specific proposals for Northern Rivers, but development of a Northern Rivers Regional Transport Plan has commenced - awaiting consultation. The Murwillumbah Casino Feasibility Study is expected to be released in March.</p> <p>Council will provide a contribution towards the Northern Rivers Transport Guide (an initiative of Sustain Northern Rivers), and the project is likely to progress.</p>																	
✔ 2.4.2.1.2	Advocate for additional investment in community transport for the large segment of the community unable to drive			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of transport partnerships developed for disadvantaged groups</td> <td>0</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of transport partnerships developed for disadvantaged groups	0	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of transport partnerships developed for disadvantaged groups	0	Number	2													
<p>Status Comments Sustain Northern Rivers is carrying out a transport survey to identify unmet transport needs, for input to the upcoming Regional Transport Plan 2013. Provided input to Northern Rivers Social Development Council submission to Federal Government consultation on 'Walking, Riding and Access to Public Transport'. Attended Workplace Travel planning workshop on 20 February 2013.</p>																	
✔ 2.4.2.2.1	Construct bus shelters			50%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of new shelters provided</td> <td>2</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new shelters provided	2	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of new shelters provided	2	Number	0													
<p>Status Comments Arrangements made for 7 new shelters next quarter.</p>																	
✔ 2.4.2.2.2	Maintain bus shelters			43%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of shelters maintained</td> <td>182</td> <td>Number</td> <td>243</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of shelters maintained	182	Number	243					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of shelters maintained	182	Number	243													
<p>Status Comments Cleaning of shelters on a regular basis and repairs to structures as required. 243 visits to 38 shelters during quarter.</p>																	
⊖ 2.4.2.3.1	Install new street seating			0%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of new seats installed</td> <td>4</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new seats installed	4	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of new seats installed	4	Number	0													
<p>Status Comments No new seats installed in quarter.</p>																	
⊖ 2.4.2.3.2	Maintain street seats			3%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of seats maintained</td> <td>20</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of seats maintained	20	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of seats maintained	20	Number	0													
<p>Status Comments No maintenance to street seats completed in quarter.</p>																	
✔ 2.4.2.5.1	Participation in regional Council program promoting carpooling			75%	C&NR												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of participants	800	Number	1,295													
Status Comments Northern Rivers Carpool registrations have stabilised. Use for special events now being promoted.																	
	2.4.3	Ensure local streets, footpaths and cycleways are provided, interconnected and maintained			59%												
	2.4.3.3.1	Complete 2011/12 Road Upgrading Program			100%	Mworks											
		Jul-11															
Status Comments Road upgrading program progressing but delayed by January 2012 flood and subsequent restoration activities. Chinderah Bay Drive, Construction complete. Riverside Drive, Construction complete. Tweed Street, Construction complete. Clothiers Creek Road, Construction complete.																	
	2.4.3.3.2	Complete 2011/12 Road Rehabilitation Program			100%	Mworks											
		Jul-11															
Status Comments Road Rehabilitation Program has been delayed due to significant wet weather and a shortage of grader operators, progress is shown below - Parry Street, Construction Completed. Ourimbah Road, Construction Completed. Tumbulgum Road, Construction Completed. Carool Road, Construction Completed. Dulguigan Road, Construction Completed. West End Street, Construction Completed. Murwillumbah Street, Construction Completed. Tyalgum Road, Construction Completed. Bilambil Road, Construction Completed. Crescent Street, Construction Completed.																	
	2.4.3.3.4	Complete 2011/12 Regional Roads Repair Program – Kyogle Road from McDonalds Road to Palmers Road			100%	Mworks											
		Jul-11															
Complete.																	
	2.4.3.4.3	Conduct Operating Bridge Maintenance to address defects and in accordance with the adopted level of service			11%	Mworks											
		Jul-11															
Status Comments Maintenance carried out as necessary. 11% of operating bridge maintenance activity pro-rata budgets expended in quarter (YTD value is 35% of budget).																	
	2.4.3.1.1	Deliver cycleway infrastructure under approved 2011/12 capital works and s94 developer contribution plan budgets and works programs			75%	PIE											

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Program delivery	25	Percentage	90													
Status Comments Kennedy Drive cycleway progressing. Boardwalk section complete. Concrete section through park underway.																	
✔	2.4.3.1.2 Maintain footpaths and cycleways			15%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of kilometres repaired</td> <td>1</td> <td>Kms</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of kilometres repaired	1	Kms	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of kilometres repaired	1	Kms	0													
Status Comments 18m2 of footpath panel replacements at Seabreeze Blvd & Urunga Dr (as per Item 2.4.3.1.3).																	
✔	2.4.3.1.3 Repair footpaths and cycleways			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of kilometres repaired</td> <td>0</td> <td>Kms</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of kilometres repaired	0	Kms	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of kilometres repaired	0	Kms	0													
Status Comments 18m2 of footpath panel replacements at Seabreeze Blvd & Urunga Dr (as per Item 2.4.3.1.2).																	
✔	2.4.3.1.4 Deliver footpath infrastructure under approved 2011/12 capital works program and budget			65%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Program delivery</td> <td>25</td> <td>Percentage</td> <td>73</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Program delivery	25	Percentage	73					
Code	KPI	Target	Units	Achieved	Notes												
1	Program delivery	25	Percentage	73													
Status Comments Footpath construction underway by contractor																	
✔	2.4.3.1.5 Deliver pedestrian facilities infrastructure under approved 2011/12 capital works program and budget			75%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Program delivery</td> <td>25</td> <td>Percentage</td> <td>69</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Program delivery	25	Percentage	69					
Code	KPI	Target	Units	Achieved	Notes												
1	Program delivery	25	Percentage	69													
Status Comments No issues to report.																	
✔	2.4.3.2.1 Assess, approve and inspect s138 driveway and road works applications			59%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of applications processed</td> <td>75</td> <td>Number</td> <td>55</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of applications processed	75	Number	55					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications processed	75	Number	55													
Status Comments No issues to report.																	
✔	2.4.3.3.5 Conduct Routine Road Maintenance to address defects and in accordance with the adopted level of service			56%	Mworks												
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Code	KPI	Target	Units	Achieved	Notes												
1	Routine Road Maintenance completed in accordance with budget and level of service specified in AMP	25	Percentage	52													
Status Comments 52% of pro-rata routine maintenance activity budgets expended in quarter (YTD value is 83% of budget).																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2.4.3.3.6	Conduct Operating Road Maintenance to address defects and in accordance with the adopted level of service			54%	Mworks
Code	KPI	Target	Units	Achieved	Notes
1	Operating Road Maintenance completed in accordance with budget and level of service specified - (road and footpath sweeping; roadside vegetation, roadside furniture, roadside drainage)	25	Percentage	41	
Status Comments 41% of operating maintenance activity pro-rata budgets expended in quarter (YTD value is 70% of budget).					
 2.4.3.4.2	Conduct Routine Bridge Maintenance to address defects and in accordance with the adopted level of service			55%	Mworks
Code	KPI	Target	Units	Achieved	Notes
1	Routine Bridge Maintenance completed in accordance with budget and level of service specified in AMP	25	Percentage	33	
Status Comments Bridge routine maintenance carried out as necessary to respond to bridge condition. 33.25% of routine bridge maintenance activity pro-rata budgets expended in quarter (YTD value is 63% of budget).					
 2.4.3.5.1	Conduct Routine Carpark Maintenance to address defects and in accordance with the adopted level of service			21%	Mworks
Code	KPI	Target	Units	Achieved	Notes
1	Routine Carpark Maintenance completed in accordance with budget and level of service specified in AMP	25	Percentage	14	
Status Comments Routine carpark maintenance carried out as necessary. 13.5% of pro-rata budget allocation for Routine Carpark Maintenance expended in quarter (YTD value is 21% of budget)					
 2.4.3.5.2	Conduct Operating Carpark Maintenance to address defects and in accordance with the adopted level of service			21%	Mworks
Code	KPI	Target	Units	Achieved	Notes
1	Operating Carpark Maintenance completed in accordance with budget and level of service specified - (sweeping vegetation, furniture, drainage)	25	Percentage	12	
Status Comments Operating maintenance of carparks carried out as necessary. 11.75% of pro-rata budget allocation for Operating Carpark Maintenance expended in quarter (YTD value is 21% of budget).					
 2.5.1	Encourage establishment of well located centres to provide a wide range of mixed use retail, commercial and community services, supported by high amenity public spaces, quality urban and good access by public transport or bicycle			58%	
 2.5.1.1.1	Assessment of accessibility principles incorporated into new major planning proposal or redevelopment			75%	MDA

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Building Code of Australia compliance regarding accessibility	100	Percentage	100													
Status Comments		Building Code of Australia complied with.															
	2.5.1.2.1 Maintain roadside parks			42%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of roadside park maintenance activities/visits</td> <td>6</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of roadside park maintenance activities/visits	6	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of roadside park maintenance activities/visits	6	Number	2													
Status Comments		Kyogle Rd at Byangum Bridge & Tweed Valley Way roadside parks attended to in quarter.															
	2.5.2 Facilitate the development of a network of neighbourhood centres and community places to meet the needs of local residents			22%													
	2.5.2.2.1 Construction of a family-friendly Murwillumbah Community Centre			0%	CSC												
Status Comments		Final acquittals for funds granted to construct the Murwillumbah Community Centre are now due, with the project complete and fully functioning. Building occupancy remains at 80% however the anchor tenant services have seen a significant increase in visitor numbers since the building has become operational. Bookings for functions and events in the public meeting rooms are high across a range of purposes from service planning days, network meetings and high profile public events.															
	2.5.2.2.10 Liaise with the developer of Cobaki Lakes to progress the proposed community centre			0%	CSC												
Status Comments		Discussions are ensuing with the developer seeking early completion of the Cobaki Lakes community centre to be used in part as a keeping place for Aboriginal artefacts removed from the site. Everick Heritage Consultants are leading discussions and reporting on progress through the Aboriginal Advisory Committee. Internal discussions are in train to review the future provision of community services facilities at Cobaki Lakes, to improve the 'social sustainability' of the development, better meet the needs of early residents and coordinate the efforts of interested agencies. Negotiations with the developer in relation to early provision of community facilities are ongoing.															
	2.5.2.2.2 Develop a Plan of Management for Murwillumbah Community Centre.			10%	CSC												
Status Comments		Management of the Murwillumbah Community Centre is undertaken by the funded service provider Murwillumbah Community Centre Incorporated. Responsibilities include promoting opportunities for tenancy, managing tenancies, promoting and booking public meeting spaces, encouraging community activities and updating the management plan for the centre. The current management plan, based on estimated occupancy income and operating costs, is in place and will be reviewed as actual income and expenditure is analysed.															
	2.5.2.2.4 Construction of Pottsville Beach Neighbourhood Centre			90%	CSC												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments		Planning for future works in consultation with management committee and tenants continues with priority given to projects necessary to meet Legislative requirements as well as structural work elements. An application was been submitted to Community Building Partnerships to support the Crabbes Creek Hall kitchen refurbishment and all access ramp construction; notification pending.															
	2.6.1	Design new urban areas to be sustainable, complement existing environmental values and the Tweed's scenic beauty		55%													
	2.6.1.1.1	Maintain best practice urban settlement principles in Tweed land use planning documents, particularly in new urban and employment land release areas		100%	CPR												
		Jul-12															
Complete.																	
	2.6.1.2.1	Review and update Subdivision Manual and design specifications		10%	PIE												
		Jul-11															
Status Comments		Subdivision Manual program submitted to EMT and endorsed. Stakeholder briefing meeting has also been held.															
	2.6.2	Ensure the highest design standards for sustainability are used for buildings, streetscapes and the provision of public and open spaces		75%													
	2.6.2.1.1	New development are assessed against current statutory and policy requirements		75%	MDA												
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Code	KPI	Target	Units	Achieved	Notes												
1	Assessments in accordance with s.79c of the EP&A Act 1979	100	Percentage	100													
Status Comments		All assessments are carried out against S79C.															