



























Code	Name	Performance	Responsible Officer																									
<b>1</b>	<b>Civic Leadership</b>	<b>45%</b>																										
<b>1.2.2</b>	<b>Decisions made relating to the allocation of priorities will be in the long-term interests of the community.</b>	<b>50%</b>																										
 <b>S1.2.2.1</b>	<b>Civic Business</b>	<b>50%</b>	<b>DCS</b>																									
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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>																											
<b>1.3.1</b>	<b>Council's organisation will be resourced to provide the essential services and support functions to deliver the objectives of this Plan.</b>	<b>35%</b>																										
 <b>P1.3.1.2</b>	<b>Communications and Customer Services Community Satisfaction Survey - biennial project</b>	<b>55%</b>	<b>CCSC</b>																									
<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.																											
 <b>P1.3.1.4</b>	<b>Tweed Heads Streetscape Stage 2 design and project management to completion of construction</b>	<b>85%</b>	<b>MD</b>																									
<b>Status Comments</b>	Design and consultation has been completed. Construction is in progress with Bay Street East construction completed with work continuing on Bay Street West. Expected to complete by April 2015.																											
 <b>P1.3.1.6</b>	<b>Kingscliff Foreshore Master Plan finalise background studies to identify erosion line, types of seawalls and sand nourishment sources</b>	<b>25%</b>	<b>MD</b>																									
<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. A grant application for funding of the sea walls has been lodged and due to be notified.																											
 <b>S1.3.1.1</b>	<b>Civic Centres</b>	<b>50%</b>	<b>MRS</b>																									
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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.																											
 <b>S1.3.1.10</b>	<b>Information Technology and Records</b>	<b>50%</b>	<b>DCS</b>																									







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Code	KPI	Target	Units	Achieved														
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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. Projects are underway to bring Council's Microsoft products (Windows 7, Exchange, Outlook, Office) up to the latest versions supported by the Technology One product set. Refreshment of the internal GIS suites (Enlighten, Munsys) has also commenced.																
	<b>S1.3.1.11 Infrastructure Planning</b>	25%	MRaS															
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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>	50%	MID															
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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>S1.3.1.13 Stores Purchasing &amp; Works Depots</b>	50%	MID															
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1	Value of net stock write-ons/write-offs at six monthly stocktakes	5,000	\$	0														
<b>Status Comments</b>		Biannual stock take completed 10/12/2013. Net stock imbalance less than \$100. For stock take completed 25/6/2014 the net imbalance was \$524.30. Biannual stock take completed 03/12/2014. Net stock discrepancies - loss \$196.04.																
	<b>S1.3.1.2 Communications and Customer Services</b>	45%	CCSC															

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<b>Status Comments</b>	1. Tweed Link issues - 14. 2. Media releases - 72. 3. Community Catch-up - no Community Catch-up's were scheduled or held in this quarter. 4. Website visits, Smartphone's 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</b>	<b>Design Services</b>	<b>0%</b>	<b>MD</b>																																													
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<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.																																															
 <b>S1.3.1.4</b>	<b>Executive Management</b>	<b>50%</b>	<b>DCS</b>																																													
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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 the major milestones during this reporting period.																																															
 <b>S1.3.1.7</b>	<b>Governance and Corporate Performance</b>	<b>33%</b>	<b>DCS</b>																																													

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4	Internal Audit Plan completed	25	%	25																													
5	Enterprise Risk Register reviewed annually	100	%	100																													
<b>Status Comments</b>	<p>Audit Committee Meetings conducted on 27 October and 15 December 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 consistent high demand on resources.</p>																																
 <b>S1.3.1.8</b>	<b>Human Resources and Work Health &amp; Safety</b>	<b>43%</b>	<b>DCS</b>																														
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5	Overall staff satisfaction reported in a biannual survey	80	%	71																													
<b>Status Comments</b>	<p>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.</p>																																
 <b>S1.3.1.9</b>	<b>Finance - Human Resource Service</b>	<b>0%</b>	<b>MFS</b>																														
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<b>Status Comments</b>	<p>Employment costs as a percentage of revenue (excluding Waste Management, Caravan Parks, S94/64 Interest, Specific Purpose Grants, all contributions and non cash adjustment) for 2013/14 is within target.</p>																																
<b>1.5.2</b>	<b>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>	<b>50%</b>																															
 <b>P1.5.2.10</b>	<b>Aboriginal Cultural Heritage Management Plan</b>	<b>75%</b>	<b>DPR</b>																														
<b>Status Comments</b>	<p>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.</p>																																
 <b>P1.5.2.11</b>	<b>Business Park Development Control Plan</b>	<b>100%</b>	<b>DPR</b>																														
<b>Complete.</b>																																	

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 P1.5.2.12	<b>Standard Instrument Development Control Plan update</b>	60%	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 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	Complete.		
 P1.5.2.20	<b>Achievement of Major Planning Proposals</b>	100%	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>	90%	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 key a priority.		
 P1.5.2.23	<b>Target Delivery of Tweed Local Environmental Plan updates</b>	40%	DPR
Status Comments	<p>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.</p> <p>Other issues arising with the Tweed LEP provisions are coming to light since it came into force in April 2014. Review of the Plan's performance and amendment of provisions requires allocation of resources that are presently assigned to other priority projects of the Council. Necessary amendments will be identified and were practical incorporated into other LEP Amendments as appropriate.</p>		
 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		



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	is currently allocated to other Priority 1 projects of the Council. It is expected that initial design analysis and testing will now commence in March, 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. Council's NRM, Recreation and Asset Management specialists will be called on to provide key industry information forming the major part of the work.																						
✓ P1.5.2.3	<b>Heritage Development Control Plan</b>	65%	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 was expected in 2014 and as work on the characterisation of the conservation areas is still under construction it is now anticipated that a final draft will be completed in February. 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>	20%	DPR																				
Status Comments	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.  A context, issues and options paper is scheduled to be finalised in February and will be consulted to targeted stakeholders, following which it will be used to inform an inquiry by design workshop.																						
✓ P1.5.2.9	<b>Rural Villages Strategy</b>	65%	DPR																				
Status Comments	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 in mid 2015.																						
✓ S1.5.2.1	<b>Development Planning and Assessment</b>	50%	MDA																				
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Code	KPI	Target	Units	Achieved																			
1	Average time to determine a development application	67	Days	72																			
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>	46%	CPR																				

Code	Name	Performance	Responsible Officer										
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Code	KPI	Target	Units	Achieved									
1	Achievement of annual delivery of Works Program targets for Tweed LEP	100	%	100									
<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 Policy's are being achieved.											
<b>2</b>	<b>Supporting Community Life</b>	<b>39%</b>											
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.	40%											
 P2.1.1.12	<b>Community Safety Plan</b>	5%	MCCS										
<b>Status Comments</b>		Representatives of NSW Justice Department attended the Northern Rivers General Managers Group meeting to discuss community safety initiatives across the region. An action of the meeting was for staff of respective local government areas to contact a representative of the NSW Justice Department to discuss community safety matters which took place via teleconference on 16 December 2014. Staff stressed the importance of dedicated community safety officers to assist Council's prepare and implement Community Safety Plans and asked if the Department would consider part funding a resource that could be shared across the region. Conversations are continuing.											
 P2.1.1.14	<b>Children (0-11) Policy</b>	5%	MCCS										
<b>Status Comments</b>		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										
Complete.													
 P2.1.1.17	<b>Youth Strategy - Establishment of Youth Council</b>	40%	CDC										
<b>Status Comments</b>		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 in tandem 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. Concurrence with the proposed model still needs to be sought from private high schools. The model will be reported to the Executive Management Team in the third quarter of 2015 then be presented to Council.											
 P2.1.1.19	<b>Youth Strategy - Implementation Graffiti Management Policy</b>	40%	CDC										
<b>Status Comments</b>		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 inform the preparation of a Graffiti Management Plan or Protocol. The draft Policy is currently being circulated to relevant Units of Council for comment and is expected to be reported to Council for public exhibition in February 2015.											
 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>	10%	MCCS										
<b>Status Comments</b>		This is an action of the Access and Inclusion Plan which was adopted on 21 August 2014. Planning has commenced and an initial meeting with relevant asset custodians has taken place. The service contract template is currently being completed, including technical specifications of buildings to be included with the tender. A review of funding available for the project indicates there will not be sufficient funding to review all buildings in the first instant, so the tender will focus on priority buildings that have a high amount of community use. The consultancy is											

Code	Name	Performance	Responsible Officer
expected to be advertised in the third quarter 2015.			
✓ P2.1.1.22	<b>Access and Inclusion - Engage consultants to undertake access audit of all Council parks and recreation areas</b>	10%	MCCS
Status Comments	This is an action of the Access and Inclusion Plan which was adopted on 21 August 2014. Planning has commenced and an initial meeting with relevant asset custodians has taken place. The service contract template is currently being completed, including technical specifications of parks to be included with the tender. Recreation Services use a matrix to understand the use of parks which will assist in identifying high usage public areas and isolated areas that have few parks where quality accessible spaces will be critical. The consultancy is expected to be advertised in the third quarter 2015.		
✓ P2.1.1.23	<b>Access and Inclusion - Undertake review and access audit of public toilets in Tweed Shire</b>	10%	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>	10%	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 Community Development Officer, Ageing and Disability. A project plan was developed and used in the third quarter to target community consultation with relevant stakeholder, 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
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 for public exhibition before the end of the financial year.		
⊖ P2.1.1.27	<b>Implement Homeless Policy and Protocol</b>	50%	MCCS
Status Comments	The Community Development Officer, Social Planning has been working on a draft Homelessness Policy. The draft Policy is nearing readiness to be considered at a workshop with other Council Units that have staff who come into contact with homeless people. Internal comments will be collated and considered in the context of the draft before reporting to the Executive Management Team and Council for public exhibition. An operational Protocol will support implementation of the Policy.		
✓ 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	<p>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.</p> <p>The draft Age Friendly Community Policy is being presented to Council in January 2015 to be approved for public exhibition and is accompanied by an Issues Paper and Profile of Older People. The Age Friendly Community Strategy (formerly the Healthy Ageing Strategy) is currently in the process of being finalised to be presented to Council for approval for public exhibition in the first quarter of 2015.</p>		
✓ P2.1.1.6	<b>An Access and Inclusion Plan</b>	100%	CDC
Complete.			



Code	Name	Performance	Responsible Officer																														
✔ S2.1.1.1	<b>Community Services - Community Options</b>	50%	MCCS																														
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Status Comments	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. Output targets from funding contract slightly below target which is not unusual pre Christmas, and should increase leading into New Year.																																
✔ S2.1.1.2	<b>Banora Point Community Centre - Seniors program</b>	39%	CDC																														
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2	Increase number of contacts at Banora Point Community Centre Seniors Information Hub	750	Number	564																													
Status Comments	Direct contacts at the Seniors Information Hub for the December quarter are 310 which equates to a cumulative total of 564 for the first half 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 170 and there have been 4,126 seniors participating in the many activities offered at Banora Point Community Centre for the year to date.																																
✔ S2.1.1.3	<b>Community Services - Libraries</b>	47%	MCCS																														
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Status Comments	Although the libraries are working within constrained buildings, they continue to provide above target levels. This is largely being achieved through outreach programs and the increase in WiFi use. Membership is also rising.																																
✔ S2.1.1.4	<b>International Day of People with Disabilities</b>	28%	MCCS																														
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1	Increase nominations for International Day of People with Disability annual Access with Inclusion Awards	30	Number	25																													

Code	Name	Performance	Responsible Officer																														
<b>Status Comments</b>	<b>International day of People with a Disability was celebrated on 2 December 2014. Now in its third year, the awards attracted twenty-five nominations including four nominations for the inaugural Belonging Award to recognise initiatives that encourage inclusion of children of all ability. Nominations were received in six categories - Art and Culture, Business, Education, Employment, Individual Achievement, Sport and Leisure. The awards, held at Tweed Heads Civic Centre, attracted 200 people making it the most successful awards ceremony yet. Earlier in the day, 7 Senses workshops that examined the creation of neighbourhoods that use sensory stimulation to foster happiness and inclusion were fully booked.</b>																																
<b>2.1.3</b>	<b>Provide opportunities for residents to enjoy access to the arts, festivals, sporting activities, recreation, community and cultural facilities.</b>	<b>48%</b>																															
 <b>S2.1.3.1</b>	<b>Cultural Services - Regional Art Gallery</b>	<b>50%</b>	<b>MCCS</b>																														
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<b>Status Comments</b>	<b>The Christmas holiday season attracted many visitors to the Gallery, from all across Australia. Traditionally a quiet time of the year for visitors, the Christmas holiday period for 2014 saw an influx of visitors, marking a significant shift for the Gallery which acknowledges the attraction of the Margaret Olley Art Centre which opened in March 2014.</b>																																
 <b>S2.1.3.2</b>	<b>Cultural Services - Regional Museum</b>	<b>45%</b>	<b>MCCS</b>																														
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<b>Status Comments</b>	<p>1. More than 200 items were accessioned during 2013/14. 0 acquisitions were processed at the Museum Advisory Committee meeting held in August 2014. 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 1950s by Albert Jarratt.</p> <p>2. Planned displays not yet implemented.</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 (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</p>																																

Code	Name	Performance	Responsible Officer										
	<p>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 during the first quarter of 2014/15 numbered just under 5,000.</p> <p>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 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 2014. Additional tours of the redeveloped TRM Murwillumbah 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 2014. During the first two quarters of 2014 the primary focus of Museum staff was 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. A program of regular events and display changeovers is being developed for delivery at TRM Murwillumbah from early 2015.</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.	29%											
<input type="radio"/> P2.1.4.1	Review DISPLAN	0%	MBEH										
	There was no planned activity for this quarter.												
<input checked="" type="radio"/> S2.1.4.1	Emergency Services	38%	MBEH										
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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. Detailed site feasibility/costing estimate assessment required.												
<input checked="" type="radio"/> S2.1.4.2	Surf Patrol	50%	MRS										
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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. 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.	57%											
<input checked="" type="checkbox"/> CP2.3.2.1	Clarrie Hall Dam Spillway Upgrade - to pass Probable Maximum Flood (PMF)	100%	Mwater										
	Complete.												
<input checked="" type="checkbox"/> CP2.3.2.11	Water Pumping Stations: WPS 11 Bilambil Village - Flow meter	25%	Mwater										
Status Comments	Preliminary design investigations complete. Flowmeter has been ordered.												

Code	Name	Performance	Responsible Officer
<b>Installation to be complete by mid 2015.</b>			
<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>	20%	Mwater
<b>Status Comments</b>	Previous investigation works completed by consultant. Risk identification workshop has been completed and report is being finalised. This report will identify any additional investigations or urgent maintenance/repair works. No significant pump upgrade works are required at this stage. Budget to be revised.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.15 Water Pumping Stations: WPS 10 Eviron Road Nunderi - Electrical Upgrade Investigation</b>	10%	Mwater
<b>Status Comments</b>	Investigation has identified that new Variable Speed Drives ('VSD') are required. Delivery scheduled in 2015. Preliminary site inspection completed. Budget prices for VSD supply have been requested.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.2 Water Treatment Plant: Uki</b>	5%	Mwater
<b>Status Comments</b>	Australian Drinking Water Guidelines ('ADWG') recommendations to be reviewed and brief developed. Background information has been collated.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.26 Water Mains: Barnby Street - Byangum to William Street Murwillumbah - replacement</b>	100%	Mwater
	Complete.		
<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>	25%	Mwater
<b>Status Comments</b>	Design works complete. Flowmeter purchased. Project scheduled for completion in 2015. Works delayed pending Aboriginal Cultural Heritage Investigation in Faux Park. Works still expected to be complete by mid 2015.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.3 Reservoir: Banora Point - Rehabilitation</b>	20%	Mwater
<b>Status Comments</b>	Significant telecommunications relocation works are required for the reservoir upgrade. Negotiations with telecommunications providers are being completed for possible relocation. Further reservoir inspection works are required. Additional geotechnical investigation works required. Relocation of telecommunications assets is required to allow safe site access to complete preliminary investigations works. Timeframes for preconstruction activities will need to be extended significantly to include allowance for these relocations.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.30 Water Mains: Flow Meter Installation - Hartigan Hill Murwillumbah, Reservoir outlet</b>	100%	Mwater
	Complete.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.32 Water Mains: Flow Meter - Napohyah/Bilambil Road Bilambil</b>	25%	Mwater
<b>Status Comments</b>	Design option for Flowmeter and actuator in a pit has been approved. Design to be finalised. Construction works scheduled to be complete by mid 2015.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.33 Water Mains: Flow Meter Installation - Water Pump Station 12 corner of Terranora and Bilambil Roads</b>	100%	Mwater
	Complete.		
<input checked="" type="checkbox"/>	<b>CP2.3.2.35 Water Mains: Hillcrest Ave Reservoir site at Tweed Heads South - upgrade</b>	100%	Mwater




Code	Name	Performance	Responsible Officer																				
<b>Complete.</b>																							
✓	<b>CP2.3.2.40 Water Mains: Stanley Street - replacement</b>	100%	Mwater																				
<b>Complete.</b>																							
✓	<b>CP2.3.2.46 Water Mains: Mistral Road South Murwillumbah -upgrade</b>	75%	Mwater																				
<b>Status Comments</b>		Design complete. Water main relocation works have commenced. Works expected to be complete by end 2014.																					
✓	<b>S2.3.2.1 Water Supply Services KPI's</b>	48%	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>Water Quality Microbiological Compliance</td> <td>100</td> <td>%</td> <td>100</td> </tr> <tr> <td>2</td> <td>Residential Water Consumption per person</td> <td>180</td> <td>L/p/d</td> <td>187</td> </tr> <tr> <td>3</td> <td>Water Quality Complaints per 1000 assessments</td> <td>1</td> <td>Number</td> <td>1</td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	1	Water Quality Microbiological Compliance	100	%	100	2	Residential Water Consumption per person	180	L/p/d	187	3	Water Quality Complaints per 1000 assessments	1	Number	1
Code	KPI	Target	Units	Achieved																			
1	Water Quality Microbiological Compliance	100	%	100																			
2	Residential Water Consumption per person	180	L/p/d	187																			
3	Water Quality Complaints per 1000 assessments	1	Number	1																			
<b>Status Comments</b>		Consumption is reported per quarter based on meter reads for the period. Prior to quarterly billing implementation volumes were based on the previous 12 months consumption. Water quality complaints exceeded target for this quarter. Almost 50% of complaints were from Kingscliff due to dirty water caused by sediment in the mains being disturbed by water extraction for nearby development activities and fire department needs. Extensive mains flushing has been undertaken to clear the mains.																					
2.3.3	<b>Provision of high quality and reliable wastewater service with meets health and environmental requirements and projected demand.</b>	44%																					
✓	<b>CP2.3.3.1 Gravity Sewer Rehabilitation 2013/2014 Program</b>	90%	Mwater																				
<b>Status Comments</b>		September 2013 - Over 3km of sewer mains have been selected for relining for 2013/14 year based on performance history, Closed Circuit Television ('CCTV') and criticality of failure. Information is currently being prepared for tender documents. 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. 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. The remaining budget will not be spent this financial year. 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. 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. December 2014 - Relining tender has been evaluated and about to be award for \$720,000 of work this financial year.																					
✓	<b>CP2.3.3.12 Sewerage Rising Main Upgrade: SRM 5005 Creek Street Hasting Point</b>	35%	Mwater																				
<b>Status Comments</b>		Design works complete. Construction works are approximately 30% complete. Construction crew has relocated to complete Mistral Rd Watermain project. SRM 5005 works to recommence early 2015.																					
✓	<b>CP2.3.3.15 Sewerage Pumping Stations: SPS 2018 Gollan Drive Tweed Heads West - Generator Installation</b>	10%	Mwater																				

Code	Name	Performance	Responsible Officer
<b>Status Comments</b>	<b>Concept layout of the sewerage pumping station ('SPS') and generator are complete. Additional investigation works is required. Supply and installation expected to be complete by mid 2015.</b>		
✓ CP2.3.3.18	<b>Sewerage Pumping Stations: SPS 4009 Vulcan St Kingscliff - Generator</b>	<b>80%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Review identified fixed generator not required. Emergency Management Plan is being prepared for the site. Completion expected early 2015.</b>		
✓ CP2.3.3.25	<b>Sewerage Pumping Stations: SPS 1009 Buchanan Street Murwillumbah - Electrical Upgrade</b>	<b>50%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Design and metal fabrication are complete. Civil and electrical install to be complete by early 2015.</b>		
✓ CP2.3.3.26	<b>Sewerage Pumping Stations: SPS 1014 Tree Street Bray Park - Electrical Upgrade</b>	<b>45%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Pump Station Switchboard Platform design is complete. Construction contract has been awarded to GPH Projects P/L. Construction works have commenced. Contractor to complete works by early 2015.</b>		
✓ CP2.3.3.27	<b>Sewerage Pumping Stations: SPS 1017 Tweed Valley Way Murwillumbah - Electrical Upgrade</b>	<b>20%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Design is complete. New switchboard has been built. Construction expected to be complete early 2015.</b>		
✓ CP2.3.3.28	<b>Sewerage Pumping Stations: SPS 1022 River Oak Drive Murwillumbah - Mechanical and Electrical Upgrade</b>	<b>95%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Pumps and switchboard upgrade only. Switchboard has been replaced and tested. New pumps have been installed and final testing to be completed.</b>		
✓ CP2.3.3.29	<b>Sewerage Pumping Stations: SPS 2018 Gollan Drive Regional Tweed Heads West - Odour Control Facility Installation</b>	<b>20%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Draft Specification complete. Additional odour testing works to be completed prior to tender. Construction scheduled for completion mid 2015. Pump upgrade and generator installation will follow.</b>		
✓ CP2.3.3.30	<b>Sewerage Pumping Stations: SPS 2038 Peninsula Drive Bilambil - Mechanical and civil upgrade</b>	<b>25%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Design review completed. Pump sizing confirmed and pumps have been procured. 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>	<b>15%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>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. Location needs to be resolved to determine approvals. Works expected to be complete by end 2015.</b>		
⊖ CP2.3.3.37	<b>Sewerage Pumping Stations: SPS 3012 Amber Road Tweed Heads South - Upgrade or Relocation</b>	<b>15%</b>	<b>Mwater</b>
<b>Status Comments</b>	<b>Options Report has been prepared. Relocation of Sewerage Pump Station to park located on Amber Rd is the accepted option.</b>		










Code	Name	Performance	Responsible Officer
<b>Construction works are proposed to be completed by mid 2016.</b>			
✓ CP2.3.3.38	<b>Sewerage Pumping Stations: SPS 3018 Fraser Drive Tweed Heads South - Mechanical and Electrical Upgrade</b>	95%	Mwater
Status Comments	New pumps installed and electrical upgrade works complete. Final testing works to be completed.		
✓ CP2.3.3.40	<b>Sewerage Pumping Stations: SPS 3021 Fraser Drive Tweed Heads South - Mechanical and Electrical Upgrade</b>	15%	Mwater
Status Comments	Scoping works complete. Design flowrate agreed. Preliminary design for connections commenced. Pump upgrade scheduled for completion by mid 2015.		
✓ CP2.3.3.43	<b>Sewerage Pumping Stations: SPS 4012 Homestead Caravan Park Chinderah - Mechanical and Electrical Upgrade</b>	95%	Mwater
Status Comments	New pumps installed and electrical upgrade works complete. Final testing works to be completed.		
✓ CP2.3.3.48	<b>Sewerage Pumping Stations: SPS Telemetry Upgrades - Various Sites</b>	100%	Mwater
Status Comments	2014 financial year allows for 27 pump stations to have telemetry upgraded. Approval has been granted to complete additional 10 sites in 2014/2015. Request has been made to complete an additional 6 sites in 2014/2015. Telemetry Upgrade program is ahead of schedule.		
✓ CP2.3.3.5	<b>Sewerage Pumping Stations: SPS 2018 Gollan Drive Park Tweed Heads West - mechanical, electrical upgrade</b>	10%	Mwater
Status Comments	Scope is for provision of one new pump, variable speed drives, flowmeter and switchboard. Pump sizing has been agreed (186 L/s) Construction works to be complete by mid 2015.		
✓ CP2.3.3.50	<b>Hastings Point WWTP - Additional Sludge Lagoon No.3</b>	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	<b>Sewerage Rising Main: SRM 5010 Philip Street Pottsville - extension</b>	35%	Mwater
Status Comments	Design and approvals complete. Construction contract awarded to Demacs P/L. Works expected to be complete mid 2015.		
✓ CP2.3.3.55	<b>Sewerage Rising Main: SRM 5014 Overall Drive Pottsville</b>	60%	Mwater
Status Comments	Design and approvals complete. Construction contract awarded to Demacs P/L. Works expected to be complete early 2015.		
✓ CP2.3.3.6	<b>Sewerage Rising Main: SRM 1022 Riveroak Drive Murwillumbah - upgrade</b>	100%	Mwater
Status Comments	Scope had been revised following design investigation. Resolved to upgrade a section of receiving gravity sewer. Construction works now complete. SPS1022 is now discharging into adjacent gravity sewer network.		






Code	Name	Performance	Responsible Officer
<b>Construction has not completely rectified hydraulic issues in receiving sewer. Some additional works may be required.</b>			
✓ CP2.3.3.60	<b>Sewerage Pumping Stations: SPS 3028 Enterprise Ave Tweed Heads South - SRM diversion</b>	20%	Mwater
Status Comments	Design and approvals for sewerage rising main ('SRM') manifold pit at SPS3028 are complete. Works expected to commence mid 2015.		
✓ 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>	30%	Mwater
Status Comments	Design works commenced. Scope has been revised, mechanical upgrade not required. Pump condition and performance acceptable. Electrical/Telemetry upgrade is still required. Works expected to be complete by mid 2015.		
✓ CP2.3.3.64	<b>Sewerage Pumping Stations: SPS 5010 Philip Street Pottsville - mechanical upgrade</b>	40%	Mwater
Status Comments	Pumps have been procured. Mechanical upgrade will be completed following completion of SRM5010 works. Upgrade expected to be complete by mid 2015.		
✓ CP2.3.3.65	<b>Sewerage Pumping Stations: SPS 5014 Overall Drive Pottsville - electrical mechanical upgrade</b>	40%	Mwater
Status Comments	Pumps have been procured. Mechanical upgrade will commence following SRM5014 and SRM5010 works. Upgrade works are expected to be complete by mid 2015.		
✓ CP2.3.3.69	<b>Banora Point WWTP outfall upgrade</b>	6%	Mwater
Status Comments	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.		
✓ CP2.3.3.7	<b>Sewerage Rising Main: SRM 2003 Beryl Street Tweed Heads - Stage 1</b>	20%	Mwater
Status Comments	Preliminary design is complete. Works expected to be completed by mid 2015.		
✓ CP2.3.3.70	<b>Gravity Sewer Rehabilitation 2014/15 program</b>	30%	Mwater
Status Comments	The annual budget has been revised. Annual program is approximately 30% complete. There have been some delays in the current relining program. Tenders have closed for new relining contract. Contract award is expected early 2015.		
✓ CP2.3.3.9	<b>Sewerage Rising Main: SRM 3018 Fraser Drive Tweed Heads South - Upgrade</b>	100%	Mwater
Status Comments	Construction and testing works are complete. Works as executed drawings have been submitted.		
⊖ S2.3.3.1	<b>Wastewater Services KPI's</b>	48%	Mwater







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>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>87</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	%	87	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	%	87																								
4	Recycled Water Use (percentage of volume)	10	%	9																								
<b>Status Comments</b>	<p>Effluent Quality Compliance is year to date and calculated using weighted average volume. Several failures have occurred.</p> <ul style="list-style-type: none"> <li>- Banora Point Waste Water Treatment Plant ('WWTP') experienced elevated pH due to algae in the effluent lagoon in October and November. In December thermotolerant coliforms tested high however levels returned to normal after ultraviolet disinfection. Biochemical oxygen demand was high for one sample however investigations found no abnormalities with process or other process monitoring results. The following sample was within normal limits.</li> <li>- Mooball WWTP nitrogen limits were exceeded in October due to variations in raw sewage inflow and organic loading upsetting the process. Ongoing regular process testing and adjustments are made to maintain treated effluent within licence standards.</li> <li>- Murwillumbah WWTP had increased algae in the catch balance ponds during October resulting in increased suspended solids. Programmed sediment removal from ponds has corrected the problem.</li> <li>- Tyalgum WWTP had several failures of suspended solids due to ongoing algal bloom in the effluent storage lagoon in October and November.</li> </ul> <p>All Environmental Protection Authority ('EPA') reportable and non EPA reportable overflows included.</p>																											
<b>2.3.4</b>	<b>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.</b>	<b>18%</b>																										
 <b>CP2.3.4.1</b>	<b>Eviron Landfill Roadwork's</b>	<b>5%</b>	<b>WMC</b>																									
<b>Status Comments</b>	Approvals, Geotech and survey completed, moving into a design phase January																											
 <b>P2.3.4.2</b>	<b>Construction of inert landfill expansion at Stotts Creek Resource Recovery Centre</b>	<b>15%</b>	<b>WMC</b>																									
<b>Status Comments</b>	Approval has now been received to construct a Putrescibles cell from the Environmental Protection Authority ('EPA'). The preliminary concept design and construction methodology has been provided to Council for review and submission to the EPA to allow Council to proceed to contract for the construction of the final cell at Stotts Creek.																											
 <b>S2.3.4.4</b>	<b>Waste Management Services</b>	<b>33%</b>	<b>WMC</b>																									
	<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																								
<b>Status Comments</b>	<p>Household kerbside recycling rate will not improve until the introduction of a full organic collection services. The current percentage includes household greenwaste and recycling. This percentage goes down every time we have the kerbside bulk waste collection as this introduces about 1400 additional tonnes from household.</p> <p>The recycling per household rate for December quarter was 66kg, annualised to approximately 270kg.</p> <p>The waste diverted from landfill is unlikely to increase while Council is exporting waste to Queensland and no additional efforts are being put into diverting waste from disposal. This will improve with the introduction of compulsory household organics collection in 2016.</p> <p>Volume of landfill gas captured approximately 41% of this was methane. Council does not have the ability to affect the amount generated and as such this is not a measure of performance. This will fall as more waste is exported and when we remove the organic fraction from the</p>																											

Code	Name	Performance	Responsible Officer																				
<b>waste stream.</b>																							
2.3.5	Ensure adequate stormwater drainage, flood management and evacuation systems are in place to protect people and property from flooding.	21%																					
✓ CP2.3.5.2	<b>Inlet Drive</b>	0%	MID																				
Status Comments	Design issues resolved. Construction to commence in 2015.																						
⊖ CP2.3.5.20	<b>Stormwater drainage rehabilitation 2014/15 program</b>	6%	MID																				
Status Comments	Internal relining of a number of systems proposed early 2015																						
⊖ CP2.3.5.4	<b>Brisbane Street</b>	0%	MID																				
Status Comments	Brisbane Street Drainage and Road Works. Design complete, project delayed due to resources clash with Tweed Heads Streetscaping.																						
✓ CP2.3.5.5	<b>Hartigan Street</b>	100%	MID																				
Status Comments	Project complete.																						
✓ CP2.3.5.7	<b>Sutherland St Kingscliff</b>	0%	MID																				
Status Comments	Construction planned for May 2015																						
✓ S2.3.5.1	<b>Drainage</b>	21%	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 \$32125 to date 84m3 of material. Condition assessment & survey locating to commence early 2015																						
✓ S2.3.5.2	<b>Flooding</b>	17%	MRaS																				
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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	Provide conveniently placed and well equipped parks, sporting, recreational, cultural and community facilities.	55%																					
⊖ 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																						




Code	Name	Performance	Responsible Officer
<b>toilets in the visitor information centre is explored.</b>			
	<b>CP2.3.6.10 Cabarita Sports Club / Les Burger capital works</b>	<b>30%</b>	<b>MRS</b>
<b>Status Comments</b>	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.		
	<b>CP2.3.6.12 Knox Park playground and recreation area Murwillumbah</b>	<b>30%</b>	<b>MRS</b>
<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. 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.		
	<b>CP2.3.6.13 Passive recreation asset maintenance</b>	<b>65%</b>	<b>MRS</b>
<b>Status Comments</b>	Asset management is ongoing. Asset management system under constant development.		
	<b>CP2.3.6.15 Wilson Park facilities</b>	<b>15%</b>	<b>MRS</b>
<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. Draft design completed for consultation.		
	<b>CP2.3.6.16 Park furniture replacement</b>	<b>75%</b>	<b>MRS</b>
<b>Status Comments</b>	Ongoing.		
	<b>CP2.3.6.3 Faulks park toilet replacement Kingscliff</b>	<b>100%</b>	<b>MRS</b>
<b>Status Comments</b>	Complete.		
	<b>CP2.3.6.5 Active recreation asset maintenance program</b>	<b>75%</b>	<b>MRS</b>
<b>Status Comments</b>	Asset management ongoing. Asset management system under constant development.		
	<b>CP2.3.6.6 Arkinstall Park Master Plan Implementation</b>	<b>90%</b>	<b>MRS</b>
<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. 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. Final landscaping in progress. High voltage electrical works to be completed.		
	<b>CP2.3.6.9 Barry Sheppard Sports Facility Capital Works</b>	<b>100%</b>	<b>MRS</b>

Code	Name	Performance	Responsible Officer															
<b>Complete.</b>																		
 P2.3.6.1	<b>Completion of Public Open Space Strategy</b>	40%	MRS															
Status Comments	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. September- Sportsfield Strategy completed and workshopped with Council. Open Space overarching strategy brief commenced. 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.																	
 P2.3.6.2	<b>Completion of Arkinstall Park stage 2 feasibility study and concept plan</b>	95%	MRS															
Status Comments	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.																	
 P2.3.6.6	<b>Community Infrastructure Framework and Plan</b>	50%	MCCS															
Status Comments	The draft Community Infrastructure Framework was on public exhibition from Tuesday 29 July until Friday 12 September 2014. Public and stakeholder submissions and advice from the peer review by Elliot Whiteing Social Planning Solutions were used to edit the draft Community Infrastructure Framework with the Internal Working Group. The final Community Infrastructure Framework was approved by Council at its meeting held on 16 October 2014 and outlines the network planning methodology that will commence in January 2015. The first stage of network planning will comprise a comprehensive audit of current facilities.																	
 S2.3.6.1	<b>Cemetery</b>	28%	MRS															
	<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>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>0</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Customer satisfaction indicator: number of registered complaints	10	Number	0	2	Number of registered commendations	5	Number	0		
Code	KPI	Target	Units	Achieved														
1	Customer satisfaction indicator: number of registered complaints	10	Number	0														
2	Number of registered commendations	5	Number	0														
Status Comments	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.																	
 S2.3.6.2	<b>Open Space</b>	43%	MRS															





Code	Name	Performance	Responsible Officer																																																		
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8	Community park utilisation: number of wedding bookings	0	Number	85																																																	
9	Community park management: number of community event licences issued	0	Number	26																																																	
<b>Status Comments</b>	Sportsfield utilisation in first quarter reflects winter season usage only. Sportsfields usage is cumulative for year. Commendations zero as recording not undertaken.																																																				
 <b>S2.3.6.3</b>	<b>Public Facilities</b>	<b>50%</b>	<b>MRS</b>																																																		
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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	11,000																																																	
<b>Status Comments</b>	Both complaints and operating costs for public toilets were significantly less than the target for this quarter. Nil complaints regarding public toilets this quarter																																																				
 <b>S2.3.6.4</b>	<b>Swimming Centres</b>	<b>50%</b>	<b>MRS</b>																																																		
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Code	KPI	Target	Units	Achieved																																																	
1	Cost recovery percentage of expenditure funding by income	50	%	60																																																	
2	Swimming Centre attendance	23,913	Number	35,746																																																	
<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>25%</b>	<b>MCCS</b>																																																		
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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. The next round of community building renewal projects will commence in the third quarter 2015.																																																				
<b>2.4.3</b>	<b>Ensure local streets, footpaths and cycleways are provided, interconnected and maintained.</b>	<b>38%</b>																																																			
 <b>CP2.4.3.10</b>	<b>Ocean Drive Chinderah</b>	<b>10%</b>	<b>MID</b>																																																		




Code	Name	Performance	Responsible Officer
<b>Status Comments</b>	<b>Programmed for construction in June 2015. The design is complete.</b>		
✓ CP2.4.3.11	Avoca Street Chinderah	10%	MID
<b>Status Comments</b>	<b>Construction planned for May 2015</b>		
✓ CP2.4.3.19	Oyster Point Road Banora Point East	10%	MID
<b>Status Comments</b>	<b>Construction planned for June 2015</b>		
✓ CP2.4.3.2	Unallocated rehabilitation 2013/2014 program	100%	MID
<b>Status Comments</b>	<b>2013/2014 Unallocated rehabilitation program completed.</b>		
✓ CP2.4.3.20	Bay Street Tweed Heads	75%	MID
<b>Status Comments</b>	<b>Construction work is in progress.</b>		
✓ CP2.4.3.24	Inlet Drive Tweed Heads West	10%	MID
<b>Status Comments</b>	<b>Construction planned for March 2015. Design complete</b>		
✓ CP2.4.3.26	Sullivan Street	0%	MID
<b>Status Comments</b>	<b>Construction delayed due to Arkinstall Park project. Project scheduled for February 2015.</b>		
✓ CP2.4.3.31	Cunningham Street	80%	MID
<b>Status Comments</b>	<b>Project partially complete, remainder of work will be completed with the finalisation of Arkinstall Park.</b>		
✓ CP2.4.3.32	Collier Street	100%	MID
<b>Status Comments</b>	<b>Project complete.</b>		
✓ CP2.4.3.36	Pigabeen Road Tweed Heads West	10%	MID
<b>Status Comments</b>	<b>Construction planned for April 2015</b>		
✓ CP2.4.3.37	Stokers Road Stokers Sidings	10%	MID
<b>Status Comments</b>	<b>Construction planned for February 2015</b>		
✓ CP2.4.3.38	Wardrop Valley Road Wardrop Valley	10%	MID
<b>Status Comments</b>	<b>Construction planned for April 2015</b>		
✓ CP2.4.3.39	Cabarita Road Bogangar	10%	MID
<b>Status Comments</b>	<b>Construction planned for April 2015</b>		
✓ CP2.4.3.4	Dry Dock Road Tweed Heads South	10%	MID
<b>Status Comments</b>	<b>Construction planned for March 2015</b>		
✓ CP2.4.3.5	Cobaki Road, 2014-15, twin culverts Cobaki	10%	MID

Code	Name	Performance	Responsible Officer										
<b>Status Comments</b> Construction planned for January 2015													
✓ CP2.4.3.50	Federal Assistance Grant Maintenance 2014/2015 program	25%	MID										
<b>Status Comments</b> Progressive expenditure.													
✓ CP2.4.3.51	Kyogle Rd Byrill Creek Road to McDonalds Road Terragon	60%	MID										
<b>Status Comments</b> Construction in progress. Remaining 0.5km to be completed Jan/Feb 2015													
✓ CP2.4.3.52	Numinbah Road repair program	100%	MID										
<b>Status Comments</b> Project complete.													
✓ CP2.4.3.53	Bridges: Anthony Bridge Dunbible	0%	MID										
<b>Status Comments</b> Project deferred for 12 months by Council resolution. Construction now scheduled to commence in May 2015.													
✓ CP2.4.3.56	Cycleways and Pedestrian Facilities 2014/2015 program	10%	MRaS										
<b>Status Comments</b> Annual footpath tender advertised. Detailed design for rail trail pilot section and community consultation in progress, awaiting approvals from State Government.													
✓ CP2.4.3.57	Seal road resurfacing 2014/2015 program	90%	MID										
<b>Status Comments</b> 17km of rural roads resurfaced in this program item.													
✓ CP2.4.3.58	Unallocated rehabilitation 2014/2015 program	30%	MID										
<b>Status Comments</b> 500m2 of asphalt profiling; 1650m2 of pavement patching; and 570m2 of pavement rehabilitation completed to date.													
✓ CP2.4.3.59	Local roads surfacing 2014/2015 program	65%	MID										
<b>Status Comments</b> 18km of rural roads resurfaced to date in this program item. Asphalt resurfacing program to be finalised early 2015													
✓ CP2.4.3.6	Terrace Street	100%	MID										
<b>Status Comments</b> Complete.													
✓ S2.4.3.2	Transport Services Cycleways	50%	MRaS										
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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.													
3	Strengthening the Economy	47%											
3.1.4	Market the Tweed as a destination for business and tourism.	44%											
✓ S3.1.4.1	Business Property and Economic Management	50%	BEDU										


Code	Name	Performance	Responsible Officer																				
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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																			
<b>Status Comments</b>	<p>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 has 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. Governance review satisfactorily concluded, reported to Council who has embodied 44 month contracts extension.</p>																						
 <b>S3.1.4.2</b>	<b>Festivals and Events</b>	<b>38%</b>	<b>BEDU</b>																				
	<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>0</td> </tr> <tr> <td>3</td> <td>Total filming permits provided</td> <td>4</td> <td>Number</td> <td>7</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	0	3	Total filming permits provided	4	Number	7		
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	0																			
3	Total filming permits provided	4	Number	7																			
<b>Status Comments</b>	<p>Festivals and Events Funding 2014-2015 was determined by Council and distributed to event organisers in August 2014. No Event workshop held in December quarter due to very busy period for event organiser and Council during these period. Films permits were to Granada using the Murwillumbah airfield, and several television commercials at locations along the Tweed Coast.</p>																						
<b>3.4.3</b>	<b>Manage Council business enterprises to provide economic stimulus and maximise returns to the community.</b>	<b>50%</b>																					
 <b>S3.4.3.1</b>	<b>Holiday Parks</b>	<b>50%</b>	<b>BEDU</b>																				
	<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>	<p>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.</p>																						
 <b>S3.4.3.2</b>	<b>Airfields</b>	<b>50%</b>	<b>BEDU</b>																				
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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>	<p>Review of Murwillumbah Airfield development opportunities underway. Discussions regarding draft lease underway.</p>																						



Code	Name	Performance	Responsible Officer																																													
4	<b>Caring for the Environment</b>	54%																																														
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>	58%																																														
 P4.1.2.1	<b>Tweed Shire Council Sustainability Strategy</b>	65%	NRMC																																													
<b>Status Comments</b> Draft strategy ready for circulation to internal staff.																																																
 S4.1.2.1	<b>Environmental Sustainability</b>	50%	NRMC																																													
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<b>Status Comments</b> Total electricity consumption by Tweed Shire Council facilities and street lighting is over the quarterly target by 12%. Power use in water facilities is tracking slightly higher compared to the same period last year. Power use in General Fund facilities is slightly down compared to the same period last year.  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: - Tweed Regional Aquatic Centre (900GJ/year power savings - \$204k capital cost, 3 - 6 yr payback) - Murwillumbah Civic Centre (720GJ/year power savings \$236k capital cost, 3-7 year payback) - Tweed Regional Art Gallery solar power (900GJ/year generation, \$420k capital cost, 5 year payback)  Water Unit has embarked on an energy management program with key initiatives to be identified in the next 12 months.																																																
4.1.3	<b>Manage and regulate the natural and built environments.</b>	56%																																														
 S4.1.3.1	<b>Building Control</b>	50%	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>45</td> </tr> <tr> <td>2</td> <td>Construction Certificates determined</td> <td>0</td> <td>Number</td> <td>93</td> </tr> <tr> <td>3</td> <td>Average processing time to issue a Construction Certificate</td> <td>15</td> <td>Days</td> <td>11</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>210</td> </tr> <tr> <td>7</td> <td>Development Applications determined in the period</td> <td>0</td> <td>Number</td> <td>196</td> </tr> <tr> <td>8</td> <td>Average processing time to determine a Building Development Application</td> <td>40</td> <td>Days</td> <td>27</td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	1	Building Certificates determined	0	Number	45	2	Construction Certificates determined	0	Number	93	3	Average processing time to issue a Construction Certificate	15	Days	11	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	210	7	Development Applications determined in the period	0	Number	196	8	Average processing time to determine a Building Development Application	40	Days	27			
Code	KPI	Target	Units	Achieved																																												
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8	Average processing time to determine a Building Development Application	40	Days	27																																												
<b>Status Comments</b> Development assessment processing times holding steady due to short term staff recruitment initiatives.																																																
 S4.1.3.2	<b>Environmental Health</b>	46%	MBEH																																													

Code	Name	Performance	Responsible Officer																				
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Code	KPI	Target	Units	Achieved																			
1	Inspections of food outlets	200	Number	159																			
2	On-site sewage management systems failures as a % of total systems inspected	0	%	7																			
3	Number of on-site sewage management systems inspected	100	Number	197																			
<b>Status Comments</b>	<b>Onsite Sewage Management Systems (OSMS)</b>  120 - Section 68 OSSM Approval to operate 30 - 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 14 - Follow-up inspections for repairs / complaints / investigations and DA assessments  NB: 10 failed out of 151 systems, 85 required maintenance or repair / upgrade, 6 existing systems were rated medium risk and 9 rated high risk.																						
 <b>S4.1.3.3</b>	<b>Natural Resource Management</b>	<b>99%</b>	<b>NRMC</b>																				
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Code	KPI	Target	Units	Achieved																			
1	Total value of external grants under administration across all Natural Resource Management programs	250,000	\$	247,000																			
<b>Status Comments</b>	Several large habitat enhancement grants currently in progress. Applications to Estuary and Coastal Management Programs successful.																						
 <b>S4.1.3.4</b>	<b>Regulatory Services</b>	<b>31%</b>	<b>DPR</b>																				
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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																			
<b>Status Comments</b>	KPIs are being achieved satisfactorily. Restructured Compliance Section commenced late December 2014, existing KPIs to be reviewed first quarter 2015 to reflect the diversity of tasks undertaken by the section. · 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. · 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. · Low cost microchipping days are currently under review. Awaiting advice on grant submission to assist with providing free microchipping.																						
<b>4.2.1</b>	<b>Promote the protection of native vegetation and wildlife habitat of high conservation value, social or cultural significance in Tweed Shire.</b>	<b>62%</b>																					
 <b>P4.2.1.1</b>	<b>Comprehensive Koala Plan of Management</b>	<b>98%</b>	<b>NRMC</b>																				
<b>Status Comments</b>	Draft Comprehensive Koala Plan of Management public exhibition period complete and to be presented to Council for adoption in February 2015.																						

Code	Name	Performance	Responsible Officer																				
✔ S4.2.1.1	<b>Biodiversity Management</b>	43%	NRMC																				
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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>	44%	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																			
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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 mosquito control treatments have been carried out as required. Primary triggers for on-ground works were large rainfall and large tide events. Aerial and ground control works were implemented leading up to the Christmas period. These have kept Mosquito levels to an acceptable level in most areas.</p> <p>The monitoring being undertaken at Mt Nullum has indicated that fox control should be undertaken at the site. Whilst wild dogs have been recorded, the numbers are low, and it is unlikely that control efforts would be of benefit. The use of a contract shooter to control the foxes is currently being investigated. Monitoring will be ongoing until May 2015, at which time funding for the site will have been fully expended. Funding is through the Bushland Management budget.</p> <p>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 use of a fox den detector dog is currently being investigated for use at this site. Data collected through this process will be compared to fox den data collected through foot searches.</p> <p>The number of private landholders assisted with pest management is steady.</p>																						
4.3.1	<b>Manage water resources sustainable and minimise impact on the environment by achieving more integration of water supply, wastewater and stormwater services.</b>	50%																					
✔ S4.3.1.1	<b>Waterways Management</b>	50%	NRMC																				
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Code	KPI	Target	Units	Achieved																			
1	Kilometres of waterway improved through rehabilitation works	5	Km	7																			
<b>Status Comments</b>	Additional significant project underway at Byangum and Duroby Creek.																						
4.4.1	<b>Recognise and accommodate natural processes and climate change.</b>	50%																					
✔ S4.4.1.1	<b>Coastal Management</b>	50%	NRMC																				

Code	Name	Performance	Responsible Officer										
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Code	KPI	Target	Units	Achieved									
1	Area of public coastal dune actively managed	120	Ha	145									
<b>Status Comments</b> The Vegetation Vandalism on Public Land Policy was adopted by Council. This will assist in dealing with events consistently.													
<b>4.5.1</b>	<b>Promote and encourage sustainable and innovative agricultural practices.</b>	<b>48%</b>											
 <b>S4.5.1.1</b>	<b>Sustainable Agriculture</b>	<b>48%</b>	<b>NRMC</b>										
	<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.													