


























Code	Name	Performance	Responsible Officer																									
 1	<b>Civic Leadership</b>	29%																										
 1.2.2	Decisions made relating to the allocation of priorities will be in the long-term interests of the community.	25%																										
 S1.2.2.1	<b>Civic Business</b>	25%	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>Attendance at Council meetings by Councillors</td> <td>80</td> <td>%</td> <td>98</td> </tr> <tr> <td>2</td> <td>Attendance at Council Committee meetings by Councillors</td> <td>80</td> <td>%</td> <td>98</td> </tr> <tr> <td>3</td> <td>Business papers provided in accordance with the Code of Meeting Practice</td> <td>100</td> <td>%</td> <td>100</td> </tr> <tr> <td>4</td> <td>Number of Council decisions contested and overturned in the courts</td> <td>0</td> <td>Number</td> <td>0</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Attendance at Council meetings by Councillors	80	%	98	2	Attendance at Council Committee meetings by Councillors	80	%	98	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		
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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																								
<b>Status Comments</b>	<p>98% attendance by Councillors at Council Meetings has been achieved during this reporting period.                      98% attendance by Councillors at Committee meetings has also been achieved during this reporting period.                      All Business papers have been provided to Councillors and the public in accordance with the requirements of the Code of Meeting Practice. During this reporting period there are now two meetings per month being Planning Committee and Council and all requirements associated with these meetings are being adhered to.                      No decisions of Council have been contested in Court.</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.	19%																										
 P1.3.1.4	Tweed Heads Streetscape Stage 2 design and project management to completion of construction	65%	MD																									
<b>Status Comments</b>	Design and consultation has been completed. Construction is in progress, Bay Street East construction is completed with work continuing on Bay Street West.																											
 P1.3.1.6	Kingscliff Foreshore Master Plan finalise background studies to identify erosion line, types of seawalls and sand nourishment sources	15%	MD																									
<b>Status Comments</b>	Erosion lines have now been adopted. Detailed design for sea walls has commenced after concepts designs approved and costing expected in February 2015.																											
 P1.3.1.2	Communications and Customer Services Community Satisfaction Survey - biennial project	50%	CCSC																									
<b>Status Comments</b>	The Community Satisfaction Survey is funded. The initial communication planning has been completed and further investigation is underway. Timing has yet to be decided.																											
 S1.3.1.1	<b>Civic Centres</b>	25%	MCCS																									
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1	Energy efficiency per workstation per day	24	Kw-h	21																								
<b>Status Comments</b>	Energy efficiency achieved was 18% less than the expected target.																											
 S1.3.1.10	<b>Information Technology and Records</b>	25%	DCS																									












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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 is excellent. Currency of Council's major corporate and business unit specific applications is being maintained with all of these products within 1 stable version of current. Rollout of Windows 7 is now two thirds completed and work has commenced on bringing Council's Microsoft products (Windows 7, Exchange, Outlook, Office and Internet Explorer) up to the latest versions supported by the Technology One product set.																																														
	<b>S1.3.1.11 Infrastructure Planning</b>	13%	PIE																																													
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<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.																																														
	<b>S1.3.1.12 Quarries</b>	25%	Mworks																																													
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<b>Status Comments</b>		There have been zero non-compliances at Quarry Road. At Kinnears Quarry there have been 2 minor non-compliances as detailed on Council's "EPA Pollution Monitoring" website and included in annual Quarry Return to Environmental Protection Authority ('EPA').																																														
	<b>S1.3.1.2 Communications and Customer Services</b>	22%	CCSC																																													
	<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>141,976</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>37,124</td> </tr> <tr> <td>6</td> <td>Contact Centre resolution of enquiries at first point of contact</td> <td>65</td> <td>%</td> <td>60</td> </tr> <tr> <td>7</td> <td>Contact Centre call abandonment rate (quarterly)</td> <td>7</td> <td>%</td> <td>9</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>56</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	141,976	5	Total number of customer interactions (call and contact) received by Contact Centre	0	Number	37,124	6	Contact Centre resolution of enquiries at first point of contact	65	%	60	7	Contact Centre call abandonment rate (quarterly)	7	%	9	8	Total incoming calls to Contact Centre answered within one minute to achieve 'Grade of Service' (quarterly)	80	Number	56		
Code	KPI	Target	Units	Achieved																																												
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Code	Name	Performance	Responsible Officer																														
<b>Status Comments</b> <ol style="list-style-type: none"> <li>1. Tweed Link issues - 14.</li> <li>2. Media releases - 72.</li> <li>3. Community Catchup. No Community Catchups were scheduled or held in this quarter.</li> <li>4. Website visits, smartphones and SMS: 1419765.</li> <li>5. Customer Interactions: 37,124.</li> <li>6. Resolution at First Point of Enquiry: 60.3%. (Note: Only captures 80% of interactions) Statistics affected by staff training/secondment and higher proportion of casual staff during this period, rates enquiries, as well as the introduction of quarterly water billing.</li> <li>7. Abandonment Rate: 9.4%. Statistics affected by staff training/secondment and higher proportion of casual staff, rates enquiries as well as the introduction of quarterly water billing.</li> <li>8. Calls answered within 1 minute: 56.3%. Statistics affected by staff training/secondment and higher proportion of casual staff, rates enquiries, as well as the introduction of quarterly water billing.</li> </ol>																																	
✓ S1.3.1.3	<b>Design Services</b>	25%	MD																														
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Code	KPI	Target	Units	Achieved																													
1	Design services are provided within agreed client timeframes	80	%	80																													
<b>Status Comments</b> Design output is keeping pace with demand. 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 however if project scope changes are made or project commencement times altered this reduces.																																	
✓ S1.3.1.4	<b>Executive Management</b>	25%	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.																																	
✓ S1.3.1.7	<b>Governance and Corporate Performance</b>	16%	DCS																														
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Code	KPI	Target	Units	Achieved																													
1	Informal Access to information requests processed	0	Number	189																													
2	Formal Access to information requests requesting a review	5	%	4																													
3	Audit Committee meetings held	5	Number	1																													
4	Internal Audit Plan completed	25	%	25																													
5	Enterprise Risk Register reviewed annually	100	%	100																													
<b>Status Comments</b> Audit Committee Meetings conducted on 30 June 2014. Progress of the Internal Audit Plan is reported to each meeting of the Audit Committee and 2014/2015 Plan approved at June meeting. Enterprise Risk Register being reviewed on a continuous unit by unit basis over the annual period. GIPAA informal access requests continue to be a high demand on resources.																																	
✓ S1.3.1.8	<b>Human Resources and Work Health &amp; Safety</b>	21%	DCS																														

Code	Name	Performance	Responsible Officer																														
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Code	KPI	Target	Units	Achieved																													
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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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1	Employment establishment costs as a percentage of recurrent income	50	%	0																													
There was no planned activity for this quarter.																																	
	<b>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.</b>	42%																															
	<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 commenced however, owing to other priority commitments has been deferred for a short period.																															
	<b>P1.5.2.11 Business Park Development Control Plan</b>	100%	DPR																														
<b>Status Comments</b>		Section A17 "Business, Enterprise Corridor & General Industrial Zones" of the Tweed Development Control Plan 2008 took effect on 20 August 2014.																															
	<b>P1.5.2.12 Standard Instrument Development Control Plan update</b>	50%	DPR																														
<b>Status Comments</b>		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.																															
	<b>P1.5.2.13 Local Environmental Plan Implementation of Environmental Zones</b>	10%	DPR																														
<b>Status Comments</b>		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 no awaits the final adoption and release of environmental criteria.																															
	<b>P1.5.2.14 Scenic Landscape Strategy</b>	5%	DPR																														
<b>Status Comments</b>		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 freed up																															




Code	Name	Performance	Responsible Officer
	before it can be further progressed. A consultancy brief for tender is under preparation with a view to a public tender commencing before the end of 2014.		
✔ P1.5.2.15	<b>Tweed Development Control Plan General Policy Maintenance</b>	100%	DPR
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 policies are being achieved.		
✔ P1.5.2.20	<b>Achievement of Major Planning Proposals</b>	75%	DPR
Status Comments	Through the establishment of a Councillor's adopted Work Plan guiding the resource allocation of the Planning Reform Unit's resources key major planning proposals have been identified and are now being exclusively targeted. Prioritisation has enabled those Priority 1 projects to be progressed more efficiently.		
✔ P1.5.2.21	<b>Achievement of Minor Planning Proposals</b>	50%	DPR
Status Comments	Through the establishment of a Councillor's 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>	80%	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 the Tweed Councillors' as a key a priority.		
✔ P1.5.2.23	<b>Target Delivery of Tweed Local Environmental Plan updates</b>	30%	DPR
Status Comments	The targeted updating of the Tweed Local Environmental Plan ('LEP') comprises the implementation of the adopted Hastings Point, Pottsville and Cabarita, locality based development control plans. Prior to the LEP amendment advancing, there are several amendments required for the Development Control Plans ('DCP's'), which are being prepared to be publicly exhibited concurrently. Work on the DCPs is making good progress and scheduled for reporting to Council before the end of 2014.		
⊖ 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 Planning Reform Unit, which is currently allocated to other Priority 1 projects of the Council. It is expected that initial design analysis and testing will commence in October, following which a community engagement survey will be released to the local community.		
⊖ P1.5.2.25	<b>Scenic Iconic Landscape Strategy</b>	5%	DPR
Status Comments	A project brief is being prepared for a tender exhibition that will seek expression of interests from suitably qualified consultants.		
✔ 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. Staff are currently researching the issue/topic domestically and internationally to determine the likely scope of the policy, ahead of scheduling a Councillor Workshop.		
✔ P1.5.2.3	<b>Heritage Development Control Plan</b>	60%	DPR
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 is expected by the end of 2014.		











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 <b>P1.5.2.5</b>	<b>Kingscliff Locality Plan</b>	10%	DPR																				
<b>Status Comments</b>	First round of public engagement, comprising workshop and survey, and has been completed, and review of the feedback is underway. The next phase of community engagement will be to report back on the findings of the information gathering phase and to start work on design and structure scenarios for the locality.																						
 <b>P1.5.2.9</b>	<b>Rural Villages Strategy</b>	50%	DPR																				
<b>Status Comments</b>	The Rural Villages Strategy has undergone two extensive rounds of community consultation and Council staff are continuing their work with the appointed community reference panel. The project is now in a stage where the information collated from the community engagement, review of existing studies and other work, is being relied as the basis for a draft strategy. This work is expected to take 2-3 months, prior to it being reported to Council and followed by public exhibition.																						
 <b>S1.5.2.1</b>	<b>Development Planning and Assessment</b>	25%	MDA																				
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Code	KPI	Target	Units	Achieved																			
1	Average time to determine a development application	67	Days	76																			
2	Delivery of section 149 certificates in 5 days	100	%	100																			
3	Delivery of urgent section 149 certificates in 2 days	100	%	100																			
<b>Status Comments</b>	Development Planning and Assessment service has achieved an acceptable level in relation to the targets.																						
 <b>S1.5.2.2</b>	<b>Planning Reforms</b>	21%	CPR																				
	<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>Achievement of annual delivery of Works Program targets for Tweed LEP</td> <td>100</td> <td>%</td> <td>85</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Achievement of annual delivery of Works Program targets for Tweed LEP	100	%	85												
Code	KPI	Target	Units	Achieved																			
1	Achievement of annual delivery of Works Program targets for Tweed LEP	100	%	85																			
<b>Status Comments</b>	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 policies are being achieved.																						
 <b>2</b>	<b>Supporting Community Life</b>	25%																					
 <b>2.1.1</b>	<b>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.</b>	25%																					
<input type="radio"/> <b>P2.1.1.12</b>	<b>Community Safety Plan</b>	0%	MCCS																				
	There was no planned activity for this quarter.																						
<input type="radio"/> <b>P2.1.1.14</b>	<b>Children (0-11) Policy</b>	0%	MCCS																				
	There was no planned activity for this quarter.																						
 <b>P2.1.1.16</b>	<b>Youth Strategy - Development of Knox Park Youth Precinct</b>	100%	CDC																				
<b>Status Comments</b>	Council's engagement with key stakeholders including young people, parents and local business regarding the preliminary design of the Youth Precinct skate park has concluded. Council and the community have jointly worked to draw the skate area concept plan. Recreation Services has concluded the tender process related to moving 2 existing netball courts to another area in the park. Current Council tender process opened for the Supply and Installation of Playground Equipment and Soft fall for Knox Park Murwillumbah. Separate funding is being sought																						

Code	Name	Performance	Responsible Officer
<b>for the construction of a new toilet block to replace the 2 existing out-dated facilities. The first RADF progress report is due 14 November.</b>			
 P2.1.1.17	<b>Youth Strategy - Establishment of Youth Council</b>	0%	CDC
Status Comments	Preliminary work has been done with key stakeholders regarding the role and function of a Youth Council. A draft Youth Council model has been completed. Follow-up meeting with the NSW Department of Education & Communities regional manager and public high school principals to ascertain schools ability to become involved in this process. Discussion with schools has included review of other current leadership mechanisms including SRC model. Depending upon resource availability rollout of Youth Council to be in 2015 school year.		
 P2.1.1.19	<b>Youth Strategy - Implementation Graffiti Management Policy</b>	0%	CDC
Status Comments	There was no planned activity for this quarter.		
 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>	5%	MCCS
Status Comments	This is an action of the Access and Inclusion Plan which was adopted on 21 August 2014. Planning has commenced and a meeting with relevant asset custodians is to be scheduled to set priorities. The consultancy is expected to be advertised in the second quarter 2014.		
 P2.1.1.22	<b>Access and Inclusion - Engage consultants to undertake access audit of all Council parks and recreation areas</b>	5%	MCCS
Status Comments	This is an action of the Access and Inclusion Plan which was adopted on 21 August 2014. Planning has commenced and a meeting with relevant staff of the Recreation Services Unit is to be scheduled to set priorities. The consultancy is expected to be advertised in the second quarter 2014.		
 P2.1.1.23	<b>Access and Inclusion - Undertake review and access audit of public toilets in Tweed Shire</b>	0%	MCCS
Status Comments	There was no planned activity for this quarter.		
 P2.1.1.24	<b>Access and Inclusion - Undertake access audit of coastal foreshore and inland waterways</b>	5%	MCCS
Status Comments	This is an action of the Access and Inclusion Plan which was adopted on 21 August 2014. Initial discussions have taken place with the Natural Resources Management Team as the audit will be completed by the CDO - Ageing and Disability.		
 P2.1.1.26	<b>Access and Inclusion - Development and confirm concept design for an All Access Playground</b>	75%	MCCS
Status Comments	The working group is well progressed in developing concept plans for the All Access Playground. It is proposed that concept plans will be ready to present to Council in early 2015.		
 P2.1.1.27	<b>Implement Homeless Policy and Protocol</b>	0%	MCCS
Status Comments	The draft Homelessness Policy and Protocol has not yet been presented to Council.		
 P2.1.1.28	<b>Implement whole of Council Youth Strategy and Action Plan</b>	25%	MCCS
Status Comments	The Officer continues to work through Actions as per each Strategic Outcome. To date, a number of significant items have been actioned including 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
Status Comments	The Healthy Ageing Strategy is still under development. It is envisaged the draft will be presented to Council for public exhibition in the second quarter of 2014.		
 P2.1.1.6	<b>An Access and Inclusion Plan</b>	100%	CDC












Code	Name	Performance	Responsible Officer	
<b>Status Comments</b>		The draft Access and Inclusion Plan was approved for public exhibition by Council on 10 April 2014 and the public exhibition period concluded on 10 June 2014. A report was submitted to Council on 21 August 2014, including recommendations on amendments to the Plan based on submissions received during the exhibition period. The Access and Inclusion Plan was adopted.		
<input checked="" type="checkbox"/>	<b>S2.1.1.1 Community Services - Community Options</b>	25%	MCCS	
<b>Code</b>	<b>KPI</b>	<b>Target</b>	<b>Units</b>	<b>Achieved</b>
1	Community Options client numbers	240	Number	147
2	Number of days from initial contact to response and intake screen	3	Days	1
3	Output targets from funding contract	100	%	25
<b>Status Comments</b>		Client numbers higher than anticipated. The number of days for initial contact response and intake screening has more than halved and meeting the expected target.		
<input checked="" type="checkbox"/>	<b>S2.1.1.2 Banora Point Community Centre - Seniors program</b>	17%	MCCS	
<b>Code</b>	<b>KPI</b>	<b>Target</b>	<b>Units</b>	<b>Achieved</b>
1	Increase membership of the 'Fun Activities Banora Point Seniors' program at Banora Point Community Centre	150	Number	150
2	Increase number of contacts at Banora Point Community Centre Seniors Information Hub	750	Number	254
<b>Status Comments</b>		Direct contacts at the Seniors Information Hub for the September quarter are 254, which includes requests for information, tutoring, accessing computers and attending mobile phone workshops. Membership of the Fun Activities for Banora Seniors Committee has risen to 150 and there have been 2,100 seniors participating in the many activities offered at Banora Point Community Centre.		
<input checked="" type="checkbox"/>	<b>S2.1.1.3 Community Services - Libraries</b>	23%	MCCS	
<b>Code</b>	<b>KPI</b>	<b>Target</b>	<b>Units</b>	<b>Achieved</b>
1	Library membership	34,177	Number	34,700
2	Library programs delivered	119	Number	156
3	Visits (library door count)	86,149	Number	84,524
4	Library loans	158,089	Number	162,451
5	Personal computer and wireless hours of use	15,496	Number	16,032
<b>Status Comments</b>		Use of computers and WIFI is continuing to rise as the library conducts programs to build the skills to access technology. All indicators were better than targeted with the exception of a small reduction in the door count.		
<input type="checkbox"/>	<b>S2.1.1.4 International Day of People with Disabilities</b>	0%	MCCS	
<b>Code</b>	<b>KPI</b>	<b>Target</b>	<b>Units</b>	<b>Achieved</b>
1	Increase nominations for International Day of People with Disability annual Access with Inclusion Awards	30	Number	0
<b>Status Comments</b>		There was no planned activity for this quarter.		



Code	Name	Performance	Responsible Officer	
 2.1.3	Provide opportunities for residents to enjoy access to the arts, festivals, sporting activities, recreation, community and cultural facilities.	23%		
 S2.1.3.1	<b>Cultural Services - Regional Art Gallery</b>	25%	MCCS	
<b>Code</b>	<b>KPI</b>	<b>Target</b>	<b>Units</b>	<b>Achieved</b>
1	Number of Education & Audience Development programs delivered by the Tweed Regional Gallery	2	Number	4
2	Number of participants attending Tweed Regional Gallery public programs and events	300	Number	309
3	Number of public programs delivered by the Tweed Regional Gallery	4	Number	19
4	Number of visitors attending Tweed Regional Gallery exhibitions	16,250	Number	37,102
5	Number of exhibitions hosted and initiated by the Tweed Regional Gallery	4	Number	5
<b>Status Comments</b>	<p>Visitor numbers have exceeded the previous annual attendances since the opening of the Margaret Olley Art Centre in March. This quarters visitor numbers reflects the sustained interest from the public in the Centre, particularly with group tours. The administrative load on staff in catering for the number of group and coach tour bookings has been dramatically increased, as has the demand on volunteers serving customers through the Gallery Shop and the reception desk. The Education and Audience Development Officer, in conjunction with Alzheimer's Australia NSW branch, launched Memoryscape, a new exhibition to heighten public awareness about dementia. The program has been developed to provide carers and a families with the experience of using art work to stimulate discussion and encourage reminiscences. The program was launched in September to coincide with Dementia Awareness Month.</p>			
 S2.1.3.2	<b>Cultural Services - Regional Museum</b>	20%	MCCS	
<b>Code</b>	<b>KPI</b>	<b>Target</b>	<b>Units</b>	<b>Achieved</b>
1	Number of museum items accessioned	7	Number	0
2	Number of museum displays	1	Number	1
3	New displays for the Tweed Regional Museum Murwillumbah completed	100	%	100
4	Number of visitors	1,000	Number	3,594
5	Number of events and other activities conducted	1	Number	1
<b>Status Comments</b>	<p>1. More than 200 items were accessioned during 2013/14. No accessions were processes at the Museum Advisory Committee meeting held in August 2014.                  2. Planned displays not yet implemented.                  3. TRM Murwillumbah redevelopment completed and opened to the public on 30 August 2014.                  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 (Holy Trinity Church Display 92, markets 210, Post Office display 200 , Red cross conference 60 , Uki school visit 23). 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.                  5. While no formal public programs were undertaken during the nine months to end March 2014, a number of significant activities were completed. 'Behind the scenes' site tours for members of the Murwillumbah Historical Society and Friends of the Museum were conducted at Murwillumbah; the Museum Director assisted/took part in a briefing for Murwillumbah 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</p>			












Code	Name	Performance	Responsible Officer										
	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. Tweed Heads Historical Society volunteers and Museum staff also completed research and installation of a display of historical photographs at the Tweed Heads Civic Centre. The Museum hosted more than thirty delegates to the Museums Australia Far North Coast Chapter meeting in February. Additional tours of the completed building were offered for a range of stakeholders during June, including a breakfast for more than 45 members of the Murwillumbah District Business Chamber on 6 June. During the first two quarters of 2014 the primary focus of Museum staff has been on object selection and preparation for to new displays at Murwillumbah and related research and program development, as well as on internal fit out and final stages of construction at Murwillumbah.												
 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.	15%											
 P2.1.4.1	<b>Review DISPLAN</b> There was no planned activity for this quarter.	0%	MBEH										
 S2.1.4.1	<b>Emergency Services</b>	19%	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>Complete Internal KPIs</td> <td>100</td> <td>%</td> <td>75</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Complete Internal KPIs	100	%	75		
Code	KPI	Target	Units	Achieved									
1	Complete Internal KPIs	100	%	75									
	Status Comments	Program currently operating within budget allocations with exception of Reconstruction of State Emergency Service ('SES') Murwillumbah. Site options finalised.											
 S2.1.4.2	<b>Surf Patrol</b>	25%	MCCS										
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Code	KPI	Target	Units	Achieved									
1	Compliance with Surf Life Saving service contract: percentage of contracted patrols undertaken	100	%	100									
	Status Comments	Contract for 2013/2014 season commenced. Contract on going and progressing well. Completed 2013/2014 season.											
 2.3.2	Provision of a secure, high quality and reliable drinking water supply service which meets health and environmental requirements and projected demand.	49%											
 CP2.3.2.1	<b>Clarrie Hall Dam Spillway Upgrade - to pass Probable Maximum Flood (PMF)</b>	100%	Mwater										
	Status Comments	Works now complete. Contract now in defect and liability period.											
 CP2.3.2.11	<b>Water Pumping Stations: WPS 11 Bilambil Village - Flow meter</b>	10%	Mwater										
	Status Comments	Preliminary design investigations complete.											
 CP2.3.2.14	<b>Water Pumping Stations: WPS 1 &amp; 1A: Kyogle Road - Upgrade to rehabilitate and provide additional standby capacity</b>	10%	Mwater										
	Status Comments	Previous investigation works completed by consultant. Design review and scoping completed. Risk Workshop to be completed.											
 CP2.3.2.15	<b>Water Pumping Stations: WPS 10 Eviron Road Nunderi - Electrical Upgrade Investigation</b>	5%	Mwater										
	Status Comments	Investigation has identified that new Variable Speed Drives are required. Delivery scheduled in 2015. Preliminary site inspection completed.											
 CP2.3.2.2	<b>Water Treatment Plant: Uki</b>	0%	Mwater										

Code	Name	Performance	Responsible Officer																				
<b>Status Comments</b> Australian Drinking Water Guidelines ('ADWG') recommendations to be reviewed and brief developed.																							
✓ CP2.3.2.26	<b>Water Mains: Barnby Street - Byangum to William Street Murwillumbah - replacement</b>	100%	Mwater																				
<b>Status Comments</b> Construction works complete.																							
✓ CP2.3.2.29	<b>Water Mains: Minjungbal Drive Tweed Heads South - Flow Meter Installation at Boyds Bay Actuated Control Valve site</b>	25%	Mwater																				
<b>Status Comments</b> Design works complete. Flowmeter purchased. Project scheduled for completion in 2015.																							
✓ CP2.3.2.3	<b>Reservoir: Banora Point - Rehabilitation</b>	20%	Mwater																				
<b>Status Comments</b> Draft specifications complete. Significant telecommunications relocation works may be required. Further reservoir inspection works are required. Additional geotechnical investigation works required. Investigation works to be completed by mid 2015. PM required to be allocated.																							
✓ CP2.3.2.30	<b>Water Mains: Flow Meter Installation - Hartigan Hill Murwillumbah, Reservoir outlet</b>	100%	Mwater																				
<b>Status Comments</b> Flowmeter installed and commissioned.																							
✓ CP2.3.2.32	<b>Water Mains: Flow Meter - Napohyah/Bilambil Road Bilambil</b>	20%	Mwater																				
<b>Status Comments</b> Design works 80% complete. Final option to be reviewed.																							
✓ CP2.3.2.33	<b>Water Mains: Flow Meter Installation - Water Pump Station 12 corner of Terranora and Bilambil Roads</b>	100%	Mwater																				
<b>Status Comments</b> Flowmeter and pit complete.																							
✓ CP2.3.2.35	<b>Water Mains: Hillcrest Ave Reservoir site at Tweed Heads South - upgrade</b>	100%	Mwater																				
<b>Status Comments</b> Mains replacement complete.																							
✓ CP2.3.2.40	<b>Water Mains: Stanley Street - replacement</b>	100%	Mwater																				
<b>Status Comments</b> Construction works complete.																							
✓ CP2.3.2.46	<b>Water Mains: Mistral Road South Murwillumbah -upgrade</b>	20%	Mwater																				
<b>Status Comments</b> Design complete. Construction scheduled in 2015.																							
✓ S2.3.2.1	<b>Water Supply Services KPI's</b>	24%	Mwater																				
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Code	KPI	Target	Units	Achieved																			
1	Water Quality Microbiological Compliance	100	%	100																			
2	Residential Water Consumption per person	180	L/p/d	202																			
3	Water Quality Complaints per 1000 assessments	1	Number	1																			
<b>Status Comments</b> With the implementation of quarterly billing consumption is now reported quarter based on meter reads for the period. Previously volumes were based on the prior 12 months consumption.																							

Code	Name	Performance	Responsible Officer
 2.3.3	Provision of high quality and reliable wastewater service with meets health and environmental requirements and projected demand.	26%	
 CP2.3.3.1	<b>Gravity Sewer Rehabilitation 2013/2014 Program</b>	90%	Mwater
Status Comments	<p>September 2013 - Over 3km of sewer mains have been selected for relining for 2014/15 year based on performance history, Closed Circuit Television ('CCTV') and criticality of failure. Information is currently being prepared for tender documents.</p> <p>December 2013 - Tender prepared and this work is on target for completion within the financial year. Additional quantity of work has been identified and now 4km of mains will be relined, still well within budgeted price.</p> <p>March 2014 - The sewer relining tender has been let at a value of \$400,000. This work will be commenced in June 2014. A panel of providers has been formalised for sideline linings and the first batch of work will commence in April 2014 at an approximate value of \$50,000.</p> <p>The remaining budget will not be spent this financial year.</p> <p>July 2014 - The contractor for the 2013/14 relining program has requested an extension of time to commence the work which was granted. The work will now commence mid July 2014. Sideline lining contract work is underway on a needs basis with over 10 sites already completed.</p> <p>September 2014 - 50% of the 2013/14 relining works have been completed and this contract is progressing well. The 2014/15 relining contract is being advertised in October and will be evaluated in November 2014.</p>		
 CP2.3.3.12	<b>Sewerage Rising Main Upgrade: SRM 5005 Creek Street Hasting Point</b>	23%	Mwater
Status Comments	Design works complete. Construction expected to commence November 2014.		
 CP2.3.3.15	<b>Sewerage Pumping Stations: SPS 2018 Gollan Drive Tweed Heads West - Generator Installation</b>	10%	Mwater
Status Comments	Concept layout of SPS and Generator Complete. Additional investigation works required. Supply and Installation expected to be complete by mid 2015.		
 CP2.3.3.18	<b>Sewerage Pumping Stations: SPS 4009 Vulcan St Kingscliff - Generator</b>	80%	Mwater
Status Comments	Review identified generator not required. Emergency Management Plan is being prepared for the site.		
 CP2.3.3.25	<b>Sewerage Pumping Stations: SPS 1009 Buchanan Street Murwillumbah - Electrical Upgrade</b>	40%	Mwater
Status Comments	Design Complete. Metal fabrication complete. Civil and electrical install to be complete by end 2014.		
 CP2.3.3.26	<b>Sewerage Pumping Stations: SPS 1014 Tree Street Bray Park - Electrical Upgrade</b>	25%	Mwater
Status Comments	Pump Station Switchboard Platform design is complete. Construction tenders have closed. Contractor to complete works by early 2015.		
 CP2.3.3.27	<b>Sewerage Pumping Stations: SPS 1017 Tweed Valley Way Murwillumbah - Electrical Upgrade</b>	20%	Mwater
Status Comments	Design is complete. Construction expected to commence by late 2014.		
 CP2.3.3.28	<b>Sewerage Pumping Stations: SPS 1022 River Oak Drive Murwillumbah - Mechanical and Electrical Upgrade</b>	45%	Mwater
Status Comments	Pumps and switchboard upgrade only. Design investigations completed. Pumps have been procured and installation scheduled for completion by late 2014.		
 CP2.3.3.29	<b>Sewerage Pumping Stations: SPS 2018 Gollan Drive Regional Tweed Heads West - Odour Control Facility Installation</b>	20%	Mwater
Status Comments	Draft Specification complete. Odour Treatment upgrade scheduled for construction commencement by late 2014. Pump upgrade and generator will follow and scheduled for mid 2015.		
 CP2.3.3.30	<b>Sewerage Pumping Stations: SPS 2038 Peninsula Drive Bilambil - Mechanical and civil upgrade</b>	20%	Mwater











Code	Name	Performance	Responsible Officer
	<b>Status Comments</b>	<b>Design review completed. Pump sizing confirmed and pumps ordered. Minor bund repair works required. Works to be completed by mid 2015.</b>	
✔ CP2.3.3.33	<b>Sewerage Pumping Stations: SPS 3001 Pacific Hwy South Tweed, Banora Point</b>	10%	Mwater
	<b>Status Comments</b>	<b>Meeting held with Roads and Maritime Services and Essential Energy regarding power supply. Works expected to be complete in 2015.</b>	
✘ CP2.3.3.37	<b>Sewerage Pumping Stations: SPS 3012 Amber Road Tweed Heads South - Upgrade or Relocation</b>	15%	Mwater
	<b>Status Comments</b>	<b>Scope has been revised following investigation works. SPS upgrade or relocation may be required. Project to be redefined and works not scheduled until 2016 financial year. No adjacent site options available, new site in Tweed Shire Council owned land now the preferred option.</b>	
✔ CP2.3.3.38	<b>Sewerage Pumping Stations: SPS 3018 Fraser Drive Tweed Heads South - Mechanical and Electrical Upgrade</b>	35%	Mwater
	<b>Status Comments</b>	<b>Pump upgrade linked to Fraser Drive SRM 3018 works. Design complete. Pumps ordered and expected delivery in October 2014. Works scheduled to start December 2014.</b>	
✔ CP2.3.3.40	<b>Sewerage Pumping Stations: SPS 3021 Fraser Drive Tweed Heads South - Mechanical and Electrical Upgrade</b>	10%	Mwater
	<b>Status Comments</b>	<b>Scoping works complete. Design flowrate agreed. Pump upgrade scheduled for completion by mid 2015.</b>	
✔ CP2.3.3.43	<b>Sewerage Pumping Stations: SPS 4012 Homestead Caravan Park Chinderah - Mechanical and Electrical Upgrade</b>	10%	Mwater
	<b>Status Comments</b>	<b>Preliminary design being completed. Scope to be confirmed. Upgrade scheduled to be complete by mid 2015.</b>	
✔ CP2.3.3.48	<b>Sewerage Pumping Stations: SPS Telemetry Upgrades - Various Sites</b>	90%	Mwater
	<b>Status Comments</b>	<b>2014 financial year allows for 27 pump stations to have telemetry upgraded. Approval has been granted to complete additional 10 sites in 2014/2015.</b>	
✔ CP2.3.3.5	<b>Sewerage Pumping Stations: SPS 2018 Gollan Drive Park Tweed Heads West - mechanical, electrical upgrade</b>	5%	Mwater
	<b>Status Comments</b>	<b>Reviewed options for pump upgrades. Works scheduled to be complete by mid 2015.</b>	
✔ CP2.3.3.50	<b>Hastings Point WWTP - Additional Sludge Lagoon No.3</b>	20%	Mwater
	<b>Status Comments</b>	<b>Preliminary design works for the lagoon is complete. Construction has been placed on hold to allow for an updated design review of the plant to determine staging of other improvement items before progressing.</b>	
✔ CP2.3.3.54	<b>Sewerage Rising Main: SRM 5010 Philip Street Pottsville - extension</b>	20%	Mwater
	<b>Status Comments</b>	<b>Design and approvals complete. Tenders have closed for construction contract. Works expected to be complete mid 2015.</b>	
✔ CP2.3.3.55	<b>Sewerage Rising Main: SRM 5014 Overall Drive Pottsville</b>	20%	Mwater
	<b>Status Comments</b>	<b>Design and approvals complete. Tenders have closed for construction contract. Works expected to be complete mid 2015.</b>	
✔ CP2.3.3.6	<b>Sewerage Rising Main: SRM 1022 Riveroak Drive Murwillumbah - upgrade</b>	20%	Mwater
	<b>Status Comments</b>	<b>Scope had been revised following design investigation. Resolved to upgrade a section of receiving gravity sewer. Design works complete. Construction commenced. Works expected to be complete end 2014.</b>	
✔ CP2.3.3.60	<b>Sewerage Pumping Stations: SPS 3028 Enterprise Ave Tweed Heads South - SRM diversion</b>	20%	Mwater
	<b>Status Comments</b>	<b>Design for SRM manifold pit complete. Works expected to commence mid 2015.</b>	





Code	Name	Performance	Responsible Officer																									
✔ CP2.3.3.61	<b>Sewerage Pumping Stations: SPS 3030 Leisure Dr West Banora Point - mechanical electrical upgrade</b>	10%	Mwater																									
Status Comments	Design works commenced. Works expected to be complete by mid 2015.																											
✔ CP2.3.3.62	<b>Sewerage Pumping Stations: SPS 3031 Falcon Way Tweed Heads South - mechanical electrical telemetry upgrade</b>	5%	Mwater																									
Status Comments	Design works commenced. Works expected to be complete by mid 2015.																											
✔ CP2.3.3.64	<b>Sewerage Pumping Stations: SPS 5010 Philip Street Pottsville - mechanical upgrade</b>	5%	Mwater																									
Status Comments	Linked to SRM upgrade.																											
✔ CP2.3.3.65	<b>Sewerage Pumping Stations: SPS 5014 Overall Drive Pottsville - electrical mechanical upgrade</b>	5%	Mwater																									
Status Comments	Linked to SRM upgrade.																											
✔ CP2.3.3.69	<b>Banora Point WWTP outfall upgrade</b>	5%	Mwater																									
Status Comments	Preliminary options investigation complete. Scope may need to be revised.																											
✔ CP2.3.3.7	<b>Sewerage Rising Main: SRM 2003 Beryl Street Tweed Heads - Stage 1</b>	5%	Mwater																									
Status Comments	Survey commenced. Works expected to be completed by mid 2015.																											
✔ CP2.3.3.70	<b>Gravity Sewer Rehabilitation 2014/15 program</b>	10%	Mwater																									
Status Comments	Some delays in completion of 2013/2014 relining works program. Scope of works has been completed for 2014/2015 project. Budget to be revised.																											
✔ CP2.3.3.9	<b>Sewerage Rising Main: SRM 3018 Fraser Drive Tweed Heads South - Upgrade</b>	95%	Mwater																									
Status Comments	Pipeline installation and cut in works complete. Testing and restoration works to be completed.																											
☹ S2.3.3.1	<b>Wastewater Services KPI's</b>	19%	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>0</td> </tr> <tr> <td>3</td> <td>Effluent Quality Compliance (percentage of volume)</td> <td>100</td> <td>%</td> <td>94</td> </tr> <tr> <td>4</td> <td>Recycled Water Use (percentage of volume)</td> <td>10</td> <td>%</td> <td>9</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	0	3	Effluent Quality Compliance (percentage of volume)	100	%	94	4	Recycled Water Use (percentage of volume)	10	%	9		
Code	KPI	Target	Units	Achieved																								
1	Odour Complaints per 1000 assessments	0	Number	0																								
2	Overflows per 1000 assessments	0	Number	0																								
3	Effluent Quality Compliance (percentage of volume)	100	%	94																								
4	Recycled Water Use (percentage of volume)	10	%	9																								
Status Comments	Effluent Quality Compliance calculated using weighted average volume. Several failures have occurred at the lower volume plants. <ul style="list-style-type: none"> <li>- Kingscliff Waste Water Treatment Plant ('WWTP') had a thermotolerant coliforms failure in September due to temporary equipment malfunction.</li> <li>- Mooball WWTP Short term spike in phosphorus levels in July was due to process failure. In August ammonia failure resulted from increased inflow during rain event. Ammonia and nitrogen failures in September were due to an inflow spike causing process failure.</li> <li>- Murwillumbah WWTP Ammonia and nitrogen failures in September were due to major maintenance to diffusers.</li> <li>- Tumbulgum WWTP Increased inflow following rainfall resulted in a pH reduction. Chemical dose was increased to correct pH.</li> <li>- Tyalgum WWTP Several failures of suspended solids due to ongoing algal bloom in effluent storage lagoon.</li> <li>- Uki WWTP Suspended solids failure in July due to process failure. Corrected by increased wasting.</li> </ul> All Environmental Protection Agency ('EPA') reportable and non EPA reportable overflows included.																											














Code	Name	Performance	Responsible Officer																									
 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.	10%																										
 P2.3.4.1	Construction of Quirks Quarry Landfill West Valley Quarry Haul Road and associated infrastructure	3%	WMC																									
Status Comments	Quarry and Landfill will not commence this financial year as they are not necessary under current arrangements.																											
 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 and this is currently being prepared as a detailed design by consultant designer.																											
 CP2.3.4.1	Eviron Landfill Roadwork's	3%	WMC																									
Status Comments	Approvals, Geotech being undertaken, initial survey complete.																											
 S2.3.4.4	Waste Management Services	17%	WMC																									
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Code	KPI	Target	Units	Achieved																								
1	Household (kerbside) recycling rate per annum	55	%	42																								
2	Recycling (kg) per household per annum	35	Kg	68																								
3	Total waste diverted from landfill per annum	50	%	49																								
4	Volume of landfill gas captured for renewable electricity generation per annum	25,000,000	m3	386,757																								
Status Comments	Household kerbside recycling rate will not improve until the introduction of a full organic collection services. The recycling per household rate for September quarter was 68kg, annualised to approximately 270kg. This indicator does not reflect the actual. Volume of landfill gas captured approximately 41% of this was methane.																											
 2.3.5	Ensure adequate stormwater drainage, flood management and evacuation systems are in place to protect people and property from flooding.	13%																										
 CP2.3.5.2	Inlet Drive	0%	Mworks																									
Status Comments	There was no planned activity for this quarter.																											
 CP2.3.5.20	Stormwater drainage rehabilitation 2014/15 program	6%	Mworks																									
Status Comments	Inlet pit reconstructed in Kennedy Drive.																											
 CP2.3.5.3	McKissock Dr Kingscliff	0%	Mworks																									
Status Comments	There was no planned activity for this quarter.																											
 CP2.3.5.4	Brisbane Street	0%	Mworks																									
Status Comments	There was no planned activity for this quarter.																											
 CP2.3.5.5	Hartigan Street	75%	Mworks																									
Status Comments	Project currently under construction and due for completion October 2014.																											

Code	Name	Performance	Responsible Officer																				
○ CP2.3.5.7	<b>Sutherland St Kingscliff</b> There was no planned activity for this quarter.	0%	Mworks																				
✔ S2.3.5.1	<b>Drainage</b>	13%	Mworks																				
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Code	KPI	Target	Units	Achieved																			
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2	Percentage of pipeline length that has been condition assessed	3	%	1																			
3	Percentage of pipeline length that has had details confirmed and accurately located on the GIS	5	%	1																			
Status Comments	Gross Pollutant Traps cleaned in urban stormwater systems at cost of \$30452 in quarter for 74m3 of material.																						
✔ S2.3.5.2	<b>Flooding</b>	8%	PIE																				
	<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	Tweed Valley Floodplain Risk Management Study and Plan adopted at September 2014 Council. Council successful in attracting State funding for the Murwillumbah CBD flood study, with a brief currently under preparation with assistance from Office of Environment and Heritage.																						
✔ 2.3.6	<b>Provide conveniently placed and well equipped parks, sporting, recreational, cultural and community facilities.</b>	44%																					
✔ CP2.3.6.6	<b>Arkininstall Park Master Plan Implementation</b>	88%	MCCS																				
Status Comments	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. June -Tennis courts and new tennis pavilion 80%. Planning for New/upgraded lighting for netball commenced. Soccer facility tidy up commenced 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.																						
✔ CP2.3.6.1	<b>Budd Park toilet replacement</b>	22%	MCCS																				
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.																						
✔ CP2.3.6.10	<b>Cabarita Sports Club / Les Burger capital works</b>	30%	MCCS																				
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; 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																						
✔ CP2.3.6.12	<b>Knox Park playground and recreation area Murwillumbah</b>	15%	BRAC																				










Code	Name	Performance	Responsible Officer
	<b>Status Comments</b> 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. Sept Qtr 2014:- Funding confirmed including commitment from Lions Club. Playground tenders being prepared and skate park design being finalised ready for tender preparation.		
 CP2.3.6.13	<b>Passive recreation asset maintenance</b>	65%	MCCS
	<b>Status Comments</b> Asset management is ongoing. Asset management system under constant development.		
 CP2.3.6.15	<b>Wilson Park facilities</b>	5%	MCCS
	<b>Status Comments</b> Awaiting as constructed levels for park. Consultation with local community on preferred option progressing. September quarter 2014 design investigations have commenced.		
 CP2.3.6.16	<b>Park furniture replacement</b>	67%	MCCS
	<b>Status Comments</b> Ongoing.		
 CP2.3.6.3	<b>Faulks park toilet replacement Kingscliff</b>	100%	BRAC
	<b>Status Comments</b> Project completed.		
 CP2.3.6.5	<b>Active recreation asset maintenance program</b>	70%	MCCS
	<b>Status Comments</b> Asset management ongoing. Asset management system under constant development.		
 CP2.3.6.9	<b>Barry Sheppard Sports Facility Capital Works</b>	100%	MCCS
	<b>Status Comments</b> Tweed Coast Tigers AFL have applied for funding through Communities Grant to contribute to works. Meeting held with AFL Qld and local AFL Club to progress masterplan and commence short term works. Tenders for field drainage and fencing have been let. Work expected to be completed by May / June 2014. June- Bollard line and access gate still to be installed. Works completed August 2014.		
 P2.3.6.1	<b>Completion of Public Open Space Strategy</b>	40%	MCCS
	<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. June - Sportsfield Strategy Draft report reviewed. Sept qtr:- Sportsfield Strategy completed and workshopped with Council. Open Space overarching strategy brief commenced.		
 P2.3.6.2	<b>Completion of Arkinstall Park stage 2 feasibility study and concept plan</b>	70%	MCCS
	<b>Status Comments</b> Initial stages of project completed. Return brief for architect being finalised based on findings. Financial projections provided. Return brief finalised.		
 P2.3.6.6	<b>Community Infrastructure Framework and Plan</b>	15%	MCCS
	<b>Status Comments</b> The draft Community Infrastructure Framework was on public exhibition from Tuesday 29 July until Friday 12 September 2014 and a report, including feedback received from the community has been prepared for consideration by Council on 16 October 2014.		
 S2.3.6.1	<b>Cemetery</b>	15%	MCCS



Code	Name	Performance	Responsible Officer																																																		
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1	Customer satisfaction indicator: number of registered complaints	10	Number	0																																																	
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<b>Status Comments</b>		Business plan recommendations have been implement. 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.																																																			
 <b>S2.3.6.2</b>	<b>Open Space</b>	<b>22%</b>	<b>MCCS</b>																																																		
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8	Community park utilisation: number of wedding bookings	0	Number	62																																																	
9	Community park management: number of community event licences issued	0	Number	19																																																	
<b>Status Comments</b>		Sportsfield utilisation in first quarter reflects winter season usage only.																																																			
 <b>S2.3.6.3</b>	<b>Public Facilities</b>	<b>25%</b>	<b>MCCS</b>																																																		
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2	Cost to operate per facility	11,400	Number	11,000																																																	
<b>Status Comments</b>		Both complaints and operating costs for public toilets were significantly less than the target for this quarter.																																																			
 <b>S2.3.6.4</b>	<b>Swimming Centres</b>	<b>25%</b>	<b>MCCS</b>																																																		
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2	Swimming Centre attendance	23,913	Number	28,769																																																	
<b>Status Comments</b>		Swimming centre attendance exceeded the target by 20%.																																																			
 <b>S2.3.6.5</b>	<b>Community Services - Community Buildings</b>	<b>13%</b>	<b>MCCS</b>																																																		









Code	Name	Performance	Responsible Officer										
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Code	KPI	Target	Units	Achieved									
1	Community buildings and halls renewal program	2	Number	1									
<b>Status Comments</b> The major renewal project commenced this quarter is in relation to Joey's Pouch Preschool. Water was pooling in the floor which has led to a major plumbing re-work in one of the children's toilets.													
	<b>2.4.3 Ensure local streets, footpaths and cycleways are provided, interconnected and maintained.</b>	22%											
	<b>CP2.4.3.10 Ocean Drive Chinderah</b>	10%	Mworks										
<b>Status Comments</b> Programmed for construction in June 2015. The design is complete.													
	<b>CP2.4.3.11 Avoca Street Chinderah</b>	0%	Mworks										
There was no planned activity for this quarter.													
	<b>CP2.4.3.19 Oyster Point Road Banora Point East</b>	0%	Mworks										
There was no planned activity for this quarter.													
	<b>CP2.4.3.2 Unallocated rehabilitation 2013/2014 program</b>	100%	Mworks										
<b>Status Comments</b> 2013/2014 Unallocated rehabilitation program completed.													
	<b>CP2.4.3.20 Bay Street Tweed Heads</b>	50%	Mworks										
<b>Status Comments</b> Construction work is in progress.													
	<b>CP2.4.3.24 Inlet Drive Tweed Heads West</b>	0%	Mworks										
There was no planned activity for this quarter.													
	<b>CP2.4.3.26 Sullivan Street</b>	0%	Mworks										
<b>Status Comments</b> Construction delayed due to Arkinstall Park project.													
	<b>CP2.4.3.31 Cunningham Street</b>	40%	Mworks										
<b>Status Comments</b> Project partially complete, remainder of work will be completed after Arkinstall Park project to avoid conflicts.													
	<b>CP2.4.3.32 Collier Street</b>	50%	Mworks										
<b>Status Comments</b> Project redesign complete to avoid possible impact on heritage listed trees. Construction in progress.													
	<b>CP2.4.3.36 Pigabeen Road Tweed Heads West</b>	0%	Mworks										
There was no planned activity for this quarter.													
	<b>CP2.4.3.37 Stokers Road Stokers Sidings</b>	0%	Mworks										
There was no planned activity for this quarter.													
	<b>CP2.4.3.38 Wardrop Valley Road Wardrop Valley</b>	0%	Mworks										

Code	Name	Performance	Responsible Officer
<b>There was no planned activity for this quarter.</b>			
<input type="radio"/>	<b>CP2.4.3.39 Cabarita Road Bogangar</b> There was no planned activity for this quarter.	0%	Mworks
<input type="radio"/>	<b>CP2.4.3.4 Dry Dock Road Tweed Heads South</b> There was no planned activity for this quarter.	0%	Mworks
<input type="radio"/>	<b>CP2.4.3.5 Cobaki Road, 2014-15, twin culverts Cobaki</b> There was no planned activity for this quarter.	0%	Mworks
<input checked="" type="radio"/>	<b>CP2.4.3.50 Federal Assistance Grant Maintenance 2014/2015 program</b> Status Comments Progressive expenditure.	25%	Mworks
<input type="radio"/>	<b>CP2.4.3.51 Kyogle Rd Byrill Creek Road to McDonalds Road Terragon</b> There was no planned activity for this quarter.	0%	Mworks
<input checked="" type="radio"/>	<b>CP2.4.3.52 Numinbah Road repair program</b> Status Comments Construction work in progress.	80%	Mworks
<input type="radio"/>	<b>CP2.4.3.53 Bridges: Anthony Bridge Dunbible</b> There was no planned activity for this quarter.	0%	Mworks
<input checked="" type="radio"/>	<b>CP2.4.3.56 Cycleways and Pedestrian Facilities 2014/2015 program</b> Status Comments Annual footpath tender being prepared, including inspection and marking out of sites. Detailed design for rail trail pilot section in progress, awaiting approvals from State Government.	10%	PIE
<input checked="" type="radio"/>	<b>CP2.4.3.57 Seal road resurfacing 2014/2015 program</b> Status Comments 12km of rural roads resurfaced.	60%	Mworks
<input checked="" type="radio"/>	<b>CP2.4.3.58 Unallocated rehabilitation 2014/2015 program</b> Status Comments 40m2 of asphalt profiling and 500m2 of pavement patching completed to date.	12%	Mworks
<input checked="" type="radio"/>	<b>CP2.4.3.59 Local roads surfacing 2014/2015 program</b> Status Comments 7km of rural roads resurfaced to date. Asphalt resurfacing program to be finalised	15%	Mworks
<input checked="" type="radio"/>	<b>CP2.4.3.6 Terrace Street</b> Status Comments Project complete.	100%	Mworks
<input checked="" type="radio"/>	<b>S2.4.3.2 Transport Services Cycleways</b>	25%	PIE



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>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																			
<b>Status Comments</b> Approvals to undertake upgrade of Cudgen Creek boardwalk (Coastline Cycleway) are in place, with works subject to funding.																							
	<b>3 Strengthening the Economy</b>	24%																					
	<b>3.1.4 Market the Tweed as a destination for business and tourism.</b>	23%																					
	<b>S3.1.4.1 Business Property and Economic Management</b>	25%	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>6</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	6							
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	6																			
<b>Status Comments</b> Received four other 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. Facilitating review of Destination Tweed governance/probity measures as requested by Council before considering grant of option for a further 4 years.																							
	<b>S3.1.4.2 Festivals and Events</b>	21%	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>2</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>10</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	2	Number	1	3	Total filming permits provided	4	Number	10		
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	2	Number	1																			
3	Total filming permits provided	4	Number	10																			
<b>Status Comments</b> Festivals and Events Funding 2014-2015 was determined by Council and distributed to event organisers in August 2014. Event workshop held on 17 September looking at local opportunities with new major event in Murwillumbah, coming sports tourism and cultural events on Tweed Coast, help with organising Pop Up events and using the Event Toolkit. Films were a Tropfest Short Film, several television commercials and student films. Also worked with rest of the Holiday Parks and Economic Development team on planning and supporting the Melbourne Cup Tour to the Tweed on 27 August.																							
	<b>3.4.3 Manage Council business enterprises to provide economic stimulus and maximise returns to the community.</b>	25%																					
	<b>S3.4.3.1 Holiday Parks</b>	25%	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																			
<b>Status Comments</b> All parks operating efficiently with Tweed Coast Holiday Parks ('TCHP') generating yearly dividend for the management of the Tweed Coast single coastal reserve.																							

Code	Name	Performance	Responsible Officer									
Tenders for the supply and installation of new park buildings and all civil works for redevelopment of Kingscliff North Holiday Park let and assessed this quarter.												
 S3.4.3.2	<b>Airfields</b>	25%	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 ongoing management of the Murwillumbah Airfield, number of complaints received</td> <td>5</td> <td>Number</td> <td>0</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	The efficient and effective ongoing management of the Murwillumbah Airfield, number of complaints received	5	Number	0	
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.											
 4	<b>Caring for the Environment</b>	27%										
 4.1.2	<b>Protect, regulate and maintain natural assets (the coastline, coastal and inland waterways, biodiversity, bushland and scenic landscaped) for current and future generations.</b>	25%										
 P4.1.2.1	<b>Tweed Shire Council Sustainability Strategy</b>	25%	NRMC									
<b>Status Comments</b>	Contract let to Buckley Vann. Consultant met with Executive Management Team and Finance Manager on 17 September. Ten, one-on-one interviews held with strategy and operations leaders across Council. Future workshops scheduled across Council for 22 October and 26 November.											
 S4.1.2.1	<b>Environmental Sustainability</b>	25%	NRMC									
	<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>20,080</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	20,080	
Code	KPI	Target	Units	Achieved								
1	Total gigajoules of electricity consumption by Tweed Shire council facilities and street lighting	18,130	Gj	20,080								
<b>Status Comments</b>	<p>Total electricity consumption by Tweed Shire Council facilities and street lighting is over the quarterly target by 10%. Power use in water facilities is up compared to the same period by 100 GJ, and power use in General Fund facilities is down compared to the same period by 260 GJ.</p> <p>Energy efficiency and renewable energy opportunities that could help Council cut long term energy costs have been identified at key sites, however budget has not been allocated in 2014/2015 at this stage:</p> <ul style="list-style-type: none"> <li>- Tweed Regional Aquatic Centre (900GJ/year power savings - \$204k capital cost, 3 - 6 yr payback)</li> <li>- Murwillumbah Civic Centre (720GJ/year power savings \$236k capital cost, 3-7 year payback)</li> <li>- Tweed River Art Gallery solar power (900GJ/year generation, \$420k capital cost, 5 year payback)</li> </ul> <p>Water Unit have embarked on an energy management program. Key initiatives will be identified in the next 12 months.</p>											
 4.1.3	<b>Manage and regulate the natural and built environments.</b>	15%										
 S4.1.3.1	<b>Building Control</b>	25%	MBEH									

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>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>90</td> </tr> <tr> <td>3</td> <td>Average processing time to issue a Construction Certificate</td> <td>15</td> <td>Days</td> <td>8</td> </tr> <tr> <td>4</td> <td>Complying Development determined</td> <td>0</td> <td>Number</td> <td>23</td> </tr> <tr> <td>5</td> <td>Average processing time to issue a Complying Development approval</td> <td>10</td> <td>Days</td> <td>7</td> </tr> <tr> <td>6</td> <td>Number of Development Applications received in the period</td> <td>0</td> <td>Number</td> <td>196</td> </tr> <tr> <td>7</td> <td>Development Applications determined in the period</td> <td>0</td> <td>Number</td> <td>192</td> </tr> <tr> <td>8</td> <td>Average processing time to determine a Building Development Application</td> <td>40</td> <td>Days</td> <td>28</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Building Certificates determined	0	Number	28	2	Construction Certificates determined	0	Number	90	3	Average processing time to issue a Construction Certificate	15	Days	8	4	Complying Development determined	0	Number	23	5	Average processing time to issue a Complying Development approval	10	Days	7	6	Number of Development Applications received in the period	0	Number	196	7	Development Applications determined in the period	0	Number	192	8	Average processing time to determine a Building Development Application	40	Days	28		
Code	KPI	Target	Units	Achieved																																												
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8	Average processing time to determine a Building Development Application	40	Days	28																																												
<b>Status Comments</b>		Development assessment processing times holding steady due to short term staff recruitment initiatives.																																														
	<b>S4.1.3.2 Environmental Health</b>	23%	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>141</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>14</td> </tr> <tr> <td>3</td> <td>Number of on-site sewage management systems inspected</td> <td>100</td> <td>Number</td> <td>204</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Inspections of food outlets	200	Number	141	2	On-site sewage management systems failures as a % of total systems inspected	0	%	14	3	Number of on-site sewage management systems inspected	100	Number	204																											
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<b>Status Comments</b>		118 - Section 68 OSSM Approval to operate, (33 required maintenance such as desludging or repair,8 of these were rated medium risk). 33 - Section 68 SEP Approval to Install / SEP upgrade assessment inspections prior to consent (8 New, 5 Upgrade, 6 Pump Station, 6 minor plumbing). 11 - SEP install final inspections (following installation and prior to issue of Approval to operate). 24- Pre-Purchase Inspections (11 OSM systems required maintenance or repair and 5 of these required major repair or upgrade). 18 - Follow-up inspections for repairs / complaints / investigations. Failure" means- when effluent discharges above ground or off site.																																														
	<b>S4.1.3.4 Regulatory Services</b>	14%	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>53</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>0</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	%	53	2	Maintain response times to dog attacks on people	24	Hours	24	3	Provision of low-cost microchipping days for the community	2	Days	0																											
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3	Provision of low-cost microchipping days for the community	2	Days	0																																												
<b>Status Comments</b>		These KPIs are currently being achieved in a satisfactory manner. It is proposed to review the performance goals under the newly formed Compliance section in late 2014. In terms of general comment, it is noted: -No animals that were suitable for rehoming were euthanised, and that it needs to be acknowledged that Council provides a regular service in returning animals to their owners, where possible. -KPI achieved for attacks which were reported without delay i.e. where the attack is or has just occurred. Attacks which are reported days after the incident may not be investigated within the 24hr response time. -Provision of low cost microchipping is now under review. A grant application has been lodged with the NSW State Government to assist with the costs of future events.																																														

Code	Name	Performance	Responsible Officer																			
 4.2.1	Promote the protection of native vegetation and wildlife habitat of high conservation value, social or cultural significance in Tweed Shire.	47%																				
 P4.2.1.1	<b>Comprehensive Koala Plan of Management</b>	97%	NRMC																			
<b>Status Comments</b> Draft Comprehensive Koala Plan of Management to be presented to October Council meeting for approval to place on public exhibition.																						
 S4.2.1.1	<b>Biodiversity Management</b>	21%	NRMC																			
<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																		
<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>	22%	NRMC																			
<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> During the reporting period mosquito control treatments have been carried out as required. Primary triggers for on-ground works were large rainfall and large tide events. A month long monitoring period is about to commence at Mt Nullum. Four PIR cameras have now been purchased for this site, and will be set up in fixed locations. The results of this monitoring will inform future management at the site. Tweed Coast monitoring and control for wild dog, foxes and cats is ongoing. Some control works have been undertaken through this program on private and NSW NPWS lands. The number of private landholders assisted with pest management is steady.																						
 4.3.1	Manage water resources sustainable and minimise impact on the environment by achieving more integration of water supply, wastewater and stormwater services.	25%																				
 S4.3.1.1	<b>Waterways Management</b>	25%	NRMC																			
<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>6</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Kilometres of waterway improved through rehabilitation works	5	Km	6												
Code	KPI	Target	Units	Achieved																		
1	Kilometres of waterway improved through rehabilitation works	5	Km	6																		
<b>Status Comments</b> Work has been completed on a major project on the Oxley River. Plans are being finalised for another significant project at Tygalgah.																						
 4.4.1	Recognise and accommodate natural processes and climate change.	25%																				
 S4.4.1.1	<b>Coastal Management</b>	25%	NRMC																			



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>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> The Draft Policy - Vegetation Vandalism on Public Land was publicly exhibited and received wide support. The policy will now be amended in line with submissions received and forwarded to Council for adoption.													
 4.5.1	Promote and encourage sustainable and innovative agricultural practices.	24%											
 S4.5.1.1	<b>Sustainable Agriculture</b>	24%	NRMC										
	<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									
<b>Status Comments</b> Continued application and monitoring of compost applied to 30 farms across the Tweed Valley under the Increasing Soil Carbon Project.													