












Code	Name	Start Date	Target Date	Performance	Responsible Officer
1	Civic Leadership			51%	
1.1.1	Establish sustainability as a basis of shire planning and Council's own business operations			58%	
 1.1.1.1.1	Review of all tender documents to include sustainability clause			50%	Senior Contracts Engineer
			Jul-11		
Status Comments Review of tender documents is progressing. Sustainability clauses have been included in the revised Procurement Protocol Version 1.4.					
 1.1.1.2.1	Prepare Draft LEPs in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979 and other relevant legislation			100%	Coordinator Planning Reform
			Jul-11		
Complete.					
 1.1.1.3.1	Assessment in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979 and other relevant legislation			50%	SecPR
Status Comments No appeals received.					
 1.1.1.4.1	Assessment in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979, Local Government Act 1993 and other relevant legislation			50%	MBEH
Status Comments Legal action undertaken during this quarter were Tweed Coast Road Hastings Point and Creek Street Hastings Point.					
 1.1.1.5.1	Assessment in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979, Local Government Act 1993 and other relevant legislation			50%	CDE
Status Comments No challenges this quarter.					
 1.1.1.6.1	Assess and determine applications creating new public infrastructure, carryout all mandatory inspections and compliance checks and undertake a final comprehensive quality control assessment for compliance with all conditions, approvals and standards associated with the subdivision prior to creation of the new title and subsequent acceptance of the public infrastructure.			50%	CDE






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of successful legal challenges against Council	0	Number	0													
Status Comments		No challenges this quarter.															
	1.1.1.7.1	Review and update environmental safety component of OMS		50%	SPL												
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Code	KPI	Target	Units	Achieved	Notes												
1	Annual update completed and incorporated into OMS	100	Percentage	100													
Status Comments		Environmental components of new Health Safety and Environment System completed, including protocol update, new standard operating procedure, webpage update and revised content for new staff inductions.															
	1.1.1.8.1	Review and refine current working draft		50%	Biodiversity Program Leader												
Status Comments		Revision of LEP progressing well.															
	1.1.1.9.1	Expression of interest for preferred supplier for all short run digital printing featuring recycled options as standard		90%	Communications & Marketing Coordinator												
Status Comments		Expressions of Interest were called for the preferred supplier for all short run digital printing for Tweed Shire Council prior to Christmas. Three Tweed based print companies were invited to quote for the Expression of Interest and is currently being evaluated and anticipated to be awarded in the Jan/Feb quarter.															
	1.1.1.9.2	Tenders called for supply of letterheads, business cards and complementary slips on 100% recycled paper		0%	Communications & Marketing Coordinator												
Status Comments		No action this quarter. Stationery tender (including letterheads, business cards and complementary slips and envelopes) is due 19 April, next quarter.															
	1.1.1.9.3	Tenders called for production of Tweed Link on 100% recycled paper utilising soy based inks		100%	Communications & Marketing Coordinator												
Status Comments		Complete.															
1.1.2		Create a sustainable, social and environmentally aware community through education		52%													
	1.1.2.1.1	Environmental education programs delivered which foster greater understanding and behavioural change in the community		50%	CWM												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of media and advertising initiatives undertaken relating to environmental projects	5	Number	7													
Status Comments The number of media and promotion only is 7. Facility tours and education initiatives not included.																	
✓ 1.1.2.2.1	Revise and enhance Council website			55%	Communications & Marketing Coordinator Jul-11												
Status Comments Tweed Shire Council is developing a new website that is compliant with World Wide Web consortium (WC3) standards for accessibility. The new site is moving to a Content Management System source from a Corporate Knowledge Base and will have improved accessibility, searchability and structure making it customer friendly and easier to find information. Drafts and design of the site structure and website layout have been developed and the Communications and Marketing Unit is working with units to improve content, layout and functionality of the new website. The anticipated launch date was early 2012 however due to staff leave and the need to coordinate its launch with improved content on the Corporate Knowledge Base it is not anticipated to go live until late 2012 at this stage.																	
✓ 1.1.2.2.3	Regular media releases about new programs, services or workshops to local media			50%	CMC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of media releases	39	Number	46													
Status Comments Tweed Shire Council has a dedicated online Media Centre/Newsroom including an image gallery at http://www.tweed.nsw.gov.au/MediaCentre/MediaCentre.aspx and offers an online media subscription service for media and the general public. Council proactively disseminates media releases based on newsworthy principles. Number of Media Releases issued: October - 10, November - 23, December - 13. Media Subscription Service: 392 subscribers.																	
✓ 1.1.2.2.4	Produce biannual Water Bulletin featuring updates on water demand and augmentation strategies and tips on water saving			25%	CMC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Distribution of biannual water bulletin with Water Notices</td> <td>50</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Distribution of biannual water bulletin with Water Notices	50	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Distribution of biannual water bulletin with Water Notices	50	Percentage	0													
Status Comments During the December quarter Council prepared a Water newsletter template called 'Water Matters' to go with the biannual Water Notices to inform residents and water users about Tweed Shire Council water and sewer initiative and programs. The 'Water Matters' newsletter template has been developed and will be distributed with the June/July 2012 water notices on a biannual basis.																	
✓ 1.1.2.3.1	Tweed Shire Solar Community Program			33%	SPL												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of systems installed on community facilities	20	Number	13													
Status Comments 19 of the 20 installations complete. Murwillumbah Men's Shed still to install.																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✓ 1.1.2.3.2	Support community groups in implementation of economic transition plans for rural villages			100%	CCBO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of actions commenced	0	Number	1													
Status Comments	<p>Stokers Siding and District Community Association continues to meet with the objective of animating the Village Plan. A sustainable income is nearing achievement from the quarterly Art and Craft Markets which has gained direction from a Community Strategic Mapping meeting held in November and a follow up meeting in December.</p> <p>Cabarita Steering Group are exploring alternative funding options as NSW Trade & Investment funds may now be unavailable. ClubGrants have provided some funding and meetings will commence early 2012.</p> <p>Burringbar Steering Group are exploring alternative funding options as they too are affected by the change in NSW Trade & Investments' funding priorities. A dynamic and motivated group meet regularly and hold fund raising events to culminate in a festival during 3rd quarter 2012.</p>																
1.1.3	Prepare for climate change through adaptation and mitigation strategies			51%													
✓ 1.1.3.1.1	Engage in the National Greenhouse and Energy Reporting Scheme for Council landfill facilities			100%	Coordinator Waste Management												
			Jul-11														
Status Comments	National Greenhouse and Energy Report submitted October 2011. This completes the annual reporting requirements for Stotts Creek Resource Recovery Centre																
✓ 1.1.3.2.1	Tweed Valley Floodplain Risk Management Study			75%	Planning & Infrastructure Engineer												
			Jul-11														
Status Comments	<p>Discussion papers received from consultants and discussed with technical sub-committee 2 September 2011. Next step discussion at Floodplain Management Committee 30 September 2011, for endorsement to prepare risk management study for public exhibition. Risk Management Systems includes recommended policy changes associated with climate change adaptation, via increased design flood levels.</p> <p>September committee meeting delayed due to non-completion of planning aspects of the discussion papers. Numerous discussion have been held with the consultants to finalise these matters, with discussion papers to be finalised in January 2012.</p>																
✓ 1.1.3.2.2	Coastal Creeks Floodplain Risk Management Study			30%	Planning & Infrastructure Engineer												
			Jul-11														
Status Comments	<p>Project initiation meeting with consultants scheduled for 29 September.</p> <p>Floor level survey commenced, by Council's surveying staff. Consultants to undertake background review while awaiting data.</p> <p>Council officers to undertake community consultation on relevant matters in January 2012.</p>																
✖ 1.1.3.3.1	Update Tweed Shire Local Action Plan for Greenhouse Gas Reduction to establish new reduction targets and identify / prioritise mitigation and adaptation actions.			0%													

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
					Sustainability Program Leader																		
					Jul-11																		
Status Comments No progress on this action during previous quarter.																							
1.2.1	Council will be underpinned by good governance and transparency in its decision making process				48%																		
 1.2.1.1.1	Provision of training to Councillors and staff				38%	MCG																	
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Code	KPI	Target	Units	Achieved	Notes																		
1	Number of training sessions	2	Number	1																			
2	Number of Code of Conduct complaints	0	Number	0																			
Status Comments Workshop session held in relation to Audit Committee Charter. No Code of Conduct Complaints received during this period.																							
 1.2.1.2.1	Provision of business paper for council meetings and committee meetings in accordance with Code of Meeting Practice				50%	MCG																	
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Code	KPI	Target	Units	Achieved	Notes																		
1	Number of business papers prepared	3	Number	5																			
Status Comments Ordinary Council Meetings for October, November and December and Extraordinary Meetings conducted in November and December. Business papers prepared and made available to Councillors and the public in accordance with the Code of Meeting Practice.																							
 1.2.1.2.2	Update Councillor Web Portal to include fillable forms				50%	MCG																	
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Code	KPI	Target	Units	Achieved	Notes																		
1	Web portal project is completed	1	Number	1																			
Status Comments Councillor web portal is current with all appropriate information readily available to Councillors. Councillor Expense Claim Form to be updated to a fillable form next quarter.																							
 1.2.1.4.1	Undertake internal program and reporting to ensure Strategic Tasks are completed and timeframes met				50%	MCG																	
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Code	KPI	Target	Units	Achieved	Notes																		
1	Strategic tasks failed to be completed in timeframes set	0	Number	0																			
Status Comments All Strategic Tasks have met the scheduled milestones as prescribed by the DLG Strategic Tasks calendar.																							
 1.2.1.5.1	Council policies reviewed, reported to Council and placed on public exhibition as required				50%	MCG																	
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of policies compliant</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of policies compliant	100	Percentage	100											
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage of policies compliant	100	Percentage	100																			
Status Comments Policies have been internally reviewed to ensure compliance. Additional Policies and necessary amendments to existing Policies have been considered as a result of legislative or best practice changes. These have been presented to and adopted by Council following appropriate public exhibition which include Public Disclosures, Procurement and Councillor Expenses and Provision of Facilities.																							






Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
✓ 1.2.1.6.1	Process informal and formal access to information requests			50%	MCG																								
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Code	KPI	Target	Units	Achieved	Notes																								
1	Number of informal requests processed	0	Number	70																									
2	Formal requests granted	0	Number	1																									
3	Formal request denied	0	Number	0																									
Status Comments	Informal access requests have been processed in a timely manner and have increased to 70 from the previous quarter of 53. There have been 2 formal access requests lodged within this reporting timeframe, of which 1 has been finalised with 1 outstanding, which is due for processing in January 2012.																												
✓ 1.2.1.6.2	Maintain Council's publically accessible information through its website and Smartphone application			33%	MCG																								
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Code	KPI	Target	Units	Achieved	Notes																								
1	Target service level for information updated provided within 5 days	75	Percentage	100																									
Status Comments	Council's smartphone application delivered through Blink which provides an array of publicly accessible information was recognised in Council's winning the AR Bluett Award. New facilities available on Council's website this period include links to NSW Government eHousing portal for electronic submission of complying and exempt DA's and a new facility to link mapping information to development applications received.																												
✓ 1.2.1.6.3	Promote and market Council's Smartphone application			100%	Communications & Marketing Coordinator Jul-11																								
Status Comments	<p>The December quarter saw the final phase of the marketing campaign for the TSC Smartphone and SMS service with the distribution of a direct mail letter and sample of the info card to specific users of the Community Directory. The direct mail letter has been passed on to the Directors of other units who have their services on the smartphone app for their use also.</p> <p>The service is continually promoted at:</p> <ul style="list-style-type: none"> - TSC Website - Customer Service Offices at Tweed Heads and Murwillumbah on the digital marketing screens at Murwillumbah and Tweed Heads and also brochure racks and front counters and pull up banners. <p>The smartphone service will also feature in the Tweed Link throughout the year and at Council's Local Government Week on an ongoing basis.</p>																												
✓ 1.2.1.7.1	Implement Citizens Panel as one engagement method of the Community Engagement Strategy			15%	Communications & Marketing Coordinator Jul-11																								
Status Comments	<p>The Citizens Panel concept is progressing. The project is still in the coordination phase to best determine the processes for selection of panel members. Council initially wrote to the NSW Electoral Commission on 3 June 2010 seeking permission to access an electronic copy of the electoral roll for the purposes of community engagement and to ensure a statistically representative sample for Council's Citizens Panel. This was declined by the NSW Electoral Commissioner. On 27 June 2011 Council again wrote to the NSW Electoral Commission, with the support of the International Association of Public Participation and the Local Government Shires Association to request their reconsideration to provide an electronic copy of the electoral roll for community engagement purposes. This request was again denied by the NSW Electoral</p>																												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Commissioner. Council is now progressing alternative database methods to establish a statistically representative Panel of residents and ratepayer. An implementation plan has been created and the Citizens Panel will be implemented in 2012.																	
1.2.2	Decisions made relating to the allocation of priorities will be in the long term interests of the community			50%													
 1.2.2.1.1	Council decisions will be in accordance with the Community Strategic Plan			50%	MCG												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of council decisions per quarter	0	Number	213													
Status Comments	Council resolutions have been in accordance with the Objectives and Strategies contained within the Community Strategic Plan and include Ordinary and Extraordinary Council Meetings.																
1.2.3	Financial requirements and the community's capacity to pay will be taken into account when meeting the community's desired levels of service			46%													
 1.2.3.1.1	Prepare and maintain a balanced budget throughout the financial year.			50%	MFS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Quarterly budget review report to Council within statutory timeframe</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Quarterly budget review report to Council within statutory timeframe	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Quarterly budget review report to Council within statutory timeframe	1	Number	1													
Status Comments	June 2011 Quarterly Budget Review reported to Council in August 2011. September 2011 Quarterly Budget Review submitted to Council November 2011. December 2011 Quarterly Budget Review to be reported to Council February 2012. Balanced budget maintained at each quarterly budget review.																
 1.2.3.1.2	Audited Annual Financial Reports			100%	Manager Financial Services												
			Jul-11														
Complete.																	
 1.2.3.1.3	Provide financial information to the organisation to ensure budget control			50%	MFS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Monthly account balances reconciliation</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Monthly account balances reconciliation	3	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Monthly account balances reconciliation	3	Number	3													
Status Comments	Monthly account reconciliation completed on time. Power budget software application tool deployed to provide easy to access budget and financial information to staff with delegation. 2012/13 budget preparation commenced in December 2011.																
 1.2.3.2.1	Annual review of the long-term Financial Plan in conjunction with the Operational Plan			5%	Manager Financial Services												
			Jul-11														
Status Comments	Annual review of LTFP concurrent with budget and operational plan cycle: December to April each year. Impacts to the LTFP are also considered and allowed for at each quarterly budget review. Reports to Council with impacts to the LTFP also included in the new Council reporting template to be trialled from January 2012.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<input type="radio"/> 1.2.3.2.2	Coordinate the progress of asset improvement program as defined in section 8 of the Asset Management Plans			0%	Manager Financial Services												
		Jul-11															
	There was no activity this period.																
<input checked="" type="radio"/> 1.2.3.3.1	Review and administer Developer Contribution (s94) Plans			25%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Section 94 Developer Contribution Plans reviewed</td> <td>2</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Section 94 Developer Contribution Plans reviewed	2	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Section 94 Developer Contribution Plans reviewed	2	Number	4													
Status Comments	Contribution Plans 4, 7 and 23 exhibited in December, to be reported for adoption in January 2012. Contribution Plan 31 Area E exhibited, but resolved by Council in December to not proceed as it exceeds the cap, with alternate funding mechanisms to be negotiated with individual developers.																
<input checked="" type="radio"/> 1.2.3.3.2	Update Tweed Road Contribution Plan (TRCP) with revised works program and construction estimates			90%	Planning & Infrastructure Engineer												
		Jul-11															
Status Comments	Draft Plan exhibited in December, to be reported for adoption in January 2012.																
1.2.4	Involve communities including youth, elderly and aboriginal groups in decision making that affects their area and the wider Tweed community			35%													
<input type="radio"/> 1.2.4.1.1	Citizen Panel Internet infrastructure built and added to the Council's Web Site			0%	Manager Information Technology												
		Jul-11															
	There was no activity this period.																
<input checked="" type="radio"/> 1.2.4.2.1	Implement Youth Panel as part of the Citizens Panel as one engagement method of the Community Engagement Strategy			15%	Communications & Marketing Coordinator												
		Jul-11															
Status Comments	The Youth Panel as part of the Citizens Panel concept is progressing. There have been some project delays with the Citizens Panel overall and the youth panel will continue to be coordinated as part of the overall project.																
<input checked="" type="radio"/> 1.2.4.3.1	Administer Sports Advisory Committee			50%	MRS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Sports Advisory Committee meetings held bi-monthly</td> <td>2</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Sports Advisory Committee meetings held bi-monthly	2	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Sports Advisory Committee meetings held bi-monthly	2	Number	2													
Status Comments	Meetings held as per scheduled																
<input checked="" type="radio"/> 1.2.4.3.2	Administer Beach Safety Liaison Committee			50%	MRS												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Beach Safety Liaison Committee meetings held quarterly</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Beach Safety Liaison Committee meetings held quarterly	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Beach Safety Liaison Committee meetings held quarterly	1	Number	1													
<p>Status Comments September meeting held, December meeting scheduled. December meeting held March meeting scheduled.</p>																	
✓ 1.2.5.6.2	Launch facebook as an informal communication tool			60%	Communications & Marketing Coordinator												
<p>Status Comments A Draft Social Media Policy was developed in this quarter and will go to Council in early 2012 in anticipation of future social media activities. Facebook and all social media activities is planned to be launched approximately one month after the launch of Council's new website which is now scheduled in late 2012. No other action occurred in this quarter.</p>																	
1.2.5 Effective communication between Council and Community groups				57%													
✓ 1.2.5.1.1	Present education session to the community on Council's revenue functions			50%	RRC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of community presentations</td> <td>0</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of community presentations	0	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of community presentations	0	Number	2													
<p>Status Comments Presentation to Murwillumbah Central Rotary Club of Murwillumbah and to the residents at the launch of the Jack Evans Boat Harbour on Revenue raising and collection. Presentation material updated to indicate the latest trends and forecasts and to reflect the current and anticipated outcome of the recently released valuations and how it will affect the rating scenarios for the 2012/13 rating year.</p>																	
✓ 1.2.5.2.1	Community access session in accordance with Code of Meeting Practice schedule			50%	MCG												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of Community Access sessions held per annum</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of Community Access sessions held per annum	3	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of Community Access sessions held per annum	3	Number	3													
<p>Status Comments Community Access sessions held in months of October, November and December in Murwillumbah.</p>																	
✓ 1.2.5.3.1	Engage the community in interactive infrastructure tours of Council facilities (i.e. Sustainable Living Centre, Wastewater Treatment Plants, Resource Recovery Centre, Water Treatment Plants and Pottsville Environment Centre)			46%	CWM												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Infrastructure tours conducted</td> <td>6</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Infrastructure tours conducted	6	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Infrastructure tours conducted	6	Number	5													
<p>Status Comments Infrastructure tours include recycling facility, water treatment plant and sustainable living centre.</p>																	
✓ 1.2.5.5.1	Establish Contact Centre comprising call, contact, web and email capability			100%	Communications & Marketing Coordinator												
<p>Status Comments Tweed Shire Council officially launched its new model of Customer Service in the last quarter with the launch of the Contact Centre as part of Local Government Week celebrations in early August 2011. Moving from a single switchboard and 3 front counters at Murwillumbah and a satellite office at Tweed Heads Council has implemented a centralised Contact Centre to handle the bulk of Council interactions at the first point of call. Consisting of 16 customer service professionals the team is part of the Communications and Marketing Unit and are responsible</p>																	








Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
<p>For customer service over the phone, in person and email and web.</p> <p>Ongoing projects include the Corporate Knowledge Base, Quality Assurance Frameworks and continual customer service improvements over the phone, in person and on the web. Ongoing improvements to customer service and organisational efficiency will always continue to be made, however the actual establishment of the Contact Centre comprising call, contact, web and email capability can be considered complete as staffing/structures and the unit have been set up.</p>																							
✓ 1.2.5.6.1	Produce editions of Council's newspaper the Tweed Link			50%	CMC																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of editions of the Tweed Link</td> <td>12</td> <td>Number</td> <td>12</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of editions of the Tweed Link	12	Number	12											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of editions of the Tweed Link	12	Number	12																			
<p>Status Comments In the December quarter the number of Tweed Link distributed was increased to cater for the population and is now at 40,500 per week. New deadlines and advertising information for 2012 was added to the website http://www.tweed.nsw.gov.au/LinkWeb/TweedLinkDetail.aspx</p> <p>October - Issues 731-734 = 4 November - Issues 735-739 = 5 December - Issues 740-742 = 3</p> <p>The Tweed Link had its annual 3 week break in production from 19 December with the last issue of 2011 Issue 742 distributed on 22 December. The first edition for 2012 is Tuesday 17 January 2012.</p>																							
✓ 1.2.5.7.1	Sportsfield Officer to liaise with sporting organisations			50%	MRS																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of sporting organisations engaged</td> <td>20</td> <td>Number</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sporting organisations engaged	20	Number	20											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of sporting organisations engaged	20	Number	20																			
<p>Status Comments Sportsfield officer undertaking effective liaisons with sporting groups.</p>																							
✓ 1.2.5.7.2	Provide up to date sporting information on Council's website			50%	MRS																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Information of Council field closures is maintained on TSC website</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Information of Council field closures is maintained on TSC website	100	Percentage	100											
Code	KPI	Target	Units	Achieved	Notes																		
1	Information of Council field closures is maintained on TSC website	100	Percentage	100																			
<p>Status Comments Sporting information of website up to date.</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			44%																			
✓ 1.3.1.1.1	Issue of rates and other charge notices in accordance with the Local Government Act 1993 (NSW)			38%	RRC																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Making of rates by 31 August</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> <tr> <td>2</td> <td>Issue 6 monthly water notices</td> <td>2</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Making of rates by 31 August	100	Percentage	100		2	Issue 6 monthly water notices	2	Number	1					
Code	KPI	Target	Units	Achieved	Notes																		
1	Making of rates by 31 August	100	Percentage	100																			
2	Issue 6 monthly water notices	2	Number	1																			
<p>Status Comments Making of the Rates completed by specified time and 1st and 2nd instalment Rates Notices issued. Water Notices for November reads issued in December with re-reads completed in a timely and efficient manner. Monthly meter reads and</p>																							






Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
associated notices issued within seven (7) days of end of month. Sundry debtor requests issued within (7) days of receipt.																													
	1.3.1.1.2 Implement debt recovery procedures			38%	RRC																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Rates instalments unpaid at the end of each instalments period as a percentage of total due</td> <td>5</td> <td>Percent</td> <td>7</td> <td></td> </tr> <tr> <td>2</td> <td>Percentage of water accounts outstanding per quarter</td> <td>7</td> <td>Percentage</td> <td>7</td> <td></td> </tr> <tr> <td>3</td> <td>Percentage of sundry debtors outstanding per quarter</td> <td>7</td> <td>Percentage</td> <td>12</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Rates instalments unpaid at the end of each instalments period as a percentage of total due	5	Percent	7		2	Percentage of water accounts outstanding per quarter	7	Percentage	7		3	Percentage of sundry debtors outstanding per quarter	7	Percentage	12					
Code	KPI	Target	Units	Achieved	Notes																								
1	Rates instalments unpaid at the end of each instalments period as a percentage of total due	5	Percent	7																									
2	Percentage of water accounts outstanding per quarter	7	Percentage	7																									
3	Percentage of sundry debtors outstanding per quarter	7	Percentage	12																									
Status Comments		Collection of Rates and Sundry Debtors is proving challenging due to a continued a downturn in the global and national economies. Additional staff resources have been allocated to the recovery of monies outstanding. The 'Dunning system' has been introduced with success in recent times. Water consumption collection continues to improve.																											
	1.3.1.1.3 Manage pensioner rebates			50%	RRC																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of pensioner to total rateable properties</td> <td>0</td> <td>Percentage</td> <td>22</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of pensioner to total rateable properties	0	Percentage	22																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage of pensioner to total rateable properties	0	Percentage	22																									
Status Comments		Pensioner rebates and claims submitted for the annual rate run in a timely and efficient manner. All current claims to 31 December have been processed and calculated. Currently there are approximately 8,500 properties that qualify for pension rebate.																											
	1.3.1.10.1 Implement Internal Audit Program			34%	IA																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of Internal Audit Program hours completed</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> <tr> <td>2</td> <td>Audit Committee meetings held</td> <td>1</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of Internal Audit Program hours completed	100	Percentage	50		2	Audit Committee meetings held	1	Number	2											
Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage of Internal Audit Program hours completed	100	Percentage	50																									
2	Audit Committee meetings held	1	Number	2																									
Status Comments		Internal audits undertaken as per approved plan and reported to Audit Committee.																											
	1.3.1.11.1 Enterprise Risk Management is applied consistently across all functions of the organisation			25%	MCG																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of Business Impact Assessments completed</td> <td>4</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of Business Impact Assessments completed	4	Number	2																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Number of Business Impact Assessments completed	4	Number	2																									
Status Comments		Enterprise Risk Management and the associated Risk Register being applied consistently throughout the organisation. Business Impact Assessments completed for Kingscliff Foreshore and Public Swimming Pool Operations - water extraction.																											
	1.3.1.11.2 Risk register maintained in accordance with the Risk Matrix and Controls			46%	MCG																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Register current</td> <td>100</td> <td>Percentage</td> <td>85</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Register current	100	Percentage	85																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Register current	100	Percentage	85																									
Status Comments		Enterprise Risk Register is undergoing annual review which commenced in October 2011.																											

Code	Name	Start Date	Target Date	Performance	Responsible Officer
✓ 1.3.1.11.3	Introduce Enterprise Risk Management implications for inclusion in Council reports			25%	Manager Corporate Governance
			Jul-11		
Status Comments Enterprise Risk Management is being applied through all work units within the organisation and taken into account in Council Implications, particularly Policy in Council reporting.					
✓ 1.3.1.12.1	Implement Business Continuity Plan and review annually			20%	MCG
Status Comments Business Continuity Plan is currently being reviewed with the issuing of a suitable 'Black Box', by way of Brief Cases in process of being implemented.					
✓ 1.3.1.13.2	Ensure client timeframes for projects are maintained and implement appropriate remedial measures if required			50%	MD
Status Comments Client timeframes are being met. Delays generally due to changes in project scope during design process.					
✓ 1.3.1.13.3	Undertake concept and/or detail civil and structural designs as requested by clients including all ancillary works and council reports if required			42%	MD
Status Comments Client briefs are being designed as required.					
✓ 1.3.1.13.4	Prepare tender specifications for projects going to contract and assist in assessment and reporting			50%	MD
Status Comments Specification preparation on target.					
✓ 1.3.1.13.6	Provide project management services as required			50%	MD
Status Comments Three current projects are being project managed, one new. The three projects are the Murwillumbah Museum, a records storage facility and extension and upgrade to the Regional Art Gallery.					
✓ 1.3.1.13.7	Attend and make presentations at public/consultation meetings			50%	MD
Status Comments					

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments Meetings regarding Tumbulgum foreshore attended by Unit staff.																	
✔ 1.3.1.14.1	Review survey section resources to ensure client timeframes for projects are maintained implement appropriate remedial measures if required including training and consultants			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within target</td> <td>80</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within target	80	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	100													
Status Comments Client timeframes are being met.																	
✔ 1.3.1.14.2	Undertake survey work required for design and investigation and construction purposes			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of project surveys completed</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of project surveys completed	3	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of project surveys completed	3	Number	3													
Status Comments Survey work is meeting client expectations. A rise in briefs will generate more survey demands.																	
✔ 1.3.1.15.1	Review environmental section resources to ensure client timeframes for projects are maintained			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within target</td> <td>80</td> <td>Percentage</td> <td>90</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within target	80	Percentage	90					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	90													
Status Comments Exceeding target timeframes.																	
✔ 1.3.1.15.2	Prepare Planning Applications for projects as required including all third party licences/approvals			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of Applications submitted</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of Applications submitted	3	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of Applications submitted	3	Number	3													
Status Comments Applications lodged on target.																	
✔ 1.3.1.15.3	Undertake environmental monitoring of civil construction projects as specified in approvals			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects monitored</td> <td>1</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects monitored	1	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects monitored	1	Number	2													
Status Comments Two projects are being monitored including Piggabeen Bypass and Bogangar sportsfields.																	
☹ 1.3.1.15.4	Develop and supervise Environmental Restoration Plans for civil projects			25%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of plans</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of plans	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of plans	1	Number	0													
Status Comments Letitia Spit monitoring and restoration project in progress, but no new projects this quarter.																	
✔ 1.3.1.16.1	Review property and legal services section resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures if required			50%	MD												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within target</td> <td>80</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within target	80	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	100													
	Status Comments Section is meeting all client timeframes.																
✔	1.3.1.16.2 Complete land acquisitions including valuations			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of acquisitions completed</td> <td>2</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of acquisitions completed	2	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of acquisitions completed	2	Number	4													
	Status Comments Road acquisitions have been completed in exceedance of target.																
✔	1.3.1.16.3 Provide Leasing and Licensing services to clients			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of licences and leases issued</td> <td>5</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of licences and leases issued	5	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of licences and leases issued	5	Number	5													
	Status Comments Leases being produced as required.																
⊖	1.3.1.16.5 Undertake road naming			0%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of new roads named</td> <td>5</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new roads named	5	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of new roads named	5	Number	0													
	Status Comments No new roads created during the quarter.																
⊖	1.3.1.17.1 Review Design Unit GIS operations to ensure client timeframes for projects are maintained and implement appropriate remedial measures if required			38%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within target</td> <td>80</td> <td>Percentage</td> <td>60</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within target	80	Percentage	60					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	60													
	Status Comments Resourcing shortage is delaying projects but plans to increase resources are being pursued.																
✔	1.3.1.18.2 Develop Design Unit module for PMP			25%	Manager Design												
			Jul-11														
	Status Comments Concept developed and discussed with stakeholders and trial version being tested for Design component.																
⊖	1.3.1.18.4 Develop Project Strategic Planning Module for PMP			0%	Manager Design												
			Jul-11														
	Status Comments Will not start until main module and design module complete. Constrained by IT resources, priorities and software issues are slowing the development process.																
✔	1.3.1.18.6 Finalise Phase 3 and 4 of the PMP			70%	Manager Design												
			Jul-11														
	Status Comments Delivery on target but subject to IT support being available. IT is currently focused on major corporate upgrade to the Property and Rating Systems.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
 1.3.1.19.1	Review 10-year plant replacement plan	Jul-11		100%	Manager Works												
Complete.																	
 1.3.1.19.2	Review plant hire rates	Jul-11		90%	Manager Works												
Status Comments Plant item costs and income tabulated and reviewed. Revised plant replacement schedule incorporated. Draft plant hire rates calculated. Requires final review and implementation for completion.																	
 1.3.1.19.3	Review plant utilisation. Dispose of any identified redundant items.	Jul-11		100%	Manager Works												
Complete.																	
 1.3.1.2.1	Investigate and implement a quarterly billing and reading of water consumption			50%	RRC												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Progress in implementing quarterly water billing</td> <td>0</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Progress in implementing quarterly water billing	0	Percentage	0	
Code	KPI	Target	Units	Achieved	Notes												
1	Progress in implementing quarterly water billing	0	Percentage	0													
Status Comments Implementation of quarterly water billing is reliant upon the upgrade of TechnologyOne's Property and Rating Ci environment reported in 1.4.1.1.2 of this report. The software for the water module is in Test. In conjunction with the water unit, plans have been put in place to implement the reading process of water consumption on a continuous process with developed routes designed to incorporate all water gangs on a reading rotational basis.																	
 1.3.1.2.2	Maintain Property Database			50%	RRC												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of properties created</td> <td>0</td> <td>Number</td> <td>391</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of properties created	0	Number	391	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of properties created	0	Number	391													
Status Comments Property creation and supplementary levy properties up to date. There has been a sharp decline in the number of properties created due to subdivision inactivity. There has been a large maintenance component completed within the property system during this period including water connections and property association control.																	
 1.3.1.20.1	Conduct stocktakes every 6 months			50%	PMC												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Stocktakes completed</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Stocktakes completed	0	Number	1	
Code	KPI	Target	Units	Achieved	Notes												
1	Stocktakes completed	0	Number	1													
Status Comments Six month stock check completed. No significant variations. Next stock take due in November. December six monthly stock take completed. Variation in fuel (Diesel and ULP) investigations into loss currently underway i.e. tank integrity testing, ground water monitoring well testing, pump calibration, software diagnostics																	
 1.3.1.21.1	Annual maintenance program for depot yards, buildings, facilities and fencing			50%	PMC												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Completion of Annual Maintenance Program</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Completion of Annual Maintenance Program	100	Percentage	100	
Code	KPI	Target	Units	Achieved	Notes												
1	Completion of Annual Maintenance Program	100	Percentage	100													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments	Annual maintenance programme running - Murwillumbah and Tweed Depots Completed: Line marking and pedestrian walkways installed in/around main depot parking area. New fencing erected, surface area sealed and perimeter defined for plant sales area. Steel retaining rack fabricated and erected in fitting compound. New jib crane installed outside of small plant building. Additional night time security lights and motion sensing lights installed around depot. New compressed air system installed and plumbed for all workshops and out-buildings. New workshop parts washer installed. Oil storage building spill controls installed. Evaluation of works and costs for fuel forecourt upgrading to legislative standards required (Tweed and Murwillumbah depots). Repair and upgrade underground fuel pipes and valves - Tweed depot. Ongoing contamination testing of Tweed depot fuel area. Decommission of Murwillumbah underground waste oil tank and testing of surrounding areas for contamination. Installation and commissioning of above ground waste oil tank. Heavy commercial vehicle - four post hoist installed in main workshop. Compounds erected in Depot 2 for Parks and Gardens materials (benches bins etc).																
 1.3.1.21.2	Review depot security arrangements		Jul-11	100%	Manager Works												
	Complete.																
 1.3.1.22.1	Operation of quarries to conform with environmental licence requirements			25%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Environmental License audit of quarries completed</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>					Code	KPI	Target	Units	Achieved	Notes	1	Environmental License audit of quarries completed	100	Percentage	50	
Code	KPI	Target	Units	Achieved	Notes												
1	Environmental License audit of quarries completed	100	Percentage	50													
Status Comments	Annual report to Office of the Environment and Heritage on licensed quarries completed. Ongoing monitoring of test results against licence conditions.																
 1.3.1.22.2	Implement outcomes of quarries business plan review to secure financial viability of quarry operation		Jul-11	75%	Manager Works												
Status Comments	Withdrawal from Quirks Quarry is complete. Marketing for sale of two surplus quarries commences mid January. Burringbar Quarry development approved.																
 1.3.1.22.3	Operation of Eviron Quarry to coordinate with Waste Services landfill strategy			50%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Conformity with Waste Services landfill strategy timetable</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>					Code	KPI	Target	Units	Achieved	Notes	1	Conformity with Waste Services landfill strategy timetable	100	Percentage	100	
Code	KPI	Target	Units	Achieved	Notes												
1	Conformity with Waste Services landfill strategy timetable	100	Percentage	100													
Status Comments	In consultation with Waste Services Unit withdrawal from Quirks Quarry operation has been completed. Waste Services now responsible for lease of quarry operation to private sector.																
 1.3.1.23.1	Update referrals policy			0%	Planning & Infrastructure Engineer												





Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Jul-11																	
Status Comments Amendments to be undertaken when resources permit in 2012.																	
✓ 1.3.1.23.2	Provide engineering referrals to the Planning and Regulatory Division of Council			32%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Engineering comments provided to Planning and Regulation Division</td> <td>15</td> <td>Number</td> <td>11</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Engineering comments provided to Planning and Regulation Division	15	Number	11					
Code	KPI	Target	Units	Achieved	Notes												
1	Engineering comments provided to Planning and Regulation Division	15	Number	11													
Status Comments No issues this quarter.																	
✓ 1.3.1.24.1	Update engineering design and construction specifications			0%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Update of Design and Construction Specifications</td> <td>2</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Update of Design and Construction Specifications	2	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Update of Design and Construction Specifications	2	Number	0													
Status Comments Several draft specifications prepared, currently with Development Engineers for their review.																	
✓ 1.3.1.24.2	Update Subdivision Manual			0%	Planning & Infrastructure Engineer												
Jul-11																	
Status Comments Compiling amendments required for future action when resources permit.																	
✓ 1.3.1.25.1	Review processes and protocols for Planning & Infrastructure Unit			50%	Planning & Infrastructure Engineer												
Jul-11																	
Status Comments Recruitment of vacant positions nearing finalisation.																	
✓ 1.3.1.26.1	Standards and service levels to be adjusted in accordance with budget constraints			50%	MRS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Parks and Sportsfields are maintained in accordance with revised service levels and standards</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Parks and Sportsfields are maintained in accordance with revised service levels and standards	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Parks and Sportsfields are maintained in accordance with revised service levels and standards	100	Percentage	100													
Status Comments Standards and service levels adjusted in accordance with budget.																	
✓ 1.3.1.26.2	Undertake public toilet facility audit and rationalisation plan			20%	Manager Recreation Services												
Jul-11																	
Status Comments Audit and plan adopted by Council and implementation commenced. Two facilities demolished and DA received for Wharf Street facility.																	
✓ 1.3.1.26.3	Implement playground improvement plan			13%	MRS												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of playgrounds improved</td> <td>100</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of playgrounds improved	100	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of playgrounds improved	100	Percentage	25													
Status Comments Playground improvement plan commenced. New equipment installed at Banora Community Centre, Tumbulgum and JEBH.																	
✓	1.3.1.27.1	Implementation of Aquatic Facilities Strategy recommendations and establish performance monitoring systems			18%	MRS											
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Progress in implementation of Aquatic Facilities Strategy</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Progress in implementation of Aquatic Facilities Strategy	100	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Progress in implementation of Aquatic Facilities Strategy	100	Percentage	50													
Status Comments Aquatic Facilities Strategy implemented. Performance monitoring systems being developed. Business Plan developed and organisation structure implemented.																	
✓	1.3.1.28.1	Develop and implement business plan for construction of new crematorium at Tweed Valley Cemetery			7%	MRS											
					Building & Recreation Assets Coordinator Jul-11												
Status Comments Development Applications preparation with Environmental team for preparation. Development Application submitted and being processed.																	
✓	1.3.1.29.1	Ongoing implementation through lifeguarding contract and the Beach Safety Liaison Committee			50%	MRS											
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of beaches patrolled</td> <td>5</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of beaches patrolled	5	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of beaches patrolled	5	Number	5													
Status Comments Lifeguard contract continuing. Beach Safety liaison committee meetings held.																	
✓	1.3.1.3.1	Manage Stotts Island waste facility weighbridge			50%	RRC											
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of transactions per quarter</td> <td>0</td> <td>Number</td> <td>21,650</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of transactions per quarter	0	Number	21,650					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of transactions per quarter	0	Number	21,650													
Status Comments Weighbridge facility functioning in an effective and efficient manner. An altered fee structure has caused a few customer service concerns which have been dealt with in an appropriate manner.																	
✓	1.3.1.30.1	Feasibility study of telecommuting and job sharing			90%	MRS											
					Manager Human Resources Jul-11												
Status Comments This project is currently ahead of schedule. Working from home and job share trials have been conducted with positive results. A working from home protocol has been developed and endorsed and is scheduled for formal launch in January 2012. Consideration of a formal Job Share Protocol will not commence until the March June quarter.																	
✓	1.3.1.30.3	Review Recruitment Protocols to ensure removal of artificial barriers to appointment			100%	MRS											
					Human Resources Officer Jul-11												
Status Comments There was no activity this period.																	







Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
<input checked="" type="checkbox"/>	1.3.1.30.4 For all vacancies review position descriptions to remove artificial employment barriers prior to advertising			50%	HRO																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of vacant job descriptions reviewed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> <tr> <td>2</td> <td>Percentage modified</td> <td>0</td> <td>Percentage</td> <td>12</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of vacant job descriptions reviewed	100	Percentage	100		2	Percentage modified	0	Percentage	12					
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage of vacant job descriptions reviewed	100	Percentage	100																			
2	Percentage modified	0	Percentage	12																			
	<p>Status Comments During this quarter position descriptions for all 25 vacancies have been reviewed to identify and remove artificial barriers. Of those position descriptions reviewed 12% (3) have required minor modification.</p>																						
<input checked="" type="checkbox"/>	1.3.1.31.1 Review Sick Leave Protocol to accord with employment best practice and enhance risk management			95%	Manager Human Resources																		
			Jul-11																				
	<p>Status Comments The amended sick leave protocol has been endorsed following consultation and is scheduled for communication and launch in January 2012.</p>																						
<input type="checkbox"/>	1.3.1.31.2 Review Performance Management Protocol to accord with employment best practice			0%	Manager Human Resources																		
			Jul-11																				
	<p>There was no activity this period.</p>																						
<input checked="" type="checkbox"/>	1.3.1.31.3 Apply Recruitment and Selection protocols consistently to all vacancies			50%	HRO																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of complaints received</td> <td>0</td> <td>Number</td> <td>3</td> <td></td> </tr> <tr> <td>2</td> <td>Number of appeals upheld</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of complaints received	0	Number	3		2	Number of appeals upheld	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of complaints received	0	Number	3																			
2	Number of appeals upheld	0	Number	0																			
	<p>Status Comments Three formal complaints were received during this quarter with each complaint relating to the applicant not being short listed for interview. Independent reviews of each complaint were conducted with the panel decisions being upheld on each occasion. Written responses were provided to the complainants' with no further action taken.</p> <p>Although higher than the previous quarter, the number of complaints is reasonable when taken in context of the volume of advertised vacancies, the size of the applicant pools and the quality of applicants. These factors have made the selection processes extremely competitive, due to the large number of quality applicants, who under other circumstances may have been shortlisted.</p>																						
<input checked="" type="checkbox"/>	1.3.1.31.4 Apply Equal Employment Opportunity and Grievance Protocols consistently			50%	MHR																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of issues referred to external body for determination</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> <tr> <td>2</td> <td>Number of issues upheld by external body</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of issues referred to external body for determination	0	Number	1		2	Number of issues upheld by external body	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of issues referred to external body for determination	0	Number	1																			
2	Number of issues upheld by external body	0	Number	0																			
	<p>Status Comments One non employment related complaint was referred to an external body by a non Tweed ratepayer/ resident.</p>																						
<input type="checkbox"/>	1.3.1.32.2 Apply competency based manual handling training and incident based refresher training			50%	MHR																		







Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of training sessions	0	Number	3													
<p>Status Comments Competency based training proposal deferred from December 2011 to February 2012 due to shifting priorities relating to the implementation of the new Work Health and Safety Act.</p>																	
1.3.1.32.3	Implement a revised and strengthened Occupational Health and Safety Induction Program			80%	Manager Human Resources												
			Jul-11														
<p>Status Comments Council's proposed WHS Induction program consisting of an on line Corporate Induction program and Level 2 Workgroup inductions has been developed and endorsed.</p> <p>Rollout of Level 2 inductions with existing workers is complete with new starters, including labour hire staff, completing the training on commencement.</p> <p>Use of the On-line module commences with new employees, labour hire staff, apprentices/trainees and work experience participants as of January 2012 with a 3 month grace period allowed for all existing workers, including labour hire staff and apprentices/trainees to complete the program.</p>																	
1.3.1.32.4	Implement changes required under National Harmonisation Legislation in accordance with statutory timeframes			60%	Manager Human Resources												
			Jul-11														
<p>Status Comments Council is well on track for full compliance with National Harmonisation Legislation by the end of March 2012. Council's consultation framework has been determined, core protocols have been updated, training is scheduled for February 2012 and associated regulations are currently under review.</p>																	
1.3.1.32.5	Develop and implement internal Occupational Management System marketing program based around "Think, Act, Be Safe"			50%	MHR												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of initiatives implemented</td> <td>1</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of initiatives implemented	1	Number	4	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of initiatives implemented	1	Number	4													
<p>Status Comments An additional 4 campaign initiatives were undertaken this quarter:</p> <ol style="list-style-type: none"> 1. Work life balance briefings for office based staff 2. Cooloff Neckties for field staff in association with Council's sun safety campaign and relaunched Personal Protective Equipment Protocol 3. 2012 Think Act Be Safe Calendar featuring staff and their families 4. Think Act Be Safe Key Rings <p>Previous initiatives include: Work Cover Paralympion Speaker, Workgroup Pod casts x 2, New HSE Intranet Site implementation and rollout.</p>																	
1.3.1.32.6	Finalise Operational Management System			80%	Occupational Health & Safety Projects Officer												
			Jul-11														
<p>Status Comments System documentation will require comprehensive review in third quarter to ensure compliance with the new WHS legislation.</p>																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
<p>Council's Operational Management System is now referred to as the Health Safety and Environment System (HSES). The HSES system design document is complete. Eighty percent of Standard Operating Procedures are complete and endorsed. One hundred percent of Safe Work Method Statements for identified high risk activities are complete. Eighty percent of management system Protocols are complete and implemented. Work Activity Induction process design is complete and implemented.</p>																							
✓ 1.3.1.32.7	Redevelop Council's Contractor Management Protocol to ensure legislative compliance			80%	Manager Human Resources																		
Status Comments		Draft Contractor Management Protocol presented in 2011 for endorsement, however deferred to allow further discussion with the Works unit. Protocol will be resubmitted in February 2012.																					
✗ 1.3.1.32.8	Asbestos Management Plan in place to ensure legislative compliance			0%	MHR																		
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of risk assessments completed of council owned buildings</td> <td>2</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of risk assessments completed of council owned buildings	2	Number	0							
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of risk assessments completed of council owned buildings	2	Number	0																			
Status Comments		Project on hold pending review of requirements under new Work Health and Safety Legislation.																					
✓ 1.3.1.33.1	Develop and implement modular supervisor development program			50%	TO																		
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of modules developed</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> <tr> <td>2</td> <td>Percentage of existing supervisors trained</td> <td>65</td> <td>Percentage</td> <td>65</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of modules developed	3	Number	3		2	Percentage of existing supervisors trained	65	Percentage	65	
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of modules developed	3	Number	3																			
2	Percentage of existing supervisors trained	65	Percentage	65																			
Status Comments		Three modules have been developed and delivered to 65 participants. The revised plan is to develop and deliver an additional 3 modules each quarter.																					
✓ 1.3.1.33.2	Implement Training Programs			50%	TO																		
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of staff training days</td> <td>542</td> <td>Number</td> <td>542</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of staff training days	542	Number	542							
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of staff training days	542	Number	542																			
Status Comments		Number of staff training events for the quarter is 542. The number of events does not relate directly to days training as events can range from part day to multiple day events.																					
✗ 1.3.1.33.3	Develop and implement letter writing training			47%	TO																		

Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage completed</td> <td>100</td> <td>Percentage</td> <td>75</td> <td></td> </tr> <tr> <td>2</td> <td>Number of staff completed training</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed	100	Percentage	75		2	Number of staff completed training	0	Number	0							
Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage completed	100	Percentage	75																									
2	Number of staff completed training	0	Number	0																									
<p>Status Comments Program development has been completed and needs to be revised. Rollout commencement scheduled for the 3rd quarter of 2012. This program is not envisaged as an organisational wide program but is designed to improve business writing skills as recognised in staff appraisals.</p>																													
	1.3.1.33.4	Develop and implement training required in association with the inception of Council's Contact Centre		100%	Communications & Marketing Coordinator																								
<p>Complete.</p> <p style="text-align: right;">Jul-11</p>																													
	1.3.1.33.5	Develop training packages to support effective utilisation of core business systems		75%	Chief Human Resources Officer																								
<p>Status Comments Current systems training projects are Aurion 10 HR Payroll Systems Self Service utilisation and ECM records management system Introductory Browser training.</p> <p>Aurion Self Service Training has been implemented with additional live reporting functionality due for release next quarter.</p> <p>Record keeping training has been developed as a precursor to the ECM Browser training. ECM introductory browser training plan developed and Epiplex online system capture commenced. Six Epiplex modules are required to cover the major tasks associated with basic browser use. The program should be launched early 2012.</p> <p style="text-align: right;">Jul-11</p>																													
	1.3.1.33.6	Implement appropriate Equal Employment Opportunity training		50%	CHRO																								
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Training packages developed</td> <td>0</td> <td>Percentage</td> <td>50</td> <td></td> </tr> <tr> <td>2</td> <td>Percentage of staff trained</td> <td>0</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Training packages developed	0	Percentage	50		2	Percentage of staff trained	0	Percentage	100							
Code	KPI	Target	Units	Achieved	Notes																								
1	Training packages developed	0	Percentage	50																									
2	Percentage of staff trained	0	Percentage	100																									
<p>Status Comments Bullying, Harassment and Discrimination training set for delivery February 2012.</p>																													
	1.3.1.34.1	Review strategies to enhance the attraction and retention of staff		50%	HRO																								
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Vacancy advertising strategy reviewed</td> <td>0</td> <td>Percentage</td> <td>25</td> <td></td> </tr> <tr> <td>2</td> <td>Modified exit interview process in place</td> <td>0</td> <td>Percentage</td> <td>100</td> <td></td> </tr> <tr> <td>3</td> <td>Performance recognition program modified</td> <td>0</td> <td>Percentage</td> <td>5</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Vacancy advertising strategy reviewed	0	Percentage	25		2	Modified exit interview process in place	0	Percentage	100		3	Performance recognition program modified	0	Percentage	5	
Code	KPI	Target	Units	Achieved	Notes																								
1	Vacancy advertising strategy reviewed	0	Percentage	25																									
2	Modified exit interview process in place	0	Percentage	100																									
3	Performance recognition program modified	0	Percentage	5																									
<p>Status Comments Vacancy advertising strategy reviewed: The proposed new format for the website has been delayed due to Information Technology resourcing focusing on the major corporate system upgrade of Property and Rating. The initial launch of 10 pages will now be January 2012 rather than November 2011; with the remainder</p>																													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<p>being loaded to the site by May/June 2012, as opposed to March/April 2012.</p> <p>The format for all advertising now follows the updated streamlined format, and includes relevant visuals as/when appropriate. Social Media is being reviewed in relation to Recruitment Advertising.</p> <p>All forms associated with the new employee starter pack have been reviewed and updated; the information is now presented in a Tweed Shire Council presentation folder. Work is being completed on Divisional letters which will provide more personalised information to candidates. Modified exit interview process in place: An online exit survey process has been developed and implemented.</p> <p>Performance recognition program modified: Work has commenced on this project with the initial discussions having been held with Consultative Committee, and staff nominations being called for in relation to a working group to discuss appropriate performance recognition processes, consistent with Council's culture. A Staff Thank You card has been launched.</p>																
✓ 1.3.1.35.1	Council funds are invested to provide maximum returns whilst having due regard to risk			50%	MFS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Monthly investment report benchmark bank bill index</td> <td>3</td> <td>Percentage</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Monthly investment report benchmark bank bill index	3	Percentage	6					
Code	KPI	Target	Units	Achieved	Notes												
1	Monthly investment report benchmark bank bill index	3	Percentage	6													
	Status Comments	Monthly investment returns have been consistently above the bank bill index as reported each month to Council.															
✓ 1.3.1.4.1	Replace leased hardware at end of scheduled useful life			19%	MIT												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Leased Hardware Replacement programme completed</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Leased Hardware Replacement programme completed	100	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Leased Hardware Replacement programme completed	100	Percentage	50													
	Status Comments	End of Life equipment replacement and rationalisation to schedule with the award of tenders and commencement of projects for the replacement of Council's Multi-function Print devices and the Core Radio Network. In addition a number of servers were freed up by the Server Virtualisation programme and have been returned at end of lease. Next major replacement of PCs due in April 2012.															
✓ 1.3.1.4.2	Monitor and maintain the hardware and network environment to provide reliable service delivery			50%	MIT												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of avoidable major outages</td> <td>5</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of avoidable major outages	5	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of avoidable major outages	5	Number	3													
	Status Comments	System environment has been stable in this period with only 3 significant outages - two in the exchange (mail) server environment and one impacting the sharepoint server (project management system). Issues causing the outages have been addressed.															
✓ 1.3.1.4.3	Virtualisation of identified server hardware			80%	Manager Information Technology												
	Status Comments	New server infrastructure installed, configured and key environments migrated to a Microsoft Hyper-V environment. Full migration expected to be completed by end January 2012 and final post implementation tasks completed by end-Februray 2012. Initial power readings indicate that this programme has to date delivered a 30% reduction in server room power requirements.															
✓ 1.3.1.4.4	Upgrade and replace Network disk storage			100%	Manager Information Technology												
					Jul-11												

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Complete.					
	1.3.1.4.5 Upgrade and replace the Council inter-site radio data network			60%	Manager Information Technology
		Jul-11			
Status Comments	This project involves the replacement and capacity upgrade of the two core backbone licensed radio links as well as placing low bandwidth non critical radio links on maintenance plans. Hardware has been acquired following a quotation process and installation is currently in progress. Scheduled for completion by early February 2012.				
	1.3.1.5.1 Perform planned application maintenance projects			17%	MIT
Status Comments	Aurion HR and Payroll system upgraded to version 10 with zero issues. New functionality for web recruitment to be installed first half 2012. TechnologyOne Performance Planning, Finance and Publisher upgrades to latest version scheduled for March 2012 installation. Testing in progress. Upgrades to Property and Rating and ECM records management system reported separately under the Ci upgrade programme 1.4.1.1.2.				
	1.3.1.5.2 Upgrade the Aurion Human Resources and Payroll system to Version 10			100%	Manager Information Technology
		Jul-11			
Complete.					
	1.3.1.5.3 Implement Technology One ECM Transform to prepare for integration with Property and Rating System			75%	Manager Information Technology
		Jul-11			
Status Comments	ECM records management system Version 3.6.9 successfully deployed in December 2011. Conversion and turn-on of the customer integration components has been delayed whilst the vendor corrects data matching rules to ensure a clean conversion to the new integration.				
	1.3.1.5.4 Upgrade Technology One Property and Rating to Ci 10.4			60%	Manager Information Technology
		Jul-11			
Status Comments	Upgrade completed in Test Environment and Key User Training completed. As expected, amount of local configuration requiring update/confirmation is significant - the primary schedule constraint is the availability of key Technical Resources to perform this work. Go live tentatively scheduled for April 2012.				
	1.3.1.5.6 Implement Technology One Publisher Module			80%	Manager Information Technology
		Jul-11			
Status Comments	Publisher installed in test environment and initial training performed. A minor finance system upgrade is required in the live environment				

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
which will occur with the Fleet (EAM) install. Expect to completed by March 2012.																	
 1.3.1.6.1	Provide responsive IT Help Desk Support			48%	MIT												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Help desk requests meeting service level targets</td> <td>85</td> <td>Percentage</td> <td>81</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Help desk requests meeting service level targets	85	Percentage	81					
Code	KPI	Target	Units	Achieved	Notes												
1	Help desk requests meeting service level targets	85	Percentage	81													
Status Comments		Service Level Target - 85% of priority incidents (those resulting in any unavailability of a system or a service to a user) resolved in under 2 days. Despite the diversion of resources to the Ci upgrade and planned hardware replacement programmes, the Help Desk has maintained a consistent level of service for this period. The average closure time for priority incidents was 1.69 days.															
 1.3.1.6.2	Upgrade council workstations to Windows 7 and introduce a standard desk operating environment			0%	Manager Information Technology												
			Jul-11														
Status Comments		There was no activity this period.															
 1.3.1.6.3	Review the Microsoft Enterprise Licensing			100%	Manager Information Technology												
			Jul-11														
Status Comments		Complete.															
 1.3.1.7.1	Provide a responsive content management service for Council's web sites			50%	MIT												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase visitation to Council's website from previous year</td> <td>5</td> <td>Percentage</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase visitation to Council's website from previous year	5	Percentage	6					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase visitation to Council's website from previous year	5	Percentage	6													
Status Comments		Visits to the main web site www.tweed.nsw.gov.au fell by 11% for the period to 80,028 separate visits reflecting the lower activity expected at this time of year. However, on an annually adjusted basis, total visits are running 6% ahead of last year with 338,906 visits projected for this Fiscal Year. Similarly, the number of unique visitors vs. return visitors is running 11% ahead of last year at 47.2%, indicating that new users are continuing to find Council's website.															
 1.3.1.7.2	Upgrade and reformat the look and feel of Tweed Shire Council Internet Site			50%	Manager Information Technology												
			Jul-11														
Status Comments		New web site architecture developed and tested. Ready to commence content porting once the Corporate Knowledge Base has been User Acceptance Tested to provide a new customer focused service compliant with accessibility standards.															
 1.3.1.7.3	Implement A-Z knowledge base			90%	Manager Information Technology												
			Jul-11														
Status Comments		Architecture structure completed. Currently in the process of UAT through the Contact Centre and a small testing group. Knowledge Base is being used by the Contact Centre in day to day activities. Current priority is a 3 month dedicated project officer to improve content resulting in better efficiencies. Waiting on final content loading and approval by system users before putting "live" very closely linked to the launch of the															





Code	Name	Start Date	Target Date	Performance	Responsible Officer
revamped Tweed Shire Council website.					
	1.3.1.8.1 Update the Council IT Disaster Recovery Plan			40%	Manager Information Technology
			Jul-11		
Status Comments	Options for Civic Centre backup power investigated. Draft revised IT Disaster Recovery Plan document presented to IT Steering Committee in December. To be finalised by February 2012. System start-up/shut down procedures validated during planned power outage in September.				
	1.3.1.9.1 Maintain and upgrade GIS software			19%	MIT
Status Comments	Munsys (master GIS repository) upgrade commenced ahead of schedule. Some desktop incompatibilities encountered. Expect to deploy in first quarter of 2012 once resolved.				
	1.3.1.9.2 Acquire and update remote sensing imagery (photographs etc) for targeted locations in the Tweed Shire			25%	Manager Information Technology
			Jul-11		
Status Comments	Council has entered into a joint venture MOU with LPI for capture of 10cm and 20cm imagery in the Tweed Shire which has resulted in positive cost savings and is an example of Government resource sharing. The photography will be undertaken by a private vendor in April 2012.				
1.3.2 Council will seek the best value in delivering services					43%
	1.3.2.1.1 Operate a Digital Archiving Programme to transfer paper records to digital media			50%	CRC
Status Comments	Digitisation of Council's "at risk" records is continuing. All building applications to 1950 have now been scanned. Pages scanned for period exceeds target.				
	1.3.2.2.1 Construct and move to a permanent records and museum storage facility			30%	Corporate Records Coordinator
			Jul-11		
Status Comments	Following several tenders and reports to Council which declined all tenders and allowed for negotiation with the lowest tenderer, an acceptable design and construction price was achieved. Contracts for the land and constructions have been finalised with construction to commence in February.				
	1.3.2.2.2 Operate records management functions in accordance with State Records requirements			50%	CRC
Status Comments					

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments		Service Level - retrieval requests for files located at the storage facility received before 11:30am are delivered to Records by 1:00pm on the same day.			
<input checked="" type="checkbox"/>	1.3.2.3.1 Regular reviews of progress of Delivery Program			19%	MCG
Code	KPI	Target	Units	Achieved	Notes
1	Delivery Program progress reported to Council	100	Percentage	50	
Status Comments		Second quarterly report on progress of Delivery Program and Operational Plan prepared and to be reported to February 2012 Council meeting.			
<input checked="" type="checkbox"/>	1.3.2.5.1 Preparation of tender/quotation documents and contract administration and supervision			50%	SCE
Code	KPI	Target	Units	Achieved	Notes
1	Percentage of documents including 'value for money' criteria	0	Percentage	100	
Status Comments		The project is progressing. In accordance with Procurement Protocol 1.4 all tender evaluation plans include a value for money criteria included.			
<input checked="" type="checkbox"/>	1.3.2.6.1 Review parks maintenance contracts to ensure service standards are being met and value for money is being delivered			50%	MRS
Code	KPI	Target	Units	Achieved	Notes
1	Maintenance contract reviewed	100	Percentage	100	
Status Comments		Park maintenance contracts have been reviewed and ready for advertising. Park maintenance contracts for next two years have been finalised.			
<input checked="" type="checkbox"/>	1.3.2.6.2 Monitor service standards and financial data for Park and Sportsfield maintenance to ensure value for money			50%	MRS
Code	KPI	Target	Units	Achieved	Notes
1	Cost to deliver service standards measured and monitored	100	Percentage	100	
Status Comments		Service standards and financial data monitored weekly.			
1.3.3	Existing and future community assets will be properly managed and maintained based on principles of equity and sustainability			38%	
<input checked="" type="checkbox"/>	1.3.3.1.1 Implement Technology One Fleet and Works Management for the Council Vehicle Fleet			50%	Manager Information Technology
Status Comments		Project commenced September 2011. Ready for user acceptance testing (UAT) which will be conducted in conjunction with the Ci Financials upgrade UAT. Expect go live March 2012.			
<input type="checkbox"/>	1.3.3.1.2 Integrate Technology One Works and Assets with Assetic Asset Management system			80%	Manager Information Technology
Status Comments		Project commenced September 2011. Ready for user acceptance testing (UAT) which will be conducted in conjunction with the Ci Financials upgrade UAT. Expect go live March 2012.			

Code	Name	Start Date	Target Date	Performance	Responsible Officer	
There was no activity this period.						
🟡 1.3.3.1.3	Staged deployment of Mobile Asset capturing solutions		Jul-11	45% Manager Information Technology		
Status Comments	Mobile asset capture solution developed in test environment and currently being field tested by Engineering Assistant.					
🟢 1.3.3.10.1	Implementation of customer request system		Jul-11	50%	Asset Engineer	
Status Comments	Ongoing improvements to new CRM reporting system and categorisation of customer requests. Changes have enabled collection of sufficient details for each customer request to enable reporting in all identified areas. Ongoing feedback provided to operational staff to ensure validity of statistics collected.					
✅ 1.3.3.10.2	Implement Bureau of Meteorology reporting and WWTP rain gauge upgrade program		Jul-11	100%	Asset Engineer	
Status Comments	Complete.					
✅ 1.3.3.10.3	Improve systems and complete National Water Initiative and NSW Office of Water reporting		Jul-11	100%	Asset Engineer	
Status Comments	Complete.					
🟡 1.3.3.12.3	Four yearly review of Workforce Plan		Jul-11	10%	Manager Water	
Status Comments	Water Unit Resource Plan is under review. It is now proposed to submit a report to Executive in February 2012.					
🟢 1.3.3.12.4	Four yearly review of Levels of Service Statements, Performance Measures and Targets		Jul-11	75%	Manager Water	
Status Comments	The Levels of Service (LOS) review is generally complete but will be placed on public exhibition as part of the updated Water Supply and Wastewater Strategic Business Plan proposed in late 2012.					
🟢 1.3.3.13.1	Review and update Development Control Plan Water and Sewer design criteria and standards		Jul-11	25% Strategic & Assets Engineer		
Status Comments	Development Design and Construction Specifications reviewed as issues have arisen. One amendment to house connection detail under consideration in December Qtr. Sewer Design Loadings will be reviewed as part of consultant engagement in 3rd and 4th quarters.					
🟢 1.3.3.2.1	Finalisation of Asset Management Plans (AMP) for transport, drainage, and property			13%	DEO	
	Code	KPI	Target	Units	Achieved	Notes
	1	Asset Management Plans for transport, drainage and property completed	100	Percentage	25	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments Project is progressing.																	
✔ 1.3.3.3.1	Annual maintenance audits conducted on all TSC owned/controlled buildings occupied by emergency service agencies			31%	CEH												
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Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of building audit program completed	100	Percentage	75													
Status Comments Audits currently being undertaken.																	
⊖ 1.3.3.4.1	Review and enhance existing quality processes and develop Quality Management Plans			3%	Mwater												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Determine and implement priority actions, percentage completed</td> <td>100</td> <td>Percentage</td> <td>7</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Determine and implement priority actions, percentage completed	100	Percentage	7					
Code	KPI	Target	Units	Achieved	Notes												
1	Determine and implement priority actions, percentage completed	100	Percentage	7													
Status Comments A focus on software systems has been necessary due to corporate level updates being necessary. Other business processes have been delayed to allocate the available resources to these system upgrades and their further development. The updated Water Supply and Wastewater Strategic Business Plans will identify at a summary level other quality and business process priorities when it is placed on public exhibition proposed for late 2012. Systems being developed include: <ul style="list-style-type: none"> - The new Project Management System is now being utilised with training and testing continuing. - An upgrade of the software of maintenance management system - MEX, has been completed. - An upgrade of the Water Management Module and Trade Waste Module within TechnologyOne has progressed to the User Acceptance Testing (UAT) phase scheduled to start in February 2012. - Further implementation of the Asset Management software - Assetic, is progressing with a focus on financial valuation aspects in the first instance. 																	
⊖ 1.3.3.6.1	Update Strategic Business Plans			5%	Mwater												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of plans completed</td> <td>2</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of plans completed	2	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of plans completed	2	Number	0													
Status Comments Draft Strategic Plans 20% complete. Significant progress completed in Integrated Water Cycle Management, Customer Service and General Information components of the plans. It is now proposed to place plans on Public exhibition late in 2012.																	
✔ 1.3.3.7.1	Develop and implement Action Plans for high risks			5%	Manager Water												
			Jul-11														
Status Comments Major risks have been identified through the Corporate Enterprise Risk Management Process. A Business Continuity Plan has been updated to respond to identified high risks to critical water and sewer functions. The Business Continuity Plan has been developed in accordance with NSW Water Directorate guidelines. This plan has focused on individual plans for extreme and high risks. The Business Continuity Plan includes a prioritised action list which is now being implemented. The Action Plans development has not progressed this quarter as available resources were allocated to operational priorities.																	
✔ 1.3.3.8.1	Implementation of Maintenance Management			25%	Asset Engineer												
			Jul-11														

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
<p>Status Comments Council's Water Unit asset management systems are continuously improving to ensure:</p> <ol style="list-style-type: none"> 1. reliable capture of new or replacement asset information and 2. appropriate maintenance and operating regimes are implemented. <p>Maintenance System (MEX) being populated with maintenance policies for each asset type based on previously developed risk based Maintenance Strategy. Major maintenance targets have been reached for plants for mechanical, electrical and civil maintenance for the second quarter.</p>																							
1.3.3.8.2	Develop Critical Spares Register	Jul-11		15%	Asset Engineer																		
<p>Status Comments Budget has been created for 2011/12 critical spare parts for plants. Bray Park Water Treatment Plant and Kingscliff Wastewater Treatment Plant have a draft list of spare parts. This project is expected to run over the next 3 years. No action this quarter.</p>																							
1.3.3.8.3	Data enhancement, Asset Valuation, Depreciation and Predictive Modelling			30%	AE																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Assets condition based depreciation, percentage completed</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> <tr> <td>2</td> <td>Develop 10-year predictive model for asset maintenance and renewal, percentage completed</td> <td>25</td> <td>Percentage</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Assets condition based depreciation, percentage completed	25	Percentage	25		2	Develop 10-year predictive model for asset maintenance and renewal, percentage completed	25	Percentage	5					
Code	KPI	Target	Units	Achieved	Notes																		
1	Assets condition based depreciation, percentage completed	25	Percentage	25																			
2	Develop 10-year predictive model for asset maintenance and renewal, percentage completed	25	Percentage	5																			
<p>Status Comments Above ground asset condition based depreciation methodology completed and implemented for these assets. Revaluation of water and sewer infrastructure assets to be undertaken in 2011-12 financial year. 10-year predictive model has been developed using Asset Plan for pipeline asset. This model has been used to create long term pipeline capital works programs but is not in a corporate system.</p>																							
1.3.3.8.4	Documentation of Plant, Network Control and Telemetry Systems	Jul-11		10%	Strategic & Assets Engineer																		
<p>Status Comments Initial documentation as part of Water Network Model. No further action during 2nd quarter due to other operational priorities.</p>																							
1.3.3.8.5	Development of Electronic Plant Log Sheets	Jul-11		90%	Treatment Process Engineer																		
<p>Status Comments Enhancements have been made to existing electronic log sheets for all treatment plants to provide consistency, more information and feedback to the Operator. Licence reporting data now exists in a web based database. This database enables Engineers to trend chemical setpoint analysis for plants and produces annual reporting requirements for Department of Environment and Climate Change. Modifications still required for Murwillumbah Tertiary Treated Effluent Plant and for Water Reticulation Chlorine and Carbon dioxide dosing.</p>																							

Code	Name	Start Date	Target Date	Performance	Responsible Officer
 1.3.3.8.6	Develop Water Quality data to meet reporting requirements including geographical & sectoral descriptors			70%	Treatment Process Engineer
		Jul-11			
Status Comments	The Water Quality Database has been developed and automatically obtains sample data from the laboratory. This has proved very helpful to staff to access data. The database has been further developed to provide some charting and reporting functions. This will enable staff to quickly review results against set criteria and completed set reporting. There is further development to occur in this area. Only minor changes and improvements occurred in this quarter.				
 1.3.3.9.1	Develop Policy encompassing connections, metering, easements, water carriers, backflow prevention, watermain extensions, rain water tanks, protection of and access to sewer mains, caravan dumping points, private pumping stations, limits of responsibility for sewer connection, wastewater treatment buffer zones, sewer main extensions, drainage diagrams, inspections and rectification and planting near sewers			15%	Operations Engineer
		Jul-11			
Status Comments	The following policies have been completed and adopted or out for advertisement: Backflow prevention, Rain Water Tanks, Duplex / Triplex metering. The following policies are completed in draft with the view having adopted within the coming 12-24 months: Connections and metering, easements, water carrier, watermain / sewer extensions, caravan dumping points and limit of responsibilities. In addition to this Council has drafted its Trade Waste Policy and Debt Recovery Policy with the view to having them adopted within the coming 12 months. The following procedures are yet to be drafted: Wastewater treatment buffer zones, private pumping stations, inspections and rectification and planting near sewers. Dec 2011 Water Restriction Policy has been updated and adopted by Council. Information on existing policies is being developed for A-Z Knowledge Base content for Council's contact centre and public information.				
1.4.1 Council will perform its functions as required by law and form effective partnerships with State and Commonwealth governments and their agencies to advance the welfare of the Tweed community				51%	
 1.4.1.1.1	Develop an extraction tool to deliver a daily data set of land based information in either a full or incremental extract for the purpose of delivering a State wide on-line portal for issuing Complying Development Certificates			100%	Manager Information Technology
		Jul-11			
Complete.					
 1.4.1.1.2	Upgrade Council's Property and Rating system to a version that is eDAIS compliant			40%	Manager Information Technology
		Jul-11			
Status Comments	Property and Rating Ci 10.4 upgrade in progress. Significant rework of local configurations has been completed. The upgrade also resulted in the Trade Waste and Entomological modules requiring complete redevelopment. Upgrades of server and network infrastructure to support the Development Assessment Interoperability Specification (eDAIS) was identified. Now waiting on delivery date for eDAIS components from				

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
TechnologyOne. Council's records management system (ECM) upgraded to version 3.6.9 in preparation for new version of property and rating. Implementation of Property and Rating Ci version scheduled for April 2012. eDAIS to follow.																	
	1.4.1.1.3 Complete the update of the geographic information held by Council so that it is survey accurate and aligned with the NSW LPMA DCDB (digital cadastre database)			50%	Senior Registered Surveyor												
	Status Comments	Council has completed plotting and coordination of the cadastre and has one small section north of Burringbar remaining to align corrected layers. Corrected data for Tweed Heads and the coastal villages has been forwarded to Lands and they are making progress on integration with the NSW Digital Cadastral Database. Further actions required by Council involve assisting Lands to resolve anomalies and differences, and minor adjustments to Tweed's cadastral model after validation by Lands. A considerable amount of work is still required by Lands to adopt the entire Tweed model.															
	1.4.1.2.1 Regular meetings of the Northern Rivers IT group to identify opportunities and provide recommendations to improve the delivery of e-services			50%	MIT												
		<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Quarterly meetings of NRITG held and minuted</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	Notes	1	Quarterly meetings of NRITG held and minuted	1	Number	1	
Code	KPI	Target	Units	Achieved	Notes												
1	Quarterly meetings of NRITG held and minuted	1	Number	1													
	Status Comments	Regular meetings continuing with high degree of information sharing proving extremely valuable and is an excellent example of regional collaboration. Last quarterly meeting held at Kyogle with presentations from Microsoft. Scenic Rim Council has transferred to South-East Queensland group.															
	1.4.1.3.1 Review legislation changes to ensure continuing compliance			50%	Manager Corporate Governance												
	Status Comments	All necessary legislative changes have been reviewed and Council Policies amended wherever appropriate, including Public Disclosures, Work Health Safety National Harmonisation, Councillor Payment of Expenses and Provision of Facilities and a submission to the DLG on the Position Paper in regards to the Model Code of Conduct Review.															
	1.4.1.4.1 Exchange survey data in accordance with formal agreement with Land and Property Management Authority			15%	Manager Design												
	Status Comments	Ongoing development through TSC survey section, meeting with LPMA has taken place .															
	1.4.1.4.2 Enter a reciprocal training program for Design Unit GIS staff with LPMA staff			50%	MD												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of staff training days	0	Days	4													
	Status Comments	Training provided as suitable opportunities are identified.															
	1.4.1.4.3 Work with other government departments on Subsurface Utility Engineering standards			50%	MD												






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meeting attended	0	Number	0													
Status Comments No opportunities for meetings to date.																	
<input checked="" type="checkbox"/>	1.5.1.1.1	Council planning documents are prepared in accordance with the State Plan and North Coast Regional Strategy		100%	Coordinator Planning Reform												
Jul-11																	
Complete.																	
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				57%													
<input checked="" type="checkbox"/>	1.5.2.2.1	Planning Controls updated through the annual review of Planning Reforms Unit Work Program, and based on comprehensive community and stakeholder consultation		100%	Coordinator Planning Reform												
Jul-11																	
Complete.																	
<input checked="" type="checkbox"/>	1.5.2.3.1	Review open space elements of DCP to ensure adequacy for future provisions		20%	Manager Recreation Services												
Jul-11																	
Status Comments DCP elements under constant review.																	
<input checked="" type="checkbox"/>	1.5.2.4.1	Implement open space standards in DCP for new developments		50%	MRS												
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Code	KPI	Target	Units	Achieved	Notes												
1	New developments comply with open space standards in DCP	100	Percentage	100													
Status Comments Open space standards implemented on all new developments.																	
1.5.3 The Tweed Local Environmental Plan will be reviewed and updated as required to ensure it provides an effective statutory framework to meet the needs of the Tweed community				36%													
<input type="checkbox"/>	1.5.3.1.1	Tweed LEP is maintained in accordance with statutory requirements and to reflect local planning studies and emerging planning proposals		50%	Coordinator Planning Reform												
Jul-11																	
Status Comments The LEP is currently being updated in accordance with statutory requirements.																	








Code	Name	Start Date	Target Date	Performance	Responsible Officer
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 2.5.1.2.1	Maintain roadside parks			21%	ME
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Code	KPI	Target	Units	Achieved	Notes
1	Number of roadside park maintenance activities/visits	6	Number	1	

Status Comments 1 roadside parks attended to in quarter in South Murwillumbah.

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
2	Supporting Community Life			39%													
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			41%													
 2.1.1.1.1	Facilitate the Disability Interagency			50%	A&DO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	2	Number	2													
Status Comments	Six disability service representatives attended the December 8 meeting. Service updates were provided and some feedback occurred relating to the International Day of People With Disability held on December 3 at Kirra Hill Community and Cultural Centre.																
 2.1.1.1.2	Facilitate the Equal Access Committee			38%	A&DO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	2	Number	1													
Status Comments	The December 14 Equal Access Advisory Committee meeting was held as scheduled. A number of recommendations were moved and seconded. The minutes have been forwarded for consideration by Executive Management Team.																
 2.1.1.1.3	Update People with Disabilities Issues Paper to inform development of Disability Access Policy			50%	Ageing & Disability Officer												
					Jul-11												
Status Comments	On November 14 the community consultation was enhanced by the additional of an online forum and survey function. This was launched with media coverage at the inception and again in late December. Input from the public has occurred steadily over the quarter. Some clear trends have begun to emerge from the consultation which will be incorporated into the issues papers.																
 2.1.1.1.4	Develop Disability Access and Inclusion Plan			50%	Ageing & Disability Officer												
					Jul-11												
Status Comments	A range of forums have been held for disability services managers, staff and volunteers such as Tweed Shire Community Options, Tweed Valley Respite Service, Tweed Byron Ballina Community Transport; with support and advocacy groups of people with disabilities such as Blind Citizens Australia Tweed, Blind and Vision impaired Support Group Murwillumbah, Diabetes Support Group Pottsville Beach Neighbourhood Centre and Tweed Valley Kin Care; and with clients of services such as On Track Community Programs. To supplement face to face forums the addition of an online forum and survey function has increased the ways in which the community can participate in the consultation process. This was launched on November 14 and has seen a steady flow of comments and survey information from the public.																
 2.1.1.2.1	Participate in the Tweed Community Care Forum (Aged Services Interagency)			25%	A&DO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings attended</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings attended	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	1	Number	0													
Status Comments	There was no Tweed Shire Council representative at the final December Community Care Forum. The Healthy Ageing Project Officer was on																






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
annual leave and the Aged and Disability Development Officer had another appointment that could not be deferred.																	
	2.1.1.3.1 Facilitate the Youth Network Interagency			33%	YDO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings facilitated</td> <td>2</td> <td>2.00</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings facilitated	2	2.00	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	2	2.00	3													
Status Comments		For the above period facilitated a total of 3 Tweed Shire Youth Network meetings. Network meetings are held every other month, beginning in February. For 2012 calendar year, professional development workshops to be offered to the sector on the alternative month, with workshop themes to be determined by the network members needs.															
	2.1.1.3.2 Update Young People Issues Paper (2000) to inform review of Youth Policy			25%	Social Planner												
			Jul-11														
Status Comments		Preliminary work on template for issues paper commenced.															
	2.1.1.3.3 Develop Youth Strategy			100%	Youth Development Officer												
			Jul-11														
Complete.																	
	2.1.1.4.1 Facilitate the Aboriginal Advisory Committee			38%	CSC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	4	Number	3													
Status Comments		Aboriginal Advisory Committee Meeting continue to be supported by the Director Community and Natural Resources and Community Services Coordinator.															
	2.1.1.4.2 Update Aboriginal and Torres Strait Islander Issues Paper (2001) to inform development of Aboriginal Policy			0%	Community Services Coordinator												
			Jul-11														
Status Comments		No action this quarter as Community Services Officer - Aboriginal Development recruitment was in progress. Appointment expected January 2012.															
	2.1.1.4.3 Finalise Memorandum of Understanding for signing by Council and the Aboriginal Community			0%	Community Services Coordinator												
			Jul-11														
Status Comments		No action this quarter as Community Services Officer - Aboriginal Development recruitment was in progress. Appointment expected January 2012.															
	2.1.1.5.1 Participate in the Child and Family Interagency			50%	CCBO												





Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Participate in the development, implementation and review of sector Strategic Plans	1	Number	1													
Status Comments The two Interagencies operating in Tweed, the 2484 Forum and the Tweed Child and Family Interagency will join and meet as one commencing from March, being the first meeting for 2012. This initiative has been taken in order to reduce the number of meetings child and family services are asked to attend and in turn may strengthen numbers at the combined forum. Meeting dates for 2012 have been distributed to all participating members.																	
✓ 2.1.1.5.2	Participate in the Tweed Shire Child and Family Planning Group			50%	SP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Participate in the development, implementation and review of sector Strategic Plans</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Participate in the development, implementation and review of sector Strategic Plans	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Participate in the development, implementation and review of sector Strategic Plans	1	Number	1													
Status Comments At the meeting attended on 23 November staff reported on the actions concerning families and children that were included in Council's adopted Community Strategic Plan.																	
✓ 2.1.1.5.4	Participate in the Tweed Shire Integrated Response to Domestic and Family Violence Committee			25%	CCBO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Participate in the development, implementation and review of sector Strategic Plans	1	Number	0													
Status Comments Meetings held bimonthly. No meeting attended this quarter. Minutes received and noted progress in achieving annual targets and funding body service agreements is steady.																	
✓ 2.1.1.6.1	Participate in the Far North Coast Multicultural Services Group			50%	CCBO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Participate in the development, implementation and review of sector Strategic Plans	1	Number	1													
Status Comments Members of the Multicultural Group were involved in Unity Festival held in November 2011 and seek the full groups' support to continue this event in 2012. Meetings remain action focussed with a planning meeting scheduled for early 2012. Interest in this group remains strong although attendance numbers can vary with member's workloads affecting capacity to attend.																	
✓ 2.1.1.7.2	Support communities to action village plans			50%	CCBO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of communities actively engaged	1	Number	1													
Status Comments Stokers Siding and District Community Association continues to meet with the objective of animating the Village Plan. A sustainable income is nearing achievement from the quarterly Art and Craft Markets which has gained direction from a Community Strategic mapping meeting held																	







Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<p>in No ember and a follow up meeting in December. Cabarita Steering Group is exploring alternative funding options as NSW Trade & Investment funds may now be unavailable. ClubGrants have provided some funding and meetings will commence early 2012. Burringbar Steering Group are exploring alternative funding options as they too are affected by the change in NSW Trade & Investments' funding priorities. A dynamic and motivated group meet regularly and hold fund raising events to culminate in a festival during 3rd quarter 2012.</p>																
✔ 2.1.1.7.3	Provide grant funding application assessment and recommendations for ClubGrants Committee			38%	CCBO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications funded	20	Number	20													
	<p>Status Comments Community based enquiries and application support requests remains strong. ClubGrants (formerly CDSE) is undergoing some changes at State Government level in the way these funds will be collected and administered. To date these changes have little impact on funding opportunities although it is anticipated available funds may decrease slightly for future funding rounds. These grants represent a local and accessible source of funds to achieve strong outcomes for well planned and targeted projects.</p>																
✔ 2.1.1.7.4	Provide general grant funding application support and project development for community groups			50%	CCBO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications initiated	4	Number	4													
	<p>Status Comments Ongoing support to individuals and community organisations/groups seeking funding, planning projects and achieving acquittals. Changes to some State Government grants are necessitating reshaping projects and the obtaining of additional funds to support projects in the planning. Arts and Cultural development/projects enquiries remain strong.</p>																
✔ 2.1.1.8.1	Facilitate the Tweed River Regional Museum Advisory Committee			50%	SMC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	2	Number	2													
	<p>Status Comments Museum Advisory Committee meetings held on 8 September and 17 November 2011.</p>																
✔ 2.1.1.8.2	Facilitate the Art Gallery Advisory Committee			25%	AGD												
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1	Number of meetings facilitated	1	Number	0													
	<p>Status Comments Last meeting of AGAC (30 November) did not achieve a quorum. General meeting held, but no Minutes taken. A date was not determined for the next meeting, but traditionally there is a meeting held in February. Notice of Meeting and Gallery Director's Reports submitted 14-10 days prior to meeting date.</p>																
✔ 2.1.1.8.3	Facilitate the Friends of the Tweed River Art Gallery			50%	AGD												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	2	Number	5													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments Monthly meetings of the Friends of the Gallery Committee (FOG) held in the Workshop. Meetings held on fourth Wednesday of each month. Attendance of Committee members is high from this enthusiastic group of volunteers. Gallery Director's Report presented each month, as well as any art acquisition proposals if required. Two meetings of the FOG Committee were held during October. In addition to the usual monthly Committee meeting, an Annual Planning Meeting was held on 18/10/11. Two meetings were also held in November, one being an information session held in conjunction with the Tweed River Art Gallery Foundation Ltd concerning the announcement of the bequest of the Margaret Olley Art Trust of \$1,000,000 to construct a purpose-built extension to the Gallery to house a recreation of the artist's home and studio. A further Special Meeting of the Committee was held on 7/12/11 to discuss the FOG's involvement in the engagement of a private contractor to supervise and manage the pack up of the Margaret Olley House and Studio.																	
2.1.1.8.4	Facilitate the Tweed River Art Gallery Foundation Pty Ltd			38%	AGD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings facilitated</td> <td>2</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings facilitated	2	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	2	Number	1													
Status Comments Meetings of the Foundation Board have been convened on a bi-monthly basis this quarter. The Gallery Director presents a written Report, with supporting documentation when required for such items as art acquisitions. Council officers are invited by the Board to attend some meetings as required. As a result of the Margaret Olley Art Trust gift, an Olley Steering Committee has been formed, comprising three members of the Foundation Board of Directors, two members of the Friends of the Gallery Committee, Director Community & Natural Resources David Oxenham and architect Bud Brannigan. The first meeting of the Steering Committee was held on 9 December 2011.																	
2.1.2 Preserve Indigenous and Non Indigenous cultural places and values				33%													
2.1.2.1.1	Referral of information and briefings to the Tweed Aboriginal Advisory Committee (AAC) where required on any relevant new developments			50%	SecPR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of new development with Aboriginal heritage impacts referred to AAC</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of new development with Aboriginal heritage impacts referred to AAC	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of new development with Aboriginal heritage impacts referred to AAC	100	Percentage	100													
Status Comments No applications received.																	
2.1.2.2.1	Referral of information and briefings to the Tweed Aboriginal Advisory Committee (AAC) where required on any relevant new strategic plans or policies			0%	CPR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of new strategic plans and policies with Aboriginal heritage impacts referred to AAC</td> <td>100</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of new strategic plans and policies with Aboriginal heritage impacts referred to AAC	100	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of new strategic plans and policies with Aboriginal heritage impacts referred to AAC	100	Percentage	0													
Status Comments New procedures have been incorporated into the planning proposal (LEP amendment) process to facilitate early consultation with the AAC.																	
2.1.2.3.1	Review of Community Heritage Study and advance statutory and policy processes for new heritage item listing in Council Local Environmental Plan			80%	Coordinator Planning Reform												
					Jul-11												

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments A final draft of the Community Based Heritage Study (CBHS) was adopted by Council at its meeting of 13 December 2011 for public exhibition.					
✔ 2.1.2.4.1	Install "3 Brothers" at "Goorimahbah – Place of Stories" (Jack Evans Boat Harbour) -subject to external funding			0%	Community Services Coordinator
			Jul-11		
Status Comments The project is dependent on success of external funding applications. Council accepted the offer of \$62,000 funding from the Indigenous Culture Support program on 16 August 2011. Unfortunately other applications lodged with Arts NSW and Australia Council have been unsuccessful. A meeting will be held in January 2012 to map a way forward.					
⊖ 2.1.2.4.2	Seek external funding to develop "Goorimahbah – Place of Stories" Stage 2			33%	CSC
Status Comments No suitable funding rounds identified this quarter.					
✔ 2.1.2.5.1	Liaise with AAC to ensure appropriate consultation with Aboriginal community			50%	MRS
Status Comments Consult with Aboriginal Community through AAC where required. Attended AAC meeting to discuss a number of issues.					
✔ 2.1.2.5.2	Investigate funding and partnership opportunities to progress "Goorimahbah"			20%	Manager Recreation Services
			Jul-11		
Status Comments Have had discussions with Green Teams Alliance and TBALC on opportunities. Developing concept plan to further detail and approvals in readiness to take advantage of opportunities when they arise.					
2.1.3 Provide opportunities for residents to enjoy access to the arts, festivals, sporting activities, recreation, community and cultural facilities 40%					
⊖ 2.1.3.1.1	Upgrade the Murwillumbah CCTV system with a fibre backbone as funds become available from Proceeds of Crime or the Attorney Generals Department			3%	MIT
Status Comments Pricing to provide fibre backbone between Council Civic Centre and Murwillumbah Police Station obtained and included in a grant application. Unfortunately grant application was not successful. Alternative funding mechanisms will be reviewed.					
✔ 2.1.3.2.1	Enhance existing infrastructure for youth recreation for example skate parks			50%	YDO

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments		Expression of Interest lodged on 31 October 2011 seeking funding of \$2.5million towards the cost of a new PCYC. Funding outcome to be announced January 2012.															
 2.1.3.3.1	Develop the Tweed River Regional Museum collection and displays as a valued community resource			14%	SMC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of new items accessioned	13	Number	7													
Status Comments		Seven items were formally accepted for acquisition at the Museum Advisory Committee meeting held on 17 November 2011. Rate of accessioning items into the collection may slow due to temporary closure of Tweed River Regional Museum Murwillumbah during 2012.															
 2.1.3.3.2	Review the Tweed River Regional Museum Strategic Plan			0%	Senior Museum Curator												
Status Comments		Review of the Tweed River Regional Museum Strategic Plan has been delayed pending completion of collection storage facility at South Murwillumbah (due 2012), redevelopment of the Tweed River Regional Museum at Murwillumbah (to commence in 2012) and planning toward redevelopment of the Tweed River Regional Museum at Tweed Heads.															
 2.1.3.3.4	Develop Tweed River Regional Museum volunteer policy and position description			25%	Senior Museum Curator												
Status Comments		A review of current practices and procedures and future requirements for Tweed River Regional Museum volunteers has been completed. Research into volunteer policies developed by comparable institutions has been undertaken. Drafting of policies and procedures that will meet the specific needs of the Tweed River Regional Museum Volunteer program is underway.															
 2.1.3.4.1	Presentation by the Tweed River Art Gallery of exhibitions of regional, national and international art and culture material, with emphasis on Gallery initiated projects (also see 3.1.3.1.1)			50%	AGD												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of exhibitions	4	Number	6													
Status Comments		<p>The Gallery presented three touring exhibitions, one Gallery initiated exhibit through the Community Access Exhibition Program (CAEP), one collaborative exhibition (which will tour) and one gallery initiated historical exhibition during this period.</p> <p>The exhibition Bessie Gibson: an artistic life involved professional research and development by Gallery curatorial staff, and collaboration with many arts professionals from colleague institutions including the University of Queensland Art Museum and Philip Bacon Galleries. The exhibition stemmed from a meeting with a great-nephew of artist Bessie Gibson, who resides in Tweed Shire. The Gibson family consequently loaned a number of artworks to the exhibition. The Gallery produced a publication to complement the exhibition, engaging a professional art historian and graphic designer. A valuer and conservator were also engaged as part of this project.</p> <p>The Tweed River Art Gallery Foundation Ltd and the Friends of the Tweed River Art Gallery commissioned artist Robert Hannaford to paint a portrait of Mrs. Margot Anthony AM in conjunction with the Gallery's hosting of the major touring exhibition Open Studio: Robert Hannaford.</p> <p>The Gallery also collaborated with the National Portrait Gallery to present the major survey show titled Paths to Portraiture: Jenny Sages. This exhibition includes three major works from the Gallery's collection, and will go on to tour across four states of Australia during 2012.</p>															
 2.1.3.4.2	Develop, manage, research, preserve, display and promote the Tweed River Art Gallery's collections as significant collections of artwork to professional art museum standards			50%	AGD												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Management of Art Gallery Collection percentage complete	3	Number	4													
<p>Status Comments Two donations from private donors were formalised during this quarter, which included a significant contemporary photographic work from a commercial gallery owner and member of the TRAG Foundation Ltd. Two artists' prints were also accessioned as the Member Prints for 2011 of the Print Council of Australia Inc.</p>																	
	2.1.3.4.3	Develop and maintain Education/Audience Development programs for the enhancement of the Tweed River Art Gallery's role in the community			50%	AGD											
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of programs completed	1	Number	3													
<p>Status Comments The Education & Audience Development Officer developed and delivered a range of education activities for the quarter. These included a Student Enrichment Day in conjunction with the Perspectives exhibition from the Australian War Memorial. This activity saw 20 students from 6 regional high schools learning from professional artist Jon Cattapan. Education Worksheets were developed for high schools and primary schools, and a special program developed for pre-schools. Expressions of Interest were issued to volunteers to gauge interest and commitment in the new Volunteer Guiding Program. 252 School Students visited the Gallery during this period.</p>																	
	2.1.3.4.4	Delivery of vibrant public programs and events which stimulate enjoyment and understanding of the Tweed River Art Gallery's core roles within the wider community of the Tweed Shire (also see 3.1.3.1.2)			50%	AGD											
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of programs completed	4	Number	9													
<p>Status Comments A number of engaging public programs were presented by the Gallery during the this quarter complementing the exhibitions including Perspectives and the Caldera Art Award 2011. A total of 192 visitors participated in the public programs. Each of these programs were very well attended by enthusiastic and grateful members of the public.</p>																	
	2.1.3.4.5	Delivery of an enjoyable, educational and participative program for the volunteers of the Tweed River Art Gallery			42%	AGD											
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of programs completed	6	Number	4													
<p>Status Comments Gallery Volunteers were offered the opportunity to submit an Expression of Interest to participate in the training programs put in place for the Volunteer Guiding Program. Information sessions were held, and printed material issued to interested parties via the volunteer mail out list. 4 new volunteers joined the ranks of our enthusiastic volunteers during this quarter.</p>																	
	2.1.3.4.6	Delivery and enhancement of the positive profile of the Tweed River Art Gallery and its programs			50%	AGD											
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of media releases	4	Number	9													
<p>Status Comments Media Releases generated and distributed for the following exhibitions: Les Peterkin Portrait Prize - 1, Open Studio: Robert Hannaford - 1, Contemporary Wearables - 1,</p>																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer																														
	New Skin: Shayle Flessor - 1, Jenny Sages: Paths to Portraiture - 2, Margaret Olley Art Centre - 2 and Christmas Art Market - 1.																																		
 2.1.3.5.1	Deliver a range of cultural programs relevant to local lifestyles, building on former City of the Arts programs			50%	DCNR																														
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1	Number of projects completed	0	Number	5																															
Status Comments Limited activity due to vacant position of Cultural Development Officer.																																			
 2.1.3.5.2	Review and update the Tweed Shire Cultural Plan/Policy			0%	Director Community and Natural Resources																														
Status Comments Limited activity due to vacant position of Cultural Development Officer																																			
 2.1.3.6.1	Provide an accessible and contemporary Library Service			50%	DCNR																														
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Status Comments The 90 activities were provided for ages grouped from new babies to seniors. 1232 people in total attended.																																			
 2.1.3.6.2	Extend Kingscliff Library in accordance with Contribution Plan 11			2%	Director Community and Natural Resources																														
Status Comments Environmental issues surrounding proposed extension of the library which has resulted in a reconsideration of options and the provision of community buildings in the broader Kingscliff locality.																																			
 2.1.3.6.4	Maintain mobile library services in the Shire			50%	DCNR																														
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Code	KPI	Target	Units	Achieved	Notes																														
1	Number of services delivered	0	Number	45																															
Status Comments During the quarter the mobile library visits in the Tweed area totalled 45 stops.																																			
 2.1.3.7.1	Develop Jack Evans Boat Harbour activities and events protocols			100%	Manager Recreation Services																														
Complete.																																			

Code	Name	Start Date	Target Date	Performance	Responsible Officer
<input checked="" type="checkbox"/> 2.1.3.7.2	Develop Jack Evans Boat Harbour Plan of Management			10%	Manager Recreation Services
		Jul-11			
Status Comments	Developed Events and Use Protocol and called for expressions of interest for events and activities.				
<input checked="" type="checkbox"/> 2.1.3.8.1	Initiate development of an Open Space Strategy			2%	Manager Recreation Services
		Jul-11			
Status Comments	Framework for strategy developed.				
<input checked="" type="checkbox"/> 2.1.3.8.2	Review landscape and open space specifications in DCP			50%	Manager Recreation Services
		Jul-11			
Status Comments	Landscape and open space specifications in DCP under constant review.				
<input checked="" type="checkbox"/> 2.1.3.9.1	Develop Events Strategy			100%	Communications & Marketing Coordinator
		Jul-11			
Status Comments	Complete.				
<input checked="" type="checkbox"/> 2.1.3.9.2	Develop Sponsorship Policy			100%	Communications & Marketing Coordinator
		Jul-11			
Status Comments	Complete.				
<input checked="" type="checkbox"/> 2.1.3.9.3	Revise Funding and Grants Policy			100%	Communications & Marketing Coordinator
		Jul-11			
Status Comments	The revised Festival and Events Policy was adopted by Council at its meeting on Tuesday 18 October 2011 and is available on Council's website at http://www.tweed.nsw.gov.au/councilmeetings/Policy/ViewPolicies.aspx . The major change to the revised policy is that Festival and Events Policy funding has become annual rather than twice a year and can also cater for multi-year funding considerations. The Communications and Marketing Unit is developing a new form to be completed for the new process and also working on a dedicated Events section for the website.				
<input checked="" type="checkbox"/> 2.1.3.9.4	Create online Events toolkit for event coordinators in the Tweed			0%	Communications & Marketing Coordinator
		Jul-11			
Status Comments	No action this quarter, key project for Communications Officer - Events in 2012.				
<input type="checkbox"/> 2.1.3.9.6	Administer funding assistance in accordance with Festivals Policy to support small to medium festivals and events			31%	CMC

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Funding allocation distributed following reports to Council	0	Percentage	1													
There was no activity this period.																	
✓ 2.1.3.9.7	Host quarterly event management workshops for event coordinators in the Tweed			33%	CMC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Event related workshops convened	1	Number	1													
Status Comments	As the Events Strategy was only adopted in late 2011, a plan is currently being put in place to develop a year schedule for the quarterly Event Workshops for 2012 and promote them throughout the year. In the December Quarter Council supported an Events Workshop at Kingscliff TAFE to gain information on Events courses that are offered in the Tweed. The event was held on 19 October from 4pm-5pm at the Kingscliff TAFE. The workshop was advertised in the Tweed Link Issue 732 11 October 2011.																
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			37%													
✓ 2.1.4.1.1	Facilitate the Tweed Heads / Coolangatta Community Safety Committee			50%	CSC												
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Status Comments	A Tweed/Coolangatta Community Safety Committee meeting was held on 22 November 2011. Organisations in attendance represented Tweed and Gold Coast City Council, QLD Police and a range of service organisations.																
⊖ 2.1.4.1.2	Develop, exhibit and adopt Tweed Heads/Coolangatta Safety Plan in accordance with NSW Attorney Generals guidelines			10%	Social Planner												
				Jul-11													
Status Comments	Draft Consultants Brief for Community Safety Plan prepared. Seeking clarification from NSW Crime Prevention Division regarding appropriate format before advertising. Progress delayed due to lack of response from NSW Attorney General's Dept on guidelines.																
✓ 2.1.4.1.4	Support after-hours transportation for people exiting Tweed Heads / Coolangatta entertainment precinct			50%	YDO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of users per quarter	0	Number	0													
Status Comments	Discussion with Tweed Heads Liquor Accord to support funding for continuation of the after-hours Coolangatta Nightlink Bus service from Coolangatta to Kingscliff. GCCC suspended funding for service end of November 2011, due to lack of patronage numbers not viable to continue service. Presentation to the Liquor Accord members to support a collaborative clubs transport brochure to raise patrons awareness of these services. Council to design brochure for Accords approval. To be distributed to Coolangatta and Tweed Shire licensed venues.																






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
2.1.4.2.3	Advocate for extension of crime prevention program through external funding sources			0%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of external grant applications lodged</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of external grant applications lodged	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of external grant applications lodged	1	Number	0													
	Status Comments No suitable funding rounds identified this quarter.																
2.1.4.2.4	Attend Community Safety Precinct Committee			0%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings attended</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings attended	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	1	Number	0													
	Status Comments This meeting is convened by NSW Police. There were no meetings held this quarter.																
2.1.4.3.1	Provide executive support to the Tweed Shire Council Local Emergency Management Committee (LEMC)			50%	LEMO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Meetings supported and minutes recorded and circulated</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Meetings supported and minutes recorded and circulated	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Meetings supported and minutes recorded and circulated	1	Number	1													
	Status Comments Tweed LEMC Meeting held 8 November 2011.																
2.1.4.4.1	Arrange and chair Local Emergency Management Committee meetings. Prepare agenda and minutes.			50%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings	1	Number	1													
	Status Comments November quarterly meeting completed.																
2.1.4.4.2	Attend District Emergency Management Committee meetings			50%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings	1	Number	1													
	Status Comments November quarterly District Emergency Management Committee attended.																
2.1.4.4.3	Maintain preparedness for opening of Local Emergency Operations Centre			0%	LEMO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Annual audit of LEOC facilities</td> <td>100</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Annual audit of LEOC facilities	100	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Annual audit of LEOC facilities	100	Percentage	0													
	Status Comments Satisfactory arrangements are in place for the opening of the centre when required. The centre is adequately prepared. Annual audit programmed for Feb 2012.																
2.1.4.4.4	Maintain contact list of emergency service organisations			17%	LEMO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Biannual audit of list for currency and distribution to representatives</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Biannual audit of list for currency and distribution to representatives	100	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Biannual audit of list for currency and distribution to representatives	100	Percentage	50													

Code	Name	Start Date	Target Date	Performance	Responsible Officer		
Status Comments Emergency service contact list current to Nov 2011.							
	2.1.4.4.5	Maintain evacuation centres list		23%	LEMO		
		Code	KPI	Target	Units	Achieved	Notes
		1	Annual audit of list for currency and distribution to relevant agencies	100	Percentage	90	
Status Comments Review of Evacuation Centres Resource List complete. To be forwarded to Local Emergency Management Committee for the February 2012 meeting for endorsement.							
	2.1.4.5.1	Participate in management committee for web based road closure information service		50%	Mworks		
		Code	KPI	Target	Units	Achieved	Notes
		1	Number of meetings attended	1	Number	1	
Status Comments December management committee meeting attended. Direction for next release of software determined.							
	2.1.4.5.2	Update information on web based road closure information service		50%	Mworks		
		Code	KPI	Target	Units	Achieved	Notes
		1	Website information is current and correct	100	Percentage	100	
Status Comments Information about road construction and major events kept current on the system.							
	2.1.4.6.1	Review emergency response procedures		100%	Manager Works		
				Jul-11			
Status Comments Complete.							
	2.1.4.7.1	Implement ongoing road safety services and programs		50%	RSO		
		Code	KPI	Target	Units	Achieved	Notes
		1	Implementation of road safety programs as per plan	25	Percentage	25	
Status Comments RRISK road safety program for 2011 delivered. Ongoing management of road safety issues via Local Traffic Committee.							
	2.1.4.7.2	Apply for road safety and blackspot grants		100%	Road Safety Officer		
				Jul-11			
Status Comments Complete.							
	2.1.4.8.1	Establish MOU for SES operations		50%	Local Emergency Management Officer		
				Jul-11			
Status Comments Preliminary meeting with SES complete. Draft currently being compiled.							






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.1.4.8.2	Coordinate plant replacement in accordance with schedule			35%	PMC												
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Code	KPI	Target	Units	Achieved	Notes												
1	Progress of plant replacements as per schedule	100	Percentage	70													
Status Comments No SES vehicles have been scheduled for replacement within the period.																	
✔ 2.1.4.8.3	Manage fuel supply to SES vehicles			50%	PMC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Fuel made available and accounted for. Fuel purchases reimbursed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Fuel made available and accounted for. Fuel purchases reimbursed	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Fuel made available and accounted for. Fuel purchases reimbursed	100	Percentage	100													
Status Comments Decision made October 2010 to charge all RFS/SES vehicle expenses covering fuel, servicing etc to one general job number. New arrangement is working well with fuel provided and accounted for.																	
2.1.5	Ensure new residents and families are welcomed and integrated into the community life of the Tweed			35%													
✔ 2.1.5.1.1	Maintain a kit to provide current literature regarding Community Options to be included in New Residents Packs			13%	COPS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of kits provided</td> <td>50</td> <td>Number</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of kits provided	50	Number	20					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of kits provided	50	Number	20													
Status Comments 20 kits provided by Executive Admin Assistant to Contact Centre.																	
✔ 2.1.5.2.1	Establish a Community Handbook for the Tweed to cover the broad range of Council services on offer			75%	Communications & Marketing Coordinator												
Jul-11																	
Status Comments Council is progressing with the establishment of a Community Handbook to cover the broad range of Council services on offer. It is being compiled, written and designed in-house and is anticipated to be launched in late 2012, shortly followed by the launch of a new Residents Kits. Much of the information is dependent on the Corporate Knowledge Base information which is being developed. It will be launched in 2012.																	
☹ 2.1.5.2.2	Establish a 'resident's kit' which is distributed to any new ratepayers automatically, available online and can be ordered online			0%	Communications & Marketing Coordinator												
Jul-11																	
Status Comments The residents kit is essentially the 'Community Handbook' plus a few additional brochures for local information. The aim is to launch the residents kit and community handbook together in October 2012, following the election of the new Council. Launch of it prior to that would not be efficient as it would need to be reprinted with the new Council in September. Priority is to get the Community Handbook completed and then focus on the residents kit.																	
✔ 2.1.5.2.3	Host quarterly 'community cuppas; to meet the Councillors, welcome residents with invitations sent to new ratepayers within that quarter and put in the Tweed Link for any new residents			50%	CMC												

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Community cuppas conducted	1	Number	1																			
Status Comments Tweed Shire Council hosted its second 'Community Cuppa/Catch Up' as part of its Community Engagement Strategy. The catch up, designed to provide better access to the elected body of Council, was held at Chillingham Markets on 13 November 2011 from 9am - 1pm. The next one is scheduled to be held at the Pottsville Markets on 19 February 2012.																							
2.1.6 Provide social, economic and cultural initiatives which enhance access, equity and community well-being				57%																			
	2.1.6.1.2	Provide seniors programs and forums, celebrate Seniors Week and support Seniors Week and Seniors Expo Committee volunteers			33%	HAPO																	
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants at Seniors Week</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> <tr> <td>2</td> <td>Number of participants at Seniors Expo</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants at Seniors Week	0	Number	0		2	Number of participants at Seniors Expo	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of participants at Seniors Week	0	Number	0																			
2	Number of participants at Seniors Expo	0	Number	0																			
Status Comments Planning is underway for Seniors Week and Seniors Expo 2012: 1) Successful CDSE funding application - \$5000 received for Seniors Week & Seniors Expo events. (\$1500 pending) 2) Successful Festival Funding grant application - \$8000 received toward Seniors Expo 3) Ran 'Information, Training & Networking' day for people who run volunteer seniors activities/groups. Nineteen people attended the four hour session. All feedback was positive.																							
	2.1.6.1.3	Review of Seniors Week and Seniors Expo			100%	Ageing & Disability Officer																	
Complete.																							
	2.1.6.1.4	Provide accessible, age friendly information on Council services, both online and in traditional print formats			50%	A&DO																	
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of new or updated publications included on website</td> <td>3</td> <td>Number</td> <td>8</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new or updated publications included on website	3	Number	8											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of new or updated publications included on website	3	Number	8																			
Status Comments The dissemination of senior's information pamphlets occurred at a number of public events including the Unity festival, Information, Networking and Training workshop for community groups supporting seniors. The research report "Strategic planning for an Age Friendly Community Tweed Shire" was completed and launched on November 29. This report was prepared by Southern Cross University Aged Services Unit and funded by NSW Ageing Disability and Home Care with research process supported by Tweed Shire Council Healthy Ageing Project Officer. The report will be made available on Councils website.																							
	2.1.6.2.1	Provide youth programs and forums and support community groups with Youth Week celebrations			33%	YDO																	
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Participation at Youth Week event</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Participation at Youth Week event	0	Number	0											
Code	KPI	Target	Units	Achieved	Notes																		
1	Participation at Youth Week event	0	Number	0																			





Code	Name	Start Date	Target Date	Performance	Responsible Officer		
Status Comments Funding application submitted to Office of Communities NSW for 2012 Youth Week which this year runs over 13-22 April 2012. Awaiting outcome for funding. Planning commenced for a range of Shirewide activities and events during Youth Week.							
<input checked="" type="checkbox"/>	2.1.6.3.1	Provide disability programs and forums and support the Equal Access Advisory Committee coordinate International Day of People with a Disability		50%	A&DO		
		Code	KPI	Target	Units	Achieved	Notes
		1	Number of participants at International Day of People with a Disability	200	Number	250	
Status Comments The Byangum Road Residents Advisory Committee has continued to build capacity with support from Community Services Officer - Aged and Disability achieving a number of improvements identified over time. On Track Community Programs, the Community Housing Service that manages the units considers this residents committee as a benchmark of success within the organisation and tabled an annual report prepared by the committee chair and secretary at a Board meeting. International Day of People with Disability was held on December 3 at Kirra Hill Community and Cultural Centre. This was a cross border celebration organised by a committee of six services represented on the Tweed Disability Interagency and Queensland partners. It was a successful event with good attendance. A wide range of information was made available by participating organisations from NSW and QLD. The entertainment program included the inspirational guest speaker John Coutis and music from Tweed Valley respite Service and Crossing Divides organisations among others. The Chair and two members of the Equal Access Advisory Committee attended the celebration.							
<input type="checkbox"/>	2.1.6.4.1	Provide ATSI programs and support community groups coordinate National Aborigines and Islanders Day Observance Committee (NAIDOC) Week celebrations and other culturally important events for example Reconciliation Week and Sorry Day		25%	CSC		
		Code	KPI	Target	Units	Achieved	Notes
		1	Number of participants at NAIDOC week event	0	Number	100	
There was no activity this period.							
<input checked="" type="checkbox"/>	2.1.6.5.1	Advocate for enhancement of children and family program through external funding sources		50%	CCBO		
		Code	KPI	Target	Units	Achieved	Notes
		1	Number of funding applications	1	Number	1	
Status Comments Ongoing in nature, this target continues to be achieved mainly through participation in Child and Family forums and actions arising from committee meetings. Additional requests for support/advocacy are dealt with on an individual basis depending on general community/services support and funding opportunities.							
<input checked="" type="checkbox"/>	2.1.6.6.2	Support Harmony Day and Unity Festival celebrations		100%	CSC		
		Code	KPI	Target	Units	Achieved	Notes
		1	Harmony Day and Unity Festival celebrations successfully held with CCSU staff in attendance	1	Number	1	
Status Comments The successful Unity Festival was celebrated on 22 October 2011. The event was managed and hosted by the Murwillumbah Community Centre and funded from various sources. Community and Cultural Services staff attended the event with an information stand on the day.							



Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2.1.6.7.1	Provide scoping report to Council for Long Term Public Transportation Strategy			100%	Planning & Infrastructure Engineer
	Complete.	Jul-11			
 2.1.6.8.1	Host annual community and educational events in the Tweed			75%	Communications & Marketing Coordinator
	Status Comments		Jul-11		
	<p>Council facilitated community and educational events are Australia Day Celebrations (Awards and Citizenship ceremonies), Local Government Week (approx Aug each year) and the Tweed River Festival (various). Other smaller civic events and official openings for community events and educational events are held throughout the year at various times.</p> <p>In this quarter Council hosted the Tweed River Festival held in conjunction with the NSW Coastal Conference at Jack Evans Boat Harbour. The Tweed River Festival was held from 7-12 November with the finale event featuring educational stands, fireworks displays and the traditional lantern display on Saturday 12 November held at Jack Evans Boat Harbour.</p> <p>Committee meetings also commenced for Australia Day 2012 with celebrations being planned around the Tweed for Thursday 26 January 2012.</p>				
 2.1.6.8.2	Develop a partnership with Destination Tweed and energy providers to arrange an annual Christmas light competition and carols			20%	Communications & Marketing Coordinator
	Status Comments		Jul-11		
	<p>Initial discussions have occurred with Destination Tweed and the Daily News around some project plans. This activity is scheduled for 2013 onwards hence minimal progression this year.</p> <p>In the December quarter the Daily News ceased and moved to an online environment only with a weekend edition on Saturdays and a new CEO of Destination Tweed in early 2012. Plans will be developed in late 2012 and put to Council for consideration for involvement and progression of Christmas activities in the Tweed for future years.</p> <p>Other support for Christmas activity in 2011 has been some financial support to the Tweed Chamber of commerce for the erection of Christmas banners in Tweed Heads and support for the Murwillumbah Chambers 'Festival of Lights'.</p>				
2.2.1	Support Provision of a wide range of housing types in new and existing urban areas			28%	
 2.2.1.1.1	Investigate and conduct review of Tweed Development Control Plan 2008- Section 1A			55%	Coordinator Planning Reform
	Status Comments				
	Community and stakeholder consultation has commenced with a series of discussion papers being made public.				
 2.2.1.2.1	Seek and encourage diverse housing forms in new developments			0%	MDA

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of medium to large developments with evidence of diverse building forms	100	Percentage	0													
Status Comments No medium to large housing developments this quarter.																	
2.2.2 Support the supply of affordable housing, to reduce housing stress and homelessness				32%													
	2.2.2.1.1 Undertake a Housing Choice and Affordability Study			0%	Coordinator Planning Reform												
Jul-11																	
Status Comments Project identified in PRU works program but not yet funded or resourced.																	
	2.2.2.2.1 Advocate for a greater proportion of social housing to meet the needs of low moderate income households and improved design in existing housing			50%	SP												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of representations made to State Members and developers	2	Number	2													
Status Comments Two Building Better Regional Cities applications were lodged on 18 November. Project 1 seeks funding of \$574,382 towards infrastructure for a development of twenty (20) units ten (10) of which are required by the Development Approval (granted March 2011) to be rented as affordable housing for low to moderate income earners. Project 2 seeks funding of \$8,362,019 towards infrastructure for an 145 lot subdivision wherein (42) forty-two of the small lots in the subdivision (depending on a valuation to ensure the full funding amount is returned in affordable housing) will be made available to Horizon Housing for affordable rental and shared equity sale.																	
	2.2.2.3.1 Provide social planning input into planning meetings for new major developments across the Shire			38%	SP												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of social planning submissions made for developments in the Shire	2	Number	1													
Status Comments Raised concerns about accessibility of proposed Medical Super Centre in South Tweed/Banora Point, due to remote location, poor bus service and extensive walking distance.																	
	2.2.2.3.2 Provide social planning input into s94 Contribution Plans (CP10 - Cobaki Lakes & CP11 - Libraries)			50%	SP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of social planning submissions made to s94 Plan Reviews</td> <td>1</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of social planning submissions made to s94 Plan Reviews	1	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of social planning submissions made to s94 Plan Reviews	1	Number	2													
Status Comments CP11 - Libraries has been updated, but adoption was deferred for technical reasons. CP10 - Cobaki Lakes being is having the building cost rate brought into line with other plans. CP15 - Community Facilities is being reviewed in the context of community facilities along the Tweed Coast. Recommendations to rationalise community facilities may be made to the Infrastructure Coordination Committee. CP19 - Casuarina Village facility has been reviewed, and will be discussed with the developer of the shopping centre.																	
	2.2.2.4.1 Advocate for safe, appropriate long-term accommodation to reduce homelessness			50%	SP												


Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of initiatives proposed to reduce Homelessness	1	Number	1													
	Status Comments A Homelessness Service Hub (Day Centre) in Tweed Heads is under discussion between Council and St Vincent de Pauls, in the context of the Homelessness Network. The location has not yet been finalised and discussions are ongoing.																
	2.2.2.4.2 Advocate for improved access to crisis accommodation and specialist homelessness service			33%	SP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase in number of crisis accommodation beds available annually</td> <td>0</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase in number of crisis accommodation beds available annually	0	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase in number of crisis accommodation beds available annually	0	Percentage	0													
	Status Comments A Homelessness Service Hub (Day Centre) in Tweed Heads is under discussion between Council and St Vincent de Pauls, in the context of the Homelessness Network. The location has not yet been finalised and discussions are ongoing.																
	2.2.2.4.3 Develop Homelessness Policy and Protocol			5%	SP												
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Code	KPI	Target	Units	Achieved	Notes												
1	Progress of Policy and Protocol development	100	Percentage	10													
	Status Comments In November an approach was made by Southern Cross University to collaborate with Council to develop a Homelessness Issues Paper and Policy. Research will include demographics State and regional documents planning documents and arrangements working well in other areas.																
2.3.1	Advocate for the provision of affordable and accessible health care, aged care, mental health, youth and family services and other community services			48%													
	2.3.1.1.1 Support the role of interagencies in maintaining social services that are accessible to all residents in the Shire			50%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of interagency meetings facilitated</td> <td>6</td> <td>Number</td> <td>7</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of interagency meetings facilitated	6	Number	7					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of interagency meetings facilitated	6	Number	7													
	Status Comments Community Services staff attended a range of interagencies this quarter including Disability Interagency, Tweed Community Care Forum (Aged Services Interagency), Tweed Shire Planning Group (children and families), Children & Families (2484) Interagency, Youth Network, Far North Coast Multicultural Network Group and Housing and Homelessness Network Meeting.																
	2.3.1.1.2 Advocate for the improved resourcing of a range of human service agencies that meet the changing needs of the Shire			50%	CSC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of agency meetings facilitated</td> <td>2</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of agency meetings facilitated	2	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of agency meetings facilitated	2	Number	2													
	Status Comments Lobbied State Members for advocacy in relation to NSW Crime Prevention Planning guidelines due to lack of clear direction received from government staff.																
	2.3.1.1.3 Seek grant funding for target group initiatives and programs			50%	CSC												





Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications	0	Number	4													
<p>Status Comments Community & Cultural Services Unit has also been involved with the following Expressions of Interest during the quarter:</p> <p>1. Building Better Regional Cities Expression of Interest. Two Building Better Regional Cities applications were lodged on 18 November. Project 1 seeks funding of \$574,382 towards infrastructure for a development of twenty (20) units ten (10) of which are required by the Development Approval (granted March 2011) to be rented as affordable housing for low to moderate income earners. Project 2 seeks funding of \$8,362,019 towards infrastructure for an 145 lot subdivision wherein (42) forty-two of the small lots in the subdivision (depending on a valuation to ensure the full funding amount is returned in affordable housing) will be made available to Horizon Housing for affordable rental and shared equity sale.</p> <p>2. Expression of Interest for PCYC. The EOI is seeking interest from Council to either construct new PCYCs or update existing facilities. Funding will be provided for up to eight locations. Five allocations of \$250,000 are available and three allocations of \$2,500,000 are available. Community and Cultural Services Staff and Recreation Services staff have developed a proposed master plan at Les Burger fields to accommodate a PCYC. The application was lodged on 31 October 2011 and the target group for the PCYC is young people.</p> <p>3. National Binge Drinking Strategy. An application was submitted for the CoolHeads program which is an after-hours street outreach program that engages young people 12-24 years in public places where they may be "at risk" of either perpetrating a crime or becoming a victim of crime. The program has both a community safety focus and a supportive role linking young people to address the underlying issues that may result in their presence on the streets late at night. The program is auspiced by St Josephs Youth Service.</p> <p>4. NSW Community Partnerships. An application of \$41,162 was submitted to assist with construction costs of the Murwillumbah One Stop Community Centre to provide accommodation for the delivery of essential outreach services in Murwillumbah that are not presently represented; enabling a child centred focus for the centre, which will include meeting and training rooms for service providers and an outside secure and safe play area; providing additional opportunities for economic development.</p>																	
✔ 2.3.1.1.4	Provide Minimum Data Set (MDS) to State and Federal Health Departments to support and advocate on behalf of the community			40%	COPS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of project completed</td> <td>100</td> <td>Percentage</td> <td>80</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of project completed	100	Percentage	80					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of project completed	100	Percentage	80													
<p>Status Comments Minimum Data Set (MDS) provided. Reports for Quarter October to December currently being retrieved - due date for ADHC is 25/1/12. Estimated 80% completion.</p>																	
✔ 2.3.1.2.1	Advocate for improved opportunities for young people to access vocational training, tertiary education and arts programs			50%	YDO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of TAFE DoE and Youth Services attended	0	Number	0													
<p>Status Comments Participation in numerous steering/reference committees addressing issues related to young people's access to training, education and artistic/creative areas. Current participation in the following initiatives include: Development of Junior Aboriginal Education Consultative Group; Partnership Service Plan; Development of school suspension program; "Mending Fences" arts engagement project, etc. There are approximately 15 stakeholders participating in these initiatives. Working with Kingscliff High School in the development of suspension program for young people living on the Tweed Coast. Partnership with various youth services to deliver program with DET providing resources, equipment, etc.</p>																	






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
 2.3.1.2.2	Advocate on behalf of the community for a high school in Pottsville			50%	YDO												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of representations made to State Members, Minister for Education and Department of Education and Training	0	Number	0													
Status Comments		No action to date.															
2.3.2 Provision of a secure, high quality and reliable drinking water supply services which meets health and environmental requirements and projected demand				55%													
 2.3.2.1.1	Implement Demand Management Actions and Priorities			50%	Mwater												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage completed</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	25													
Status Comments		<p>2011 - 2013 delivery program for Demand Management implementation was adopted by Council in March 2011 and is progressing well as further described in items 2.3.2.1.2 to 2.3.2.1.12.</p> <p>The first review of scope, time, and cost was completed in December 2011. This review has led to the incorporation of a number of items including: improved meter reading management processes; development of some in-house leak detection capabilities; corporate system development for water billing and trade waste business processes; and has identified the need to target high volume residential consumers specifically in future programs.</p>															
 2.3.2.1.10	Develop and implement Residential Retrofits and Rebates Program			17%	Demand Management Program Leader												
		Jul-11															
Status Comments		<p>The Water Saving Rebate for residential water customers was launched on 1 July 2011. The residential rebate/retrofit program is to be run over 3 years and this quarter represents 16.67% completion of the overall program. The current rebate will run until 30 June 2012 and will be reviewed before progressing into year 2 of the program. A retrofitting service and/or rebates for other water fixtures/fittings such as dual flush toilets will be considered for future implementation. These decisions will be based on the progress/performance of the Water Saving Rebate in the first year and feedback received from customers.</p> <p>This quarter, promotion of the Water Saving Rebate continued through articles and advertisements in the Tweed Link, displays in shopping centres and at events such as the Tweed River Festival, Unity Festival and Coastal Conference, as well as posters provided to plumbing suppliers and key community locations in the shire.</p> <p>Since 1 July 2011, 168 rebates have been provided at a total cost of \$9118. This quarter accounted for about half of the rebate applications received, so take-up of the rebate is steady. Estimating an annual water saving of 15kL/a for the replacement of 1 or 2 showers and an annual water saving of 5 kL/a for the installation of aerators and/or spouts and mixers, the total water saving estimated thus far is 1560 kL/a.</p>															
 2.3.2.1.11	Review and update Water billing information			60%	Demand Management Program Leader												
		Jul-11															
Status Comments		The upgrade of Council's property management system (Water Management Module) has presented the opportunity of improving Council's															

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<p>water notices. It is envisaged that the redesigned water consumption notices will provide the customer's historical water use and Shirewide water consumption targets. The introduction of the new notices is expected to coincide with the introduction of quarterly billing due in July 2012.</p> <p>The new water notice will provide additional information to water customers about their water use, supporting Council's demand management programs which aim to raise awareness about reducing water use and using water more efficiently. The new notices will be designed to comply with the National Guidelines for Residential Customers' Water Accounts (2006).</p> <p>This quarter, mock-ups of the new water notice were prepared after extensive consultation with Council's Communications and Marketing Section and other stakeholders. Information Systems Unit staff are liaising with printers and Technology 1 to determine the final presentation of the water notice and to facilitate retrieval of customer data from Proclaim.</p> <p>Key users testing of the water management and trade waste modules following the Ci upgrade of the customer data base will be conducted early in 2012.</p>																
 2.3.2.1.12	Identify and promote Recycled Water Projects			24%	DMPL												
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Code	KPI	Target	Units	Achieved	Notes												
1	Increase volume of waste water recycling	10	Percentage	5													
Status Comments	<p>In 2010/11 Council recycled 4.8% of its treated wastewater. This has reduced since last year, primarily due to less recycled water being used by the Condong Co-generation facility.</p> <p>Existing recycled water projects in the Tweed Shire include: Chinderah golf course - recycling up to 110ML/a from Kingscliff WWTP, operating since 2009; Condong co-generation facility – recycling up to 584ML/a from Murwillumbah WWTP, operating since 2007; Uki Koala Food tree plantation – recycling up to 9ML/a from Uki WWTP, operating since 2004; Coolangatta Tweed Heads Golf Club – recycling up to 250ML/a from Banora Pt WWTP, operating since 1987; Tyalgum pasture irrigation – recycling up to 25ML/a from Tyalgum WWTP, operating since 1987. Several other recycled water opportunities have been identified and are at various stages of investigation and design, including: Les Burger Field (rugby club), Bogangar – recycling up to 55kL/d from Hastings Pt WWTP; due to be operating by August 2012. Arkinstall Park and Memorial Gardens, Tweed Heads – recycling up to 230ML/a from Banora Pt WWTP; concept design for both completed 2008; construction planned for 2013. Burringbar/Mooball recycled water scheme – recycling up to 20ML/a; can be pursued once the new WWTP is operating. Chinderah Ti tree plantation – recycling up to 950ML/a from Kingscliff WWTP; under consideration. Kingscliff recycled water scheme – recycling up to 180ML/a from Kingscliff WWTP; concept design completed 2005; to be revisited once future development in West Kingscliff becomes clearer. Tweed Heads South industrial area – under preliminary consideration; will depend on Banora Pt WWTP upgrade and customer effluent quality requirements. West Kingscliff residential area – to be investigated for future development. West Kingscliff industrial estate – identified in the Demand Management Strategy as an option to be investigated prior to future development. In respect to new development, TSC is willing to receive and assess submissions from developers who propose water recycling.</p> <p>No new recycling opportunities were identified this quarter. Council is awaiting the Section 60 approval from the NSW Office of Water (NOW) for the Les Burger Field project before proceeding with other projects, as this will set a precedent regarding NOW requirements.</p>																
 2.3.2.1.2	Implement performance tracking framework for Demand Management Strategy			50%	DMPL												




Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
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Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage completed	100	Percentage	100																									
2	Reduce per capita residential demand	180	L/p/d	173																									
3	Reduce overall per capita demand	300	L/p/d	286																									
Status Comments		<p>In April 2011, Council adopted Key Performance Indicators for the overall Demand Management Strategy and additional Performance Indicators for individual demand management programs. A 2013 Target has been adopted for each KPI. Two of the KPIs have been calculated for the 2010/11 financial year as part of performance reporting to the NSW Office of Water. The results show that the 2013 targets for these KPI's are already being achieved. These results are encouraging but need to be corrected for climate conditions and need to be sustained before Council can be confident that these KPIs have been met.</p> <p>A report on the performance of the Demand Management Strategy and Key/individual performance indicators will be put to Council in early 2012.</p>																											

	<p>2.3.2.1.4 Update and promote rainwater tank policy</p>	<p>75%</p> <p>Demand Management Program Leader</p> <p>Jul-11</p>
Status Comments		<p>One of the key elements described and budgeted for in the Demand Management Strategy Implementation Plan is a rainwater tank program designed to promote the installation of rainwater tanks as a way of reducing the consumption of water from the reticulated supply for non-potable uses.</p> <p>The first step in implementing the rainwater tank program involved a review of Council's policy on rainwater tanks. The revised policy entitled "Rainwater Tanks in Urban Areas" applies to rainwater tanks installed on residential properties in urban areas of the Tweed Shire that are connected to the reticulated water supply.</p> <p>The draft policy was put to Council at its meeting on 21 June 2011 and Council resolved to exhibit the policy and accept public submissions for a period of six (6) weeks from 4 July 2011 to 15 August 2011.</p> <p>Three (3) formal submissions, two (2) inquiries, two (2) corrections and one (1) comment were received during the exhibition period. Taking all of the suggested changes and comments into account, only minor changes to the draft policy were required. The final policy was subsequently adopted by Council at its meeting on 20 September.</p> <p>This quarter, resources were developed/collated and posted on Council's website at Our Services/Water and Wastewater/Rainwater Tanks, for use by customers. The resources include Council's Policy, an approval checklist, a PowerPoint presentation about the Policy, frequently asked questions, as well as general information about the selection and installation of rainwater tanks. Links to the enHealth Guidelines and save water fact sheets have also been provided.</p> <p>Also this quarter, the Installation Checklist completed by Council's Building and Environmental Health Unit when they inspect tank installations was also updated. Information collected on these checklists will be entered into Council's water management system, to gather data relating to rainwater tank installations.</p> <p>This data will be used to monitor compliance of new residential rainwater tanks with BASIX requirements and Council's policy. No figures relating to this are available yet for this quarter.</p> <p>Council's policy will continue to be promoted in the Tweed Link from time to time as a reminder. A follow up media release and article in the Tweed Link were provided this quarter.</p> <p>Public information sessions for plumbers/trades/public are planned for early 2012, to further educate the community about the policy and promote the use of rainwater tanks.</p>

Code	Name	Start Date	Target Date	Performance	Responsible Officer
In response to Council's resolution at its meeting on 16 August 2011, a separate and new policy for rainwater tanks in commercial and industrial precincts will also be investigated and prepared. This investigation will also consider retrofitting possibilities in existing commercial and industrial precincts and any rebates that may be implemented.					
 2.3.2.1.9	Advocate to the State Government to amend BASIX to allow Council minimum 5kL rainwater tanks			50%	Demand Management Program Leader
			Jul-11		
Status Comments	<p>The key findings in the BASIX Five Year Outcomes Summary along with several other reports on the BASIX website have been reviewed. The likely impacts on Council's Demand Management Strategy (DMS) of the outcomes and estimated water savings presented in these reports were assessed and reported to Council. The measured BASIX results compare favourably with the predicted residential demand in greenfield areas assumed in Council's Demand Management Strategy. The BASIX results show that the median rainwater tank volume is 5,000 litres for single dwellings and 4,500-5,000 litres for all new homes. This compares favourably with the preferred scenario for greenfield areas adopted in Council's Demand Management Strategy. Overall, the BASIX outcomes suggest that the modelling carried out for the Demand Management Strategy has set achievable water saving targets that do not need to be adjusted. No further action in relation to BASIX requirements for tanks is necessary at this stage.</p> <p>Additionally, Rous Water together with Tweed is carrying out a study of BASIX certificates and actual constructed rainwater tank systems in the Rous Water and Tweed areas. Tweed will finalise an information sharing agreement during the third quarter with the Department of Planning to enable the study to proceed. The study aims to confirm if BASIX is achieving the predicted water saving outcomes in this region. The relevant findings of this study will be reported to Council in future when it becomes available, likely in 2013.</p>				
 2.3.2.2.1	Install Bulk Meters at major Water Pump Stations			20%	Operations Engineer
			Jul-11		
Status Comments	<p>Council has changed its standards and put mechanisms in place to ensure all new water pump stations have flow metering installed. Major existing pump stations have been identified to be meter. Three sites WPS 14 (Kingscliff Booster), WPS 9 (North Tumbulgum) and WPS 10 (Eviron Rd) have budgeted for completion this year. Work on WPS 14 has commenced.</p> <p>Dec 2011 WPS 14 is completed and operational.</p> <p>The new Glennys Street, South Tweed Heads, booster WPS has been built and the flow meter at its outlet is in operation.</p>				
 2.3.2.2.2	Implement reservoir drop testing program			100%	Demand Management Program Leader
			Jul-11		
Complete.					
 2.3.2.2.3	Implement leakage reduction program			16%	Demand Management Program Leader
			Jul-11		
Status Comments	<p>A 3-year schedule of reservoir drop tests has been implemented. Further leak detection works will be carried out in zones where the drop tests indicate that leakage may be occurring.</p> <p>The installation of flow meters to create district metered areas is continuing and all new water pump stations contain flow metering.</p>				

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<p>The Water Unit has purchased one electronic listening stick for troubleshooting leak detection tasks. Because of its technical nature, larger leak detection projects will be out-sourced as required. Drop tests have now been completed on water reservoirs at Tweed Heads (Walmsley's/Razorback), Tyalgum, Uki, Hillcrest Ave and Fingal Head. Further leakage assessment is planned for Uki and Fingal Head, as the initial drop tests indicated significant leakage in these water supply zones. Drop testing of the Hospital Hill and Kingscliff reservoirs have been delayed and will be carried out once flow meters are installed to better monitor water usage in these zones. The electronic listening stick is being used to investigate suspected leaks. Training by the supplier is scheduled for February 2012. It is envisaged that several water/sewer operators will be trained in its use.</p>																
 2.3.2.3.1	Implement Water Supply Augmentation Strategy			50%	Mwater												
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Code	KPI	Target	Units	Achieved	Notes												
1	Percentage complete	5	Percentage	5													
	<p>Status Comments Council has resolved not to proceed with any options at this stage.</p>																
 2.3.2.4.1	Conduct Water Quality Study for Clarrie Hall Dam			75%	Treatment Process Engineer												
			Jul-11														
	<p>Status Comments The Clarrie Hall Dam Water Quality report Final Draft received and review scheduled for January 2012. The draft report makes a number of recommendations that will be considered and an action plan developed.</p>																
 2.3.2.4.6	Consult NSW Office of Water on Operational Implementation of Water Sharing Plan			40%	Operations Engineer												
			Jul-11														
	<p>Status Comments Council has received and reviewed the Water Sharing Plan and understands the implications. Council has put in place measures to comply with the operational requirements as provided in the water access licence and Water Sharing Plan. Council has communicated to the NSW Office of Water in relation to the specific matter of the Byrill Creek Dam site in the Water Sharing Plan. December 2011 No further action.</p>																
 2.3.2.4.7	Consider potential for pipeline link from SEQ Water Grid for drought contingency supply			25%	Manager Water												
			Jul-11														
	<p>Status Comments Preliminary negotiations commenced with meetings held with SEQ-Water Grid Manager. Possible water supply connections to SEQ Water Grid identified. SEQ Water Grid Manager to investigate and estimate costs for identified supply options. This item has not progressed significantly during this quarter, generally waiting SEQ Water Grid Manager to provide more guidance on their likely requirements.</p>																
 2.3.2.5.1	Determine measures to address elements identified in the Australian Drinking Water Guidelines (ADWG) Gap Analysis			100%	Treatment Process Engineer												
			Jul-11														
	<p>Status Comments Work is progressing on elements identified in the Gap Analysis. Comparatively Tweed Shire is ahead of the majority of local Council's in developing its Water Management Plan. The state government has introduced a new health act and regulation that will impact on the development of a water quality management</p>																

Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
	<p>system. This has delayed the development of the water quality management system. The requirements have now been determined. Tender documentation prepared and Tenders called for the overall development of a Drinking Water Quality Management System to address the items identified in the previous Gap Analysis study. Tenders has been let to Water Futures.</p> <p>Measures now determine and this item is complete. refer to Item 2.3.2.5.2 for Implementation status.</p>																												
2.3.2.5.2	Implement measures to ensure compliance with ADWG			40%	Treatment Process Engineer																								
			Jul-11																										
Status Comments	<p>The NSW Health Act requires Council to develop individual Water Quality Management Plan's that is consistent with the Australian drinking Water Guidelines (ADWG). Tweed Shire is well down the track in having this plan in place. The major element is a risk assessment and this has been completed. Recommendations from the risk assessment are now being addressed. A number of the 12 elements are already completed or in the process of being completed and any inadequacies have been specifically identified in a gap analysis study.</p> <p>Tender documentation prepared and Tenders called for the overall development of a Drinking Water Quality Management System to address the items identified in the previous Gap Analysis study. Tenders has been let to Water Futures.</p>																												
2.3.2.6.1	Water fund management and administration			50%	AE																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program percentage complete</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> <tr> <td>2</td> <td>Water supply system customer service requests per 1000 connected assessments</td> <td>8</td> <td>Number</td> <td>4</td> <td></td> </tr> <tr> <td>3</td> <td>Average annual volume supplied to residential assessments</td> <td>200</td> <td>kL</td> <td>179</td> <td></td> </tr> </tbody> </table>					Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage complete	25	Percentage	25		2	Water supply system customer service requests per 1000 connected assessments	8	Number	4		3	Average annual volume supplied to residential assessments	200	kL	179	
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3	Average annual volume supplied to residential assessments	200	kL	179																									
Status Comments	<p>The water operations expenditure in quarter 2 is within budget allocations. Note: The average annual volume supplied to residential assessment is the 2010/2011 figure is a result which is only determined annually.</p>																												
2.3.2.6.2	Water consumer services			50%	OE																								

Code	Name	Start Date	Target Date	Performance	Responsible Officer																																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program, percentage complete</td> <td>25</td> <td>Percentage</td> <td>68</td> <td></td> </tr> <tr> <td>2</td> <td>Estimated volume of metered consumption</td> <td>1,900</td> <td>ML</td> <td>1,855</td> <td></td> </tr> <tr> <td>3</td> <td>Water quality complaints per 1000 connected assessments</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> <tr> <td>4</td> <td>Water connection failures per 1000 connected assessments</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> <tr> <td>5</td> <td>Water supply system unplanned interruptions per 1000 connected assessments</td> <td>10</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program, percentage complete	25	Percentage	68		2	Estimated volume of metered consumption	1,900	ML	1,855		3	Water quality complaints per 1000 connected assessments	1	Number	1		4	Water connection failures per 1000 connected assessments	3	Number	3		5	Water supply system unplanned interruptions per 1000 connected assessments	10	Number	1					
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4	Water connection failures per 1000 connected assessments	3	Number	3																																					
5	Water supply system unplanned interruptions per 1000 connected assessments	10	Number	1																																					
Status Comments		The delivery of consumer services is measured on percent of budget expended. The budget expenditure is 67.5% for the second quarter because meter reading is completed in November 2011 and results in a spike in expenditure. Estimated quarterly volume of metered consumption is 1855.41ML, based on November water meter reading program.																																							
	2.3.2.6.3 Water mains			41%	OE																																				
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2	Water main breaks per 100 km of mains	3	Number	1																																					
Status Comments		Deliver of water mains program is based on percent actual expenditure versus budget. This includes mains flushing, mains maintenance and repair including trunk mains. One trunk main break occurred during the quarter at Tumbulgum.																																							
	2.3.2.6.4 Reservoirs			23%	OE																																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program, percentage completed</td> <td>25</td> <td>Percentage</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program, percentage completed	25	Percentage	20																													
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Status Comments		Scheduled works and required maintenance for reservoirs is fully completed for the first quarter. 11% of budget has been spent but programmed work is 25% completed for the first quarter. 6-weekly reservoir inspections are fully up to date and identified faults repaired. General maintenance on surrounds is completed as required. At December 2011, 6-weekly inspections were all completed for quarter with only 20% budget spent for year. There has been no major expenditure on rectification work this year and typical expenditure is down at this time. No reportable faults found in reservoirs for quarter.																																							
	2.3.2.6.5 Water pumping stations			42%	MEC																																				
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Code	Name	Start Date	Target Date	Performance	Responsible Officer																																				
Status Comments		All scheduled and unplanned operational works have been completed for the second quarter within budget requirements. Operational expenditure currently within Budget. Covers and acoustic enclosure for WPS 17 Clareville Rd have been identified as requiring replacement.																																							
2.3.2.6.6	Water treatment plants			48%	TPE																																				
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4	Moderate category 2 water supply environmental incidents	0	Number	0																																					
5	Major category 3 water supply environmental incidents	0	Number	0																																					
Status Comments		No moderate or major environmental incidents occurred within the quarter. Volume supplied is based on water production at the water treatment plants for the quarter. Chemical and Electricity costs are ahead of pro rata budget at the end of this second quarter.																																							
2.3.2.6.7	Dams and Weirs			38%	TPE																																				
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1	Delivery of program percentage completed	25	Percentage	50																																					
2	Volume of water extracted	2,400	ML	2,342																																					
Status Comments		Volume of water extracted is water extracted from Council raw water pump station for Bray Park, Uki and Tyalgum.																																							
2.3.2.6.8	Tweed Laboratory Centre			31%	LC																																				
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1	Delivery of program, percentage completed	25	Percentage	25																																					
Status Comments		The loss of a major and long standing external client has in the short term been offset by another new large external client. The laboratory continues to provide a high quality service with good turnaround on low staffing levels.																																							
2.3.2.7.1	Annual mains renewal program			90%	Capital Works Engineer																																				
Status Comments		Annual Water Renewal Program includes replacement of watermains in: Frances St, Dorothy St, Barnby St and Williams St, Murwillumbah. New water mains have been completed in Barnby St, Frances St, Dorothy St and Williams St, Murwillumbah. Some property connections in Barnby St and Dorothy St are to be completed.																																							





Code	Name	Start Date	Target Date	Performance	Responsible Officer
 2.3.2.7.10	Thomson Street Mains upgrade			100%	Capital Works Engineer
	Complete.	Jul-11			
 2.3.2.7.14	Various reticulation Main replacements			90%	Capital Works Engineer
	Status Comments As per item 2.3.2.7.1	Jul-11			
 2.3.2.7.2	Annual consumer service renewal program			70%	Capital Works Engineer
	Status Comments Annual meter reading replacement program has been completed. As part of water meter reading completed in November 2011 inspections a program for targeted property service renewals has been identified. All critical replacement have now been completed. Other rectifications or replacements will be completed prior to next meter reading.	Jul-11			
 2.3.2.7.3	Clarrie Hall Dam spillway upgrade			13%	Capital Works Engineer
	Status Comments Part V approval has been provided following determination by Council at December 2011 meeting. Approval has been provided to commence the detailed design of the spillway. Documentation is now being finalised to seek Expressions of Interest for completion of Construction Works. Construction works are programmed to commence in 2013.	Jul-11			
 2.3.2.7.4	Tyalgum Water Treatment Plant upgrade			45%	Capital Works Engineer
	Status Comments Preliminary design review meetings completed. Final design drawings and design report have been issued for approval. TSC to complete design of external tanks. Design of switchboard complete. Tender for switchboard supply to be issued early 2012. New water treatment plant is expected to be completed by September 2012.	Jul-11			
 2.3.2.7.7	Kyogle Road Tree Street north to cane drain (St2) Trunk Main upgrade			100%	Capital Works Engineer
	Complete.	Jul-11			
 2.3.2.7.8	North Arm Road duplication Trunk Main new Stage 1			100%	



Code	Name	Start Date	Target Date	Performance	Responsible Officer												
		Jul-11			Capital Works Engineer												
	Complete.																
	2.3.2.7.9 North Arm Road duplication Trunk Main new Stage 2			100%	Capital Works Engineer												
	Complete.	Jul-11															
	2.3.2.8.1 Review Water Supply Infrastructure Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			50%	MD												
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Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	80													
	Status Comments	Design are within timeframe specified.															
	2.3.2.8.2 Prepare concept and detail designs for water supply infrastructure projects			50%	MD												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of design projects completed	4	Number	4													
	Status Comments	Design work currently meeting timeframes but working on creating greater gap between completion and construction commencement.															
2.3.3	Provision of high quality and reliable wastewater services which meets health and environmental requirements and projected demand			34%													
	2.3.3.1.1 Target Flow gauging and development of calibrated sewer flow model			20%	Strategic & Assets Engineer												
	Status Comments	<p>Multi-year project.</p> <p>Sewer flow gauging programmes complete for Tweed Heads Central, East Banora Point, Bilambil Heights, Western Tweed Heads South and Murwillumbah catchments.</p> <p>Model build calibration and report complete for Bilambil Heights.</p> <p>Model build and calibration complete for East Banora Point and Tweed Heads Central.</p> <p>Manhole data collection in progress in Murwillumbah catchment.</p> <p>Design storm duration determined for East Banora Point and Tweed Heads Central.</p> <p>Preliminary upgrades determined for East Banora - More work is required to confirm the result and additional alternatives to be investigated.</p> <p>Preliminary upgrades determined for Tweed Heads Central - More work is required to confirm the result and additional alternatives to be investigated.</p> <p>Development of skeleton model and population model for total Banora Point Catchment in progress and includes consultant engagement.</p>															
	2.3.3.1.12 Annual CCTV inspection program			11%	OE												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	10													
	<p>Status Comments</p> <p>The annual CCTV program in future is to rely on a computer generated program that prioritises gravity sewer mains to select the mains that will be CCTV'ed. This software program is still under development. In the interim period some CCTV troubleshooting has been completed.</p> <p>December 2011 CCTV program not created for reasons above. Historic data has been used to create relining program for the year which has been put out to tender. The CCTV program shall be updated within the next quarter but the CCTV work will only be coordinated for next financial year.</p>																
✔ 2.3.3.1.13	Develop and implement infiltration and inflow reduction program with aim to reduce peak and overall flows to treatment plants.			19%	OE												
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Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	15													
	<p>Status Comments</p> <p>Manhole inspection program developed and implemented across the shire. This program ensures we have access to these maintenance points and also provides information on infiltration and condition of manholes. Repair work is identified and completed for manholes including coating for structural protection. Programs for CCTV and rehabilitation come out of these inspections.</p> <p>December 2011 The abovementioned programmed work is progressing in an adhoc fashion. It is expected to be 18 months before a coordinated program is developed to encompass all infiltration reduction measures.</p>																
✔ 2.3.3.1.2	Backup generator at Sewage Pump 2036 Fern Street Bilambil Heights			15%	Capital Works Engineer												
			Jul-11														
	<p>Status Comments</p> <p>Design report completed. Final option to be determined. Tender to be issued for generator supply early 2012.</p>																
✔ 2.3.3.1.3	Backup generator at Sewage Pump 2038 Peninsula Drive Bilambil Heights			15%	Capital Works Engineer												
			Jul-11														
	<p>Status Comments</p> <p>Design report complete. Recommended option accepted. Tender for generator to be issued early 2012.</p>																
✔ 2.3.3.1.4	Telemetry alarming of critical manholes			20%	Strategic & Assets Engineer												
			Jul-11														
	<p>Status Comments</p> <p>Pilot project involving up to seven potential overflow sites and constructed emergency relief structures commenced. Five sites now installed. Overall program to be now developed based on the success to date of the pilot installations.</p>																






2 Supporting Community Life

Code	Name	Start Date	Target Date	Performance	Responsible Officer
✔ 2.3.3.1.5	Sewer Pump Station Telemetry upgrade program			5%	Mechanical & Electrical Coordinator
		Jul-11			
Status Comments	5% of 5 year project completed. The program has to date concentrated on the water sites upgrades. The water sites have now been completed. Priority Sewer site are being determined based on the overall risk posed by the individual sites.				
✔ 2.3.3.1.6	Upgrade Emergency relief (overflow) structures			5%	Operations Engineer
		Jul-11			
Status Comments	All sewer overflow relief points have been identified as part of Council Sewer Overflow Abatement Strategy (SOAS) that was submitted to the DECC. 16 of these sites have been identified as needing upgrading to meet current standards. None of these sites have had project initiation to date. Council has an inspection program for all overflow relief points. Inspections are carried out periodically and after suspected overflow events. No further actions September December 2011.				
✔ 2.3.3.1.8	Install bypass pumping connections at Sewage Pump Stations			10%	Capital Works Engineer
		Jul-11			
Status Comments	Bypass connections are now being installed as part of new Sewerage Pump Station Works. Standard pump station design drawings have been amended to include bypass connections.				
✔ 2.3.3.1.9	Standby controller and electrodes at regional Sewage Pump Stations			100%	Mechanical & Electrical Coordinator
		Jul-11			
Status Comments	5% of regional sewerage pump stations have been upgraded to the new Clear SCADA telemetry system which incorporates standby controllers and electrodes. This item was originally identified as a separate project, but has now been incorporated into the telemetry upgrade project 2.3.3.1.5 due to the additional functionality and capability of the new Telemetry system. This item will not be reported on separately in future reports. See Status in item 2.3.3.1.5.				
✔ 2.3.3.2.1	Investigate new recycled water opportunities and monitor relevant national and international trends			31%	TPE
Status Comments	Council is monitoring current trends and technologies for recycled water opportunities.				
✔ 2.3.3.2.2	Develop educational materials and promote recycled water opportunities			13%	CWE
Status Comments					

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments		Full time Water Education Officer has now been employed. Key task will be to develop educational packages and resources relating to recycled water. This is an element of the Demand Management Plan implementation. Specific items have been delayed until the full review of the IWCM strategy has been completed toward the end of 2012.			
 2.3.3.4.1	Finalise Odour Investigations Study and Concept Designs			22%	Capital Works Engineer
Status Comments		Design of inlet sewer modification to Coast Rd SPS complete. Additional odour monitoring works programmed to be completed in January 2012. Existing specifications for Odour Treatment Facilities have been reviewed.			
 2.3.3.6.1	Sewer fund management and administration			49%	AE
Status Comments		The Sewer operations expenditure in quarter 2 is within budget allocations.			
 2.3.3.6.2	Sewer gravity mains			42%	OE
Status Comments		Target for KPI's met for this quarter. Delivery program is based on actual expenditure versus budget and completion of all scheduled and reactive works are within budget constraints.			
 2.3.3.6.3	Sewer rising mains			28%	OE

Code	Name	Start Date	Target Date	Performance	Responsible Officer																																																
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2	Sewer rising main breaks per 100 km of mains	3	Number	0																																																	
Status Comments		Delivery program is based on actual expenditure versus budget. Have completed all scheduled works within budget. No sewer rising main breaks occurred within the quarter.																																																			
	2.3.3.6.4 Sewer Pumping Stations			45%	MEC																																																
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1	Delivery of program, percentage complete	25	Percentage	25																																																	
Status Comments		All scheduled and unplanned operational works have been completed for the second quarter within budget requirements. Operational expenditure currently within Budget. SPS 2030 Carramar Drive Tweed Heads West has been identified to require Pump replacement well in advance of normal wear and tear expectations. Replacement equipment determinations in progress. SPS 1011 Murwillumbah Show Grounds requires pump replacement, pumps ordered. SPS 5003 Rosewood Ave requires pump stands to be replaced and well floor to be re-benched.																																																			
	2.3.3.6.5 Waste Water Treatment Plants			48%	TPE																																																
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program percentage completed</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> <tr> <td>2</td> <td>Quarterly volume of waste water treated</td> <td>2,225</td> <td>ML</td> <td>1,833</td> <td></td> </tr> <tr> <td>3</td> <td>Effluent quality licence compliance</td> <td>100</td> <td>Percentage</td> <td>86</td> <td></td> </tr> <tr> <td>4</td> <td>Moderate category 2 water supply public health incidents</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> <tr> <td>5</td> <td>Major category 3 water supply public health incidents</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> <tr> <td>6</td> <td>Proportion of waste water reused</td> <td>10</td> <td>Percentage</td> <td>8</td> <td></td> </tr> <tr> <td>7</td> <td>Daily volume treated per person</td> <td>300</td> <td>L/p/d</td> <td>252</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage completed	25	Percentage	25		2	Quarterly volume of waste water treated	2,225	ML	1,833		3	Effluent quality licence compliance	100	Percentage	86		4	Moderate category 2 water supply public health incidents	0	Number	0		5	Major category 3 water supply public health incidents	0	Number	0		6	Proportion of waste water reused	10	Percentage	8		7	Daily volume treated per person	300	L/p/d	252					
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4	Moderate category 2 water supply public health incidents	0	Number	0																																																	
5	Major category 3 water supply public health incidents	0	Number	0																																																	
6	Proportion of waste water reused	10	Percentage	8																																																	
7	Daily volume treated per person	300	L/p/d	252																																																	
Status Comments		Delivery program is based on actual expenditure versus budget. Operational requirements have been met within budget for this quarter. Failures of pH at Uki and suspended solids at Murwillumbah Wastewater Treatment Plants have brought compliance down to 85%. pH at Uki WWTP is difficult to manage due to algae growth in the final pond and Office of Environment and Heritage have been previously informed of this difficulty. A capital works project is currently in the design stage to assist in the management of algal growth at Uki WWTP in the long term. Minor pH non-compliances have negligible effect on the receiving environment and it should be noted that Uki recycles 100% of its wastewater. All other wastewater plants have recorded no non-compliances.																																																			

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✓ 2.3.3.6.6	Tweed Laboratory Centre			31%	LC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program, percentage complete</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program, percentage complete	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Delivery of program, percentage complete	25	Percentage	25													
Status Comments	The laboratory continues to provide a reliable service to its internal and external clients in a responsive manner. The laboratory has performed well in proficiency programs.																
✓ 2.3.3.7.1	Annual Gravity Sewer Relining Program			15%	Capital Works Engineer												
			Jul-11														
Status Comments	Sewer projects have been prioritised for relining works. Tenders have been advertised with award likely early 2012.																
✓ 2.3.3.7.14	Sewage Pump Station 2052 Boyd Family Park construction			12%	Capital Works Engineer												
			Jul-11														
Status Comments	A number of potential distribution system and pumping options have been identified. A detailed options report including cost analysis is to be prepared.																
☑ 2.3.3.7.2	Banora Point Waste Water Treatment Plant – Biosolids Dewatering upgrade			100%	Capital Works Engineer												
			Jul-11														
Status Comments	Complete.																
✓ 2.3.3.7.20	Hastings Point Waste Water Treatment Plant Recycled Water Scheme Les Burger Fields			85%	Capital Works Engineer												
			Jul-11														
Status Comments	Recycled water pipeline and tank complete. NSW Office of Water have not yet responded to Sectors60 application issued in May 2011. Recreation Services Unit to complete irrigation pump supply and installation.																
✓ 2.3.3.7.3	Burringbar / Mooball Sewerage Waste Water Treatment Plant construction			27%	Capital Works Engineer												
			Jul-11														
Status Comments	Preliminary design review meetings are complete. Final design drawings have been issued for approval. Construction works are programmed to commence early 2012.																
✓ 2.3.3.7.4	Burringbar / Mooball Sewerage Waste Water Reticulation construction			40%	Capital Works Engineer												
			Jul-11														

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<p>Status Comments Construction works have commenced. Recycled water main and sewer rising main pipelines are 90% complete. Pressure pump station installations are 20% complete. The anticipated date for completion of these works is December 2012.</p>																	
 2.3.3.7.5	Banora Point Waste Water Treatment Plant upgrade		Jul-11	65%	Capital Works Engineer												
<p>Status Comments Balance/Anaerobic tank concrete works complete. Clarifier tank concrete works 90% complete. Control Building 70% complete. Installation of new inlet screen complete. Installation of 1650mm diameter effluent line 50% complete. Estimated project completion April 2012.</p>																	
 2.3.3.7.8	Meridian Way Tweed Heads West syphon upgrade		Jul-11	40%	Capital Works Engineer												
<p>Status Comments Proposed works have been delayed due to access issues. Variation costs for aborted works have been approved. Remobilisation for relining works are being programmed for mid 2012. Alternative access arrangements to enter the site are now being investigated.</p>																	
 2.3.3.8.1	Review Waste Water Infrastructure Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			50%	MD												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframe within target</td> <td>80</td> <td>Percentage</td> <td>80</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Client timeframe within target	80	Percentage	80	
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframe within target	80	Percentage	80													
<p>Status Comments Designs within timeframes.</p>																	
 2.3.3.8.2	Prepare concept and detail designs for Waste Water infrastructure projects including schedules of quantities, cost estimates and works as executed plans			19%	MD												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of design projects completed</td> <td>15</td> <td>Number</td> <td>7</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of design projects completed	15	Number	7	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of design projects completed	15	Number	7													
<p>Status Comments On target to produce 15 designs over the year.</p>																	
 2.3.3.9.1	Inspect on-site sewage management systems for compliance with relevant legislative and TSC requirements			50%	MBEH												

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of onsite sewage management inspections</td> <td>125</td> <td>Number</td> <td>135</td> <td></td> </tr> <tr> <td>2</td> <td>Onsite sewage management system failures as % of total system inspections</td> <td>0</td> <td>Percentage</td> <td>45</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of onsite sewage management inspections	125	Number	135		2	Onsite sewage management system failures as % of total system inspections	0	Percentage	45					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of onsite sewage management inspections	125	Number	135																			
2	Onsite sewage management system failures as % of total system inspections	0	Percentage	45																			

Status Comments New Environmental Compliance Officer commenced employment in early October and has been undertaking training.

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 42%

 **2.3.4.1.1** Provide a multi bin collection service for all residential rated properties and willing non-residential (commercial) rated properties 46% CWM


Code	KPI	Target	Units	Achieved	Notes
1	Increase resource recovery (recycling) from kerbside collections of domestic properties	50	Percentage	46	

Status Comments Figure represents recovered resources (recycling) from domestic kerbside collection.

 **2.3.4.1.2** Provide public place waste and recycling collection services 50% CWM


Code	KPI	Target	Units	Achieved	Notes
1	Number of additional public place recycling bins	1	Number	1	

Status Comments Recycling bins ordered for Jack Evans extension.

 **2.3.4.1.3** Provide special waste (electronic waste, fluoro tubes, batteries, oil, metal, white goods, tyres, empty farm chemical drums, gas bottles) drop off facilities at Stotts Creek Resource Recovery Centre to enable recycling 43% CWM

Code	KPI	Target	Units	Achieved	Notes
1	Increase of special waste collected at Stotts Creek	5	Percentage	5	

Status Comments Increased recovery of electronic waste and CFL tubes.

 **2.3.4.1.4** Provide bi-annual bulky waste household collection and recover metal items for recycling; and facilitate a separate metal collection year round 30% CWM

Code	KPI	Target	Units	Achieved	Notes
1	Annual hard rubbish collection services provided	2	Number	1	
2	Metal collection services provided	75	Number	70	






Status Comments Hard rubbish collection conducted in November 2011. Metal collection participation steady.

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.3.4.1.5	Manage operational and closed waste disposal facilities and recycling assets			50%	CWM												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase resource recovery (recycling) of all material received at operational waste disposal facilities</td> <td>40</td> <td>Percentage</td> <td>42</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase resource recovery (recycling) of all material received at operational waste disposal facilities	40	Percentage	42					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase resource recovery (recycling) of all material received at operational waste disposal facilities	40	Percentage	42													
	Status Comments Includes recovery of green organics, construction and demolition waste, metal and reusable's to the tip shop.																
✔ 2.3.4.2.1	Education programs to promote understanding and behavioural change in the community			50%	CWM												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Conduct Environmental education initiatives relating to recycling and waste minimisation</td> <td>6</td> <td>Number</td> <td>11</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Conduct Environmental education initiatives relating to recycling and waste minimisation	6	Number	11					
Code	KPI	Target	Units	Achieved	Notes												
1	Conduct Environmental education initiatives relating to recycling and waste minimisation	6	Number	11													
	Status Comments Education activities include green waste collection promotion, free metal collection promotion and participation in NEWF projects.																
✔ 2.3.4.2.2	Participate in regional collaboration on waste management and resource recovery initiatives			50%	CWM												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Regional meetings on waste and recycling attended</td> <td>2</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Regional meetings on waste and recycling attended	2	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Regional meetings on waste and recycling attended	2	Number	3													
	Status Comments Attended North East Waste Forum, NOROC General Managers Group and Regional Waste Managers Group meeting.																
✔ 2.3.4.3.1	Promote green organics and dry recycling collections to non-residential (commercial) rated properties			48%	CWM												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase in new green organics or recycling services</td> <td>10</td> <td>Number</td> <td>9</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase in new green organics or recycling services	10	Number	9					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase in new green organics or recycling services	10	Number	9													
	Status Comments Net result 9 increase in services.																
✔ 2.3.4.4.1	Provide permanent drop off facility at Stotts Creek Resource Recovery Centre for unwanted household chemical wastes (paint, herbicides and pesticides) ready for responsible disposal or recycling at an offsite purpose built licensed facility			50%	Coordinator Waste Management												
					Jul-11												
	Status Comments Development Application approved. A tender brief for the construction of the facility has been developed ready for Contracts Unit to advertise. Funding has been secured through the North East Waste Forum.																
⊖ 2.3.4.5.1	Development of Waste Management and Resource Recovery Strategy			0%	Coordinator Waste Management												
					Jul-11												
	Status Comments Council is participating in the development of a regional waste strategy with other NOROC Council's. Until the regional strategy has progressed, Council's waste strategy development will be placed on hold.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
2.3.5	Ensure adequate stormwater drainage, flood management and evacuation systems are in place to protect people and property from flooding			28%													
✔ 2.3.5.1.1	Review Storm water Drainage Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			25%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within targets</td> <td>80</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within targets	80	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within targets	80	Percentage	100													
Status Comments Only one brief received for stormwater design.																	
✔ 2.3.5.1.2	Prepare concept and detail designs for Storm water Drainage infrastructure projects including schedules of quantities, cost estimates and works as executed plans			25%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of design projects completed</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of design projects completed	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of design projects completed	1	Number	1													
Status Comments No stormwater client briefs received for such designs.																	
✔ 2.3.5.2.1	Review Survey and Environmental Design resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within targets</td> <td>80</td> <td>Percentage</td> <td>80</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within targets	80	Percentage	80					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within targets	80	Percentage	80													
Status Comments Resources sufficient to enable work to be completed within timeframes.																	
✔ 2.3.5.2.2	Undertake survey works for stormwater and flood mitigation infrastructure including schedules of quantities and cost estimates			50%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of surveys completed</td> <td>2</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of surveys completed	2	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of surveys completed	2	Number	2													
Status Comments Floor level surveys for flood mitigation purposes completed or in progress.																	
✔ 2.3.5.3.1	Complete approved 2011/12 stormwater drainage construction program			0%	Senior Construction Engineer												
			Jul-11														
Status Comments Drainage program being redeveloped- Tamarind Avenue, design complete with construction scheduled to commence in February 2012. Banner Lane, design complete, construction scheduled to commence in June 2012 pending possible adjacent development. Stafford Street, design in almost complete. Construction on hold. Funding is being redirected to Quigan Street. Quigan Street, design is outstanding, environmental approvals outstanding. Construction scheduled to commence in May 2012.																	
✔ 2.3.5.4.1	Complete 2011/12 stormwater drainage rehabilitation program			37%	Maintenance Engineer												
			Jul-11														
Status Comments Eviron Rd and Scenic Dr pipeline internal relines completed.																	







Code	Name	Start Date	Target Date	Performance	Responsible Officer												
2.3.5.5.1	Repair stormwater drainage structures			37%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number repaired</td> <td>60</td> <td>Number</td> <td>28</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number repaired	60	Number	28					
Code	KPI	Target	Units	Achieved	Notes												
1	Number repaired	60	Number	28													
Status Comments Repairs to damaged inlets and pipelines completed.																	
2.3.5.5.2	Clean stormwater drainage structures			18%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number cleaned</td> <td>4,322</td> <td>Number</td> <td>962</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number cleaned	4,322	Number	962					
Code	KPI	Target	Units	Achieved	Notes												
1	Number cleaned	4,322	Number	962													
Status Comments Manual and mechanical cleaning of pits, pipes and inlets.																	
2.3.5.5.3	Maintain Gross Pollutant Traps			13%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Cubic metres extracted</td> <td>47</td> <td>Cubic metres</td> <td>14</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Cubic metres extracted	47	Cubic metres	14					
Code	KPI	Target	Units	Achieved	Notes												
1	Cubic metres extracted	47	Cubic metres	14													
Status Comments Litter and gross pollutants removed from structures.																	
2.3.5.5.4	Maintain created wetlands			11%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of wetlands maintained</td> <td>20</td> <td>Percentage</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of wetlands maintained	20	Percentage	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of wetlands maintained	20	Percentage	5													
Status Comments Maintenance to pond and wetlands at Vintage Lakes & Border Cr.																	
2.3.5.5.5	Repair kerb and guttering			4%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Length of kerb and gutter repaired</td> <td>250</td> <td>Metres</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Length of kerb and gutter repaired	250	Metres	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Length of kerb and gutter repaired	250	Metres	2													
Status Comments Kerb replacements and spall repairs.																	
2.3.5.6.1	Clear aquatic weeds in Western and Eastern Drainage Systems			15%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area of aquatic weeds cleared hectares</td> <td>10</td> <td>Number</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area of aquatic weeds cleared hectares	10	Number	6					
Code	KPI	Target	Units	Achieved	Notes												
1	Area of aquatic weeds cleared hectares	10	Number	6													
Status Comments Salvinia removed in Vintage Lakes & Greenway Dr waterways.																	
2.3.5.7.1	Progress Coastal Creeks Floodplain Risk Management Plan			30%	ME												
				Planning & Infrastructure Engineer													
				Jul-11													
Status Comments Project initiation meeting with consultants scheduled for 29 September. Floor level survey commenced, by Council surveyors. Consultants undertaking background review while awaiting data.																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Council officers to undertake community consultation of relevant issues in January 2012.					
✓ 2.3.5.7.2	Complete Tweed Valley Floodplain Risk Management Plan			80%	Planning & Infrastructure Engineer
					Jul-11
Status Comments	Discussion papers received from consultants and discussed with technical sub-committee on 2 September. Next step discussion at Floodplain Management Committee meeting of 30 September. September committee meeting delayed due to non-completion of planning issues by consultants. Issues have been discussed with consultants on a number of occasions, with discussion papers to be finalised in January 2012.				
✓ 2.3.5.7.3	Undertake a community awareness program for flooding in conjunction with SES			0%	PIE
Status Comments	Pending completion of Tweed Valley Floodplain Risk Management Study.				
✓ 2.3.5.8.1	Maintain Flood Mitigation Asset Register			50%	PIE
Status Comments	Flood mitigation asset register has been updated this quarter to reflect new assets and improvements completed this year.				
✓ 2.3.5.8.2	Inspect, repair and replace flood mitigation assets			25%	PIE
Status Comments	Flood mitigation asset maintenance is progressing in accordance with prorate rate of both expenditure and activities.				
✓ 2.3.5.9.1	Assess, approve and inspect stormwater drainage applications			31%	PIE
Status Comments	Applications assessed and approved where appropriate and possible - those which require further information or amendments have been referred back to the applicants in each case.				
2.3.6	Provide conveniently placed and well equipped parks, sporting, recreational, cultural and community facilities			43%	
⊖ 2.3.6.1.1	Development of Regional Museum facility at Flagstaff Hill Tweed Heads			2%	





Code	Name	Start Date	Target Date	Performance	Responsible Officer												
			Jul-11		Senior Museum Curator												
Status Comments	Environmental assessment for project is under preparation. European Cultural Heritage assessment is almost complete. Better Regions project funding has been withdrawn and Council have committed to funding the project from the sale of the Old Fire Station site. Project will be delayed significantly.																
 2.3.6.1.2	Development of Regional Museum facility at Murwillumbah			50%	SMC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Project completed</td> <td>12</td> <td>Percentage</td> <td>12</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Project completed	12	Percentage	12					
Code	KPI	Target	Units	Achieved	Notes												
1	Project completed	12	Percentage	12													
Status Comments	Concept design for building additions has been approved by members of the Murwillumbah Historical Society and by Council. Council approved project budget and lodgement of a Development Application in November 2011. Pilot assessment of packing, transport and storage requirements for collection relocation from Murwillumbah to new offsite storage facility has been completed. Tweed River Regional Museum at Murwillumbah is closed to the public during 2012 to facilitate collection relocation and building renovation.																
 2.3.6.1.3	Maintain and improve the Tweed River Art Gallery's physical and built environment through the provision of additional educational and family friendly facilities			50%	AGD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of public art installations</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of public art installations	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of public art installations	0	Number	0													
Status Comments	The built environment and the internal mechanics of the Tweed River Art Gallery are maintained by professionals. Public art pieces on the Gallery's site inspected and maintained on a regular basis.																
 2.3.6.1.4	Implement and support digital collection management system for the Tweed River Art Gallery and Tweed River Regional Museums			5%	Art Gallery Director												
			Jul-11														
Status Comments	Some Gallery and Museum staff members attending information and training sessions outlining the latest options available in professional Collection Management Systems.																
 2.3.6.10.1	Complete structural plan for core area			100%	Recreation Project Coordinator												
			Jul-11														
Status Comments	Landscape Plan for core area completed. Possible amendments following further study of wetland area.																
 2.3.6.10.2	Lodge development application			20%	Recreation Project Coordinator												
			Jul-11														
Status Comments	Preliminary vegetation study undertaken, preliminary engineering design investigations undertaken for roads/dam. Investigation into second dam required, Detail design required. DA application required.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.3.6.2.1	Promote the use of Council's community facilities including the Auditoria, Banora Point Community Centre, South Tweed Hall and Activities Room at the Home and Community Care Centre			0%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase use of facilities</td> <td>2</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase use of facilities	2	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase use of facilities	2	Percentage	0													
	Status Comments	Facilities are recording a steady level of usage consistent with previous years.															
✔ 2.3.6.3.1	Develop netball facility			50%	Manager Recreation Services												
			Jul-11														
	Status Comments	Courts resurface, new courts and carpark constructed. DA received for new toilet block and club upgrade.															
✔ 2.3.6.3.3	Develop recreation area			5%	Manager Recreation Services												
			Jul-11														
	Status Comments	Brief for landscape plan completed. Awaiting outcome of Infrastructure funding application.															
⚠ 2.3.6.4.1	Refurbish Murwillumbah Netball clubhouse			11%	Building & Recreation Assets Coordinator												
			Jul-11														
	Status Comments	Development Application approved. Design drawings completed and ready for submission of Construction Certificates. Construction Certificate Application lodged - Additional information requested.															
✔ 2.3.6.4.2	Construct facilities at Greenway Drive Sportfields			30%	Recreation Project Coordinator												
			Jul-11														
	Status Comments	DA approved, ready to go to design construct contract. Project may require additional funding.															
✔ 2.3.6.4.3	Commence Implementation of Shirewide irrigation system			40%	Building & Recreation Assets Coordinator												
			Jul-11														
	Status Comments	Master controller installed and operational at the Coastal Depot on Les Burger Field. Initial tender for first ten of twenty sports field irrigation components has been let and five fields have been completed. Installation is prioritised on water usage before system installation. 12 grounds on line with flow meters and weather stations still to be commissioned.															
✔ 2.3.6.4.4	Replace upstairs component of Jim Devine Club House			60%	Recreation Project Coordinator												
			Jul-11														
	Status Comments	DA approved, awaiting 'Unjustifiable Hardship exemption' from having to install lift. If exemption received, we can proceed with Tender.															
✔ 2.3.6.4.5	Development of Depot Road sports field			80%													

Code	Name	Start Date	Target Date	Performance	Responsible Officer
					Recreation Project Coordinator
		Jul-11			
Status Comments	Fill being imported from Banora Point Bypass Alliance site. Development application has been received. Some additional detail design required for electrical/carpark/field/building detail. Preliminary design for all except electrical is completed.				
<input checked="" type="checkbox"/>	2.3.6.5.1	Liaise with Border Hockey Association to determine funding opportunities to construct second synthetic pitch		100%	Recreation Project Coordinator
			Jul-11		
Status Comments	Complete.				
<input checked="" type="checkbox"/>	2.3.6.6.1	Design approvals and construction of Hastings Point Creek park upgrade		40%	Landscape Architect
			Jul-11		
Status Comments	Currently working on a Development Application. D.A. lodged in mid November				
<input checked="" type="checkbox"/>	2.3.6.7.1	Implement rationalisation/works program strategy		20%	Manager Recreation Services
			Jul-11		
Status Comments	Commercial Road and Fingal Road block demolished. DA for new facility at Wharf Street lodged. DA received and tender documentation completed.				
<input checked="" type="checkbox"/>	2.3.6.8.1	Construct new playground at Tumbulgum		100%	Landscape Architect
			Jul-11		
Status Comments	Pre start meeting undertaken site. Contracts commences on 17th October with a 6-8 week construction period. Project Completed.				
<input type="checkbox"/>	2.3.6.8.2	Determine preferred location and construct playground at Cudgen		5%	Building & Recreation Assets Coordinator
			Jul-11		
Status Comments	Potential sites identified. Require final planning and site resolution. Site identified and community consultation to be sought.				
<input checked="" type="checkbox"/>	2.3.6.8.3	Relocate Covent Garden Way Playground to Banora Point Community Centre		90%	Building & Recreation Assets Coordinator
			Jul-11		
Status Comments	Tender has been let for supply and installation. Playground installed and requires minor works for completion.				
<input checked="" type="checkbox"/>	2.3.6.8.4	Remove Lions Park Kingscliff Playground and construct new playground at Faulks Park Kingscliff		0%	

Code	Name	Start Date	Target Date	Performance	Responsible Officer
					Landscape Architect
		Jul-11			
Status Comments	This project is now on hold as the proposed play equipment for the site has been relocated to Jack Evans.				
 2.3.6.9.1	Implement organisational structure as adopted by Executive Management Team			70%	Manager Recreation Services
		Jul-11			
Status Comments	Head Coach appointed, Senior Learn To Swim positions advertised. All positions filled. Tweed pool comes off contract May 30th 2012.				
 2.3.6.9.2	Coordinate coaching and learn to swim programs across three facilities			75%	Manager Recreation Services
		Jul-11			
Status Comments	Head Coach appointed to develop and introduce an integrated coaching program. Senior Learn to swim instructor is being recruited. Head Coach and Senior LTS instructors operating effectively and integrating programs across Kingscliff and Murwillumbah facilities. Tweed under contract until May 2012.				
 2.3.6.9.3	Develop business plan and financial reporting systems to measure and monitor facilities performance			70%	Manager Recreation Services
		Jul-11			
Status Comments	Business Plan completed. Development of systems to measure performance is being undertaken.				
 2.3.6.9.4	Introduce new programs in Aquatic Facilities			10%	Manager Recreation Services
		Jul-11			
Status Comments	New programs developed to be introduced in upcoming swim season. Deep water running, spin classes and senior squads all introduced and running effectively.				
2.3.7	Preserve the character and heritage and enhance the amenity of existing towns and villages			60%	
 2.3.7.1.1	Plans produced in accordance with annual Planning Reforms Unit Work Programs			60%	Coordinator Planning Reform
		Jul-11			
Status Comments	The Planning Reforms Unit's work program commitments are being progressed in accordance with anticipated time frames.				
2.4.1	Provide a safe and efficient network of arterial roads connecting neighbourhoods to town centres, employment, shopping, health, commercial and education facilities			40%	
 2.4.1.1.1	Review Road Design Section resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures			50%	MD

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	80													
	Status Comments Design resources adequate to meet timeframes.																
✔ 2.4.1.1.2	Prepare concept and detailed designs for Road Design and other infrastructure projects including schedules of quantities and cost estimates and third party certification if needed and works as executed plans and REFs and planning applications			50%	MD												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of designs completed	3	Number	4													
	Status Comments 4 designs completed.																
✔ 2.4.1.2.1	Completion of Kennedy Drive upgrade			40%	Senior Construction Engineer												
					Jul-11												
	Status Comments Design Finalised. Construction of Segment 2 underway. Due for completion in April 2012.																
✔ 2.4.1.2.2	Completion of Kirkwood Rd east interchange			30%	Planning & Infrastructure Engineer												
					Jul-11												
	Status Comments Tender for construction awarded to SEE Civil. Geotechnical tender also awarded. Site works to commence in January 2012.																
✔ 2.4.1.2.3	Deliver TRCP 5 year rolling works program			30%	Planning & Infrastructure Engineer												
					Jul-11												
	Status Comments Kirkwood Road construction tender has been awarded. Kennedy Drive widening first stage commenced. Cobaki Parkway construction certificate currently being finalised by Development Engineers.																
✔ 2.4.1.3.1	Progress Lower Tweed and Pacific Highway Traffic Master Plan			20%	Manager Design												
					Jul-11												
	Status Comments Kirkwood Road eastern section and ramps construction tender has been let.																
✔ 2.4.1.4.1	Deliver approved 2011/12 traffic facilities, signage and line marking programs			50%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage completed</td> <td>25</td> <td>Percentage</td> <td>63</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed	25	Percentage	63					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	63													
	Status Comments No issues to report.																
✔ 2.4.1.5.1	Undertake traffic speed, volume and accident data collection and maintain necessary equipment			50%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of locations traffic volume monitored</td> <td>75</td> <td>Number</td> <td>96</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of locations traffic volume monitored	75	Number	96					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of locations traffic volume monitored	75	Number	96													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments		8 counters put out per week.															
2.4.2 Promote the provision of cost effective public transport for all persons access				29%													
	2.4.2.1.1 Participate in the Public Transport Committee to advocate for additional investment in transport			0%	SP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of transport initiatives developed by the Public Transport Committee</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of transport initiatives developed by the Public Transport Committee	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of transport initiatives developed by the Public Transport Committee	1	Number	0													
Status Comments		<p>This committee is facilitated by Engineering and Operations. To date formation of the new Public Transport Committee has not been completed, and no meetings have occurred.</p> <p>With the termination of the NightLink Bus Service by Gold Coast Council, the evening entertainment transport focus has turned to promotion of the two proposed taxi ranks in Boundary Rd and Stuart St, Tweed Heads; a media release and flyer are to be produced, the latter in collaboration with Gold Coast Council.</p> <p>In collaboration with the Liquor Accords in Tweed Shire, an Entertainment Transport Network brochure is being produced to promote courtesy buses operated by the various clubs and pubs.</p>															
	2.4.2.1.2 Advocate for additional investment in community transport for the large segment of the community unable to drive			25%	SP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of transport partnerships developed for disadvantaged groups</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of transport partnerships developed for disadvantaged groups	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of transport partnerships developed for disadvantaged groups	1	Number	0													
Status Comments		<p>Access by non-car users and less mobile people to a proposed Medical Super Centre at South Tweed is being investigated, with a view to developing improved access. The State Government is initiating a long term Transport Master Plan to meet the needs commuters across the State. Local Councils will be invited to have input into the study. In addition, a feasibility study will be undertaken in the far north coast region to will determine the best form of transport to meet the needs of commuters and assess the potential to extend rail services in NSW to connect with light rail services in Queensland.</p>															
	2.4.2.1.3 Provide links to public and community transport providers timetables on Council's website			0%	Social Planner												
Status Comments		<p>Information about the new Tweed Heads taxi ranks will be added to Council's website. The combined clubs' transport brochure will also be made available electronically when it is finalised.</p>															
	2.4.2.2.1 Construct bus shelters			38%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of new shelters provided</td> <td>2</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new shelters provided	2	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of new shelters provided	2	Number	3													
Status Comments		<p>New shelters in Hastings Point, Chinderah and Kennedy Drive (last of order of 6).</p>															

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.4.2.2.2	Maintain bus shelters			39%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of shelters maintained</td> <td>182</td> <td>Number</td> <td>260</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of shelters maintained	182	Number	260					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of shelters maintained	182	Number	260													
	Status Comments Cleaning of shelters on a regular basis and repairs to structures as required.																
✔ 2.4.2.3.1	Install new street seating			0%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of new seats installed</td> <td>4</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new seats installed	4	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of new seats installed	4	Number	0													
	Status Comments No new street seats installed.																
✔ 2.4.2.3.2	Maintain street seats			7%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of seats maintained</td> <td>20</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of seats maintained	20	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of seats maintained	20	Number	4													
	Status Comments Proudfoots Lane seats repainted.																
✔ 2.4.2.4.1	Provide scoping report for Long Term Public Transport Strategy			100%	Planning & Infrastructure Engineer												
				Jul-11													
	Complete.																
✔ 2.4.2.5.1	Participation in regional Council program promoting carpooling			50%	SPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants</td> <td>800</td> <td>Number</td> <td>868</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants	800	Number	868					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of participants	800	Number	868													
	Status Comments Northern Rivers Carpool registrations have stabilised and is receiving good feedback from users. An event feature has now been included to enable carpooling to one off events such as workshops, seminars and festivals. The NRcarpool model has now been adopted by Western Sydney group of councils, Mackay Regional Council and the Mid-North Coast group of Councils.																
2.4.3 Ensure local streets, footpaths and cycleways are provided, interconnected and maintained				38%													
✔ 2.4.3.1.1	Deliver cycleway infrastructure under approved 2011/12 capital works and s94 developer contribution plan budgets and works programs			31%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Program delivery</td> <td>25</td> <td>Percentage</td> <td>63</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Program delivery	25	Percentage	63					
Code	KPI	Target	Units	Achieved	Notes												
1	Program delivery	25	Percentage	63													
	Status Comments Investigation and design work for Kennedy Drive foreshore cycleway continuing.																
✔ 2.4.3.1.2	Maintain footpaths and cycleways			38%	ME												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of kilometres repaired	1	Kms	0													
	Status Comments Footpath and cycleway panel replacements.																
✓ 2.4.3.1.3	Repair footpaths and cycleways			50%	ME												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of kilometres repaired</td> <td>0</td> <td>Kms</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of kilometres repaired	0	Kms	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of kilometres repaired	0	Kms	0													
	Status Comments 308 square metres of footpath panels replaced in quarter.																
✓ 2.4.3.1.4	Deliver footpath infrastructure under approved 2011/12 capital works program and budget			50%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Program delivery</td> <td>25</td> <td>Percentage</td> <td>63</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Program delivery	25	Percentage	63					
Code	KPI	Target	Units	Achieved	Notes												
1	Program delivery	25	Percentage	63													
	Status Comments No issues to report.																
✓ 2.4.3.1.5	Deliver pedestrian facilities infrastructure under approved 2011/12 capital works program and budget			50%	PIE												
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Code	KPI	Target	Units	Achieved	Notes												
1	Program delivery	25	Percentage	38													
	Status Comments No issues to report.																
✓ 2.4.3.2.1	Assess, approve and inspect s138 driveway and road works applications			34%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of applications processed</td> <td>75</td> <td>Number</td> <td>52</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of applications processed	75	Number	52					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications processed	75	Number	52													
	Status Comments No issues to report.																
✓ 2.4.3.3.1	Complete 2011/12 Road Upgrading Program			25%	Senior Construction Engineer												
				Jul-11													
	Status Comments Road upgrading program progressing - Chinderah Bay Drive, Design in Progress, Construction Scheduled to Commence in March 2012. Riverside Drive, Construction almost complete. Tweed Street, Design is in progress, Construction Scheduled to Commence in April 2012. Clothiers Creek Road, Design Outstanding, Construction Scheduled to Commence in June 2012.																
✓ 2.4.3.3.2	Complete 2011/12 Road Rehabilitation Program			20%	Senior Construction Engineer												
				Jul-11													
	Status Comments Road Rehabilitation Program progressing as below - Parry Street, Design 95% complete, Construction scheduled for April 2012.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	Ourimbah Road, Design complete, Construction scheduled for May 2012. Tumbulgum Road, Environmental approval obtained. Construction scheduled for January 2012. Carool Road, Construction Completed. Dulguigan Road, Environmental approval outstanding, Construction scheduled for May 2012. West End Street, Construction scheduled for May 2012. Murwillumbah Street, Design almost complete, Construction scheduled for June 2012 pending Banner Lane Drainage. Tyalgum Road, Design completed, Construction scheduled for January 2012. Bilambil Road, Environmental approval outstanding, Construction scheduled for March 2012. Crescent Street, Environmental approval outstanding, Construction scheduled for March 2012.																
✔ 2.4.3.3.3	Complete 2011/12 Roads Resurfacing Program			85%	Maintenance Engineer												
	Status Comments	Rural bituminous reseals 85% complete.															
		Jul-11															
✔ 2.4.3.3.4	Complete 2011/12 Regional Roads Repair Program – Kyogle Road from McDonalds Road to Palmers Road			0%	Senior Construction Engineer												
	Status Comments	Design is outstanding, environmental approvals are outstanding. Construction scheduled for April 2012.															
		Jul-11															
✔ 2.4.3.3.5	Conduct Routine Road Maintenance to address defects and in accordance with the adopted level of service			18%	ME												
		<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Routine Road Maintenance completed in accordance with budget and level of service specified in AMP</td> <td>100</td> <td>Percentage</td> <td>47</td> <td></td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	Notes	1	Routine Road Maintenance completed in accordance with budget and level of service specified in AMP	100	Percentage	47	
Code	KPI	Target	Units	Achieved	Notes												
1	Routine Road Maintenance completed in accordance with budget and level of service specified in AMP	100	Percentage	47													
	Status Comments	47% of maintenance budget expended.															
✔ 2.4.3.3.6	Conduct Operating Road Maintenance to address defects and in accordance with the adopted level of service			38%	ME												
		<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Operating Road Maintenance completed in accordance with budget and level of service specified - (road and footpath sweeping; roadside vegetation, roadside furniture, roadside drainage)</td> <td>100</td> <td>Percentage</td> <td>51</td> <td></td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	Notes	1	Operating Road Maintenance completed in accordance with budget and level of service specified - (road and footpath sweeping; roadside vegetation, roadside furniture, roadside drainage)	100	Percentage	51	
Code	KPI	Target	Units	Achieved	Notes												
1	Operating Road Maintenance completed in accordance with budget and level of service specified - (road and footpath sweeping; roadside vegetation, roadside furniture, roadside drainage)	100	Percentage	51													
	Status Comments	Operating expenses account for 51% of total road maintenance expenditure for year to date.															
✔ 2.4.3.4.1	Complete 2011/12 Bridge Upgrading Program			100%	Senior Construction Engineer												
	Status Comments	Construction of Charltons Bridge, Cudgera Creek Road, completed.															
		Jul-11															
✔ 2.4.3.4.2	Conduct Routine Bridge Maintenance to address defects and in accordance with the adopted level of service			46%	ME												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Routine Bridge Maintenance completed in accordance with budget and level of service specified in AMP</td> <td>100</td> <td>Percentage</td> <td>85</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Routine Bridge Maintenance completed in accordance with budget and level of service specified in AMP	100	Percentage	85	
Code	KPI	Target	Units	Achieved	Notes												
1	Routine Bridge Maintenance completed in accordance with budget and level of service specified in AMP	100	Percentage	85													
<p>Status Comments \$92000 expended on routine bridge maintenance activities to date.</p>																	
2.4.3.4.3	Conduct Operating Bridge Maintenance to address defects and in accordance with the adopted level of service			16%	Maintenance Engineer												
<p>Jul-11</p>																	
<p>Status Comments \$16000 expended on operational bridge maintenance in quarter.</p>																	
2.4.3.5.1	Conduct Routine Carpark Maintenance to address defects and in accordance with the adopted level of service			27%	ME												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Routine Carpark Maintenance completed in accordance with budget and level of service specified in AMP</td> <td>100</td> <td>Percentage</td> <td>32</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Routine Carpark Maintenance completed in accordance with budget and level of service specified in AMP	100	Percentage	32	
Code	KPI	Target	Units	Achieved	Notes												
1	Routine Carpark Maintenance completed in accordance with budget and level of service specified in AMP	100	Percentage	32													
<p>Status Comments \$15300 expended on Carpark maintenance to date.</p>																	
2.4.3.5.2	Conduct Operating Carpark Maintenance to address defects and in accordance with the adopted level of service			19%	ME												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Operating Carpark Maintenance completed in accordance with budget and level of service specified - (sweeping vegetation, furniture, drainage)</td> <td>100</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Operating Carpark Maintenance completed in accordance with budget and level of service specified - (sweeping vegetation, furniture, drainage)	100	Percentage	0	
Code	KPI	Target	Units	Achieved	Notes												
1	Operating Carpark Maintenance completed in accordance with budget and level of service specified - (sweeping vegetation, furniture, drainage)	100	Percentage	0													
<p>Status Comments No operational expenses in quarter.</p>																	
2.5.1	Encourage establishment of well located centres to provide a wide range of mixed use retail, commercial and community services, supported by high amenity public spaces, quality urban and good access by public transport or bicycle			50%													
2.5.1.1.1	Assessment of accessibility principles incorporated into new major planning proposal or redevelopment			50%	SecPR												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Building Code of Australia compliance regarding accessibility</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Building Code of Australia compliance regarding accessibility	100	Percentage	100	
Code	KPI	Target	Units	Achieved	Notes												
1	Building Code of Australia compliance regarding accessibility	100	Percentage	100													
<p>Status Comments BCA complied with.</p>																	
2.5.2	Facilitate the development of a network of neighbourhood centres and community places to meet the needs of local residents			32%													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 2.5.2.2.1	Construction of a family friendly Murwillumbah Community Centre			0%	Community Capacity Building Officer												
		Jul-11															
Status Comments	Building of the new Murwillumbah Community Centre commenced 18 November 2011 with an official sod turning ceremony by local dignitaries. A project control group meet fortnightly on site to monitor progress and decide final design details. Correspondence was sent in December to those organisations that had previously expressed interest in a tenancy and will be followed by a more general expression of interest process once availability has been determined. Work is on schedule to date.																
✖ 2.5.2.2.10	Liaise with the developer of Cobaki Lakes to progress the proposed community centre			0%	Social Planner												
		Jul-11															
Status Comments	The Building Better Regional Cities funding application was lodged however it did not include housing or community infrastructure at Cobaki Lakes. No progress towards this community centre has been possible.																
✔ 2.5.2.2.11	Community buildings and halls refurbishment program			50%	CCBO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of refurbishments</td> <td>1</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>					Code	KPI	Target	Units	Achieved	Notes	1	Number of refurbishments	1	Number	2	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of refurbishments	1	Number	2													
Status Comments	Both major refurbishment works scheduled to be completed by Tweed Shire Council have been completed and the buildings handed over to local management committees. An opening/Christmas function was held at Limpinwood Hall in December attended by 50 local residents. The energy and enthusiasm for the animation of this community space is typified by the voluntary contribution of funds by local residents towards the initial set up of their highly valued local hall. The Men's Shed held a Christmas function in December and will be submitting an application for an interim occupancy certificate early in 2012 while working towards meeting final D.A. consent requirements. The Men's Shed refurbishment has been a very successful collaborative project between Tweed Shire Council and the Murwillumbah Community Men's Shed management committee, enabled by volunteers, supporters and sponsors and CDSE grant funds.																
✔ 2.5.2.2.12	Continue with community buildings and halls maintenance program			100%	Community Capacity Building Officer												
		Jul-11															
Status Comments	Ongoing maintenance continues across the range of buildings held by CCSU. Those buildings that have undergone a major refurbishment are registering a decrease in maintenance requests and an increase in community satisfaction with their community facility. Generic maintenance request forms are assisting prioritisation and scheduling processes. Incidence of graffiti and malicious damage to CCSU managed buildings continues to be extremely low.																
✖ 2.5.2.2.2	Develop a Plan of Management for Murwillumbah Community Centre.			0%	Community Capacity Building Officer												
		Jul-11															
Status Comments	No change in status this quarter.																
✔ 2.5.2.2.4	Construction of Pottsville Beach Neighbourhood Centre			90%	Community Capacity Building Officer												
		Jul-11															

Code	Name	Start Date	Target Date	Performance	Responsible Officer
	Status Comments	All major work on this building has been completed and the new transformer has been installed. An application for interim occupancy is expected to be submitted early January 2012 to enable some remaining D.A. conditions to be met once temporary accommodation is moved off site. This project has been a very successful partnership between NSW Public Works, Tweed Shire Council and volunteers and staff of PBNC. The new building houses Administration and Youth mentoring programs, supporting the Pottsville Beach Neighbourhood Centre to meet the demands of a fast growing population and assist in future proofing the service through sustainable income generation in purpose built spaces.			
<input checked="" type="checkbox"/>	2.5.2.2.6 Assist Cabarita Beach Business Association identifying suitable temporary facilities for location of Cabarita Youth Service and map long term arrangements		Jul-11	25%	Youth Development Officer
	Status Comments	Cabarita Youth Service received notice in December to vacate the Stockwells property effective 30 January 2012. On-going support has been provided to CYS relating to re-location of current service including both short and long-term venue options i.e. Les Burger Clubhouse; availability of Council land in Cabarita area; commercial shop-front; co-location with another community service etc.			
<input checked="" type="checkbox"/>	2.5.2.2.7 Investigate and identify land, suitable for a youth facility in Cabarita/Bogangar		Jul-11	25%	Youth Development Officer
	Status Comments	An Expression of Interest was lodged on 31 October 2011 seeking funding of \$2.5 million towards the cost of a PCYC. The proposal if successful will trigger a Master Plan for the Les Burger Field site to expand existing sporting facilities and to support young people residing along Tweed Coast.			
<input type="checkbox"/>	2.5.2.3.1 Develop Volunteer Procedure and Volunteer Kit		Jul-11	0%	Community Services Coordinator
	There was no activity this period.				
2.6.1	Design new urban areas to be sustainable, complement existing environmental values and the Tweed's scenic beauty			0%	
<input checked="" type="checkbox"/>	2.6.1.2.1 Review and update Subdivision Manual and design specifications		Jul-11	0%	Planning & Infrastructure Engineer
	Status Comments	Required amendments being collated for future action as resources permit.			
2.6.2	Ensure the highest design standards for sustainability are used for buildings, streetscapes and the provision of public and open spaces			50%	
<input checked="" type="checkbox"/>	2.6.2.1.1 New development are assessed against current statutory and policy requirements			50%	SecPR







Code	Name	Start Date	Target Date	Performance	Responsible Officer
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Code	KPI	Target	Units	Achieved	Notes
1	Assessments in accordance with s.79c of the EP&A Act 1979	100	Percentage	100	

Status Comments All assessments are carried out against S79C.

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
3	Strengthening the Economy			24%													
3.1.1	Attract educational facilities to the Tweed			0%													
✓ 3.1.1.1.1	Respond to requests from educational facilities wishing to establish or expand in the Tweed			0%	ECP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of responses provided</td> <td>4</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of responses provided	4	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of responses provided	4	Number	0													
Status Comments	No requests received this quarter.																
3.1.2	Attract major events to the Tweed			15%													
✓ 3.1.2.1.1	Provide assistance and support to Communications and Marketing Coordinator for potential sports tourism and major events			0%	ECP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of responses provided</td> <td>4</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of responses provided	4	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of responses provided	4	Number	0													
Status Comments	No requests received this month.																
✓ 3.1.2.2.1	Implement Works Program in accordance with Contribution Plan 26 - Regional Open Space			30%	Manager Recreation Services												
					Jul-11												
Status Comments	Regional Hockey Facility construction tender let. Applying for infrastructure grant for Arkinstall Park. Hockey facility commenced construction.																
3.1.3	Provide opportunities for visitors to enjoy access to the arts through cultural facilities, festivals and programs			50%													
✓ 3.1.3.1.1	Presentation by the Tweed River Art Gallery of exhibitions of regional, national and international art and culture material, with emphasis on Gallery initiated projects			50%	AGD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of visitors per annum</td> <td>12,500</td> <td>Number</td> <td>13,638</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of visitors per annum	12,500	Number	13,638					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visitors per annum	12,500	Number	13,638													
Status Comments	The quarterly target of 12,500 visitors has been exceeded due to the Gallery's integrated exhibition, education and public programming. A total of 19 workshops were held, attracting 336 participants.																
✓ 3.1.3.1.2	Delivery by the Tweed River Art Gallery of vibrant public programs and events which stimulate enjoyment and understanding of the Gallery's core roles within the wider community and to visitors of the Shire			50%	AGD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants per annum</td> <td>0</td> <td>Number</td> <td>528</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants per annum	0	Number	528					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of participants per annum	0	Number	528													
Status Comments	528 participants in the Gallery's range of public programs and workshops for this quarter is an impressive figure, due principally to the presentation of events in conjunction with the Open Studio: Robert Hannaford, Perspectives and Paths to Portraiture: Jenny Sages exhibitions.																
✓ 3.1.3.2.1	Develop the Tweed River Regional Museum collection and displays as a valued resource for community and visitors to the Shire			50%	SMC												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of visitors per annum	1,500	Number	1,570													
<p>Status Comments Annual visitation is estimated at 3000. Visitation for period 1 July - 31 December 2011 = 1570.</p>																	
3.1.4 Market the Tweed as a destination for business and tourism					44%												
✓ 3.1.4.1.1	Investigate additional funding sources to facilitate development as identified in the concept plans			50%	Economic and Corporate Planner												
<p>Jul-11</p>																	
<p>Status Comments Plans adopted by Council in August 2011. RDA Rnd2 Application submitted for Arkinstall Park linked to Sports Tourism.</p>																	
✓ 3.1.4.2.1	Provide assistance where required to Destination Tweed with the development of the Strategic Plan and Operational Plan for tourism promotion and economic development			100%	Economic and Corporate Planner												
<p>Jul-11</p>																	
<p>Status Comments Provided input to the Steering Committee. Strategies adopted by Council in August 2011. Awaiting appointment of new GM to Destination Tweed in December.</p>																	
✓ 3.1.4.3.1	Manage Destination Tweed's contract to operate Visitor Information Centres at Murwillumbah and Tweed Heads			50%	ECP												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of visitors per quarter</td> <td>12,500</td> <td>Number</td> <td>15,959</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of visitors per quarter	12,500	Number	15,959	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visitors per quarter	12,500	Number	15,959													
<p>Status Comments Results are for September 2011 quarter. Reporting is always 3 months in arrears due to Destination Tweed Quarterly reporting cycle.</p>																	
✓ 3.1.4.4.1	Manage Destination Tweed's contract to maintain a website to promote the Tweed as a destination and to attract visitors			32%	ECP												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of visits to website per quarter</td> <td>11,000</td> <td>Number</td> <td>12,691</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of visits to website per quarter	11,000	Number	12,691	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visits to website per quarter	11,000	Number	12,691													
<p>Status Comments Results are for September 2011 Quarter due to Destination Tweed's reporting cycle.</p>																	
✓ 3.1.4.5.1	Maintain a website of community and economic profiles of the Tweed which is accessible to the community			26%	ECP												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of visits to website per quarter</td> <td>1,200</td> <td>Number</td> <td>1,322</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of visits to website per quarter	1,200	Number	1,322	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visits to website per quarter	1,200	Number	1,322													
<p>Status Comments Results are for September Quarter.</p>																	
✓ 3.1.4.6.1	Manage and facilitate activities contracted to Destination Tweed			50%	ECP												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Progress reports reported to Council</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Progress reports reported to Council	1	Number	1	
Code	KPI	Target	Units	Achieved	Notes												
1	Progress reports reported to Council	1	Number	1													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments All contracts and performance monitored and in line with contract schedules.																	
 3.1.4.7.1	Strengthen linkages between cultural heritage and tourism specifically between Indigenous communities and tourism operators			0%	DCNR												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings held</td> <td>2</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings held	2	Number	0						
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings held	2	Number	0													
Status Comments Limited activity due to vacant position of Community Services Officer - Aboriginal Development.																	
3.1.5 Support innovative employment generating projects				0%													
 3.1.5.1.1	Assist innovative employment generating projects			0%	ECP												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects assisted</td> <td>4</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects assisted	4	Number	0						
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects assisted	4	Number	0													
Status Comments No requests received this quarter.																	
3.1.6 Support creative practitioners and entrepreneurs to access professional and business development opportunities, to enhance their contribution to the creative economy				4%													
 3.1.6.1.1	Assist projects that will enhance the creative economy			13%	ECP												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects assisted</td> <td>4</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects assisted	4	Number	0						
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects assisted	4	Number	0													
Status Comments No requests received this quarter.																	
 3.1.6.2.1	Promote provision of affordable studio spaces and incubator facilities for artists and craft workers			0%	DCNR												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of joint partnerships</td> <td>2</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of joint partnerships	2	Number	0						
Code	KPI	Target	Units	Achieved	Notes												
1	Number of joint partnerships	2	Number	0													
There was no activity this period.																	
 3.1.6.2.2	Support opportunities for private investment in cultural industries			0%	DCNR												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of successful applications</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of successful applications	1	Number	0						
Code	KPI	Target	Units	Achieved	Notes												
1	Number of successful applications	1	Number	0													
There was no activity this period.																	
3.1.7 Establish planning controls that support businesses and promote the growth of home based industries				0%													
 3.1.7.1.2	Promote development of live/work premises for home based creative industries			0%	DCNR												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of developments established</td> <td>2</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of developments established	2	Number	0	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of developments established	2	Number	0													
There was no activity this period.																	
3.1.8 Promote improved telecommunications and broadband access				52%													
✓ 3.1.8.1.1	Monitor broadband telecommunications within the shire and promote improved services through the Mobile Carriers Forum, Telecommunication Providers and NBN Co			50%	Economic and Corporate Planner												
					Jul-11												
Status Comments	Mobile Carriers Forum (MCF) attended Council Workshop to discuss mobile phone tower issues with Council. Participated in teleconference on site leasing for telecommunications towers attended by Mobile Carriers Forum, Optus, Vodafone, NBN Co. Organised by Broadband Today Alliance.																
✓ 3.1.8.2.1	Participate in regular meetings of the Broadband Today Alliance to inform Council and influence NBN outcomes			50%	MIT												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Monthly meetings attended</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Monthly meetings attended	3	Number	3	
Code	KPI	Target	Units	Achieved	Notes												
1	Monthly meetings attended	3	Number	3													
Status Comments	Council is a Silver sponsor of the Broadband Today Alliance and actively participates in each monthly meeting to promote and influence the best possible outcome for the rollout of NBN including fixed fibre, wireless and satellite to residents and businesses within the Shire.																
✓ 3.1.8.3.1	Update the Telecommunications Infrastructure Action Plan			80%	Manager Information Technology												
					Jul-11												
Status Comments	Major review of Council's Telecommunication Infrastructure Action Plan website completed (www.tweed.nsw.gov.au/telecommunications) and presentations made to community, business groups and regional bodies regarding NBN and its impact on both the Tweed Shire and the Far North Coast Region.																
✓ 3.1.8.3.2	Through active mapping of coverage, work with mobile telephone service providers to improve coverage within the Tweed region			70%	Manager Information Technology												
					Jul-11												
Status Comments	Meetings held with Vodafone to discuss coverage. New towers and frequency upgrade has resulted in improved coverage through 850mhz frequency rollout with priority to the Tweed region. Have also met with Telstra and Optus to discuss black spot improvements. Mobile Carrier Forum participated in Council workshop with elected body to discuss strategies and communications undertaken by carriers in site selection process.																
✓ 3.1.8.4.1	Update subdivision manual and associated specifications in conjunction with NBN rollout			10%	Planning & Infrastructure Engineer												
					Jul-11												
Status Comments	Awaiting confirmation of requirements from NBN. In the interim a standard condition being applied to subdivisions by Development Engineers.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
3.1.9 Develop coordinated cross border relationships				50%													
✓ 3.1.9.1.1	Foster and develop cross border relationships with the Queensland State Government and Gold Coast City Council			50%	ECP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of joint projects</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of joint projects	0	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of joint projects	0	Number	1													
Status Comments	Director of Technology and Corporate Services and Economic Planner met with representatives of GCCC regarding submarine cable link to Gold Coast via Pacific Cable link between Gaum and Sydney. Provided a letter of support to Gold Coast City Council for RDA Rnd2 Grant Application.																
3.2.1 Foster a viable farming community				25%													
✓ 3.2.1.1.1	Promote and assist the Tweed agricultural industry			50%	ECP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of promotional activities undertaken</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of promotional activities undertaken	0	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of promotional activities undertaken	0	Number	1													
Status Comments	Maintain Tweed Agricultural stats page though Council's economic profile pages (id demographics).																
⊖ 3.2.1.2.1	Undertake expression of interest and appoint consultant to undertake strategy			0%	Coordinator Planning Reform												
					Jul-11												
Status Comments	Relates to sustainable agriculture strategy being prepared by Natural Research Management.																
3.3.1 Establish planning controls that balance the need for urban growth against the protection of agriculture, village character and the environment				75%													
✓ 3.3.1.1.1	Implementation of State Government policies for both regional and rural planning through the advancement of a new Local Growth Management Plan			75%	Coordinator Planning Reform												
					Jul-11												
Status Comments	This is achieved through several planning policies that are being progressively delivered but that are subject to funding availability.																
3.3.2 Facilitate government funded infrastructure				16%													
✓ 3.3.2.1.1	Identify infrastructure improvements and deficiencies that affect economic development			19%	ECP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of infrastructure programs identified for funding per annum</td> <td>4</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of infrastructure programs identified for funding per annum	4	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of infrastructure programs identified for funding per annum	4	Number	2													
Status Comments	Continued to liaise with NBN Co to upgrade telecommunications infrastructure. Met with Optus to discuss wireless backhaul upgrade options for the Tweed.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✓ 3.3.2.2.1	Facilitate government funding for identified infrastructure needs			19%	ECP												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of infrastructure grants sourced per annum	4	Number	1													
Status Comments	1. Submitted RDA Grant fund for Arkinstall Park Regional Sports Facility.																
✓ 3.3.2.3.1	Lobby the NSW State Government to review capping of s94 developer contributions for the provision of infrastructure			10%	Planning & Infrastructure Engineer												
					Jul-11												
Status Comments	Awaiting direction on s94 process from State Government. Planning public forum scheduled for 30 September, with discussion paper to be issued for comment in early 2012.																
3.4.2 Ensure sustainable provision of infrastructure (utilities, services and transport) is available to support economic development 6%																	
⊖ 3.4.2.1.1	Review section 94 plans to ensure adequate provision of infrastructure			6%	DEO												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of Section 94 plans reviewed</td> <td>4</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of Section 94 plans reviewed	4	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of Section 94 plans reviewed	4	Number	1													
Status Comments	Tweed Road Contribution Plan (CP4) has been finalised and publicly exhibited, for adoption report January 2012. Preparation of Area E contribution plan CP31 has had higher priority than review of existing plans.																
3.4.3 Manage Council business enterprises to provide economic stimulus and maximise returns to the community 50%																	
✓ 3.4.3.1.1	Provide efficient and effective ongoing management of the Tweed Coast Holiday Parks			50%	ECP												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of complaints received regarding management of facilities</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of complaints received regarding management of facilities	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of complaints received regarding management of facilities	0	Number	0													
Status Comments	Dealt with Kingscliff erosion event. Implemented planned maintenance works program. Continued TCHP re-development planning.																
✓ 3.4.3.2.1	Provide efficient and effective ongoing management of the Murwillumbah Airfield			50%	ECP												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of complaints received regarding management of facility	0	Number	0													
Status Comments	Negotiated new leases for two existing lessees. No complaints received.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer
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	3.4.3.3.1	Provide efficient and effective ongoing management of the Murwillumbah Cattle Sale Yards			50%	ECP
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Code	KPI	Target	Units	Achieved	Notes
1	Number of complaints received regarding management of facility	0	Number	0	

Status Comments Reviewed long term options with Council report prepared for January Council meeting.
 No complaints received.






Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
4	Caring for the Environment			37%																			
4.1.1	Retain open space and greenbelts for conservation and for all people to enjoy			35%																			
<input type="radio"/> 4.1.1.1.1	Create appropriate zoning controls and planning provisions through the Council wide Local Environmental Plan			0%	Coordinator Planning Reform																		
	There was no activity this period.		Jul-11																				
<input checked="" type="radio"/> 4.1.1.2.1	Review status of Council owned land			25%	Biodiversity Program Leader																		
	Status Comments Revising zoning of Council owned land to determine bushland vs. open space.		Jul-11																				
<input checked="" type="radio"/> 4.1.1.3.1	Respond to bushland planning issues as necessary			50%	BPL																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of issues responded to</td> <td>0</td> <td>Number</td> <td>10</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of issues responded to	0	Number	10											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of issues responded to	0	Number	10																			
	Status Comments Responded to various enquiries related to bushland management.																						
<input checked="" type="radio"/> 4.1.1.4.1	Respond to bushland compliance issues as necessary			48%	C&NR																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area under management</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> <tr> <td>2</td> <td>Number of compliance responses</td> <td>5</td> <td>Number</td> <td>9</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area under management	100	Percentage	100		2	Number of compliance responses	5	Number	9					
Code	KPI	Target	Units	Achieved	Notes																		
1	Area under management	100	Percentage	100																			
2	Number of compliance responses	5	Number	9																			
	Status Comments Compliance issues this quarter included vegetation clearing, incursions into bushland, motorbikes in coastal reserves; dumping in bushland. Extent of management dependant on resources available.																						
<input checked="" type="radio"/> 4.1.1.5.1	Consider links with National iconic landscapes when developing biodiversity projects			50%	C&NR																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects</td> <td>0</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects	0	Number	2											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of projects	0	Number	2																			
	Status Comments Caldera Arts 2011, links with the National Landscapes Program. Provided support to the Regional Corridors Program.																						
4.1.2	Protect, regulate and maintain natural assets (the coastline, coastal and inland waterways, biodiversity, bushland and scenic landscapes) for current and future generations			38%																			
<input checked="" type="radio"/> 4.1.2.1.1	Engage the community through coastal management talks.			50%	C&NR																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Coastal management talks completed	3	Number	5																			







Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments NSW Coastal Conference 5 field trips.																	
✔ 4.1.2.2.1	Provide effective response to compliance issues			50%	SecPR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of reviews undertaken by the NSW Ombudsman that resulted in Council modifying compliance procedures</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of reviews undertaken by the NSW Ombudsman that resulted in Council modifying compliance procedures	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of reviews undertaken by the NSW Ombudsman that resulted in Council modifying compliance procedures	0	Number	0													
Status Comments No reviews by Ombudsman.																	
☹ 4.1.2.3.1	Prepare and implement Road Vegetation Management Plan			15%	Manager Works												
			Jul-11														
Status Comments Roadside vegetation survey completed to identify threatened species. Next step is mapping and signposting. A consultant brief will be prepared and issued in February 2012 for preparation of the formal Road Vegetation Management Plan.																	
✔ 4.1.2.4.1	Review and implementation of Tweed Coastline Coastal Zone Management Plan			10%	Community & Natural Resources												
			Jul-11														
Status Comments Grant application submitted.																	
✔ 4.1.2.4.2	Review and implementation of Tweed Coast Estuaries Coastal Zone Management Plan			60%	Waterways Program Leader												
			Jul-11														
Status Comments Consultants completed field work, community consultation commenced. Modelling of water quality and review of existing plan actions underway.																	
✔ 4.1.2.4.3	Implement Cobaki and Terranora Broadwater Coastal Zone Management Plan			50%	WPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of priority projects initiated</td> <td>5</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of priority projects initiated	5	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of priority projects initiated	5	Number	5													
Status Comments Multiple projects recommended in the Coastal Zone Management Plan have been initiated.																	
✔ 4.1.2.5.1	River health grants on private land			19%	WPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Metres of riverbank under best practice management</td> <td>3,000</td> <td>Metres</td> <td>1,500</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Metres of riverbank under best practice management	3,000	Metres	1,500					
Code	KPI	Target	Units	Achieved	Notes												
1	Metres of riverbank under best practice management	3,000	Metres	1,500													
Status Comments Program on track to achieve target. Good results achieved working with DPI Fisheries in Fish Friendly Farms Project.																	
✔ 4.1.2.5.2	Riparian project team on council land			50%	WPL												

Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
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Code	KPI	Target	Units	Achieved	Notes																								
1	Metres of riverbank under best practice management	3,000	Metres	3,000																									
	Status Comments Multiple sites being maintained.																												
✔ 4.1.2.5.3	Contractors on other public land			50%	WPL																								
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Code	KPI	Target	Units	Achieved	Notes																								
1	Metres of riverbank under best practice management	3,000	Metres	3,000																									
	Status Comments Multiple sites being maintained.																												
✔ 4.1.2.6.1	Entomology program undertaken			18%	ENT																								
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Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage of program completed	100	Percentage	50																									
	Status Comments Program and control activities on track for season.																												
✔ 4.1.2.7.1	Water quality monitoring program in Tweed River, coastal estuaries and upper catchment			50%	WPL																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of sites sampled monthly</td> <td>5</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sites sampled monthly	5	Number	5																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Number of sites sampled monthly	5	Number	5																									
	Status Comments Monitoring programs undertaken include: Tweed Coast Estuaries. Cobaki and Terranora. Tweed and Rous Estuary. Upper Catchment. Reticulated network.																												
4.1.3 Manage and regulate the natural and built environments				38%																									
✔ 4.1.3.1.1	Develop, implement and maintain best practice procedures			31%	MBEH																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Average time to process a construction certificate</td> <td>15</td> <td>Days</td> <td>10</td> <td></td> </tr> <tr> <td>2</td> <td>Average time to process a complying building application</td> <td>10</td> <td>Days</td> <td>2</td> <td></td> </tr> <tr> <td>3</td> <td>Average time to determine a Building Unit development application</td> <td>40</td> <td>Days</td> <td>27</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Average time to process a construction certificate	15	Days	10		2	Average time to process a complying building application	10	Days	2		3	Average time to determine a Building Unit development application	40	Days	27					
Code	KPI	Target	Units	Achieved	Notes																								
1	Average time to process a construction certificate	15	Days	10																									
2	Average time to process a complying building application	10	Days	2																									
3	Average time to determine a Building Unit development application	40	Days	27																									
	Status Comments Mandatory time frames complied with.																												
✔ 4.1.3.2.1	Actively manage and regulate emerging issues and areas of risk particularly on site sewerage management			50%	MBEH																								

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
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Code	KPI	Target	Units	Achieved	Notes																		
1	Number of inspections of onsite sewage management systems	100	Percentage	135																			
2	Percentage of system failures	0	Percentage	45																			
Status Comments New Officer commenced work in October.																							
✓ 4.1.3.3.1	Continue the professional development of staff to maintain and improve their skills and effectiveness			21%	MBEH																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of training budget expended</td> <td>25</td> <td>Percentage</td> <td>14</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of training budget expended	25	Percentage	14											
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage of training budget expended	25	Percentage	14																			
Status Comments Overall 36% of the Planning Divisions training budget has been expanded as at the end of the second quarter.																							
✓ 4.1.3.4.1	Respond to compliance issues			24%	MBEH																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of pollution incidents investigated</td> <td>100</td> <td>Percentage</td> <td>95</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of pollution incidents investigated	100	Percentage	95											
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage of pollution incidents investigated	100	Percentage	95																			
Status Comments 95% of reported incidents were investigated.																							
✓ 4.1.3.5.1	Monitor, respond and manage environmental pollution incidents. Respond and manage waste incidents			50%	MBEH																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of PINs issued</td> <td>0</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of PINs issued	0	Number	4											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of PINs issued	0	Number	4																			
Status Comments Four PIN's were issued over the quarter.																							
✓ 4.1.3.6.1	Implement public health compliance provisions of the Public Health Act, Local Government Act and Regulations			50%	MBEH																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of PINs issued</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of PINs issued	0	Number	1											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of PINs issued	0	Number	1																			
Status Comments One PIN's issued only.																							
✓ 4.1.3.6.2	Provide education resources, monitor and inspect retail food premises			27%	MBEH																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of food outlets inspections</td> <td>137</td> <td>Number</td> <td>200</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of food outlets inspections	137	Number	200											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of food outlets inspections	137	Number	200																			
Status Comments On target for second quarter.																							
✓ 4.1.3.7.1	Implement the provisions of the Local Government (Manufactured Home Estates Caravan Parks Camping Grounds and Moveable Dwellings Regulation)			46%	MBEH																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of parks inspected</td> <td>100</td> <td>Percentage</td> <td>83</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of parks inspected	100	Percentage	83											
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage of parks inspected	100	Percentage	83																			

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
Status Comments 70% first quarter plus 13% this quarter therefore 83% inspected for this reporting year to date.																							
4.1.3.9.1	Upgrade Cudgen Creek and Kennedy Drive Boat ramps			50%	Waterways Program Leader																		
		Jul-11																					
Status Comments Awaiting approval to complete Cudgen work. Scheduled to April 2012.																							
4.1.3.9.2	Replace Lakes Drive pontoon			30%	Waterways Program Leader																		
		Jul-11																					
Status Comments Grant application with NSW Maritime approved. Approvals completed. Project still to go to tender.																							
4.2.1 Promote the protection of native vegetation and wildlife habitat of high conservation value, 42% social or cultural significance in Tweed Shire																							
4.2.1.1.1	Investigate and respond to complaints received			50%	SecPR																		
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Ratio of compliance requests received</td> <td>0</td> <td>Percentage</td> <td>17</td> <td></td> </tr> <tr> <td>2</td> <td>Number outstanding</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Ratio of compliance requests received	0	Percentage	17		2	Number outstanding	0	Number	1	
Code	KPI	Target	Units	Achieved	Notes																		
1	Ratio of compliance requests received	0	Percentage	17																			
2	Number outstanding	0	Number	1																			
Status Comments Discussion required regarding the meaning of these indicators.																							
4.2.1.2.1	Create appropriate zoning controls and planning provisions through the Council wide Local Environmental Plan			17%	CPR																		
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Adoption of Tweed LEP to accord with standard template</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Adoption of Tweed LEP to accord with standard template	100	Percentage	50							
Code	KPI	Target	Units	Achieved	Notes																		
1	Adoption of Tweed LEP to accord with standard template	100	Percentage	50																			
Status Comments Finalising for re-exhibition.																							
4.2.1.3.1	Implementation of priority actions in Vegetation Management Plans and Bushfire Risk Management Plan			50%	BPL																		
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of key actions implemented</td> <td>3</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of key actions implemented	3	Number	4							
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of key actions implemented	3	Number	4																			
Status Comments Numerous actions under implementation including: Biodiversity Grants, Review of LEP Zoning and NRM provisions, Koala Plan of Management, Numerous external grants, Community education - presentations, workshops, NRM extension at community events, Sponsorship of Caldera Arts, Management of Bushfire Risk, Active support of Landcare/Dunecare network.																							
4.2.1.3.2	Preparation of site action plans			50%	BPL																		

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of plans prepared</td> <td>2</td> <td>Number</td> <td>10</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of plans prepared	2	Number	10											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of plans prepared	2	Number	10																			
	Status Comments 5 Biodiversity Grant Plans. 5 Plans under Bush Futures. Many others under implementation or in the process of update																						
	4.2.1.4.1 Preparation and implementation of Tweed coast Koala Plan of Management			50%	BPL																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage completed of Tweed Coast Koala Plan of Management</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed of Tweed Coast Koala Plan of Management	25	Percentage	25											
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage completed of Tweed Coast Koala Plan of Management	25	Percentage	25																			
	Status Comments Plan on schedule. Awaiting draft from Consultant.																						
	4.2.1.5.1 Revision and update of significant roadside tree database			25%	Biodiversity Program Leader																		
					Jul-11																		
	Status Comments Some fieldwork undertaken. Internal discussions on progressing a Roadside Vegetation Management Plan. Project Brief in preparation.																						
	4.2.1.6.1 Control, research and community support for Indian Myna control			50%	BPL																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Birds trapped</td> <td>25</td> <td>Number</td> <td>100</td> <td></td> </tr> <tr> <td>2</td> <td>Number of media articles</td> <td>1</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Birds trapped	25	Number	100		2	Number of media articles	1	Number	2					
Code	KPI	Target	Units	Achieved	Notes																		
1	Birds trapped	25	Number	100																			
2	Number of media articles	1	Number	2																			
	Status Comments Trapping and community education ongoing. Progressing well. New traps in circulation.																						
	4.2.1.6.2 Pest vertebrate control			50%	BPL																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects undertaken</td> <td>3</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects undertaken	3	Number	3											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of projects undertaken	3	Number	3																			
	Status Comments Several cane toad musters. Active rabbit, fox and wild dog control. Various pest management plans in preparation.																						
	4.2.1.7.1 Investigation of shorebird roost creation Tommys Island			0%	Waterways Program Leader																		
					Jul-11																		
	Status Comments Project has been abandoned, site is inappropriate. Alternatives being investigated.																						

Code	Name	Start Date	Target Date	Performance	Responsible Officer																														
 4.2.1.7.2	Improve management of lower estuary shorebird roost sites (Letitia Spit)			80%	Waterways Program Leader																														
Jul-11																																			
Status Comments	Due to works by Tweed Byron Local Aboriginal Land Council and an information campaign by residents, vehicles have largely been prevented from accessing the bird roost area. Some incursion are still occurring.																																		
4.2.2	Encourage and promote rehabilitation and management of native vegetation and wildlife habitat in Tweed Shire			45%																															
 4.2.2.1.1	Implementation of Business Plan including site actions plans, on ground works, institutional change and community engagement			50%	BPL																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of sites action plans</td> <td>6</td> <td>Number</td> <td>10</td> <td></td> </tr> <tr> <td>2</td> <td>Area under active management</td> <td>56</td> <td>Hectares</td> <td>100</td> <td></td> </tr> <tr> <td>3</td> <td>Number of workshop</td> <td>2</td> <td>Number</td> <td>3</td> <td></td> </tr> <tr> <td>4</td> <td>Number of media articles</td> <td>6</td> <td>Number</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sites action plans	6	Number	10		2	Area under active management	56	Hectares	100		3	Number of workshop	2	Number	3		4	Number of media articles	6	Number	6					
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of sites action plans	6	Number	10																															
2	Area under active management	56	Hectares	100																															
3	Number of workshop	2	Number	3																															
4	Number of media articles	6	Number	6																															
Status Comments	All projects progressing well.																																		
 4.2.2.2.1	Implementation of site action plans at selected sites			50%	BPL																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of site action plans prepared or implemented</td> <td>0</td> <td>Number</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of site action plans prepared or implemented	0	Number	20																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of site action plans prepared or implemented	0	Number	20																															
Status Comments	Plans from numerous projects currently underway.																																		
 4.2.2.2.2	Management of bush fire risk			50%	BPL																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of sites under active management</td> <td>10</td> <td>Number</td> <td>10</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sites under active management	10	Number	10																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of sites under active management	10	Number	10																															
Status Comments	Asset Protection Zones managed as scheduled. Maintenance of numerous bushfire trails.																																		
 4.2.2.3.1	Implementation of Biodiversity Grant Program			48%	BPL																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of sites under active management</td> <td>10</td> <td>Number</td> <td>10</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sites under active management	10	Number	10																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of sites under active management	10	Number	10																															
Status Comments	10 under active management. Numerous others in planning phase.																																		
 4.2.2.3.2	Implementation of external grants where possible			50%	BPL																														

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area in hectares under active management</td> <td>25</td> <td>Hectares</td> <td>120</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area in hectares under active management	25	Hectares	120					
Code	KPI	Target	Units	Achieved	Notes												
1	Area in hectares under active management	25	Hectares	120													
	Status Comments Numerous projects including Bush Futures.																
✓ 4.2.2.3.3	Encourage the protection of wildlife corridors through the planning process			50%	BPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area of new corridors provided in new development</td> <td>0</td> <td>Hectares</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area of new corridors provided in new development	0	Hectares	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Area of new corridors provided in new development	0	Hectares	0													
	Status Comments No relevant developments finalised in this quarter.																
✓ 4.2.2.4.1	On ground habitat rehabilitation works			50%	BPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of sites actively managed</td> <td>5</td> <td>Number</td> <td>39</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sites actively managed	5	Number	39					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of sites actively managed	5	Number	39													
	Status Comments 10 Biodiversity Grants. 19 Bush Futures Sites. 10 Threatened Species sites.																
✓ 4.2.2.5.1	Propagate native plants for use on public land revegetation sites			15%	WPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of plants propagated</td> <td>10,000</td> <td>Number</td> <td>4,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of plants propagated	10,000	Number	4,000					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of plants propagated	10,000	Number	4,000													
	Status Comments Nursery production on track to supply projects in 11/12 planting season.																
4.2.3 Recognise the social and economic impacts of managing vegetation				50%													
✓ 4.2.3.1.1	Ongoing liaison and support for Far North Coast Weeds			50%	BPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Annual contribution to Far North Coast Weeds</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Annual contribution to Far North Coast Weeds	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Annual contribution to Far North Coast Weeds	25	Percentage	25													
	Status Comments Ongoing.																
✓ 4.2.3.2.1	Maintenance of Council owned bushfire asset protection zones			50%	BPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Metres of asset protection zones maintained</td> <td>4,500</td> <td>Metres</td> <td>4,500</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Metres of asset protection zones maintained	4,500	Metres	4,500					
Code	KPI	Target	Units	Achieved	Notes												
1	Metres of asset protection zones maintained	4,500	Metres	4,500													
	Status Comments All inspected and maintained as required.																
✓ 4.2.3.2.2	Ongoing participation in risk identification via bushfire management committee			50%	BPL												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of committee meetings</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of committee meetings	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of committee meetings	1	Number	1													
Status Comments Ongoing.																	
4.2.4 Promote and encourage partnerships between the community and governments through consultation and participation				29%													
	4.2.4.1.1 Participation in regional forums			50%	BPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings attended</td> <td>0</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings attended	0	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	0	Number	4													
Status Comments Glossy Black Conservancy, Vertebrate Pest Forum, Fire and Biodiversity Forum, NRM Managers Group.																	
	4.2.4.2.1 Facilitate bi-monthly meetings with community and government agency stakeholders			25%	WPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of meetings attended</td> <td>6</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings attended	6	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	6	Number	4													
Status Comments Tweed River and Tweed Coastal Committee meetings running as scheduled.																	
	4.2.4.3.1 Support Dunecare and Landcare volunteers			19%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Training and equipment provided as per handbook</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Training and equipment provided as per handbook	100	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Training and equipment provided as per handbook	100	Percentage	50													
Status Comments Additional training of DuneCare volunteers commenced. Snake awareness training held.																	
	4.2.4.4.1 Support organisations			50%	BPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of groups supported</td> <td>1</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of groups supported	1	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of groups supported	1	Number	5													
Status Comments Support provided to Tweed Bird Observers, Tweed Valley Wildlife Carers, Friends of the Koala, Tweed Landcare Inc, Various Dunecare groups.																	
	4.2.4.5.1 Project proposals forwarded to the Aboriginal Advisory Committee for input			19%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Management plans and projects include Aboriginal considerations where applicable</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Management plans and projects include Aboriginal considerations where applicable	100	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Management plans and projects include Aboriginal considerations where applicable	100	Percentage	50													
Status Comments Second round of input for Pottsville interpretive signs.																	
	4.2.4.6.1 Deliver annual Tweed River Festival			25%	C&NR												


Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants</td> <td>5,000</td> <td>Number</td> <td>8,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants	5,000	Number	8,000					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of participants	5,000	Number	8,000													
	Status Comments Festival and lantern parade at Jack Evans Boat Harbour highly successful.																
✔ 4.2.4.7.1	NRM Community Support Officer resourced			13%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Groups and individuals assisted</td> <td>100</td> <td>Number</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Groups and individuals assisted	100	Number	20					
Code	KPI	Target	Units	Achieved	Notes												
1	Groups and individuals assisted	100	Number	20													
	Status Comments Community Support Officer position continued with funding from NRCMA.																
✔ 4.2.4.7.2	Natural Resource Management workshops and information dissemination			30%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Events delivered</td> <td>10</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Events delivered	10	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Events delivered	10	Number	4													
	Status Comments Workshops on Koala Connections plant propagation; NRM staff participated in the Caldera Artfest, Murwillumbah Show and Tweed River Festival.																
4.2.5	Establish and promote a framework for the implementation, continued development and monitoring of vegetation management and planning measures			21%													
✔ 4.2.5.1.1	Co-ordinate Planning Reforms Unit Work Program initiatives to complement the actions of the Natural Resources Management Unit.			33%	CPR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Biannual concurrent reporting of the Units' Work Program</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Biannual concurrent reporting of the Units' Work Program	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Biannual concurrent reporting of the Units' Work Program	100	Percentage	100													
	Status Comments Ongoing with all projects based on information from the Natural Research Management Unit.																
✔ 4.2.5.2.1	Revision of vegetation mapping as necessary			25%	Biodiversity Program Leader												
					Jul-11												
	Status Comments Bushland boundaries updated to 2009 aerial photos.																
✔ 4.2.5.3.1	Submissions from NRM to planning and development proposals			25%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of submission</td> <td>5</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of submission	5	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of submission	5	Number	2													
	Status Comments Submissions provided on waterways issues.																
☹ 4.2.5.4.1	Update database and mapping of projects			0%	BPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects included</td> <td>5</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects included	5	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects included	5	Number	0													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments Resources not currently available. Looking to re-engage officer to continue project.																	
4.3.1 Manage water resources sustainably and minimise impact on the environment by achieving more integration of water supply, wastewater and stormwater services				45%													
✓ 4.3.1.1.1	Annual update of Integrated Water Cycle Management Strategy			45%	Mwater												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage completed</td> <td>25</td> <td>Percentage</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed	25	Percentage	20					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage completed	25	Percentage	20													
Status Comments Annual review scheduled to be completed and report to council in April 2012. The 6 yearly review required by the State Government is due in 2012 and preparation for the consultant brief is underway. The process will include community input into the preparation of the consultant brief and the final draft report will be placed on public exhibition. NSW Office Of Water Guidelines for the preparation Integrated Water Cycle Management are currently being reviewed with an expectation the update guidelines will be released in June 2012. Discussion held with Department Officers have confirmed TSC's approach will meet or exceed the proposed new guideline requirements and therefore there is no need to delay Council's review from proceeding.																	
4.3.2 Improve urban stormwater discharge through water sensitive urban design				45%													
✓ 4.3.2.1.1	Assessment of new developments to account for urban stormwater discharge			50%	SecPR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Application of Council Policy regarding Water Sensitive Urban Design</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Application of Council Policy regarding Water Sensitive Urban Design	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Application of Council Policy regarding Water Sensitive Urban Design	100	Percentage	100													
Status Comments Council Policy applied.																	
✓ 4.3.2.2.1	Actively regulate erosion and sedimentation controls			25%	MBEH												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of complaints received</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of complaints received	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of complaints received	100	Percentage	100													
Status Comments All complaints were investigated.																	
✓ 4.3.2.3.1	Update Subdivision Manual and Development Design Specification (D7) to adopt best practice WSUD, where practical, in new developments			60%	Planning & Infrastructure Engineer												
					Jul-11												
Status Comments Initial draft prepared. Comments received from Water By Design Consultants. Requires MUSIC modelling to finalise. To be completed when resources permit.																	
⊖ 4.3.2.3.3	Review and update erosion and sediment control specifications to adopt best practice			0%	Planning & Infrastructure Engineer												
					Jul-11												
Status Comments Review pending as resources permit.																	
✓ 4.3.2.4.1	Review and update Stormwater Management Plan			80%													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
			Jul-11		Waterways Program Leader												
Status Comments	Draft document complete - will be presented to Council staff for internal review, then exhibited for community consultation, and finally recommended to Council for adoption.																
4.3.2.4.2	Identify priority actions, cost, responsibility and funding source		Jul-11	20%	Waterways Program Leader												
Status Comments	Investigating options to improve water quality in the Western Drainage Scheme, Banora Point. Resources will be required to audit existing infrastructure and assess management responses required.																
4.3.2.5.1	Review Tweed River Estuary Bank Management Plan to prioritise sites for remediation		Jul-11	80%	Waterways Program Leader												
Status Comments	Draft report received from consultant. Working group meeting with Tweed River Committee held. Draft options report to Council with recommendation to go on public exhibition in February.																
4.4.1	Recognise and accommodate natural processes and climate change			23%													
4.4.1.1.1	Zoning controls and planning provisions in the Council wide Local Environmental Plan and Development Control Plan controls reflect local environmental planning studies			0%	CPR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Tweed LEP and DCP maintained in accordance with statutory requirements and Council adopted studies</td> <td>100</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Tweed LEP and DCP maintained in accordance with statutory requirements and Council adopted studies	100	Percentage	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Tweed LEP and DCP maintained in accordance with statutory requirements and Council adopted studies	100	Percentage	0													
Status Comments	All new planning controls are based on the findings of comprehensive environmental assessment and community and stakeholder consultation.																
4.4.1.2.1	Kingscliff foreshore protection		Jul-11	20%	Community & Natural Resources												
Status Comments	Studies commenced for 'Options and Design Report for Foreshore Protection Works, Kingscliff Beach' and Preliminary Operations Design and EIS for Tweed River Area 5 Dredging and Sand Delivery Pipeline'. Draft report for terminal seawall options received.																
4.4.1.3.1	Weed control and revegetation works in littoral rainforest habitat			50%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area in hectares under active management</td> <td>30</td> <td>Hectares</td> <td>30</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area in hectares under active management	30	Hectares	30					
Code	KPI	Target	Units	Achieved	Notes												
1	Area in hectares under active management	30	Hectares	30													
Status Comments	Project progressing well at Wooyung, Fingal Head, Cabarita Beach and Hastings Point littoral rainforest areas. Information brochure designed and distributed.																

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
4.4.2 Protect and enhance the aesthetic qualities of the coastal zone				22%													
4.4.2.2.1	Sand nourishment works for Duranbah Beach as required			24%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Volume of sand supplied to beach</td> <td>40,000</td> <td>Cubic metres</td> <td>29,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Volume of sand supplied to beach	40,000	Cubic metres	29,000					
Code	KPI	Target	Units	Achieved	Notes												
1	Volume of sand supplied to beach	40,000	Cubic metres	29,000													
Status Comments 29,000 m3 delivered and distributed on Duranbah Beach in late October.																	
4.4.2.3.1	Dune stabilisation and beach access			13%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of annual program completed</td> <td>100</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of annual program completed	100	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of annual program completed	100	Percentage	25													
Status Comments DuneCare groups assisted; access reopened at southern end of Kingscliff Beach.																	
4.4.2.4.1	Bitou Bush control program			23%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of program completed</td> <td>100</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of program completed	100	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of program completed	100	Percentage	50													
Status Comments Spray works continued with Council staff and contractors.																	
4.4.2.4.2	Environmental weed control			13%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of program completed</td> <td>100</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of program completed	100	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of program completed	100	Percentage	25													
Status Comments Environmental weed control ongoing by DuneCare, Coastal Regeneration Team and contractors through grant funded projects. Pottsville Wetland project commenced.																	
4.4.2.5.1	Provide resources and technical advice as required			38%	C&NR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of projects assisted</td> <td>2</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects assisted	2	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects assisted	2	Number	1													
Status Comments Cabarita DuneCare Group and partnership with Council acknowledged with NSW Clean Beaches Award.																	
4.5.1 Promote and encourage sustainable and innovative agricultural practices				32%													
4.5.1.1.1	Prepare sustainable agriculture strategy and implement			35%	Sustainable Agriculture Program Leader												
Status Comments Literature Review done, discussion paper sent to key stakeholders, community engagement.				Jul-11													
4.5.1.2.1	Complete grant funded sustainable agriculture projects.			25%	Sustainable Agriculture Program Leader												

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
		Jul-11															
Status Comments	Caring For Country project being finalised, Urban Sustainability Program being finalised, Jobs Fund successfully completed. Northern Rivers CMA \$64K grant awarded and commenced.																
✔ 4.5.1.2.2	Complete grant funded food security projects.			35%	Sustainable Agriculture Program Leader												
		Jul-11															
Status Comments	Northern Rivers Food Link project funded Sustainable Agriculture Strategy on schedule.																
4.5.2	Promote and encourage partnerships between farming communities, governments and research institutions through consultation and participation			42%													
✔ 4.5.2.1.1	Participation in floodplain network, soil health advisory group and other networks as opportunities arise			25%	SAPL												
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Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings held	1	Number	1													
Status Comments	Meeting in November.																
✔ 4.5.2.2.1	Commence Australian Research Council linkage grant collaboration with University of NSW and NSW Cane Growers Association			25%	Sustainable Agriculture Program Leader												
		Jul-11															
Status Comments	Christies Creek pre-remediation monitoring completed, remediation work underway Blacks drain post remediation monitoring underway.																
✔ 4.5.2.3.1	Pursue and finalise delivery of state funded floodplain management projects: Urban Sustainability Grant 'Restoring Watercourse, Wetlands and Coastal Lakes on the North Coast			95%	Sustainable Agriculture Program Leader												
		Jul-11															
Status Comments	All project components completed. Final report complete.																
✔ 4.5.2.3.2	Pursue and finalise delivery of state funded floodplain management projects: Catchment Management Authority 'Soil Health' on Coastal floodplain			15%	Sustainable Agriculture Program Leader												
		Jul-11															
Status Comments	\$65K grant awarded for 2011-12. Part funds received and on ground work initiated.																
✔ 4.5.2.4.1	Prepare and submit grant applications as opportunities arise			50%	SAPL												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of grant applications prepared</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of grant applications prepared	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of grant applications prepared	1	Number	1													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments NRCMA grant 2011-12 awarded.																	
4.5.3	Provide information and support on sustainable land use practices to the agricultural community			50%													
 4.5.3.1.1	Ongoing community support and engagement			50%	SAPL												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of landowner contacts</td> <td>10</td> <td>Number</td> <td>10</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of landowner contacts	10	Number	10	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of landowner contacts	10	Number	10													
Status Comments Very positive feedback from landholders inquiring regarding the project update.																	