

































Code	Name	Performance	Responsible Officer																									
<b>1</b>	<b>Civic Leadership</b>	<b>62%</b>																										
1.2.2	Decisions made relating to the allocation of priorities will be in the long-term interests of the community.	75%																										
 S1.2.2.1	<b>Civic Business</b>	75%	DCS																									
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Code	KPI	Target	Units	Achieved																								
1	Attendance at Council meetings by Councillors	80	%	85																								
2	Attendance at Council Committee meetings by Councillors	80	%	85																								
3	Business papers provided in accordance with the Code of Meeting Practice	100	%	100																								
4	Number of Council decisions contested and overturned in the courts	0	Number	0																								
Status Comments	<p>85% attendance by Councillors at Council Meetings achieved during this quarter, due to Leave of Absences requested by Councillors.                      85% attendance by Councillors at Committee meetings achieved during this quarter, due to Leave of Absences requested by Councillors.                      All Business papers have been provided to Councillors and the public in accordance with the requirements of the Code of Meeting Practice, which includes Planning Committee and Council Meetings. There was also an Extraordinary Meeting conducted on 12 February 2015.</p>																											
1.3.1	Council's organisation will be resourced to provide the essential services and support functions to deliver the objectives of this Plan.	48%																										
 P1.3.1.2	Communications and Customer Services Community Satisfaction Survey - biennial project	60%	CCSC																									
Status Comments	Draft survey completed. Integration and timing with Fit of the Future consultation being determined.																											
 P1.3.1.4	Tweed Heads Streetscape Stage 2 design and project management to completion of construction	87%	MD																									
Status Comments	Design and consultation has been completed. Construction is in progress with Bay Street East and Bay Street West now completed. Work is now scheduled to commence on the last segment of the project being Wharf St between Frances and Florence Streets.																											
 P1.3.1.6	Kingscliff Foreshore Master Plan finalise background studies to identify erosion line, types of seawalls and sand nourishment sources	50%	MD																									
Status Comments	<p>Erosion lines have been reassessed and have now been adopted for the entire Tweed coastline.</p> <p>A multi criteria assessment of foreshore protection options has been undertaken. The final results and report following stakeholder input is due in May 2015.</p> <p>Detailed Concept design for rock and concrete sea walls has commenced including scale model tests. After concept designs are approved, construction cost estimates are expected in July 2015. A grant application under the Regional Development Australia scheme for funding of the Kingscliff Foreshore Master Plan including the sea walls has been lodged and is due to be notified in May 2015.</p> <p>As part of the NSW government's Tweed River dredging campaign, sand nourishment of approximately 20,000 cubic metres is planned for Kingscliff Beach over the winter months. This work is due to start at the end of April 2015 and is funded by the NSW government.</p>																											
 S1.3.1.1	<b>Civic Centres</b>	75%	MRS																									










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Code	KPI	Target	Units	Achieved														
1	Energy efficiency per workstation per day	24	Kw-h	11														
<b>Status Comments</b> Council is currently developing an Energy Management Strategy to reduce our energy costs. Council is currently on track to reduce our energy use by 5% this year, as a result of the successful energy reduction initiatives by the Water Unit and Recreation Services Unit resulting in a \$600,000 saving.																		
 S1.3.1.10	<b>Information Technology and Records</b>	75%	DCS															
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Code	KPI	Target	Units	Achieved														
1	Percentage of Council's core applications and infrastructure software that are current (i.e. within one version of the vendors current major release level)	80	%	81														
2	Percentage uptime of Council's public ICT infrastructure (web, mobile and mapping)	95	%	100														
<b>Status Comments</b> There were no significant unplanned outages of Council's public facing applications in this quarter and stability of these applications and infrastructure remains excellent. Currency of Council's corporate and business unit specific applications is being maintained with all of these products within 1 stable version of current. Windows 7 has been rolled out to all desktops and projects are underway to bring Council's Microsoft eMail and Office products up to the latest versions supported by the Technology One product set. Evaluation of a tender to update Councils Graphic Information Software ('GIS') is in progress.																		
 S1.3.1.11	<b>Infrastructure Planning</b>	38%	MR&S															
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1	Implementation of best practice development: number of specifications updated	6	Number	3														
<b>Status Comments</b> Major review of D1 - Road Design specification, including report to Council regarding service allocation, completed. Associated update to D9 - Pathway and Cycleway Design and numerous standard drawings completed. Review of Subdivision Manual (Tweed Development Control Plan Section A5) has commenced. Minor specification update to D12 Sewerage specification. Review of D7 Stormwater Quality commenced																		
 S1.3.1.12	<b>Quarries</b>	75%	MID															
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Code	KPI	Target	Units	Achieved														
1	Quarry environmental performance recorded non-compliances in annual quarry licence reports	0	Number	1														
<b>Status Comments</b> There have been zero non-compliances at Quarry Road. At Kinnears Quarry there has been 1 noncompliant overflow when ongoing runoff after a major rain event caused over topping of the water treatment ponds over a weekend. All information included on Council's "EPA Pollution Monitoring" website.																		
 S1.3.1.2	<b>Communications and Customer Services</b>	68%	CCSC															







Code	Name	Performance	Responsible Officer																																													
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Tweed Links issued</td> <td>12</td> <td>Number</td> <td>14</td> </tr> <tr> <td>2</td> <td>Media releases issued</td> <td>40</td> <td>Number</td> <td>72</td> </tr> <tr> <td>3</td> <td>Community Catch-up's held</td> <td>1</td> <td>Number</td> <td>0</td> </tr> <tr> <td>4</td> <td>Total visits and usage of online service channels including website, Smartphone and SMS service</td> <td>0</td> <td>Number</td> <td>150,275</td> </tr> <tr> <td>5</td> <td>Total number of customer interactions (call and contact) received by Contact Centre</td> <td>0</td> <td>Number</td> <td>39,886</td> </tr> <tr> <td>6</td> <td>Contact Centre resolution of enquiries at first point of contact</td> <td>65</td> <td>%</td> <td>58</td> </tr> <tr> <td>7</td> <td>Contact Centre call abandonment rate (quarterly)</td> <td>7</td> <td>%</td> <td>8</td> </tr> <tr> <td>8</td> <td>Total incoming calls to Contact Centre answered within one minute to achieve 'Grade of Service' (quarterly)</td> <td>80</td> <td>Number</td> <td>58</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Tweed Links issued	12	Number	14	2	Media releases issued	40	Number	72	3	Community Catch-up's held	1	Number	0	4	Total visits and usage of online service channels including website, Smartphone and SMS service	0	Number	150,275	5	Total number of customer interactions (call and contact) received by Contact Centre	0	Number	39,886	6	Contact Centre resolution of enquiries at first point of contact	65	%	58	7	Contact Centre call abandonment rate (quarterly)	7	%	8	8	Total incoming calls to Contact Centre answered within one minute to achieve 'Grade of Service' (quarterly)	80	Number	58		
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<b>Status Comments</b>		1. Tweed Link issues - 14. 2. Media releases - 72. 3. Community Catch-up - no Community Catch-ups were scheduled or held in this quarter. Program being reassessed, may be replaced with another form of engagement. 4. Website visits, smartphones and SMS: 150275. 5. Customer Interactions: 39886. 6. Resolution at First Point of Enquiry: 58.2%. 7. Abandonment Rate: 7.9%. 8. Calls answered within 1 minute: 58.2%.																																														
	<b>S1.3.1.3 Design Services</b>	0%	MD																																													
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<b>Status Comments</b>		Design output is keeping pace with demand. There is a need to develop greater lead time between design completion and construction of at least 3 months. Designs are now being issued about 4 weeks before construction commencement.																																														
	<b>S1.3.1.4 Executive Management</b>	75%	DCS																																													
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Code	KPI	Target	Units	Achieved																																												
1	Compliance with Division of Local Government Strategic Tasks	100	%	100																																												
<b>Status Comments</b>		All items contained within the Office of Local Government - Strategic Tasks for Council are current and meeting the appropriate milestones, with the submission of the 2013/2014 Annual Report and 2013/2014 Annual Financial Statements being submitted in November 2014. Integrated Planning and Reporting Framework process for 2015/2016 currently in progress.																																														
	<b>S1.3.1.7 Governance and Corporate Performance</b>	53%	DCS																																													

Code	Name	Performance	Responsible Officer																														
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Code	KPI	Target	Units	Achieved																													
1	Informal Access to information requests processed	0	Number	183																													
2	Formal Access to information requests requesting a review	5	%	0																													
3	Audit Committee meetings held	1	Number	2																													
4	Internal Audit Plan completed	25	%	25																													
5	Enterprise Risk Register reviewed annually	100	%	100																													
<b>Status Comments</b>		Audit Committee Meeting conducted on 23 March 2015 and Extraordinary Meeting held on 25 February 2015. Progress of the Internal Audit Plan is reported to each meeting of the Audit Committee and currently progressing as scheduled. Enterprise Risk Register being reviewed on a continuous unit by unit basis over the annual period. GIPAA informal access requests continue to be a consistent high demand on resources.																															
	<b>S1.3.1.8 Human Resources and Work Health &amp; Safety</b>	64%	DCS																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Staff turnover</td> <td>5</td> <td>%</td> <td>2</td> </tr> <tr> <td>2</td> <td>Percentage of declared Indigenous staff to total staff</td> <td>3</td> <td>%</td> <td>3</td> </tr> <tr> <td>3</td> <td>Equal Employment Opportunity matters ruled against Council by external bodies</td> <td>0</td> <td>Number</td> <td>0</td> </tr> <tr> <td>4</td> <td>Industrial matters ruled against Council by external bodies</td> <td>0</td> <td>Number</td> <td>0</td> </tr> <tr> <td>5</td> <td>Overall staff satisfaction reported in a biannual survey</td> <td>80</td> <td>%</td> <td>71</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Staff turnover	5	%	2	2	Percentage of declared Indigenous staff to total staff	3	%	3	3	Equal Employment Opportunity matters ruled against Council by external bodies	0	Number	0	4	Industrial matters ruled against Council by external bodies	0	Number	0	5	Overall staff satisfaction reported in a biannual survey	80	%	71		
Code	KPI	Target	Units	Achieved																													
1	Staff turnover	5	%	2																													
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3	Equal Employment Opportunity matters ruled against Council by external bodies	0	Number	0																													
4	Industrial matters ruled against Council by external bodies	0	Number	0																													
5	Overall staff satisfaction reported in a biannual survey	80	%	71																													
<b>Status Comments</b>		There has been no Equal Employment Opportunity ('EEO') or Industrial matters requiring referral for external determination. Overall staff satisfaction was determined by an interim survey in association with the proposed organisational restructure and recorded at 71%, which is slightly below the 76% recorded in July 2012.																															
	<b>S1.3.1.9 Finance - Human Resource Service</b>	0%	MFS																														
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Code	KPI	Target	Units	Achieved																													
1	Employment establishment costs as a percentage of recurrent income	50	%	100																													
There was no planned activity for this quarter.																																	
1.5.2	Land use plans and development controls will be applied and regulated rigorously and consistently and consider the requirements of development proponents, the natural environment and those in the community affected by the proposed development.	62%																															
	<b>P1.5.2.10 Aboriginal Cultural Heritage Management Plan</b>	75%	DPR																														
<b>Status Comments</b>		The mapping, fact sheets, and thematic history have been completed ready for Council endorsement for public exhibition. The final stage is the preparation of the actual management plan. This process has recommenced and key policy issues are being analysed in consultation with the NSW Department of Planning and Environment.																															
	<b>P1.5.2.11 Business Park Development Control Plan</b>	100%	DPR																														
Complete.																																	




Code	Name	Performance	Responsible Officer
 P1.5.2.12	<b>Standard Instrument Development Control Plan update</b>	75%	DPR
Status Comments	Internal review of the Tweed Development Control Plan 2008 is well underway, with each section undergoing a critical assessment and where appropriate amendment. The purpose of the review is to ensure conformity with the State Government's model provisions and standard instrument legislation, as well as to refresh older and outdated elements of the plans.		
 P1.5.2.13	<b>Local Environmental Plan Implementation of Environmental Zones</b>	1%	DPR
Status Comments	The EZone review undertaken by NSW Planning and Environment is a prerequisite to any further review of the environmental zones at the local level. Council has responded to the public consultation on the draft recommendations and now awaits the final adoption and release of environmental criteria.		
 P1.5.2.14	<b>Scenic Landscape Strategy</b>	5%	DPR
Status Comments	The Scenic Landscape Evaluation Strategy will be an important component of Council's environmental management planning strategies. The Strategy is identified as a Priority 1 project on the Planning Reforms Work Plan 2014/15. It is presently awaiting resources to be made available before it can be further progressed. A consultancy brief for tender is being prepared with a view to a public tender commencing during 2015.		
 P1.5.2.15	<b>Tweed Development Control Plan General Policy Maintenance</b>	100%	DPR
Status Comments	Complete.		
 P1.5.2.20	<b>Achievement of Major Planning Proposals</b>	100%	DPR
Status Comments	Complete.		
 P1.5.2.21	<b>Achievement of Minor Planning Proposals</b>	95%	DPR
Status Comments	Through the establishment of a Council adopted Work Plan guiding the resource allocation of the Planning Reform Unit's resources minor planning proposals have been identified. Prioritisation has led to a resourcing of the Priority 2 and 3 projects when resources are available, and has avoided the need for Council to reject projects outright.		
 P1.5.2.22	<b>Achievements of Broader Unit Work Program Deliverables</b>	90%	DPR
Status Comments	In all there is a large and diverse range of projects on the Planning Reform Unit's Work Plan. Steady progress is being made across the board with resources being allocated to those projects identified by Tweed Councillor's as key priorities.		
 P1.5.2.23	<b>Target Delivery of Tweed Local Environmental Plan updates</b>	75%	DPR
Status Comments	Strategic land use plans (LEP/DCP) are being implemented consistently to ensure a rigorous and pragmatic level of planning regulation and assessment that delivers positive outcomes for the broader Tweed community.		
 P1.5.2.24	<b>Fingal Head Development Control Plan (Building Heights)</b>	0%	DPR
Status Comments	The review of building heights for Fingal Head is reliant on the urban design resourcing of the Strategic Planning & Urban Design Unit, which is currently allocated to other Priority 1 projects of the Council. Initial design analysis has been temporarily deferred pending resource availability.		
 P1.5.2.26	<b>Urban Agriculture Policy / Development Control Plan</b>	5%	DPR
Status Comments	An Urban Agriculture Policy is new to the Tweed. The project has been temporarily deferred pending a resource commitment.		
 P1.5.2.3	<b>Heritage Development Control Plan</b>	65%	DPR




Code	Name	Performance	Responsible Officer																				
Status Comments	A new heritage section of the Tweed Development Control Plan ('DCP') is currently being prepared and will specifically target the characterisation of the new conservation zones. These new areas were identified as part of the Tweed Shire Community Heritage Study and incorporated into the Tweed Local Environmental Plan 2014. The aim of the Heritage DCP is to assist the community, property owners, industry and Council, with a clearer understanding of the NSW heritage laws and regulations, and will provide provisions to guide new and redevelopment of heritage places and properties. The final draft of the Plan was expected in 2014 and as work on the characterisation of the conservation areas is still under construction it is now anticipated that a draft working document will be ready in May. The delay has been caused by the adoption of a more detailed and comprehensive methodology for the data collection, which will provide a more informative tabularised format within the document. This will simplify the identification of key site/locational features relevant to the areas characteristics.																						
 P1.5.2.5	<b>Kingscliff Locality Plan</b>	45%	DPR																				
Status Comments	An enquiry by design workshop for industry professionals and a corresponding round of public engagement is scheduled for June/July. The purpose is to both broaden the strategic thinking and hence opportunity for the locality as well as to seek the contextual view of local residents, business operators, and visitors. The project is on track to be finalised in February 2016 with the current level of resourcing.																						
 P1.5.2.9	<b>Rural Villages Strategy</b>	85%	DPR																				
Status Comments	The drafting of the Strategy has recently undergone extensive consultation with the project reference panel and key members of the village communities. The Strategy is nearing an advanced state ready for consultation with the Tweed Councillors, ahead of its broader public exhibition.																						
 S1.5.2.1	<b>Development Planning and Assessment</b>	75%	MDA																				
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Code	KPI	Target	Units	Achieved																			
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2	Delivery of section 149 certificates in 5 days	100	%	100																			
3	Delivery of urgent section 149 certificates in 2 days	100	%	100																			
Status Comments	Development Planning and Assessment service has achieved an acceptable level in relation to the targets.																						
 S1.5.2.2	<b>Planning Reforms</b>	71%	UCSPUD																				
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1	Achievement of annual delivery of Works Program targets for Tweed LEP	100	%	100																			
Status Comments	The Planning and Regulation Division strive to ensure that the Council's land use planning policies are rigorously, and pragmatically applied to ensure the objectives of the polices are being achieved.																						
<b>2</b>	<b>Supporting Community Life</b>	51%																					
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.	52%																					
 P2.1.1.12	<b>Community Safety Plan</b>	5%	MCCS																				
Status Comments	Council met with representatives from the NSW Justice Department at the end of 2014 to discuss the need for dedicated Community Safety Officers to assist Council to prepare and implement a Community Safety Plan. Council will continue to pursue this opportunity for																						

Code	Name	Performance	Responsible Officer
collaboration and resource sharing with the NSW Government.			
 P2.1.1.14	<b>Children (0-11) Policy</b>	5%	MCCS
Status Comments	The Community Development Officer ('CDO') Social Planning commenced in October 2014. The Officer will work closely with the CDO Family and Youth to prepare a draft Policy for public exhibition before the end of the financial year.		
 P2.1.1.16	<b>Youth Strategy - Development of Knox Park Youth Precinct</b>	100%	CDC
Status Comments	Complete.		
 P2.1.1.17	<b>Youth Strategy - Establishment of Youth Council</b>	50%	CDC
Status Comments	Preliminary work has been done with key stakeholders regarding the role and function of a Youth Council, including a meeting with NSW Department of Education & Communities Regional Manager and public high school principals to ascertain schools ability to become involved in this process. The model proposed will work with the existing T5 Student Representative Council ('SRC') group, T5 being a strategic SRC Group with representatives from the five public high schools in the Tweed Shire. The Community Development Officer Youth met with students at the SRC Forum (March 2015) to discuss a draft Youth Council model. Students feedback was sought prior to finalising the model. Concurrence with the proposed model still needs to be sought from private high schools. The model will be reported to Council for approval during the fourth quarter of 2015.		
 P2.1.1.19	<b>Youth Strategy - Implementation Graffiti Management Policy</b>	40%	CDC
Status Comments	As per the Tweed Youth Strategy and Action Plan (2013-2017), Strategic Outcome 5, Action a Draft Graffiti Vandalism Management Policy is in development which will be implemented following public exhibition and adoption of the Policy by Council.		
 P2.1.1.21	<b>Access and Inclusion - Engage consultant to undertake access audit of all Council owned and or managed buildings accessed by the public</b>	50%	MCCS
Status Comments	Council is currently working through all of our community assets and buildings in terms of access and inclusion to prioritise our resources to address improvements to these assets based on the level of community use. Council will utilise the services of external consultants to assist with this project.		
 P2.1.1.22	<b>Access and Inclusion - Engage consultants to undertake access audit of all Council parks and recreation areas</b>	50%	MCCS
Status Comments	Council is currently working through all of our community assets and buildings in terms of access and inclusion to prioritise our resources to address improvements to these assets based on the level of community use. Council will utilise the services of external consultants to assist with this project.		
 P2.1.1.23	<b>Access and Inclusion - Undertake review and access audit of public toilets in Tweed Shire</b>	50%	MCCS
Status Comments	Community Development Officer, Ageing and Disability and a community representative of the Equal Access Advisory Committee (EAAC) will be conducting an access review of all Council toilets identified as accessible on the National Public Toilet map to recommend which of the toilets meet current Australian Standards for accessibility. A report will detail toilets which do not meet standards and include recommendations for upgrade or replacement.		
 P2.1.1.24	<b>Access and Inclusion - Undertake access audit of coastal foreshore and inland waterways</b>	20%	MCCS
Status Comments	This is an action of the Access and Inclusion Plan adopted on 21 August 2014. Initial discussions have taken place with the Natural Resources Management Team as the audit will be completed by the Community Development Officer, Ageing and Disability. A project plan was developed and used in the third quarter to target community consultation with relevant stakeholders, for example Disabled Surfers Australia.		
 P2.1.1.26	<b>Access and Inclusion - Development and confirm concept design for an All Access Playground</b>	75%	MCCS

Code	Name	Performance	Responsible Officer																				
	<b>Status Comments</b>	This is an action of the Access and Inclusion Plan adopted on 21 August 2014. The working group is well progressed in developing proposed concept plans which will be included in tender specifications expected to be advertised in the third quarter 2015. It is proposed that concept plans will be ready to present to Council for public exhibition before the end of the financial year.																					
 P2.1.1.27	<b>Implement Homeless Policy and Protocol</b>	50%	MCCS																				
	<b>Status Comments</b>	The Community Development Officer, Social Planning has been working on the draft Homelessness Policy. The draft Policy was reported to the Executive Management Team on 4 March 2015 and referred back to staff for further discussion between divisions and amendment. The draft Policy will be presented to Council for public exhibition at the 21 May 2015 meeting.																					
 P2.1.1.28	<b>Implement whole of Council Youth Strategy and Action Plan</b>	25%	MCCS																				
	<b>Status Comments</b>	Significant actions to date have included the development of Knox Park Youth Precinct, Enhanced pathways for education, employment and career opportunities, raising awareness of youth homelessness and community planning for the upgrade to Tyalgum skate park and adjacent area.																					
 P2.1.1.5	<b>Implementation of the Healthy Ageing Strategy</b>	75%	MCCS																				
	<b>Status Comments</b>	The draft Age Friendly Community Policy was approved for public exhibition by Council on 22 January 2015. The public exhibition period concluded on 24 March 2015 and a report is being prepared to resubmit the Policy for adoption at the 21 May 2015 Council meeting.																					
 P2.1.1.6	<b>An Access and Inclusion Plan</b>	100%	CDC																				
	<b>Complete.</b>																						
 S2.1.1.1	<b>Community Services - Community Options</b>	75%	MCCS																				
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3	Output targets from funding contract	100	%	72																			
	<b>Status Comments</b>	Client numbers have been higher than anticipated, exceeding the annual target. The number of days for initial contact response and intake screening continues to be within the expected target.																					
 S2.1.1.2	<b>Banora Point Community Centre - Seniors Program</b>	64%	CDC																				
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2	Increase number of contacts at Banora Point Community Centre Seniors Information Hub	750	Number	919																			
	<b>Status Comments</b>	Direct contacts at the Seniors Information Hub for the March quarter are 355 which equates to a cumulative total of 919 for the first three quarters of the year. This includes requests for information, tutoring, accessing computers and attending mobile phone workshops. Membership of the Fun Activities for Banora Seniors membership has risen to 199 and there have been 6,167 seniors participating in the many activities offered at Banora Point Community Centre for the year to date.																					



Code	Name	Performance	Responsible Officer																														
 S2.1.1.3	<b>Community Services - Libraries</b>	71%	MCCS																														
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<b>Status Comments</b>	Council is waiting to hear the outcome of our library grant application to the State Government. The total floor space for Council's Library facilities is currently less than required under the State Library Standards. Council is in the process of redesigning and expanding the Tweed Heads Library to improve our library services. Council continues to provide library services that exceed our targets mainly through outreach programs and increase in Wi-Fi use.																																
2.1.3	<b>Provide opportunities for residents to enjoy access to the arts, festivals, sporting activities, recreation, community and cultural facilities.</b>	72%																															
 S2.1.3.1	<b>Cultural Services - Regional Art Gallery</b>	74%	MCCS																														
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5	Number of exhibitions hosted and initiated by the Tweed Regional Gallery	4	Number	3																													
<b>Status Comments</b>	The number of public program participants attending Gallery events is lower this quarter as unfortunately the exhibition opening event scheduled for 20 February was cancelled due to severe weather conditions. A smaller exhibition opening was held for well regarded regional artist Barbara Suttie on an alternative date. This event attracted 50 guests. The Gallery also hosted a series of 'Art Play' sessions in conjunction with the Cream: forty years of Australian art exhibition, toured by Rockhampton Art Gallery. The exhibition organisers commissioned artist Helle Jorgensen, a practitioner residing in the Tweed Shire, to create hand-crafted soft toys to encourage youngsters to interact with the iconic works of Australian art. These sessions were hosted prior to Gallery opening hours and were very successful.																																
 S2.1.3.2	<b>Cultural Services - Regional Museum</b>	70%	MCCS																														

Code	Name	Performance	Responsible Officer																														
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<b>Status Comments</b>	<p>1. More than 200 items were accessioned during 2013/14. A large number of items were accessioned during the second quarter of 2014/15. These included more than 110 digital images and three collections of images representing a further 247 individual images. Eighty six additional acquisitions were formally processed, including a collection of more than 192 photographic negatives taken in the late 1940's and early 1950's by Albert Jarratt. 452 items were endorsed for acquisition at the February 2015 Museum Advisory Committee meeting.</p> <p>2. Planned displays will be developed during the second half of 2015.</p> <p>3. TRM Murwillumbah redevelopment completed and opened to the public on 30 August 2014.</p> <p>4. Visitor numbers to end June 2014 relate to Museum branches at Tweed Heads and Uki only and totalled 2,707. Visitor numbers for the first quarter of 2014/15 reflect reopening of TRM Murwillumbah (2,646 for the period) and include visitation to Uki for the period of 704, including a range of projects around Uki. There were 244 visitors to Tweed Heads during the period. The Tweed Heads figure is down 135 from the same period last year and may reflect permanent closure of the RSL Hall in late June 2014. Visitor numbers for the quarter to the end of December 2014: Murwillumbah 2,313, Uki 220 and Tweed Heads 151. A Tweed Heads Historical Society display in Tweed Mall attracted more than 800. Total visitors to all Museum sites to the end of July - Dec 2014 numbered just over 6,000.</p> <p>5. While no formal public programs were undertaken during the nine months to end March 2014, a number of significant activities was completed. 'Behind the scenes' site tours for members of the Murwillumbah Historical Society and Friends of the Museum were conducted at Murwillumbah; a briefing for Murwillumbah Central Business District ('CBD'), business operators held at the Regent Theatre on 27 November, and a pilot display of historical photos was developed and installed in the window of a local business. Museum staff and volunteers also took part in the Murwillumbah Agricultural Show (as part of a Friends of the Museum stall) and the Tweed River Festival. Interpretive signage featuring historical information and photographs was also developed by Museum staff and volunteers and installed in Budd Park Murwillumbah and Faulks Park Kingscliff. A program of regular events and display changeovers has begun at TRM Murwillumbah in 2015 this has included a popular display of images Holidays and Hokey Pokey; behind the scenes collection store tours, guided tours for a range of groups including interpreted tours for the hearing impaired, and development of a number of joint initiatives with other organisations such as the Murwillumbah sub branch of the RSL, Tweed Foodie Fest and the Tweed Banana Festival.</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.	52%																															
 P2.1.4.1	Review DISPLAN	25%	MBEH																														
<b>Status Comments</b>	Standard templates received from State Emergency Management Committee ('ECM'). Initial Tweed Byron EMC Working Group will meet 20 April 2015.																																
 S2.1.4.1	Emergency Services	56%	MBEH																														
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1	Complete Internal KPIs	100	%	75																													
<b>Status Comments</b>	Program currently operating within budget allocations with exception of Reconstruction of State Emergency Service ('SES') Murwillumbah. Detailed site feasibility/costing estimate assessment required.																																
 S2.1.4.2	Surf Patrol	75%	MRS																														

Code	Name	Performance	Responsible Officer										
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Code	KPI	Target	Units	Achieved									
1	Compliance with Surf Life Saving service contract: percentage of contracted patrols undertaken	100	%	100									
<b>Status Comments</b> Contract for 2013/2014 season commenced. Contract on going and progressing well. Completed 2013/2014 season. 2014/2015 season underway and progressing without incident													
2.3.2	Provision of a secure, high quality and reliable drinking water supply service which meets health and environmental requirements and projected demand.	64%											
<input checked="" type="checkbox"/>	<b>CP2.3.2.1 Clarrie Hall Dam Spillway Upgrade - to pass Probable Maximum Flood (PMF)</b> Complete.	100%	Mwater										
<input checked="" type="checkbox"/>	<b>CP2.3.2.11 Water Pumping Stations: WPS 11 Bilambil Village - Flow meter</b> <b>Status Comments</b> Preliminary design investigations complete. Flowmeter has been ordered. Installation to be complete by mid 2015.	25%	Mwater										
<input checked="" type="checkbox"/>	<b>CP2.3.2.14 Water Pumping Stations: WPS 1 &amp; 1A: Kyogle Road - Upgrade to rehabilitate and provide additional standby capacity</b> <b>Status Comments</b> Investigation works completed by consultant. Risk identification workshop has been completed and report has been issued. No significant pump upgrade works are required at this stage and budget to be revised accordingly. Additional investigations or urgent maintenance/repair works are now to be scoped.	80%	Mwater										
<input checked="" type="checkbox"/>	<b>CP2.3.2.15 Water Pumping Stations: WPS 10 Eviron Road Nunderi - Electrical Upgrade Investigation</b> <b>Status Comments</b> Investigation has identified that new Variable Speed Drives '(VSD)' may be required with delivery scheduled in 2015. Preliminary site inspection completed. Budget prices for VSD supply have been received. Review of power savings versus capital install costs to be completed.	15%	Mwater										
<input checked="" type="checkbox"/>	<b>CP2.3.2.2 Water Treatment Plant: Uki</b> <b>Status Comments</b> Australian Drinking Water Guidelines ('ADWG') recommendations to be reviewed and brief developed. Site inspection complete and background information has been collated.	5%	Mwater										
<input checked="" type="checkbox"/>	<b>CP2.3.2.26 Water Mains: Barnby Street - Byangum to William Street Murwillumbah - replacement</b> Complete.	100%	Mwater										
<input checked="" type="checkbox"/>	<b>CP2.3.2.29 Water Mains: Minjungbal Drive Tweed Heads South - Flow Meter Installation at Boyds Bay Actuated Control Valve site</b> <b>Status Comments</b> Design works complete. Flowmeter purchased and project scheduled for completion in 2015. Works delayed pending Aboriginal Cultural Heritage Investigation in Faux Park.	25%	Mwater										
<input checked="" type="checkbox"/>	<b>CP2.3.2.3 Reservoir: Banora Point - Rehabilitation</b> <b>Status Comments</b> Significant telecommunications relocation works are required for the reservoir rehabilitation. Negotiations with telecommunications providers	20%	Mwater										

Code	Name	Performance	Responsible Officer																				
	are ongoing for possible relocation of services to a monopole. Further reservoir inspection works are required and additional geotechnical investigation works are required. Preparation of an operational plan for isolation of Banora Pt Reservoir is now complete. Reservoir isolation and inspection works are expected to be complete by mid - 2015.																						
<input checked="" type="checkbox"/>	CP2.3.2.30 Water Mains: Flow Meter Installation - Hartigan Hill Murwillumbah, Reservoir outlet Complete.	100%	Mwater																				
<input checked="" type="checkbox"/>	CP2.3.2.32 Water Mains: Flow Meter - Napohyah/Bilambil Road Bilambil Status Comments Design option for Flowmeter and actuator have been approved. Water hammer analysis required to confirm acceptable operation of actuated valve. Construction works scheduled to be complete by end 2015.	25%	Mwater																				
<input checked="" type="checkbox"/>	CP2.3.2.33 Water Mains: Flow Meter Installation - Water Pump Station 12 corner of Terranora and Bilambil Roads Complete.	100%	Mwater																				
<input checked="" type="checkbox"/>	CP2.3.2.35 Water Mains: Hillcrest Ave Reservoir site at Tweed Heads South - upgrade Complete.	100%	Mwater																				
<input checked="" type="checkbox"/>	CP2.3.2.40 Water Mains: Stanley Street - replacement Complete.	100%	Mwater																				
<input checked="" type="checkbox"/>	CP2.3.2.46 Water Mains: Mistral Road South Murwillumbah -upgrade Status Comments Works complete.	100%	Mwater																				
<input checked="" type="checkbox"/>	S2.3.2.1 Water Supply Services KPI's	66%	Mwater																				
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	Status Comments - Consumption is now reported per quarter based on quarterly billing meter reads for the period. This improved accuracy of data will now show seasonal variations of water consumption across the year. - Water quality complaints exceeded target for this quarter with almost 90% of complaints due to dirty water caused by variable raw water conditions at Bray Park weir after rainfall in January created issues at the Water Treatment Plant. Extensive mains flushing has been carried out to reduce the occurrence of dirty water events.																						
2.3.3	Provision of high quality and reliable wastewater service with meets health and environmental requirements and projected demand.	58%																					
<input checked="" type="checkbox"/>	CP2.3.3.1 Gravity Sewer Rehabilitation 2013/2014 Program Status Comments Contract for 2014 Relining works is complete.	98%	Mwater																				








Code	Name	Performance	Responsible Officer
✓ CP2.3.3.12	<b>Sewerage Rising Main Upgrade: SRM 5005 Creek Street Hasting Point</b>  Status Comments: Sewer Rising Main(SRM) construction and testing works are now complete. Final SRM cut-in works require significant shutdown and isolation works. These works are linked to upgrade of pumps at SPS5005. Cut-in expected to be complete by end 2015.	95%	Mwater
✓ CP2.3.3.15	<b>Sewerage Pumping Stations: SPS 2018 Gollan Drive Tweed Heads West - Generator Installation</b>  Status Comments: Concept layout of the sewerage pumping station ('SPS') and generator are complete. Specification is now being prepared. Supply and installation expected to be complete by end 2015. Generator installation linked to pump upgrade of SPS2018	15%	Mwater
✓ CP2.3.3.18	<b>Sewerage Pumping Stations: SPS 4009 Vulcan St Kingscliff - Generator</b>  Status Comments: Review identified fixed generator not required. Emergency Management Plan is being prepared for the site. Completion expected mid 2015.	80%	Mwater
✓ CP2.3.3.25	<b>Sewerage Pumping Stations: SPS 1009 Buchanan Street Murwillumbah - Electrical Upgrade</b>  Status Comments: Works complete.	100%	Mwater
✓ CP2.3.3.26	<b>Sewerage Pumping Stations: SPS 1014 Tree Street Bray Park - Electrical Upgrade</b>  Status Comments: Works complete.	100%	Mwater
✓ CP2.3.3.27	<b>Sewerage Pumping Stations: SPS 1017 Tweed Valley Way Murwillumbah - Electrical Upgrade</b>  Status Comments: Design is complete. New switchboard has been built. Construction expected to be complete mid 2015.	20%	Mwater
✓ CP2.3.3.28	<b>Sewerage Pumping Stations: SPS 1022 River Oak Drive Murwillumbah - Mechanical and Electrical Upgrade</b>  Status Comments: Pumps and switchboard upgrade only. Switchboard has been replaced and tested. New pump operation has caused odour issues. Old pumps were reinstated until odour issues addressed. Chemical Dosing system to mitigate odour is now being procured. Expect installation by mid-2015.	95%	Mwater
✓ CP2.3.3.29	<b>Sewerage Pumping Stations: SPS 2018 Gollan Drive Regional Tweed Heads West - Odour Control Facility Installation</b>  Status Comments: Draft Specification complete. Additional odour testing works to be completed prior to tender. Construction scheduled for completion end 2015. Construction linked to pump upgrade works.	20%	Mwater
✓ CP2.3.3.30	<b>Sewerage Pumping Stations: SPS 2038 Peninsula Drive Bilambil - Mechanical and civil upgrade</b>  Status Comments: Electrical works complete. Pump bypass and installation of new pumps to be completed. Minor bund repair works required. Works to be completed by mid 2015.	40%	Mwater










Code	Name	Performance	Responsible Officer
✓ CP2.3.3.33	Sewerage Pumping Stations: SPS 3001 Pacific Hwy South Tweed, Banora Point	15%	Mwater
Status Comments	New Switchboard Building and pump upgrade required. Meetings have been held with Roads and Maritime Services ('RMS') and Essential Energy regarding power supply. The local power transformer is currently located in RMS land. RMS is seeking to transfer part of this area to Council ownership. This issue has been escalated with RMS. Power relocation has impacted on program for pump station upgrade. Works expected to be complete by end 2015.		
✓ CP2.3.3.37	Sewerage Pumping Stations: SPS 3012 Amber Road Tweed Heads South - Upgrade or Relocation	15%	Mwater
Status Comments	Options Report has been prepared. Relocation of Sewerage Pump Station to park located on Amber Rd is the accepted option. Construction works are proposed to be completed by mid 2016.		
✓ CP2.3.3.38	Sewerage Pumping Stations: SPS 3018 Fraser Drive Tweed Heads South - Mechanical and Electrical Upgrade	100%	Mwater
Status Comments	Works Complete.		
✓ CP2.3.3.40	Sewerage Pumping Stations: SPS 3021 Fraser Drive Tweed Heads South - Mechanical and Electrical Upgrade	20%	Mwater
Status Comments	Design works complete. Pumps have been ordered. Pump upgrade scheduled for completion by end 2015.		
✓ CP2.3.3.43	Sewerage Pumping Stations: SPS 4012 Homestead Caravan Park Chinderah - Mechanical and Electrical Upgrade	100%	Mwater
Status Comments	Works complete.		
✓ CP2.3.3.48	Sewerage Pumping Stations: SPS Telemetry Upgrades - Various Sites	100%	Mwater
Status Comments	Complete.		
✓ CP2.3.3.5	Sewerage Pumping Stations: SPS 2018 Gollan Drive Park Tweed Heads West - mechanical, electrical upgrade	20%	Mwater
Status Comments	Scope is for provision of two new pumps, variable speed drives, flowmeter and switchboard. Pump sizing has been agreed (186 L/s). Pumps have been ordered. Switchboard upgrade works have commenced. Construction works to be complete by end 2015.		
✓ CP2.3.3.50	Hastings Point WWTP - Additional Sludge Lagoon No.3	20%	Mwater
Status Comments	Preliminary design works for the lagoon is complete. Biosolids Strategy has determined that new sludge lagoon, sludge stockpile hardstand and drying beds. A new Hastings Point Waste Water Treatment Plant ('WWTP') Strategy document will be completed to determine a program of future upgrade works. Final scope for upgrade works at Hastings Point WWTP will be developed. Construction will be scheduled to be complete by mid 2016.		
✓ CP2.3.3.54	Sewerage Rising Main: SRM 5010 Philip Street Pottsville - extension	100%	Mwater
Status Comments	Works complete.		
✓ CP2.3.3.55	Sewerage Rising Main: SRM 5014 Overall Drive Pottsville	95%	Mwater







Code	Name	Performance	Responsible Officer
	<p><b>Status Comments</b> Pipe installation works complete. Final cut-in works required. This is linked to SPS5014 upgrade works. Works expected to be complete mid 2015.</p>		
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.6 Sewerage Rising Main: SRM 1022 Riveroak Drive Murwillumbah - upgrade</b>  Complete.</p>	100%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.60 Sewerage Pumping Stations: SPS 3028 Enterprise Ave Tweed Heads South - SRM diversion</b>  <b>Status Comments</b> Design and approvals for sewerage rising main ('SRM') manifold pit at SPS3028 are complete. Pipe and fittings ordered. Works are expected to be complete mid 2015.</p>	25%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.61 Sewerage Pumping Stations: SPS 3030 Leisure Dr West Banora Point - mechanical electrical upgrade</b>  <b>Status Comments</b> Design works commenced. Pumps have been ordered. Electrical works have commenced. Works expected to be complete by end 2015.</p>	20%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.62 Sewerage Pumping Stations: SPS 3031 Falcon Way Tweed Heads South - mechanical electrical telemetry upgrade</b>  <b>Status Comments</b> Following completion of design works it was identified that the existing pumps were suitable for the proposed new duty. Project abandoned and no new works required.</p>	100%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.64 Sewerage Pumping Stations: SPS 5010 Philip Street Pottsville - mechanical upgrade</b>  <b>Status Comments</b> Pumps have been procured. Mechanical upgrade will be completed following completion of SRM5010 works. Upgrade expected to be complete by mid 2015.</p>	40%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.65 Sewerage Pumping Stations: SPS 5014 Overall Drive Pottsville - electrical mechanical upgrade</b>  <b>Status Comments</b> Pumps have been procured. Mechanical upgrade will commence following SRM5014 and SRM5010 works. Significant cut-in and bypass works required. Upgrade works are expected to be complete by mid 2015.</p>	40%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.69 Banora Point WWTP outfall upgrade</b>  <b>Status Comments</b> Preliminary options investigation complete (Draft). Additional investigations works may be required to determine preferred option. Construction of outfall upgrade expected to commence by end 2015.</p>	10%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.7 Sewerage Rising Main: SRM 2003 Beryl Street Tweed Heads - Stage 1</b>  <b>Status Comments</b> Design work is complete. Works expected to be completed by mid 2015.</p>	20%	Mwater
<input checked="" type="checkbox"/>	<p><b>CP2.3.3.70 Gravity Sewer Rehabilitation 2014/15 program</b>  <b>Status Comments</b> The annual budget has been revised.</p>	30%	Mwater




Code	Name	Performance	Responsible Officer																									
<p>Annual program is approximately 30% complete.                      There have been some delays and quality issues in the current relining program.                      Tender has been awarded for the new relining contract.                      Works are not expected to commence until mid 2015 due to long lead time materials.</p>																												
<input checked="" type="checkbox"/>	CP2.3.3.9 Sewerage Rising Main: SRM 3018 Fraser Drive Tweed Heads South - Upgrade	100%	Mwater																									
Complete.																												
<input checked="" type="checkbox"/>	S2.3.3.1 Wastewater Services KPI's	64%	Mwater																									
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Odour Complaints per 1000 assessments</td> <td>0</td> <td>Number</td> <td>0</td> </tr> <tr> <td>2</td> <td>Overflows per 1000 assessments</td> <td>0</td> <td>Number</td> <td>1</td> </tr> <tr> <td>3</td> <td>Effluent Quality Compliance (percentage of volume)</td> <td>100</td> <td>%</td> <td>81</td> </tr> <tr> <td>4</td> <td>Recycled Water Use (percentage of volume)</td> <td>10</td> <td>%</td> <td>4</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Odour Complaints per 1000 assessments	0	Number	0	2	Overflows per 1000 assessments	0	Number	1	3	Effluent Quality Compliance (percentage of volume)	100	%	81	4	Recycled Water Use (percentage of volume)	10	%	4		
Code	KPI	Target	Units	Achieved																								
1	Odour Complaints per 1000 assessments	0	Number	0																								
2	Overflows per 1000 assessments	0	Number	1																								
3	Effluent Quality Compliance (percentage of volume)	100	%	81																								
4	Recycled Water Use (percentage of volume)	10	%	4																								
<p>Status Comments</p> <ul style="list-style-type: none"> <li>- Odour complaints have exceeded target. Five complaints where due to odours at sewer pump stations and four complaints were the result of a specific sewer design problem in Murwillumbah. Work is continuing on a design solution to address this issue.</li> <li>- Overflows exceeded target with half the overflows due to flooding and damage caused by other parties to Council's sewerage system.</li> <li>- Effluent Quality Compliance is year to date and calculated using weighted average volume. Several failures have occurred.</li> <li>- Banora Point Wastewater Treatment Plant ('WWTP') recorded a number of effluent quality failures due to operational issues within the effluent holding lagoon. The lagoon operation is currently being reviewed. Banora WWTP is the TSC's largest treatment plant and compliance issues at this plant heavily impact the flow weighted compliance score reported.</li> </ul>																												
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.		23%																										
<input checked="" type="checkbox"/>	CP2.3.4.1 Eviron Landfill Roadwork's	5%	WMC																									
Status Comments Approvals, Geotech and survey completed and continued to undertake design phase.																												
<input type="checkbox"/>	P2.3.4.2 Construction of inert landfill expansion at Stotts Creek Resource Recovery Centre	15%	WMC																									
Status Comments Approval has now been received to construct a Putrescibles cell from the Environmental Protection Authority ('EPA'). The concept design is being finalised prior to Council submitting the final design to the EPA for approval.																												
<input type="checkbox"/>	S2.3.4.4 Waste Management Services	50%	WMC																									
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Household (kerbside) recycling rate per annum</td> <td>55</td> <td>%</td> <td>37</td> </tr> <tr> <td>2</td> <td>Recycling (kg) per household per annum</td> <td>35</td> <td>Kg</td> <td>66</td> </tr> <tr> <td>3</td> <td>Total waste diverted from landfill per annum</td> <td>50</td> <td>%</td> <td>44</td> </tr> <tr> <td>4</td> <td>Volume of landfill gas captured for renewable electricity generation per annum</td> <td>25,000,000</td> <td>m3</td> <td>741,357</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Household (kerbside) recycling rate per annum	55	%	37	2	Recycling (kg) per household per annum	35	Kg	66	3	Total waste diverted from landfill per annum	50	%	44	4	Volume of landfill gas captured for renewable electricity generation per annum	25,000,000	m3	741,357		
Code	KPI	Target	Units	Achieved																								
1	Household (kerbside) recycling rate per annum	55	%	37																								
2	Recycling (kg) per household per annum	35	Kg	66																								
3	Total waste diverted from landfill per annum	50	%	44																								
4	Volume of landfill gas captured for renewable electricity generation per annum	25,000,000	m3	741,357																								
Status Comments Introduction of the green waste collection service will improve the household recycling rate. The recycling per household rate for the last																												



Code	Name	Performance	Responsible Officer																				
	<p>quarter was approximately 66kg, annualised to approximately 270kg.                      The waste diverted from landfill will also improve with the introduction of compulsory household organics collection in 2016.                      Council has successful received a \$2.1 million grant to fund Food and Garden organic processing at Stotts creek which is now proceeding and expected to be operational in early 2017.                      Approximately 41% of landfill gas captured. Council does not have the ability to affect the amount generated and as such this is not a measure of performance. This is expected to fall overtime as more waste is exported and when we remove the organic fraction from the waste stream.</p>																						
2.3.5	Ensure adequate stormwater drainage, flood management and evacuation systems are in place to protect people and property from flooding.	24%																					
 CP2.3.5.2	Inlet Drive	0%	MID																				
Status Comments	Design issues resolved. Construction deferred until November 2015 due to higher priority projects utilising the available resources.																						
 CP2.3.5.20	Stormwater drainage rehabilitation 2014/15 program	11%	MID																				
Status Comments	Internal relining of a number of systems proposed for Q4 mid 2015																						
 CP2.3.5.4	Brisbane Street	0%	MID																				
Status Comments	Brisbane Street Drainage and Road Works. Design complete, project delayed due to resources clash with Tweed Heads Streetscaping. Now scheduled for May 2015.																						
 CP2.3.5.5	Hartigan Street	100%	MID																				
Status Comments	Complete.																						
 CP2.3.5.7	Sutherland St Kingscliff	0%	MID																				
Status Comments	Construction planned for Sept 2015																						
 S2.3.5.1	Drainage	29%	MID																				
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Code	KPI	Target	Units	Achieved																			
1	Maintain Gross Pollutant Traps; cubic metres of waste removed per annum	13	m <sup>3</sup>	84																			
2	Percentage of pipeline length that has been condition assessed	3	%	0																			
3	Percentage of pipeline length that has had details confirmed and accurately located on the GIS	5	%	0																			
Status Comments	Gross Pollutant Traps cleaned in urban stormwater systems at cost of \$58734 and 220m3 of material removed to date. Condition assessment & survey locating or pipes to commence mid 2015																						
 S2.3.5.2	Flooding	25%	MR&S																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Implementation of Tweed Valley Floodplain Risk Management Plan</td> <td>30</td> <td>%</td> <td>10</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Implementation of Tweed Valley Floodplain Risk Management Plan	30	%	10												
Code	KPI	Target	Units	Achieved																			
1	Implementation of Tweed Valley Floodplain Risk Management Plan	30	%	10																			
Status Comments	Council successful in attracting State funding for the Murwillumbah CBD flood study, with a brief completed.																						





Code	Name	Performance	Responsible Officer
2.3.6	Provide conveniently placed and well equipped parks, sporting, recreational, cultural and community facilities.	66%	
 CP2.3.6.1	<b>Budd Park toilet replacement</b>	22%	MRS
Status Comments	Waiting on design from architect for lodging of a development application. Designs complete. Progressed to Development Application ('DA') stage. DA approved, moving to construction phase at the end of the September quarter. Project delayed while alternative option to upgrade toilets in the visitor information centre is explored.		
 CP2.3.6.10	<b>Cabarita Sports Club / Les Burger capital works</b>	95%	MRS
Status Comments	Development application is progressing. Undertaking negotiations with National Parks and Wildlife Service for potential transfer of land to the management as compensation for sports fields area. Approvals received and commenced irrigation upgrade and connection to recycled water. Irrigation works and field construction planning underway June 2014. Irrigation ring main placed and pump shed being installed at end of Sept Quarter. Field extensions completed. Ring main and additional lateral's installed. Commissioning expected by March. End of March 2015: Trials to confirm compliance to EPA requirements for use of recycled water are underway. System is otherwise fully functional. All field extension work has been completed.		
 CP2.3.6.12	<b>Knox Park playground and recreation area Murwillumbah</b>	35%	MRS
Status Comments	Knox Park Master Plan on exhibition. Development application for youth facility and playground being prepared. Masterplan exhibition period closes January. Design for skate facility progressing through youth consultation process. Designs being progressed for playground and youth precinct and Masterplan adjusted to reflect community consultation process. Masterplan adopted June Council meeting. September quarter 2014, funding confirmed including commitment from Lions Club. Playground tenders being prepared and skate park design being finalised ready for tender preparation. Play equipment supply and install tender awarded. Tender for construction of adventure playground precinct and landscaping advertised. Youth precinct tender documentation being finalised. New Netball court Completed in March.		
 CP2.3.6.13	<b>Passive recreation asset maintenance</b>	75%	MRS
Status Comments	Asset management is ongoing. Asset management system under constant development.		
 CP2.3.6.15	<b>Wilson Park facilities</b>	15%	MRS
Status Comments	Consultation with local community on preferred option progressing. September quarter 2014 design investigations have commenced. Draft design completed for consultation.		
 CP2.3.6.16	<b>Park furniture replacement</b>	80%	MRS
Status Comments	Ongoing.		
 CP2.3.6.3	<b>Faulks park toilet replacement Kingscliff</b>	100%	MRS
Status Comments	Complete.		
 CP2.3.6.5	<b>Active recreation asset maintenance program</b>	75%	MRS
Status Comments	Asset management ongoing. Asset management system under constant development.		
 CP2.3.6.6	<b>Arkininstall Park Master Plan Implementation</b>	98%	MRS




Code	Name	Performance	Responsible Officer															
	<p><b>Status Comments</b> Netball building demolished and tender for construction of new building awarded. Tender for construction of new tennis building and courts closes October. Construction of Netball building commenced. Contracts for tennis courts and tennis clubhouse finalised and construction commenced. Netball building and new public toilet complete. Playground complete; Other stages progressing.</p> <p>June -Tennis courts and new tennis pavilion 80%. Planning for New/upgraded lighting for netball commenced. Soccer facility tidy up commenced</p> <p>Sept quarter 2014:- Tennis pavilion complete other works and landscaping progressing toward completion late November 2014 with exception of electrical upgrades, now expected to be completed in January 2015. Final landscaping in progress. High voltage electrical works to be completed.</p> <p>End March 2015: Stage 1 works complete except for final commissioning of new electrical supply to site which is expected to be finalised by end of April 2015.</p>																	
 CP2.3.6.9	<b>Barry Sheppard Sports Facility Capital Works</b> Complete.	100%	MRS															
 P2.3.6.1	<b>Completion of Public Open Space Strategy</b>  <p><b>Status Comments</b> Ongoing and scheduled to take up to two years to complete. Park user survey undertaken and Sportsfield Strategy consultancy awarded. Sportsfields Strategy commenced.</p> <p>June - Sportsfield Strategy Draft report reviewed.</p> <p>September- Sportsfield Strategy completed and workshopped with Council. Open Space overarching strategy brief commenced.</p> <p>December - Report to January Council meeting on outline of Open Space Strategy. Recruitment for Recreation Planner on 12mth fixed term position to completed strategy has commenced.</p> <p>March 2015 - Awaiting finalisation of recruitment for Recreation Planner.</p>	40%	MRS															
 P2.3.6.2	<b>Completion of Arkinstall Park stage 2 feasibility study and concept plan</b>  <p><b>Status Comments</b> Initial stages of project completed. Return brief for architect being finalised based on findings. Financial projections provided. Return brief finalised. Final draft received for adoption.</p>	95%	MRS															
 P2.3.6.6	<b>Community Infrastructure Framework and Plan</b>  <p><b>Status Comments</b> The first stage of network planning, a component of the Community Infrastructure Framework has commenced and includes a comprehensive audit of current community and cultural facilities. Alongside the audit and site visits, demographic data is being analysed and existing user needs identified. A workshop is scheduled for Councillors on 2 April 2015.</p>	50%	MCCS															
 S2.3.6.1	<b>Cemetery</b>  <table border="1" data-bbox="309 1061 2150 1189"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Customer satisfaction indicator: number of registered complaints</td> <td>10</td> <td>Number</td> <td>0</td> </tr> <tr> <td>2</td> <td>Number of registered commendations</td> <td>5</td> <td>Number</td> <td>7</td> </tr> </tbody> </table> <p><b>Status Comments</b> Business plan recommendations have been implemented. Cremator completed and operational. Cemetery Operations were winner of first and second places for Murwillumbah Gardening Club Competition - Large commercial grounds, setting and maintaining their high standards.</p> <p>March: Expressions of Interest for Business Plan Review received and preparing to commence review in May 2015.</p>	Code	KPI	Target	Units	Achieved	1	Customer satisfaction indicator: number of registered complaints	10	Number	0	2	Number of registered commendations	5	Number	7	53%	MRS
Code	KPI	Target	Units	Achieved														
1	Customer satisfaction indicator: number of registered complaints	10	Number	0														
2	Number of registered commendations	5	Number	7														
 S2.3.6.2	<b>Open Space</b>	65%	MRS															

Code	Name	Performance	Responsible Officer																																																		
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7	Passive recreation maintenance costs per resident	39	Number	39																																																	
8	Community park utilisation: number of wedding bookings	0	Number	42																																																	
9	Community park management: number of community event licences issued	0	Number	11																																																	
Status Comments	Sportsfield utilisation in first quarter reflects winter season usage only. Sportsfields usage is cumulative for year. Commendations zero as recording not undertaken. March Quarter: Complaints focussed on Black Rocks. Systems commenced operation to better collect customer feedback and will be finetuned over time.																																																				
 S2.3.6.3	Public Facilities	75%	MRS																																																		
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Code	KPI	Target	Units	Achieved																																																	
1	Number of registered complaints about public toilets	10	Number	0																																																	
2	Cost to operate per facility	11,400	Number	10,783																																																	
Status Comments	Both complaints and operating costs for public toilets were significantly less than the target for this quarter. Nil complaints regarding public toilets this quarter																																																				
 S2.3.6.4	Swimming Centres	75%	MRS																																																		
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Code	KPI	Target	Units	Achieved																																																	
1	Cost recovery percentage of expenditure funding by income	50	%	69																																																	
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Status Comments	Swimming centre attendance and cost recovery exceeds the target.																																																				
 S2.3.6.5	Community Services - Community Buildings	38%	MCCS																																																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Community buildings and halls renewal program</td> <td>2</td> <td>Number</td> <td>1</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Community buildings and halls renewal program	2	Number	1																																										
Code	KPI	Target	Units	Achieved																																																	
1	Community buildings and halls renewal program	2	Number	1																																																	
Status Comments	Major plumbing repairs were completed in the December 2014 quarter at Joey's Pouch Preschool. Further building renewal projects are on hold pending the audit results of Community Infrastructure Framework - Network Planning to determine areas of priority.																																																				
2.4.3	Ensure local streets, footpaths and cycleways are provided, interconnected and maintained.	48%																																																			

Code	Name	Performance	Responsible Officer
<input checked="" type="checkbox"/>	CP2.4.3.10 Ocean Drive Chinderah Status Comments Programmed for construction in June 2015. The design is complete.	10%	MID
<input checked="" type="checkbox"/>	CP2.4.3.11 Avoca Street Chinderah Status Comments Construction planned for May 2015	10%	MID
<input checked="" type="checkbox"/>	CP2.4.3.19 Oyster Point Road Banora Point East Status Comments Construction planned for June 2015	10%	MID
<input checked="" type="checkbox"/>	CP2.4.3.2 Unallocated rehabilitation 2013/2014 program Complete.	100%	MID
<input checked="" type="checkbox"/>	CP2.4.3.20 Bay Street Tweed Heads Status Comments Construction work nearing completion.	95%	MID
<input checked="" type="checkbox"/>	CP2.4.3.24 Inlet Drive Tweed Heads West Status Comments Construction planned for November 2015. Design complete	10%	MID
<input checked="" type="checkbox"/>	CP2.4.3.26 Sullivan Street Status Comments Construction work in progress.	20%	MID
<input checked="" type="checkbox"/>	CP2.4.3.31 Cunningham Street Status Comments Project complete.	100%	MID
<input checked="" type="checkbox"/>	CP2.4.3.32 Collier Street Complete.	100%	MID
<input checked="" type="checkbox"/>	CP2.4.3.36 Pigabeen Road Tweed Heads West Status Comments Construction planned for May 2015	10%	MID
<input checked="" type="checkbox"/>	CP2.4.3.37 Stokers Road Stokers Sidings Status Comments Works currently in progress	70%	MID
<input checked="" type="checkbox"/>	CP2.4.3.38 Wardrop Valley Road Wardrop Valley Status Comments Construction planned for April 2015	10%	MID
<input checked="" type="checkbox"/>	CP2.4.3.39 Cabarita Road Bogangar Status Comments Construction planned for May 2015	10%	MID
<input checked="" type="checkbox"/>	CP2.4.3.4 Dry Dock Road Tweed Heads South Status Comments Construction planned for May 2015	10%	MID





Code	Name	Performance	Responsible Officer										
<input checked="" type="checkbox"/> CP2.4.3.5	Cobaki Road, 2014-15, twin culverts Cobaki	40%	MID										
Status Comments	Works currently in progress												
<input checked="" type="checkbox"/> CP2.4.3.50	Federal Assistance Grant Maintenance 2014/2015 program	55%	MID										
Status Comments	Progressive expenditure ongoing.												
<input checked="" type="checkbox"/> CP2.4.3.51	Kyogle Rd Byrill Creek Road to McDonalds Road Terragon	100%	MID										
Status Comments	Project complete												
<input checked="" type="checkbox"/> CP2.4.3.52	Numinbah Road repair program	100%	MID										
Status Comments	Complete.												
<input checked="" type="checkbox"/> CP2.4.3.53	Bridges: Anthony Bridge Dunbible	5%	MID										
Status Comments	Project deferred for 12 months by Council resolution to April - December 2015. Contracts for the supply of precast concrete components and pile driving have been accepted.												
<input checked="" type="checkbox"/> CP2.4.3.56	Cycleways and Pedestrian Facilities 2014/2015 program	20%	MR&S										
Status Comments	Annual footpath construction program to commence mid April. Rail trail pilot section in progress. PAMP program in progress Casuarina cycleway repairs in progress												
<input checked="" type="checkbox"/> CP2.4.3.57	Seal road resurfacing 2014/2015 program	100%	MID										
Status Comments	Project complete. 19.7km of rural spray reseals performed												
<input checked="" type="checkbox"/> CP2.4.3.58	Unallocated rehabilitation 2014/2015 program	30%	MID										
Status Comments	180m2 of asphalt profiling; 1164m2 of pavement patching; and 408m2 of pavement rehabilitation completed in quarter.												
<input checked="" type="checkbox"/> CP2.4.3.59	Local roads surfacing 2014/2015 program	70%	MID										
Status Comments	Bituminous spray resurfacing component complete, comprising 19.1km of rural roads. Urban asphalt resurfacing program to be finalised mid 2015												
<input checked="" type="checkbox"/> CP2.4.3.6	Terrace Street	100%	MID										
Status Comments	Complete.												
<input checked="" type="checkbox"/> S2.4.3.2	Transport Services Cycleways	75%	MR&S										
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Length of constructed cycle way per 1000 population</td> <td>1</td> <td>Km</td> <td>1</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Length of constructed cycle way per 1000 population	1	Km	1		
Code	KPI	Target	Units	Achieved									
1	Length of constructed cycle way per 1000 population	1	Km	1									
Status Comments	Upgrade of Cudgen Creek boardwalk/cycleway in progress												
3	Strengthening the Economy	71%											
3.1.4	Market the Tweed as a destination for business and tourism.	67%											

Code	Name	Performance	Responsible Officer																			
 S3.1.4.1	<b>Business Property and Economic Management</b>	75%	BEDU																			
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Manage and facilitate activities contracted to Destination Tweed; number of reports received</td> <td>1</td> <td>Number</td> <td>1</td> </tr> <tr> <td>2</td> <td>Assist employment generating business to establish or expand in the Tweed; number of times assistance provided to businesses</td> <td>4</td> <td>Number</td> <td>4</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Manage and facilitate activities contracted to Destination Tweed; number of reports received	1	Number	1	2	Assist employment generating business to establish or expand in the Tweed; number of times assistance provided to businesses	4	Number	4						
Code	KPI	Target	Units	Achieved																		
1	Manage and facilitate activities contracted to Destination Tweed; number of reports received	1	Number	1																		
2	Assist employment generating business to establish or expand in the Tweed; number of times assistance provided to businesses	4	Number	4																		
Status Comments	Received numerous queries from business in relation to expanding or developing in the Tweed. Destination Tweed undertaken to provide services as per their contract. Destination Tweed have provided quarterly report to Council in line with their contract. Destination Tweed Contract renewed under a 44 month contract extension.																					
 S3.1.4.2	<b>Festivals and Events</b>	58%	BEDU																			
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Total number of events supported by Council's Festivals and Events Funding</td> <td>15</td> <td>Number</td> <td>17</td> </tr> <tr> <td>2</td> <td>Event workshops held</td> <td>1</td> <td>Number</td> <td>1</td> </tr> <tr> <td>3</td> <td>Total filming permits provided</td> <td>4</td> <td>Number</td> <td>2</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Total number of events supported by Council's Festivals and Events Funding	15	Number	17	2	Event workshops held	1	Number	1	3	Total filming permits provided	4	Number	2	
Code	KPI	Target	Units	Achieved																		
1	Total number of events supported by Council's Festivals and Events Funding	15	Number	17																		
2	Event workshops held	1	Number	1																		
3	Total filming permits provided	4	Number	2																		
Status Comments	Festivals and Events Funding 2014-2015 was determined by Council and distributed to event organisers in August 2014. Event workshop held in February on applying for funding and in kind support to Council. Films permits were television commercial using a drone at Hastings Point and short film at Kingscliff Beach.																					
3.4.3	<b>Manage Council business enterprises to provide economic stimulus and maximise returns to the community.</b>	75%																				
 S3.4.3.1	<b>Holiday Parks</b>	75%	BEDU																			
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>The efficient and effective long term management of Tweed Coast Holiday parks; number of complaints received</td> <td>1</td> <td>%</td> <td>0</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	The efficient and effective long term management of Tweed Coast Holiday parks; number of complaints received	1	%	0											
Code	KPI	Target	Units	Achieved																		
1	The efficient and effective long term management of Tweed Coast Holiday parks; number of complaints received	1	%	0																		
Status Comments	All parks operating efficiently with Tweed Coast Holiday Parks ('TCHP') generating yearly dividend for the management of the Tweed Coast single coastal reserve. Tenders for the supply and installation of new park buildings and all civil works for redevelopment of Kingscliff North Holiday Park let and awarded this quarter. Kingscliff North closed 1 October 2014 and civil works commenced. Works on schedule as at this date. Residents across the road from Kingscliff North complaining about colour, size and location of new cabins. Report to 19 March TCHP meeting to address/resolve issue. Also response to Trustee Milne Question on Notice regarding allowing the Pottsville Men's Shed to build a shed at Pottsville North Holiday Park to be answered at 19 March TCHP meeting.																					
 S3.4.3.2	<b>Airfields</b>	75%	BEDU																			

Code	Name	Performance	Responsible Officer																																													
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Code	KPI	Target	Units	Achieved																																												
1	The efficient and effective ongoing management of the Murwillumbah Airfield, number of complaints received	5	Number	0																																												
<b>Status Comments</b> Review of Murwillumbah Airfield development opportunities underway. Discussions regarding draft lease underway.																																																
<b>4</b>	<b>Caring for the Environment</b>	<b>76%</b>																																														
4.1.2	Protect, regulate and maintain natural assets (the coastline, coastal and inland waterways, biodiversity, bushland and scenic landscaped) for current and future generations.	83%																																														
 P4.1.2.1	<b>Tweed Shire Council Sustainability Strategy</b>	90%	UCNRM																																													
<b>Status Comments</b> Draft Strategy was on public exhibition until 23 March 2015.																																																
 S4.1.2.1	<b>Environmental Sustainability</b>	75%	UCNRM																																													
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Total gigajoules of electricity consumption by Tweed Shire council facilities and street lighting</td> <td>18,130</td> <td>Gj</td> <td>20,195</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Total gigajoules of electricity consumption by Tweed Shire council facilities and street lighting	18,130	Gj	20,195																																					
Code	KPI	Target	Units	Achieved																																												
1	Total gigajoules of electricity consumption by Tweed Shire council facilities and street lighting	18,130	Gj	20,195																																												
<b>Status Comments</b> Total electricity consumption by Tweed Shire Council facilities and street lighting is higher than the quarterly target by 11%. Power use in water facilities has decreased by 8% compared to the same period last year despite heavy rains and higher wastewater treatment volumes. Power use in General Fund facilities has decreased by 6% down compared to the same period last year. Energy efficiency and renewable energy opportunities are being developed as part of an Energy Management Strategy.																																																
4.1.3	Manage and regulate the natural and built environments.	74%																																														
 S4.1.3.1	<b>Building Control</b>	75%	MBEH																																													
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Building Certificates determined</td> <td>0</td> <td>Number</td> <td>28</td> </tr> <tr> <td>2</td> <td>Construction Certificates determined</td> <td>0</td> <td>Number</td> <td>91</td> </tr> <tr> <td>3</td> <td>Average processing time to issue a Construction Certificate</td> <td>15</td> <td>Days</td> <td>10</td> </tr> <tr> <td>4</td> <td>Complying Development determined</td> <td>0</td> <td>Number</td> <td>15</td> </tr> <tr> <td>5</td> <td>Average processing time to issue a Complying Development approval</td> <td>10</td> <td>Days</td> <td>5</td> </tr> <tr> <td>6</td> <td>Number of Development Applications received in the period</td> <td>0</td> <td>Number</td> <td>176</td> </tr> <tr> <td>7</td> <td>Development Applications determined in the period</td> <td>0</td> <td>Number</td> <td>183</td> </tr> <tr> <td>8</td> <td>Average processing time to determine a Building Development Application</td> <td>40</td> <td>Days</td> <td>33</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Building Certificates determined	0	Number	28	2	Construction Certificates determined	0	Number	91	3	Average processing time to issue a Construction Certificate	15	Days	10	4	Complying Development determined	0	Number	15	5	Average processing time to issue a Complying Development approval	10	Days	5	6	Number of Development Applications received in the period	0	Number	176	7	Development Applications determined in the period	0	Number	183	8	Average processing time to determine a Building Development Application	40	Days	33		
Code	KPI	Target	Units	Achieved																																												
1	Building Certificates determined	0	Number	28																																												
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5	Average processing time to issue a Complying Development approval	10	Days	5																																												
6	Number of Development Applications received in the period	0	Number	176																																												
7	Development Applications determined in the period	0	Number	183																																												
8	Average processing time to determine a Building Development Application	40	Days	33																																												
<b>Status Comments</b> There has been a reduction in processing times since the last quarterly report. A reorganisation of the building teams will see further improvements in future quarters.																																																



Code	Name	Performance	Responsible Officer																				
✔ S4.1.3.2	<b>Environmental Health</b>	71%	MBEH																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Inspections of food outlets</td> <td>200</td> <td>Number</td> <td>200</td> </tr> <tr> <td>2</td> <td>On-site sewage management systems failures as a % of total systems inspected</td> <td>0</td> <td>%</td> <td>11</td> </tr> <tr> <td>3</td> <td>Number of on-site sewage management systems inspected</td> <td>100</td> <td>Number</td> <td>147</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Inspections of food outlets	200	Number	200	2	On-site sewage management systems failures as a % of total systems inspected	0	%	11	3	Number of on-site sewage management systems inspected	100	Number	147		
Code	KPI	Target	Units	Achieved																			
1	Inspections of food outlets	200	Number	200																			
2	On-site sewage management systems failures as a % of total systems inspected	0	%	11																			
3	Number of on-site sewage management systems inspected	100	Number	147																			
Status Comments	<p>Onsite Sewage Management Systems (OSMS)</p> <p>130 - Section 68 OSSM Approval to operate                  21 - Section 68 SEP Approval to Install / SEP upgrade assessment inspections prior to consent                  16- SEP install final inspections (following installation and prior to issue of Approval to operate)                  17 - Pre-Purchase Inspections                  18 - Follow-up inspections for repairs / complaints / investigations and DA assessments</p> <p>NB: 16 failed out of 147 systems, 82 required maintenance or repair / upgrade, 6 existing systems were rated medium risk and 9 rated high risk.</p>																						
✔ S4.1.3.4	<b>Regulatory Services</b>	52%	DPR																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Maintain the re-homing rate of cats and dogs that are suitable for sale</td> <td>75</td> <td>%</td> <td>85</td> </tr> <tr> <td>2</td> <td>Maintain response times to dog attacks on people</td> <td>24</td> <td>Hours</td> <td>24</td> </tr> <tr> <td>3</td> <td>Provision of low-cost microchipping days for the community</td> <td>2</td> <td>Days</td> <td>1</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Maintain the re-homing rate of cats and dogs that are suitable for sale	75	%	85	2	Maintain response times to dog attacks on people	24	Hours	24	3	Provision of low-cost microchipping days for the community	2	Days	1		
Code	KPI	Target	Units	Achieved																			
1	Maintain the re-homing rate of cats and dogs that are suitable for sale	75	%	85																			
2	Maintain response times to dog attacks on people	24	Hours	24																			
3	Provision of low-cost microchipping days for the community	2	Days	1																			
Status Comments	<p>KPIs are being achieved satisfactorily.</p> <ul style="list-style-type: none"> <li>· All animals that past temperament and health check were rehomed, it should be acknowledged that Council provides a regular service of returning roaming animals to their owners where possible.</li> <li>· KPI achieved for attacks which were reported on the day of the attack. Attacks reported outside the 24hr period are also given priority however are responded to within 24hr of being notified.</li> <li>· Low cost microchipping event is currently being undertaken at Pottsville for residents as part of the Responsible Pet Ownership Grant.</li> </ul>																						
4.2.1	Promote the protection of native vegetation and wildlife habitat of high conservation value, social or cultural significance in Tweed Shire.	77%																					
✔ P4.2.1.1	<b>Comprehensive Koala Plan of Management</b>	100%	UCNRM																				
Status Comments	Comprehensive Koala Plan of Management complete and adopted by Council February 2015.																						
✔ S4.2.1.1	<b>Biodiversity Management</b>	64%	UCNRM																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area of Council bushland actively managed</td> <td>90</td> <td>Ha</td> <td>90</td> </tr> <tr> <td>2</td> <td>Area of private land with improved biodiversity values</td> <td>7</td> <td>Ha</td> <td>5</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Area of Council bushland actively managed	90	Ha	90	2	Area of private land with improved biodiversity values	7	Ha	5							
Code	KPI	Target	Units	Achieved																			
1	Area of Council bushland actively managed	90	Ha	90																			
2	Area of private land with improved biodiversity values	7	Ha	5																			

Code	Name	Performance	Responsible Officer																				
<b>Status Comments</b>		Various restoration projects underway including Upper Rous Habitat Restoration, Biodiversity Health Grants, Environmental Trust Grants, Koala Connections and Land for Wildlife programs. Ongoing progress on all projects with no outstanding issues.																					
 S4.2.1.2	<b>Pest Management</b>	67%	UCNRM																				
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area treated for biting insects</td> <td>230</td> <td>Ha</td> <td>175</td> </tr> <tr> <td>2</td> <td>Area of Council bushland actively managed for vertebrate pest species</td> <td>350</td> <td>Ha</td> <td>530</td> </tr> <tr> <td>3</td> <td>Number of private landholders assisted with pest management issues</td> <td>250</td> <td>Number</td> <td>176</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Area treated for biting insects	230	Ha	175	2	Area of Council bushland actively managed for vertebrate pest species	350	Ha	530	3	Number of private landholders assisted with pest management issues	250	Number	176			
Code	KPI	Target	Units	Achieved																			
1	Area treated for biting insects	230	Ha	175																			
2	Area of Council bushland actively managed for vertebrate pest species	350	Ha	530																			
3	Number of private landholders assisted with pest management issues	250	Number	176																			
<b>Status Comments</b>		<p>During the reporting period Council's Pest Management Program has been responding to an extension of warm weather and abnormal rainfall events. Historically, the mosquito control season has been initiated in October and completed by April. In 2013-2014 the control season was initiated in September and extended through until June. This season (2014-2015) control works were required to be initiated in August 2014 and look to continue on until July 2015.</p> <p>Arbovirus notifications have spiked during the reporting period, with Ross River Virus being the primary arbovirus reported. Council has been working in collaboration with National Parks and Wildlife Services ('NPWS') and New South Wales Local Land Service ('LLS') to address the urgent wild dog control along the Tweed Coast. A larger term control program will now be developed to include public education, wild rabbit control and responsible dog ownership.</p>																					
4.3.1	Manage water resources sustainable and minimise impact on the environment by achieving more integration of water supply, wastewater and stormwater services.	75%																					
 S4.3.1.1	<b>Waterways Management</b>	75%	UCNRM																				
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Kilometres of waterway improved through rehabilitation works</td> <td>5</td> <td>Km</td> <td>7</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Kilometres of waterway improved through rehabilitation works	5	Km	7													
Code	KPI	Target	Units	Achieved																			
1	Kilometres of waterway improved through rehabilitation works	5	Km	7																			
<b>Status Comments</b>		Fencing of estuary at Durroby Creek completed and good recovery of wetland vegetation observed. New project commenced at Tyngalga.																					
4.4.1	Recognise and accommodate natural processes and climate change.	75%																					
 S4.4.1.1	<b>Coastal Management</b>	75%	UCNRM																				
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area of public coastal dune actively managed</td> <td>120</td> <td>Ha</td> <td>145</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Area of public coastal dune actively managed	120	Ha	145													
Code	KPI	Target	Units	Achieved																			
1	Area of public coastal dune actively managed	120	Ha	145																			
<b>Status Comments</b>		Additional beach accesses have been opened at Kingscliff, the new trees planted north of the Bowls Club have required ongoing care. Several large mature trees have been cut down or poisoned along Sutherland Point, South Kingscliff.																					
4.5.1	Promote and encourage sustainable and innovative agricultural practices.	71%																					
 S4.5.1.1	<b>Sustainable Agriculture</b>	71%	UCNRM																				
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area of agriculture land under improved sustainable management practices</td> <td>100</td> <td>Ha</td> <td>105</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Area of agriculture land under improved sustainable management practices	100	Ha	105													
Code	KPI	Target	Units	Achieved																			
1	Area of agriculture land under improved sustainable management practices	100	Ha	105																			

Code	Name	Performance	Responsible Officer
<b>Status Comments</b>	<b>Continued application and monitoring of compost applied to 30 farms across the Tweed Valley under the Increasing Soil Carbon Project.</b>		