


























Code	Name	Start Date	Target Date	Performance	Responsible Officer												
 1	Civic Leadership			61%													
 1.1.1	Establish sustainability as a basis of shire planning and Council's own business operations			85%													
 1.1.1.1.1	Review of all tender documents to include sustainability clause	Jul-11		100%	SCE												
Status Comments		The review is continuing.															
 1.1.1.2.1	Prepare Draft LEP's in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979 and other relevant legislation			100%	CPR												
Complete.																	
 1.1.1.8.1	Review and refine current working draft	Jul-11		70%	C&NR												
Status Comments		Revision of Biodiversity Development Control Plan is progressing well. Currently seeking input from planning staff. No action in this quarter (March 2013) due to other commitments.															
 1.1.1.9.1	Expression of interest for preferred supplier for all short run digital printing featuring recycled options as standard			100%	CMC												
Complete.																	
 1.1.1.9.3	Tenders called for production of Tweed Link on 100% recycled paper utilising soy based inks			100%	CMC												
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			75%	MDA												
		<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of successful s123 EPAA legal challenges against Council</td> <td>0</td> <td>0</td> <td>1</td> <td></td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	Notes	1	Number of successful s123 EPAA legal challenges against Council	0	0	1	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of successful s123 EPAA legal challenges against Council	0	0	1													
 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			75%	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 successful s123 EPAA legal challenges against Council</td> <td>0</td> <td>0</td> <td>0</td> <td></td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	Notes	1	Number of successful s123 EPAA legal challenges against Council	0	0	0	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of successful s123 EPAA legal challenges against Council	0	0	0													
Status Comments		Legal action was initiated in relation to a number of issues within 2 caravan parks during the quarter.															
 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			75%	CDE												
		<table border="1"> <thead> <tr> <th>Code</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 legal challenges against Council</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	Notes	1	Number of successful legal challenges against Council	0	Number	0	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of successful legal challenges against Council	0	Number	0													









Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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.			75%	CDE												
	<table border="1"> <thead> <tr> <th>Code</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 legal challenges against Council</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of successful legal challenges against Council	0	Number	0					
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			75%	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>Annual update completed and incorporated into OMS</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Annual update completed and incorporated into OMS	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Annual update completed and incorporated into OMS	100	Percentage	100													
Status Comments Sustainability provisions of Procurement Protocol being applied.																	
1.1.2	Create a sustainable, social and environmentally aware community through education			72%													
1.1.2.2.1	Revise and enhance Council website			85%	CMC												
	<p style="text-align: right;">Jul-11</p> <p>Status Comments Tweed Shire Council is developing a new website. The new site is moving to a Content Management System source from Council's Corporate Knowledge Base with improved accessibility, searchability, structure and function. The changes will make the site customer friendly and easier to find information. Drafts and design of the site structure and website layout are being developed and the Communications and Marketing Unit is working with units to improve content, layout and functionality of the new website. The Corporate Knowledge Base is near completion with approximately one month of development work remaining then site design will commence for TSC sites. Anticipated launch mid to late 2013 depending on resourcing.</p> <p>Work has begun on selecting and reviewing possible 'e-readers' for the new site to enhance accessibility.</p>																
1.1.2.1.1	Environmental education programs delivered which foster greater understanding and behavioural change in the community			75%	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>Number of media and advertising initiatives undertaken relating to environmental projects</td> <td>5</td> <td>Number</td> <td>9</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of media and advertising initiatives undertaken relating to environmental projects	5	Number	9					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of media and advertising initiatives undertaken relating to environmental projects	5	Number	9													
Status Comments The number of media and promotion activities is 9. Facility tours and education initiatives not included.																	
1.1.2.2.3	Regular media releases about new programs, services or workshops to local media			75%	CMC												

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 media releases</td> <td>39</td> <td>Number</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of media releases	39	Number	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of media releases	39	Number	50													
	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 for March were 20 bring the total at the end of the quarter at 55. Media Subscription Service totalled 445.																
	1.1.2.2.4 Produce biannual Water Bulletin featuring updates on water demand and augmentation strategies and tips on water saving			75%	CMC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Distribution of biannual water bulletin with Water Notices</td> <td>80</td> <td>Percentage</td> <td>80</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Distribution of biannual water bulletin with Water Notices	80	Percentage	80					
Code	KPI	Target	Units	Achieved	Notes												
1	Distribution of biannual water bulletin with Water Notices	80	Percentage	80													
	Status Comments No Action this quarter, next Water Notices in June/July. Draft of next edition being considered.																
	1.1.3 Prepare for climate change through adaptation and mitigation strategies			59%													
	1.1.3.2.1 Tweed Valley Floodplain Risk Management Study			95%	PIE												
			Jul-11														
	Status Comments Discussion papers and Draft Risk Management Study and Plan exhibited for 6 weeks over July and August. Four community information sessions held. Submissions received, and being considered by the consultants, for finalisation of the report.																
	1.1.3.2.2 Coastal Creeks Floodplain Risk Management Study			60%	PIE												
			Jul-11														
	Status Comments Consultants presented work to date to Floodplain Management Committee meeting held 8 March 2013. Committee recommendations provided back to consultants for action.																
	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.			5%	C&NR												
			Jul-11														
	Status Comments Review of existing plan undertaken.																
	1.1.3.1.1 Engage in the National Greenhouse and Energy Reporting Scheme for council landfill facilities			75%	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>Percentage of project completed</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of project completed	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of project completed	25	Percentage	25													
	Status Comments Completed for the financial year 2012. This included data capture, calculations and entry into Federal Government emissions register (OSCAR) prior to the due date of November 2012.																
	1.2.1 Council will be underpinned by good governance and transparency in its decision making process			77%													
	1.2.1.2.2 Update Councillor Web Portal to include fillable forms			100%	DTCS												








Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
Jul-11																							
Complete.																							
<input checked="" type="checkbox"/>	1.2.1.3.1 Local Government Elections September 2012			100%	MCG																		
Complete.																							
<input checked="" type="checkbox"/>	1.2.1.3.2 Induction of Councillors following September 2012 election			100%	DTCS																		
Jul-11																							
Complete.																							
<input checked="" type="checkbox"/>	1.2.1.5.2 Review Council Policies following local government election			25%	DTCS																		
Jul-12																							
Status Comments	Policies currently under review and scheduled for adoption in September 2013.A report on the review will be considered at the June Council Meeting.																						
<input checked="" type="checkbox"/>	1.2.1.6.3 Promote and market Councils Smartphone application			75%	DTCS																		
Status Comments	Marketing of the Council Smartphone and SMS service has continued via: Tweed Link Articles and links, the Council website, at the Tweed Heads and Murwillumbah Customer Service Offices via digital marketing screens, brochure racks, front counters and pull up banners and at the Council Family Fun Day during Local Government Week. A mid-life review of the platform and content has been conducted and a refreshed version of the application released. Inclusion of the application in the Apple and Android stores is expected in May 2013.																						
<input checked="" type="checkbox"/>	1.2.1.1.1 Provision of training to Councillors and staff			75%	DTCS																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of training sessions</td> <td>2</td> <td>Number</td> <td>2</td> <td></td> </tr> <tr> <td>2</td> <td>Number of Code of Conduct complaints</td> <td>0</td> <td>Number</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of training sessions	2	Number	2		2	Number of Code of Conduct complaints	0	Number	6					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of training sessions	2	Number	2																			
2	Number of Code of Conduct complaints	0	Number	6																			
Status Comments	Training sessions have been undertaken on the Model Code of Conduct and Code of Meeting Practice. Workshop sessions have also been conducted on the Integrated Planning and Reporting Framework requirements, including the 2013/2014 Budget. Councillors have also attended training courses and seminars presented external of Council. Six Code of Conduct complaints have been received that are currently in the investigation and review phase.																						
<input checked="" type="checkbox"/>	1.2.1.2.1 Provision of business paper for council meetings and committee meetings in accordance with Code of Meeting Practice			75%	DTCS																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of business papers prepared</td> <td>3</td> <td>Number</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of business papers prepared	3	Number	6											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of business papers prepared	3	Number	6																			
Status Comments	Ordinary council meetings were held in January, February and March. Council meetings currently being held the third Thursday of the month with business papers being provided on the Tuesday of the week preceding the council meeting utilising iPads and made available to the public in accordance with the Code of Meeting Practice. Three Extraordinary Council Meetings have also been held in February and March 2013.																						
<input checked="" type="checkbox"/>	1.2.1.4.1 Undertake internal program and reporting to ensure Strategic Tasks are completed and timeframes met			75%	DTCS																		










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>Strategic tasks failed to be completed in timeframes set</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Strategic tasks failed to be completed in timeframes set	0	Number	0																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Strategic tasks failed to be completed in timeframes set	0	Number	0																									
	<p>Status Comments Strategic tasks as identified by the Division of Local Government have all met the required timeframes for completion. The major strategic task completed during this quarter has been the Adoption of the 2013/2023 Community Strategic plan, which is available on council's website with the appropriate advice being provided to the Minister for Local Government of its adoption. The Model Code of Conduct and associated Procedure for the Administration of the Code have also been adopted during this period.</p>																												
	1.2.1.5.1 Council policies reviewed, reported to Council and placed on public exhibition as required			75%	DTCS																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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																									
	<p>Status Comments Policies continue to be internally reviewed to ensure compliance. Following the September 2012 election all council policies must be reviewed within twelve months of the election with a reported scheduled for the June Council Meeting. The Code of Conduct and associated Procedure for Administration, Code of Meeting Practice, Drought Water Restrictions, Secondary Employment, River Health Grants and Naming of Streets and Roads Policies have been adopted in this period. Draft Policies currently on public exhibition are: Subpoenas, Dealing with Difficult People and Disposal of Surplus Goods, Materials and Portable Assets.</p>																												
	1.2.1.6.1 Process informal and formal access to information requests			75%	DTCS																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of informal requests processed</td> <td>0</td> <td>Number</td> <td>169</td> <td></td> </tr> <tr> <td>2</td> <td>Formal requests granted</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> <tr> <td>3</td> <td>Formal request denied</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of informal requests processed	0	Number	169		2	Formal requests granted	0	Number	0		3	Formal request denied	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																								
1	Number of informal requests processed	0	Number	169																									
2	Formal requests granted	0	Number	0																									
3	Formal request denied	0	Number	0																									
	<p>Status Comments Informal access requests averaged at 10 per week and all were processed in a timely manner. No Formal Requests were lodged during this quarter.</p>																												
	1.2.1.6.2 Maintain Council's publically accessible information through its website and Smartphone application			75%	DTCS																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Target service level for information updated provided within 5 days</td> <td>75</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Target service level for information updated provided within 5 days	75	Percentage	100																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Target service level for information updated provided within 5 days	75	Percentage	100																									
	<p>Status Comments Council's smartphone application (m.tweed.nsw.gov.au) provides an array of publicly accessible information. New facilities available on Council's website include links to NSW Government 'eHousing' portal for electronic submission of complying and exempt DA's and a facility to link mapping information to development applications received. Enhancements this period include the addition of a Building Inspection Request Form and Reporting an Issue via a Customer Request Form as well as new information on the website relating to Destination 2036 and the review of the Local Government Act.</p>																												
	1.2.2 Decisions made relating to the allocation of priorities will be in the long term interests of the community			75%																									
	1.2.2.1.1 Council decisions will be in accordance with the Community Strategic Plan			75%	DTCS																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of council decisions per quarter</td> <td>0</td> <td>Number</td> <td>184</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of council decisions per quarter	0	Number	184																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Number of council decisions per quarter	0	Number	184																									









Code	Name	Start Date	Target Date	Performance	Responsible Officer												
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. The report template for Council meetings is being fully utilised which includes references to the themes and linkages to appropriate Integrated Planning and Reporting Framework documents.															
	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			75%												
	1.2.3.1.2	Audited Annual Financial Reports Complete.			100% DTCS												
	1.2.3.2.1	Annual review of the Long-term Financial Plan in conjunction with the Operational Plan			100% DTCS												
Status Comments		Annual review of the Long-term Financial Plan ('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 are also included in the Council reporting template. The review of the Long Term Financial Plan for 2013/14 has been completed and will be reported to Council in April for placement on public exhibition.															
	1.2.3.2.2	Coordinate the progress of asset improvement program as defined in section 8 of the Asset Management Plans Jul-11			60% DTCS												
Status Comments		Asset Management Plan Improvement Program is an ongoing project to be completed over a multi year period. Implementation of the new TechnologyOne Enterprise Asset Management ('EAM') system for Fleet went 'live' in October 2012. Upgrade to Assetic MyData V1.5 went live in December 2012. The integration of the Assetic and EAM asset registers will occur in 2013.															
	1.2.3.1.1	Prepare and maintain a balanced budget throughout the financial year.			75% DTCS												
		<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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		Quarterly Budget Review for the September quarter submitted to November 2012 Council meeting; December quarter submitted to the February 2013 Council meeting. Carry over works from 2011/2012 reported to the October 2012 Council meeting.															
	1.2.3.1.3	Provide financial information to the organisation to ensure budget control			75% DTCS												
		<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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 access to budget and financial information to staff with delegation. Monthly investment reports and quarterly budget adjustments have been reported within statutory time. The 2012/2013 budget adopted at June 2012 Council meeting.															
	1.2.3.3.1	Review and administer Developer Contribution (s94) Plans			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>Section 94 Developer Contribution Plans reviewed</td> <td>2</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>				Code	KPI	Target	Units	Achieved	Notes	1	Section 94 Developer Contribution Plans reviewed	2	Number	1	
Code	KPI	Target	Units	Achieved	Notes												
1	Section 94 Developer Contribution Plans reviewed	2	Number	1													
Status Comments		Draft Contributions Plan No.23 - Off Site Parking was reported to the December Council meeting and placed on public exhibition. Reported to															





Code	Name	Start Date	Target Date	Performance	Responsible Officer												
April meeting for adoption.																	
	1.2.4 Involve communities including youth, elderly and aboriginal groups in decision making that affects their area and the wider Tweed community			75%													
	1.2.5.6.2 Launch facebook as an informal communication tool		Jul-11	100%	CMC												
Complete.																	
	1.2.4.3.2 Administer Beach Safety Liaison Committee			75%	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>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													
Status Comments First meeting of 2013 will be scheduled upon receipt of draft Coastal Safety Audit.																	
	1.2.5 Effective communication between Council and Community groups			67%													
	1.2.5.4.1 Introduce biannual Community Roundtables as part of the review of the Community Strategic Plan		Jul-12	100%	CMC												
Complete.																	
	1.2.5.1.1 Present education session to the community on Council's revenue functions			0%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of community presentations</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of community presentations	0	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of community presentations	0	Number	1													
Status Comments There were no formal presentations to ratepayer groups during this period quarter. Information for rate payers and community groups including Council's Knowledge Base has been updated to include current statistics. Community information will be further updated in May following the exhibition of the Draft 2013/2014 Revenue Policy and Draft Resourcing Strategy.																	
	1.2.5.2.1 Community access session in accordance with Code of Meeting Practice schedule			67%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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													
Status Comments Community Access sessions conducted during March in Murwillumbah. Following adoption of Code of Meeting Practice in February 2013, Community Access sessions are now conducted on the second Thursday of the month, which is the Thursday of the week preceding the Council Meeting.																	
	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)			75%	CWM												

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>Infrastructure tours conducted</td> <td>6</td> <td>Number</td> <td>7</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Infrastructure tours conducted	6	Number	7					
Code	KPI	Target	Units	Achieved	Notes												
1	Infrastructure tours conducted	6	Number	7													
Status Comments Infrastructure tours conducted include recycling facility, coastal and creek tours, and sustainable living centre.																	
	1.2.5.6.1 Produce editions of Council's newspaper the Tweed Link			75%	CMC												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of editions of the Tweed Link</td> <td>11</td> <td>Number</td> <td>13</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of editions of the Tweed Link	11	Number	13					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of editions of the Tweed Link	11	Number	13													
Status Comments January - Issues 792-794 = 3. February - Issues 795-798 = 5. March - Issues 799 - 802 = 4. The Tweed Link celebrated its 800th edition on 12 March.																	
	1.2.5.7.1 Sportsfield Officer to liaise with sporting organisations			75%	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													
Status Comments Sportsfield officer undertaking effective on-going liaisons with sporting groups.																	
	1.2.5.7.2 Provide up to date sporting information on Council's website			75%	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													
Status Comments Sporting information of website up to date.																	
	1.3.1 Council's organisation will be resourced to provide the essential services and support functions to deliver the objectives of this Plan			59%													
	1.3.1.18.2 Develop Design Unit module for Project Management Plan			60%	MD												
			Jul-11														
Status Comments Trial version are being tested for the Design component. Design projects are being entered into system as training of key personnel continues and Safe Design of Structures requirements being added to the module. Training of staff to commence in March 2013.																	
	1.3.1.18.3 Develop PMP integration with Finance 1 and ECM for reporting purposes			10%	MD												
			Jul-12														
Status Comments Process has commenced and meetings held with Finance and Information Technology ('IT') staff. IT staff availability has delayed development but information can be sourced through finance one.																	
	1.3.1.18.4 Develop Project Strategic Planning Module for Project Management Plan			0%	MD												
			Jul-11														

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments		Project deferred until main module and design module complete including Work Health and Safety requirements for "safety in design". Constrained by current resources and competing priorities which are slowing the development process. Expected to commence by June 2013.			
	1.3.1.18.6 Finalise Phase 3 and 4 of the Project Management Plan			80%	MD
		Jul-11			
Status Comments		Some projects have progressed through the final stage in the process and some upgrades to assist with the process have been identified and being incorporated. Review of Handover Documentation in progress.			
	1.3.1.20.2 Review stock turnover			100%	Mworks
		Jul-12			
Status Comments		Complete.			
	1.3.1.23.1 Update referrals policy			0%	PIE
		Jul-11			
Status Comments		Amendments to be undertaken when resources permit in 2013.			
	1.3.1.25.1 Review processes and protocols for Planning & Infrastructure Unit			100%	PIE
		Jul-11			
Status Comments		Project complete.			
	1.3.1.26.2 Undertake public toilet facility audit and rationalisation plan			20%	MRS
		Jul-11			
Status Comments		Audit and plan adopted by Council and implementation commenced. Wharf Street facility completed and operational. Queen Street facility is closed. Draft landscape Plan for Faulks Park Kingscliff completed for exhibition including replacement of old facility. Draft Faulks plan on exhibition			
	1.3.1.28.1 Develop and implement business plan for construction of new crematorium at Tweed Valley Cemetery			80%	MRS
		Jul-11			
Status Comments		The development assessment process has completed following approval in May 2012. Contract for the supply of the cremator was let to Major Furnaces Pty Ltd (Aust). Commencement of earthworks part 1 was in September and preparation for new maintenance shed, LPG tank site and shoulder widening of access road. Contract for the maintenance shed was awarded early to mid October 2012. The development of management software for cremator bookings and statutory recording is completed. Conversion of old maintenance shed to cremation facility 80% complete mid March 2013.			
	1.3.1.30.1 Feasibility study of telecommuting and job sharing			100%	DTCS
		Jul-11			
Status Comments		Both feasibility studies have been completed with positive outcomes obtained in both trials. As a consequence a formal telecommuting trial has been developed, endorsed and implemented. Work is yet to commence on the formal development of a job sharing protocol.			

Code	Name	Start Date	Target Date	Performance	Responsible Officer
 1.3.1.30.2	Develop Telecommuting and Job Sharing protocol	Jul-12		50%	DTCS
	There was no activity this period.				
 1.3.1.30.3	Review Recruitment Protocols to ensure removal of artificial barriers to appointment	Jul-11		100%	MHR
	Complete.				
 1.3.1.30.5	Investigate and implement alternate staffing models to address identified employment needs	Jul-12		20%	DTCS
Status Comments	Work is continuing with the Department of Health regarding the possible establishment of a jointly funded targeted professional cadetship for an Environmental Health Officer.				
 1.3.1.31.2	Review Performance Management Protocol to accord with employment best practice	Jul-11		75%	DTCS
Status Comments	Work on this protocol has been placed on hold to allow a reallocation of resources to the development of a revised Drug and Alcohol Protocol.				
 1.3.1.32.1	Develop and implement strategies to address the issue of fitness for work in an ageing workforce	Jul-12		40%	MHR
	There was no activity this period.				
 1.3.1.32.4	Implement changes required under National Harmonisation Legislation in accordance with statutory timeframes	Jul-11		90%	MHR
Status Comments	Council is on track for full compliance with the new Work Health and Safety Act within the prescribed transitional time frames. Current focus is on the establishment of a: Biannual hearing testing (all targeted workers have had baseline testing), Residual Current Devices testing (managed through the Safety Activity Planner), and Asbestos Management (being managed in a collaborative manner with work areas across Council).				
 1.3.1.32.7	Redevelop Council's Contractor Management Protocol to ensure legislative compliance	Jul-11		98%	MHR
Status Comments	Work Health and Safety (WHS) Contractor Management is now managed as part of operational business activity. This is an important and ongoing initiative that impacts multiple WHS activities and for this reason will remain a key focus. The WHS section has initiated a contractor induction process to discuss Councils WHS requirements, this is in line with the WHS Contractor and Services Health and Safety Management Protocol. These meetings will occur on an as needs basis at the commencement of the contract term. Further integration with the Contracts Unit is also progressing with consultation between the Contracts Unit and WHS Section during the tender development.				
 1.3.1.33.5	Develop training packages to support effective utilisation of core business systems	Jul-11		100%	MHR
	Complete.				
 1.3.1.4.3	Virtualisation of identified server hardware			100%	DTCS

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
	Complete.	Jul-11																					
 1.3.1.5.5	Implement and configure the Technology One Contracts Module			10%	DTCS																		
	Status Comments	Jul-12																					
	On the advice of the supplier (Technology One), installation of the Contracts Module has been suspended pending the upgrade of Council's Core Financial System (Finance One) to Version 11.09 in April 2013. This upgrade includes implementation of the Quotations module which will directly integrate to enhance the contracts functionality. Work is expected to recommence on Contracts in June 2013.																						
 1.3.1.5.6	Implement Technology One Publisher Module			100%	DTCS																		
	Complete.	Jul-11																					
 1.3.1.6.2	Upgrade council workstations to Windows 7 and introduce a standard desk operating environment			35%	DTCS																		
	Status Comments	Jul-11																					
	The upgrade of Council's desktop environment from Windows XP/PRO to Windows 7 is in progress with three of the four pre-requisite product upgrades completed. A build of a prototype Windows 7 environment will occur in May 2013. The rollout is also dependent upon completion of the upgrade of Technology One ECM to version 4.2 scheduled to be completed in April 2013.																						
 1.3.1.7.2	Upgrade and reformat the look and feel of Tweed Shire Council Internet Site			80%	DTCS																		
	Status Comments	Jul-11																					
	A new content managed Tweed Shire Council web site has been developed and reviewed. Updating and transfer of content from the current site is in progress. As part of the upgrade a separate internet presence is being established for the Tweed Regional Art Gallery.																						
 1.3.1.7.3	Implement A-Z knowledge base			100%	DTCS																		
	Complete.	Jul-11																					
 1.3.1.8.2	Test Council's preparedness for an IT Disaster event			50%	DTCS																		
	Status Comments	Jul-12																					
	IT Disaster Recovery Plan ('DRP') procedures are reviewed and updated on a regular basis. A full (off site) walk through occurred in January 2013 and will be repeated in the second half of 2013. Additional testing of backup media will occur in this quarter.																						
 1.3.1.9.2	Acquire and update remote sensing imagery (photographs etc) for targeted locations in the Tweed Shire			100%	DTCS																		
	Complete.	Jul-11																					
 1.3.1.1.1	Issue of rates and other charge notices in accordance with the Local Government Act 1993 (NSW)			56%	DTCS																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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																			

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments		<p>The 2013/2014 Draft Resourcing is currently will be exhibition from 23 April to 28 May 2013.</p> <p>Water Notices for the November 2012 reads were issued in December. The issuing of accounts in December assists with the early detection of water leaks. This reduces the wastage of water and minimises any extra charges incurred by ratepayers. The preparation process has begun for the May reads culminating in the issue of water consumption notices for the current six monthly period in mid June 2013.</p>			
	1.3.1.1.2 Implement debt recovery procedures			65%	DTCS
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	6	
3	Percentage of sundry debtors outstanding per quarter	7	Percentage	7	
Status Comments		Collection of monies within Council is a priority of the Revenue and Recovery unit. Additional resources have been allocated to the Debt Recovery process however percentages in the interim have remained stable.			
	1.3.1.1.3 Manage pensioner rebates			0%	DTCS
Code	KPI	Target	Units	Achieved	Notes
1	Percentage of pensioner to total rateable properties	0	Percentage	22	
Status Comments		Pensioner rebates and claims have been submitted for the 2012/2013 annual rate run. All current claims to 31 March 2013 have been processed and calculated. Currently there are approximately 8,596 out of 38,888 rateable properties that qualify for pension rebate.			
	1.3.1.10.1 Implement Internal Audit Program			75%	MCG
Code	KPI	Target	Units	Achieved	Notes
1	Percentage of Internal Audit Program hours completed	100	Percentage	100	
2	Audit Committee meetings held	1	Number	1	
Status Comments		Internal audit activities (including audits, administration, training, enterprise risk management, monthly and ad hoc reviews) undertaken as per approved plan and reported to Audit Committee. Quarterly Audit Committee held in March 2013.			
	1.3.1.11.1 Enterprise Risk Management is applied consistently across all functions of the organisation			0%	DTCS

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 Business Impact Assessments completed</td> <td>4</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of Business Impact Assessments completed	4	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of Business Impact Assessments completed	4	Number	0													
Status Comments Enterprise Risk Management and the associated Risk Register are being applied consistently throughout the organisation. No formal Business Impact Assessments were undertaken during this quarter. A regime of completion of the assessments by various work groups has been prepared to be completed on a rolling basis rather than the previous annual review which occurred every October.																	
	1.3.1.11.2 Risk register maintained in accordance with the Risk Matrix and Controls			68%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Register current</td> <td>100</td> <td>Percentage</td> <td>90</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Register current	100	Percentage	90					
Code	KPI	Target	Units	Achieved	Notes												
1	Register current	100	Percentage	90													
Status Comments Annual review of Enterprise Risk Register to be undertaken on a phased basis which commenced in October 2012. A risk assessment has been completed for identified risks and have been included in the Enterprise Risk Register.																	
	1.3.1.12.1 Implement Business Continuity Plan and review annually			56%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Business Continuity Plan revised</td> <td>100</td> <td>Percentage</td> <td>75</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Business Continuity Plan revised	100	Percentage	75					
Code	KPI	Target	Units	Achieved	Notes												
1	Business Continuity Plan revised	100	Percentage	75													
Status Comments Business Continuity Plan actions are currently being undertaken with the implementation of a suitable 'Black Box', cloud and offline data storage. Water and Sewer Business Continuity Plan and Information Technology ('IT') Disaster Recovery Sub Plan adopted. Further work to be undertaken on Business Impact Assessments for identified business components that affect both internal and external customers of council services. The IT Disaster Recovery Plan was successfully tested via a desk top exercise in this quarter.																	
	1.3.1.13.2 Ensure client timeframes for projects are maintained and implement appropriate remedial measures if required			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Projects are on schedule</td> <td>80</td> <td>Percentage</td> <td>87</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Projects are on schedule	80	Percentage	87					
Code	KPI	Target	Units	Achieved	Notes												
1	Projects are on schedule	80	Percentage	87													
Status Comments Client time frames are being met. Delays generally due to changes in project scope and construction start dates during design process. The Project Management Process is assisting in managing these occurrences and recording such changes.																	
	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			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Design issue for construction</td> <td>3</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Design issue for construction	3	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Design issue for construction	3	Number	5													
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			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Specifications completed</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Specifications completed	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Specifications completed	1	Number	1													
Status Comments Specification preparation undertaken for Murwillumbah museum retaining wall reconstruction project.																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer
✓ 1.3.1.13.6	Provide project management services as required			75%	MD
Code	KPI	Target	Units	Achieved	Notes
1	Managed projects	1	Number	1	
Status Comments	Project management being undertaken for the Murwillumbah Museum extensions .				
✓ 1.3.1.13.7	Attend and make presentations at public/consultation meetings			75%	MD
Code	KPI	Target	Units	Achieved	Notes
1	Attend and participate in Public Meetings	1	Number	2	
Status Comments	Meetings attended were for the Kingscliff Foreshore Master Plan for the one way traffic flow on Marine Parade between Turnock St to Seaview St which commenced in February 2013.				
✓ 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			75%	MD
Code	KPI	Target	Units	Achieved	Notes
1	Client timeframes within target	80	Percentage	95	
Status Comments	Client timeframes exceed the target.				
✓ 1.3.1.14.2	Undertake survey work required for design and investigation and construction purposes			75%	MD
Code	KPI	Target	Units	Achieved	Notes
1	Number of project surveys completed	3	Number	6	
Status Comments	Survey work is meeting client expectations in both investigation and construction activities.				
✓ 1.3.1.15.1	Review environmental section resources to ensure client timeframes for projects are maintained			74%	MD
Code	KPI	Target	Units	Achieved	Notes
1	Client timeframes within target	80	Percentage	80	
Status Comments	Targets generally being met but some urgent unscheduled projects cause delay to other projects.				
✓ 1.3.1.15.2	Prepare Planning Applications for projects as required including all third party licences/approvals			75%	MD
Code	KPI	Target	Units	Achieved	Notes
1	Number of Applications submitted	3	Number	5	
Status Comments	Applications lodged are exceeding target.				
✓ 1.3.1.15.3	Undertake environmental monitoring of civil construction projects as specified in approvals			75%	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>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 Kirkwood Road and Clarrie Hall Dam.																	
✔	1.3.1.15.4 Develop and supervise Environmental Restoration Plans for civil projects			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of plans</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of plans	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of plans	1	Number	1													
Status Comments The Piggabeen Road project Restoration Plan has been developed and is being reviewed by State Authorities to enable commencement.																	
✔	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			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Client timeframes within 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 within capabilities and timely advice being provided.																	
✔	1.3.1.16.2 Complete land acquisitions including valuations			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of acquisitions completed</td> <td>2</td> <td>Number</td> <td>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of acquisitions completed	2	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of acquisitions completed	2	Number	3													
Status Comments Road acquisitions have been completed and exceed target.																	
✔	1.3.1.16.3 Provide Leasing and Licensing services to clients			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of 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 and Licences have been produced as required during the reporting period to clients' satisfaction which includes some complex arrangements.																	
✔	1.3.1.16.5 Undertake road naming			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 new roads named</td> <td>5</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of new roads named	5	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of new roads named	5	Number	2													
Status Comments Decrease in road naming activity due to reduction in sub-divisions being created. Naru Rd being a partial renaming of Terrace St is one of the named roads.																	
✔	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			75%	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>80</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Client timeframes within target	80	Percentage	80					
Code	KPI	Target	Units	Achieved	Notes												
1	Client timeframes within target	80	Percentage	80													
Status Comments		Time frames are being met generally but increasing demand for spatial technology is creating demand in excess of capacity. New Spatial Data Analyst trainee has commenced which will assist in improving target performance.															
✓ 1.3.1.2.1	Investigate and implement a quarterly billing and reading of water consumption			61%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Progress in implementing quarterly water billing</td> <td>100</td> <td>Percentage</td> <td>85</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Progress in implementing quarterly water billing	100	Percentage	85					
Code	KPI	Target	Units	Achieved	Notes												
1	Progress in implementing quarterly water billing	100	Percentage	85													
Status Comments		<p>The TechnologyOne's suite of software has been successfully implemented and is now quarterly water billing compliant.</p> <p>The Revenue and Recovery unit, in conjunction with the Water unit were scheduled to introduce quarterly billing in April 2013. However operational resources and required changes to configuration to accommodate the pro rata usage charging for liquid trade waste and sewer has meant that the introduction has been deferred to July 2014.</p>															
✓ 1.3.1.2.2	Maintain Property Database			75%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of properties created</td> <td>0</td> <td>Number</td> <td>137</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of properties created	0	Number	137					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of properties created	0	Number	137													
Status Comments		Property creation and rate supplementary levy of properties have been completed to 31 March 2013. Property transfers have continued to be processed with maintenance of ownership changes totalling 1,467 for the period.															
✓ 1.3.1.2.3	Manager Stotts Island waste facility weighbridge			75%	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>Number of transactions per quarter</td> <td>0</td> <td>Number</td> <td>17,264</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of transactions per quarter	0	Number	17,264					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of transactions per quarter	0	Number	17,264													
Status Comments		This figure represents the total number of transactions at Stotts Creek Resource Recovery Centre for the quarter. It includes paying and non-paying (tip shop, visitor) transactions.															
✓ 1.3.1.20.1	Conduct stocktakes every 6 months			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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		<p>Six month stock check completed. No significant variations. Next stock take due in November.</p> <p>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.</p> <p>March - Calibration on pumps determined pumps were out of calibration, re-calibration was carried out immediately, fuel consumption monitored and has seen no variation in fuel issue/records since.</p> <p>Daily and weekly random stock checks continue, bi-annual stock take due in June 2012.</p> <p>June - Stock take completed early due to other work schedules. Excellent results.</p>															

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<p>September - 6 Month stock take scheduled for December 2012 - all previous stock takes have good results December - 6 Month stock take to be completed December 18</p> <p>March - 6 Month stock take completed 27 February 2013. Excellent results</p>																	
✓ 1.3.1.21.1	Annual maintenance program for depot yards, buildings, facilities and fencing			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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													
Status Comments	<p>Annual maintenance program for Murwillumbah and Tweed Depots Completed projects include: 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 control 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).</p> <p>Investigation into depot emulsion tank, replacement costs v lease costs, quotes now obtained and evaluation on options being determined Depot 2 expansion being completed. Decision made on type and model for bulk emulsion storage tank - location for infrastructure to be confirmed - Quote to be compiled. Work on Murwillumbah depot egress route underway - area cleared, timber fence erected around Council house, racking being relocated and safety mesh installed. Ongoing investigation into roof replacement to outbuildings, Murwillumbah depot. Assessment of depot improvement budget and discussions with proposed financial contributors to be held early new financial year. Security key project ongoing with final decisions to be advised upon.</p>																
✓ 1.3.1.22.1	Operation of quarries to conform with environmental licence requirements			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Environmental License audit of quarries completed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Environmental License audit of quarries completed	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Environmental License audit of quarries completed	100	Percentage	100													
Status Comments	<p>September - Ongoing monitoring of test results against licence conditions. Annual performance audit reporting of 2 licensed quarries (Kinnears and Quarry Road) completed in quarter. December: Audit of Quarry Rd Quarry licence conditions by Environmental Scientist requested. March: Ongoing monitoring of water quality test results against licence conditions.</p>																







Code	Name	Start Date	Target Date	Performance	Responsible Officer
✓ 1.3.1.22.3	Operation of Eviron Quarry to coordinate with Waste Services landfill strategy			75%	Mworks
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.				
✓ 1.3.1.23.2	Provide engineering referrals to the Planning and Regulatory Division of Council			75%	PIE
Code	KPI	Target	Units	Achieved	Notes
1	Engineering comments provided to Planning and Regulation Division	15	Number	15	
Status Comments	No issues this quarter.				
✓ 1.3.1.24.1	Update engineering design and construction specifications			50%	PIE
Code	KPI	Target	Units	Achieved	Notes
1	Update of Design and Construction Specifications	2	Number	2	
Status Comments	Two Water and sewer updates completed.				
✓ 1.3.1.24.2	Update Subdivision Manual			3%	PIE
Code	KPI	Target	Units	Achieved	Notes
1	Update Subdivision Manual	100	Percentage	10	
Status Comments	Subdivision Manual review program reported to Executive Management Team and endorsed. Briefing meeting with stakeholders held.				
✓ 1.3.1.26.1	Standards and service levels to be adjusted in accordance with budget constraints			75%	MRS
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.				
✓ 1.3.1.26.3	Implement playground improvement plan			19%	MRS
Code	KPI	Target	Units	Achieved	Notes
1	Number of playgrounds improved	100	Percentage	25	
Status Comments	New equipment installed at Banora Community Centre, Tumbulgum and Jack Evans Boat Harbour. Replacement equipment planned for Jack Julius park - Kingscliff. Attendance at two Kingscliff ratepayers and Progress Association regarding playgrounds and park upgrades in Kingscliff. Proposed that Jack Julius park equipment remain in the short term, Faulks Park play equipment				

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
be replaced as part of a park upgrade and consider removing Lions Park equipment after Faulks Park installed and assessed. Tender brief for exercise equipment Kingscliff Foreshore completed. Tender advertised for replacement of equipment at Cudgen and Bogangar																							
✓ 1.3.1.27.1	Implementation of Aquatic Facilities Strategy recommendations and establish performance monitoring systems			58%	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>80</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Progress in implementation of Aquatic Facilities Strategy	100	Percentage	80											
Code	KPI	Target	Units	Achieved	Notes																		
1	Progress in implementation of Aquatic Facilities Strategy	100	Percentage	80																			
Status Comments	Aquatic Facilities Strategy has been implemented. Performance monitoring systems are being developed. A Business Plan has been developed and organisation structure implemented. A completed resumption of programs at the South Tweed Pool and integration with other pool programs. Completed earthing of Tweed and Kingscliff Pools and resurfacing of Tweed Pool concourse. Tenders received for Tweed Pool heating. Financial reporting models developed.																						
✓ 1.3.1.29.1	Ongoing implementation through lifeguarding contract and the Beach Safety Liaison Committee			75%	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. Contract completed successfully for 2011/12 season. Contract commenced for 2012/2013 season. Tender for supply of services for next three years has been advertised																						
✓ 1.3.1.3.1	Manage Stotts Island waste facility weighbridge			40%	DTCS																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of transactions per quarter</td> <td>65,765</td> <td>Number</td> <td>52,361</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of transactions per quarter	65,765	Number	52,361											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of transactions per quarter	65,765	Number	52,361																			
Status Comments	The weighbridge facility continues to operate in a satisfactorily manner with 16,341 transactions being processed for the quarter totalling over \$1.4 million dollars in revenue. The number of transactions processed was 256 above the average per quarter last year.																						
✓ 1.3.1.30.4	For all vacancies review position descriptions to remove artificial employment barriers prior to advertising			75%	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>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>0</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	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage of vacant job descriptions reviewed	100	Percentage	100																			
2	Percentage modified	0	Percentage	0																			
Status Comments	During this quarter 25 vacancies were advertised of which all associated position descriptions were reviewed to determine whether they contained artificial barriers to appointment. Of the position descriptions reviewed none required modification.																						
✓ 1.3.1.31.3	Apply Recruitment and Selection protocols consistently to all vacancies			75%	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 complaints received</td> <td>0</td> <td>Number</td> <td>0</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	0		2	Number of appeals upheld	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of complaints received	0	Number	0																			
2	Number of appeals upheld	0	Number	0																			
Status Comments	No complaints were received this quarter.																						
✓ 1.3.1.31.4	Apply Equal Employment Opportunity and Grievance Protocols consistently			75%	DTCS																		








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 issues referred to external body for determination</td> <td>0</td> <td>Number</td> <td>0</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	0		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	0																			
2	Number of issues upheld by external body	0	Number	0																			
Status Comments No staffing issues have required referral to an externally body for determination during this quarter.																							
	1.3.1.32.2 Apply competency based manual handling training and incident based refresher training			75%	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 training sessions</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of training sessions	0	Number	1											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of training sessions	0	Number	1																			
Status Comments Council's multitier hazardous manual tasks training program was finalised this quarter and will be launched for all new starters commencing in May. A partnership with Southern Cross University Occupational Therapy students has commenced with the aim being to formally assess the risks and corrective actions required in association with a particular hazardous manual task in the Water Unit. Work has commenced on the development of a risk assessment tool for completion by staff in high risk areas in order to assess their own hazardous manual tasks. Work on this project is scheduled for completion after July 2013. Completion of these projects will see Council fully compliant with the requirements of the new Work Health and Safety Act as it relates to hazardous manual tasks.																							
	1.3.1.32.5 Develop and implement internal Occupational Management System marketing program based around "Think, Act, Be Safe"			75%	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>2</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of initiatives implemented	2	Number	5											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of initiatives implemented	2	Number	5																			
Status Comments The performance measure for this quarter has been met with following initiatives: Finalisation of the 2013 Work Health and Safety Team Action Plan Implementation of a new toolbox talk process Launch of the annual influenza immunisation program Establishment of a student partnership with Southern Cross University, and Monthly internal communication through InsideOut articles. The above activities are a part of a targeted approach in delivery of a consistent message "Think, Act, Be Safe"																							
	1.3.1.32.8 Asbestos Management Plan in place to ensure legislative compliance			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 risk assessments completed of council owned buildings</td> <td>2</td> <td>Number</td> <td>70</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of risk assessments completed of council owned buildings	2	Number	70											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of risk assessments completed of council owned buildings	2	Number	70																			
Status Comments The WHS section has developed the Asbestos Management Protocol in line with the Code of Practice for "how to manage and control asbestos in the workplace" and has established an asbestos removal/disturbance notification process. Recreation Services, the Water Unit and Building and Health are assisting with updating the asbestos register through the development of an inspection program of Council facilities.																							
	1.3.1.33.1 Develop and implement modular supervisor development program			75%	MHR																		








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 modules developed</td> <td>5</td> <td>Number</td> <td>5</td> <td></td> </tr> <tr> <td>2</td> <td>Percentage of existing supervisors trained</td> <td>80</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of modules developed	5	Number	5		2	Percentage of existing supervisors trained	80	Percentage	100											
Code	KPI	Target	Units	Achieved	Notes																								
1	Number of modules developed	5	Number	5																									
2	Percentage of existing supervisors trained	80	Percentage	100																									
Status Comments		5 modules have been developed to date Modules include: Road Map for Supervisors, Performance Appraisals, Delegation, Assertive Communication and Recruitment and Selection. Business Letter Writing and WH&S are being developed and will be delivered during the next quarter.																											
	1.3.1.33.2 Implement Training Programs			75%	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 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 amounted to 542. The number of events does not relate directly to days training as events can range from part day to multiple day events. Of particular note is the launch of the Reflect Respect Training Program that has been rolled out across the entire organisation and will now continue as a component of Council's Induction Program.																											
	1.3.1.33.3 Develop and implement letter writing training			71%	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>Percentage completed</td> <td>100</td> <td>Percentage</td> <td>90</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	90		2	Number of staff completed training	0	Number	0											
Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage completed	100	Percentage	90																									
2	Number of staff completed training	0	Number	0																									
Status Comments		Finalisation of this project has been delayed due to a lack of quality source material. This issue has now been addressed with program development scheduled for finalisation in the next quarter.																											
	1.3.1.33.6 Implement appropriate Equal Employment Opportunity training			75%	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>Training packages developed</td> <td>0</td> <td>Percentage</td> <td>100</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	100		2	Percentage of staff trained	0	Percentage	100											
Code	KPI	Target	Units	Achieved	Notes																								
1	Training packages developed	0	Percentage	100																									
2	Percentage of staff trained	0	Percentage	100																									
Status Comments		Initial target of 100 of staff completing the Reflect Respect training program has been accomplished. Focus has now shifted tot he development and launch of a series of three follow up workshops to occur throughout 2013. Topic 1: Mar - May = Discrimination. Topic 2: Jun - Aug = Bullying and Harassment. Topic 3: Sep - Nov = Diversity.																											
	1.3.1.34.1 Review strategies to enhance the attraction and retention of staff			64%	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>Vacancy advertising strategy reviewed</td> <td>80</td> <td>Percentage</td> <td>80</td> <td></td> </tr> <tr> <td>2</td> <td>Modified exit interview process in place</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> <tr> <td>3</td> <td>Performance recognition program modified</td> <td>90</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Vacancy advertising strategy reviewed	80	Percentage	80		2	Modified exit interview process in place	100	Percentage	100		3	Performance recognition program modified	90	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes																								
1	Vacancy advertising strategy reviewed	80	Percentage	80																									
2	Modified exit interview process in place	100	Percentage	100																									
3	Performance recognition program modified	90	Percentage	50																									






Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments		Vacancy advertising strategy reviewed: Work has commenced on the upgrading of Council's on line vacancy management system. Once implemented this upgrade will assist with further strengthening Council's advertising strategy. Modified exit interview process in place: An online exit survey process has been developed and implemented. Performance recognition program modified Hardcopy and e-Thank You cards to say thanks to a colleague launched.			
✓ 1.3.1.35.1	Council funds are invested to provide maximum returns whilst having due regard to risk			75%	DTCS
Code	KPI	Target	Units	Achieved	Notes
1	Monthly investment report benchmark bank bill index	3	Percentage	3	
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			35%	DTCS
Code	KPI	Target	Units	Achieved	Notes
1	Leased Hardware Replacement programme completed	100	Percentage	65	
Status Comments		As a key part of maintaining availability and avoiding Information Technology ('IT') failures, the scheduled replacement of Council's IT equipment at the end of its economic life has continued as planned. Major replacements currently in progress include office PC's, engineering workstations, the Internet site environment and the primary backup hardware. These are all scheduled for completion prior to July 2013.			
✓ 1.3.1.4.2	Monitor and maintain the hardware and network environment to provide reliable service delivery			75%	DTCS
Code	KPI	Target	Units	Achieved	Notes
1	Number of avoidable major outages	5	Number	1	
Status Comments		The system environment has been stable in this period with no major whole of network outages due to Tweed Shire Council infrastructure failures. Non-essential systems were shut down as a precautionary measure during the January storm event. The storm resulted in short term interruptions to 2 network links and a period of degraded internet access, however low performance backup paths were utilised to minimise disruption.			
✓ 1.3.1.5.1	Perform planned application maintenance projects			47%	DTCS
Code	KPI	Target	Units	Achieved	Notes
1	Aurion application maintenance program completed	100	Percentage	100	
2	Technology One Suite maintenance program completed	100	Percentage	75	
Status Comments		Post the 10.4 upgrade, changes have been made to the Property & Rating and GIS systems to improve the recording of strata title properties. Upgrades of the Records System ECM to version 4.2 and the Finance System to version 11.09 are in progress with go live scheduled during April 2013. Additional to plan, an upgrade of the Aurion Payroll and Human Resources system to version 10.3 to support web based recruitment, is also in progress with implementation expected in May 2013.			





Code	Name	Start Date	Target Date	Performance	Responsible Officer												
 1.3.1.6.1	Provide responsive IT Help Desk Support			69%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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. Service Level achievement has stabilised close to the target SLA but is slightly below due to the diversion of resources to the major desktop hardware rollout which is occurring in the first half of 2013 and is being performed by help desk staff. The average days to closure result (2.1 days) is a significant improvement (from 4.4 days reported in the December quarter) and reflects the resolution of a number of long duration incidents which required external vendor support to close.																
 1.3.1.7.1	Provide a responsive content management service for Council's web sites			73%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Increase visitation to Council's website from previous year</td> <td>5</td> <td>Percentage</td> <td>11</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Increase visitation to Council's website from previous year	5	Percentage	11					
Code	KPI	Target	Units	Achieved	Notes												
1	Increase visitation to Council's website from previous year	5	Percentage	11													
Status Comments	Year to date there have been 311,832 visits to the main web site at www.tweed.nsw.gov.au . This represents an increase of 30,948 visits (11%) compared to last year. The number of new visitors remains above 40% indicating that new users are continuing to find and utilise Council's website and online resources. The number of returning visitors continues to grow and is currently 57% which indicates the ongoing usefulness of the information on the site.																
 1.3.1.9.1	Maintain and upgrade GIS software			36%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>GIS software upgrade programme complete</td> <td>100</td> <td>Percentage</td> <td>70</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	GIS software upgrade programme complete	100	Percentage	70					
Code	KPI	Target	Units	Achieved	Notes												
1	GIS software upgrade programme complete	100	Percentage	70													
Status Comments	Upgrade of the ArcGIS Desktop Software (which is used for Map Generation and Analysis) is in progress and rollout is due to commence in May. Windows 7 compatibility testing for ArcGIS is continuing and no significant issues have been encountered.																
 1.3.2	Council will seek the best value in delivering services			78%													
 1.3.2.2.1	Construct and move to a permanent records and museum storage facility			100%	DTCS												
	Complete.		Jul-11														
 1.3.2.4.1	Update Delivery Program following September 2012 election			80%	DTCS												
			Jul-12														
Status Comments	The 2013/2023 Community Strategic Plan adopted at the March Council Meeting. Draft 2013/2017 Delivery Program and 2013/2014 Operational Plan are to be considered by Council at the April Meeting and to be placed on public exhibition for 28 days, inviting submissions. Formal adoption of these plans will be at the June 2013 Council Meeting.																






Code	Name	Start Date	Target Date	Performance	Responsible Officer												
1.3.2.7.1	Develop real time reporting of employment data		Jul-12	80%	MHR												
<p>Status Comments Consultation underway with the Corporate Knowledge Base project team to facilitate utilisation of Aurion establishment data across the organisation.</p>																	
1.3.2.1.1	Operate a Digital Archiving Programme to transfer paper records to digital media			69%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Pages scanned per quarter</td> <td>125,000</td> <td>Number</td> <td>120,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Pages scanned per quarter	125,000	Number	120,000					
Code	KPI	Target	Units	Achieved	Notes												
1	Pages scanned per quarter	125,000	Number	120,000													
<p>Status Comments Digitisation of Council records is continuing with all new and newly retrieved development assessment files being indexed and scanned before returning to records storage. In addition, back scanning of building applications and related plans continues to capture these very fragile (and in many cases historical) records. Approximately 135,000 pages (of varying sizes) have been scanned during the quarter and the team is on track to exceed their performance target for the year.</p> <p>Pages scanned for 2nd quarter slightly less than target due to Corporate Records Coordinator acting as Information Technology Manager for 4 weeks. Loose rolls of plans located at storage facility should all be digitised by end of 3rd quarter.</p>																	
1.3.2.2.2	Operate records management functions in accordance with State Records requirements			75%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of documents retrieval requests meeting service level targets</td> <td>85</td> <td>Percentage</td> <td>98</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of documents retrieval requests meeting service level targets	85	Percentage	98					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of documents retrieval requests meeting service level targets	85	Percentage	98													
<p>Status Comments The targeted service level is continuing to be achieved. Retrieval requests for files located at the storage facility received before 11:00am are delivered to Records by 1:30pm on the same day. Requests received after this time are delivered the next day. During the period a formal response was provided to State Records outlining action taken by Council in relation to compliance of Record management within the Community Options program. Service levels continue to be maintained.</p>																	
1.3.2.3.1	Regular reviews of progress of Delivery Program			75%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery Program progress reported to Council</td> <td>25</td> <td>Percentage</td> <td>50</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery Program progress reported to Council	25	Percentage	50					
Code	KPI	Target	Units	Achieved	Notes												
1	Delivery Program progress reported to Council	25	Percentage	50													
<p>Status Comments First quarterly report on the progress of the Operational Plan for 2012/2013 provided to Council for consideration at the November meeting. The Delivery Program report will be provided as an exception report on a six monthly basis, highlighting those activities and actions that have not met the set key performance indicators during the 2012/2013 reporting period. This report, provided to the February meeting, provides an overview of the outcomes of the 2012/2016 Delivery Program.</p>																	
1.3.2.5.1	Preparation of tender/quotation documents and contract administration and supervision			75%	SCE												
	<table border="1"> <thead> <tr> <th>Code</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 documents including 'value for money' criteria</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of documents including 'value for money' criteria	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of documents including 'value for money' criteria	100	Percentage	100													
<p>Status Comments Completed.</p>																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
 1.3.2.6.1	Review parks maintenance contracts to ensure service standards are being met and value for money is being delivered			75%	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>Maintenance contract reviewed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Maintenance contract reviewed	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Maintenance contract reviewed	100	Percentage	100													
Status Comments	Contract awarded.																
 1.3.2.6.2	Monitor service standards and financial data for Park and Sportsfield maintenance to ensure value for money			75%	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>Cost to deliver service standards measured and monitored</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Cost to deliver service standards measured and monitored	100	Percentage	100					
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			53%													
 1.3.3.1.1	Implement Technology One Fleet and Works Management for the Council Vehicle Fleet		Jul-11	100%	DTCS												
Status Comments	Complete.																
 1.3.3.1.2	Integrate Technology One Works and Assets with Assetic Asset Management system		Jul-11	100%	DTCS												
Status Comments	Complete.																
 1.3.3.1.3	Staged deployment of Mobile Asset capturing solutions		Jul-11	70%	DTCS												
Status Comments	A prototype mobile asset data capture solution integrated with the 'MyData' Operational Asset Management system has been developed and field tested and has proven the viability of mobile asset data capture. Technology One have recently finalised their integration between Works and Assets, Mydata and their Mobility Solution. The project will now be reviewed and expected to commence in late 2013.																
 1.3.3.10.1	Implementation of customer request system		Jul-11	80%	Mwater												
Status Comments	<p>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. Administration procedures reviewed and refined. Further refinement over the next 12 months will be required to meet changes to National reporting and fault and defect identification for improvement works.</p> <p>In this quarter, Field Form improvements and associated data base changes were implemented in late January 2013. Improved data has been recorded in database as a consequence and will ultimately improve the ability to provide the annual government reporting and improve data for predictive modelling for pipeline renewal works.</p>																




Code	Name	Start Date	Target Date	Performance	Responsible Officer
 1.3.3.11.1	Implement quarterly billing cycle and enhanced processes		Jul-12	100%	Mwater
Status Comments	<p>In September 2012 Billing system was upgraded with additional functionality to allow continuous billing (in place of batch billing) and pro-rata billing. Testing of this functional is now required. The next phase of this project includes the development of procedure to implement this change. Resource planning is underway for the increase workload and first draft meter routing has been produced. Additional hand-held devices purchased meaning the required hand-held fleet is now in place for quarterly reading. The existing Software for upload and download to the hand held devices still needs to be replaced with a more robust solution.</p> <p>December 2012 No change to above, project on hold due to resource availability. This 12 month project is now been parked and will be reconsidered in 2014/2015.</p>				
 1.3.3.12.1	Five-yearly review of Development Servicing Plan		Jul-12	100%	Mwater
Status Comments	<p>Complete.</p>				
 1.3.3.12.2	Five-yearly review of Long-term Financial Plan		Jul-12	0%	Mwater
Status Comments	<p>There was no activity this period.</p>				
 1.3.3.12.3	Four yearly review of Workforce Plan		Jul-11	60%	Mwater
Status Comments	<p>Water Unit Resource Plan is continuing to be reviewed. Some small items have been completed or well progressed. It is proposed to submit the more significant items via a number of specific reports to Executive the 4th quarter.</p>				
 1.3.3.12.4	Four yearly review of Levels of Service Statements, Performance Measures and Targets		Jul-11	80%	Mwater
Status Comments	<p>The Levels of Service (LOS) review is complete but will be placed on public exhibition as part of the updated Water Supply and Wastewater Strategic Business Plan and Asset management Plans proposed in mid 2013.</p>				
 1.3.3.13.1	Review and update Development Control Plan Water and Sewer design criteria and standards		Jul-11	80%	Mwater
Status Comments	<p>Development Design and Construction Specifications reviewed as issues have arisen. MWH consultant has reviewed current specified design loadings and the state of the art in low infiltration sewer technology and has concluded that there is little benefit in changing our specification significantly at this time as studies have not yet shown genuine benefits to date. Sewer Design Loadings Review Report final draft received December - D12 Sewer Design Specification amendments are being incorporated. A number of other amendments to D12 Sewer Design Specification are also being reviewed. The effect of the revised format of the WSA 03 Water Supply Code of Australia on the requirements of Development Design Specification D11 and Construction Specification C401 are being workshopped by the Unit with a view to revision of D11.</p>				
 1.3.3.4.1	Review and enhance existing quality processes and develop Quality Management Plans		Jul-11	40%	Mwater










Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>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 exhibition proposed in 2013.</p> <p>Systems being developed include:</p> <ul style="list-style-type: none"> - The new Project Management System is now being used with training and testing continuing. - An upgrade of the of maintenance management system - MEX, has been completed - further optimisation is required to obtain the most from this system. - An upgrade of the Water Management Module and Trade Waste Module within Technology One was implemented in the Ci Property and Rating implementation achieved corporately in June 2012. Review and refinement of processes are progressing to consolidate performance , before new projects like Quarterly billing can begin. - Further implementation of the Asset Management software - Assetic, is progressing. Water Unit is now implementing the MyPredictor module of Assetic to model future asset renewal and replacement needs. 				
 1.3.3.5.1	Review and enhance existing Environmental Processes and Develop an Environmental Management Plan		Jul-12	0%	Mwater
	<p>Status Comments Components of plan are continuing to be being developed for various aspects of the Unit's operations. However the overall Umbrella document is yet to commence. This project will be delayed until 2013/2014.</p>				
 1.3.3.5.2	Development and implement Energy Management improvements		Jul-12	15%	Mwater
	<p>Status Comments September 2012, thorough evaluation of large facilities energy bills is now occurring on each bill before payment is made. Using logged monthly data at 1/2 hour intervals staff are looking at peak usage periods, abnormalities in usage, inaccuracy in billings and missing bills. The information collected is being used to make decisions about production times and maintenance frequencies at the large facilities. Smaller facilities billing information is also now being complied to look at spikes and abnormalities in energy use. December 2012 - Monthly exception reporting continuing. Daylight savings issues resolved for peak/off-peak.</p> <p>April 2013 - Arranging attendees for Northern Rivers Energy Management Course.</p>				
 1.3.3.6.1	Update Strategic Business Plans		Jul-11	90%	Mwater
	<p>Status Comments Draft Strategic Plan prepared by consultant complete. Internal review of draft by Water Unit Staff in progress prior to public exhibition.</p>				
 1.3.3.7.1	Develop and implement Action Plans for high risks identified in Corporate Risk Register		Jul-11	10%	Mwater
	<p>Status Comments The Risk Register is being reviewed and consolidated at higher Corporate risk level. Once complete Action plans required will be indentified and prioritised for development. Risk register has been reviewed in last quarter - no change necessary. No further progress on Action Plans this quarter</p>				
 1.3.3.7.2	Refine Business Continuity (Emergency Response) Plans		Jul-12	15%	Mwater









Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments	<p>Some actions identified in the plans are being implemented within this year's budget. These mainly relate to provision of contingency equipment. December 2012 Other priorities have meant this work has not been recommenced.</p> <p>April 2013 - Utilisation of planning was implemented during potential contamination incident at Uki Water Treatment Plant. Finalisation of Emergency Protocol for Contamination of Drinking Water and Wastewater Environmental Incident procedures.</p>				
 1.3.3.7.3	Deliver Improvement Actions identified in the Business Continuity Plans		Jul-12	10%	Mwater
Status Comments	<p>September 2012 This year's budget includes some contingency items contained in the plan. These items have not been progressed due to other priorities.</p> <p>December 2012 these items have not been progressed due to other priorities. April 2013 emergency contacts list has commenced development stage for first review.</p>				
 1.3.3.8.1	Implementation of Maintenance Management			50%	Mwater
Status Comments	<p>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>The Maintenance System (MEX) being populated with maintenance policies for each asset type based on previously developed risk based Maintenance Strategy.</p> <p>Major maintenance targets have been reached for plants for mechanical, electrical and civil maintenance for this quarter. However Sewerage Pump Station Maintenance in particular has suffered in recent quarters due to in part the large capital work program diverting resources.</p> <p>Following the successful recruitment of the Asset Engineer in March, a strong focus on fully implementing MEX to ensure the right level of maintenance, good recording of maintenance history and meaningful reporting is available to optimise mechanical and electrical assets will ensue over the next two quarters.</p>				
 1.3.3.8.2	Develop Critical Spares Register		Jul-11	15%	Mwater
Status Comments	<p>Budget has been created for 2012/13 critical spare parts for plants.</p> <p>Bray Park Water Treatment Plant and Kingscliff Wastewater Treatment Plant have a draft list of spare parts.</p> <p>This project is expected to run over the next 3 years.</p> <p>Flooding events and trunk main failures during third quarter last financial year has highlighted the need to pursue this project however it is currently unable to be resourced.</p> <p>No further actions in this quarter pending recruitment of Asset Engineer .</p>				
 1.3.3.8.3	Data enhancement, Asset Valuation, Depreciation and Predictive Modelling		Jul-11	50%	Mwater
Status Comments	<p>Revaluation of water and sewer non-pipeline infrastructure assets by consultant complete. Final report received late July 2012.</p> <p>Revaluation of water and sewer pipeline assets in house complete - finalised August 2012.</p> <p>Work is in progress on GPS survey of water meters and water mains to enable correction of data held in Council's Geographical Information System (GIS) - 50% complete. All surveyed meters now in GIS with those not yet surveyed to be input in approximate positions early in 2013. Water main alignment correction commenced.</p> <p>Some work has been undertaken on GPS survey of sewer manholes to correct data held in the GIS.</p>				

Code	Name	Start Date	Target Date	Performance	Responsible Officer
	<p>High level cash flow modelling for asset renewal and replacement has been carried out by consultant as part of Strategic Business Plan preparation. Implementation of predictive modelling for above ground assets and a second round of pipeline assets is being progressed with My Predictor software and ACEAM consultant.</p> <p>Underground asset likelihood and consequence of failure for pipes reviewed and criteria adopted for manholes developed. GIS queries developed, likelihood of failure and consequence of failure developed and provided to consultant - predictive modelling workshop scheduled for late June.</p>				
 1.3.3.8.4	Documentation of Plant, Network Control and Telemetry Systems	Jul-11		10%	Mwater
Status Comments	<p>Initial documentation as part of Water Network Model.</p> <p>No further action during quarter due to other operational priorities.</p> <p>Progress expected in the coming quarters following recruitment of Systems Engineer.</p>				
 1.3.3.8.5	Development of Electronic Plant Log Sheets	Jul-11		100%	Mwater
Status Comments	<p>Electronic log sheets have been developed for all plants. Review and improvement will be ongoing.</p>				
 1.3.3.8.6	Develop Water Quality data to meet reporting requirements including geographical & sectoral descriptors	Jul-11		100%	Mwater
Status Comments	<p>Database is complete however review and improvements will continue.</p>				
 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	Jul-11		20%	Mwater
Status Comments	<p>The following policies have been completed and adopted : Backflow prevention, Rain Water Tanks, Duplex / Triplex metering and Water Restrictions. The following policies are completed in draft with the view having adopted within the coming 12-24 months: Connections and metering, easements, water carrier, water main / sewer extensions, caravan dumping points and limit of responsibilities.</p> <p>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.</p> <p>The following procedures are yet to be drafted: Wastewater treatment buffer zones, private pumping stations, inspections and rectification and planting near sewers.</p> <p>Information on existing policies is being developed for A-Z Knowledge Base content for Council's contact centre and public information.</p> <p>July 2012 changes to this years Revenue Policy now make our Trade Waste Policy compliance with NOW guidelines. This policy will be sent to NOW for their approval so it can be issued for public display.</p> <p>September 2012 A-Z content has been regularly improved in the water / wastewater area as new content has been requested. Council's draft Trade Waste Policy have been accepted by NOW and will be put out for public display in November.</p> <p>December 2012 No further policy improvements completed. Trade Waste Policy report is set for January Council meeting.</p> <p>March 2013 Trade Waste Policy has been placed on public display. Comments to be complied for finalisation of this policy. Renewal of "Reduction of Water Consumption Charges due to undetectable leakage" Policy has been completed.</p>				
 1.3.3.2.1	Finalisation of Asset Management Plans (AMP) for transport, drainage, and property			75%	DEO





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>Asset Management Plans for transport, drainage and property completed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Asset Management Plans for transport, drainage and property completed	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Asset Management Plans for transport, drainage and property completed	100	Percentage	100													
Status Comments		Project completed.															
	1.3.3.3.1 Annual maintenance audits conducted on all TSC owned/controlled buildings occupied by emergency service agencies			63%	CEH												
	<table border="1"> <thead> <tr> <th>Code</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 building audit program completed</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of building audit program completed	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of building audit program completed	100	Percentage	100													
Status Comments		All audits complete. Maintenance programs in place.															
	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			80%													
	1.4.1.1.2 Upgrade Council's Property and Rating system to a version that is eDAIS compliant			98%	DTCS												
			Jul-11														
Status Comments		The upgrade to the eDAIS compliant Connected Intelligence 10.4 version of Property and Rating was successfully completed in June 2012. This did not include the eDAIS components as these were not released until December 2012. eDAIS has now been installed and is in user test. Go live of the eDAIS functionality is expected in May 2013.															
	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)			100%	SRS												
			Jul-11														
Status Comments		100% of the corrected cadastre has been forwarded to LPI for inclusion in the NSW Digital Cadastral Database.															
	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%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Quarterly meetings of NRITG held and minuted</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Quarterly meetings of NRITG held and minuted	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Quarterly meetings of NRITG held and minuted	1	Number	0													
Status Comments		Regular meetings continuing with high degree of information sharing proving extremely valuable and are an excellent example of regional collaboration. Last quarterly meeting held at Lismore. 2013 schedule of meetings agreed but Q1 meeting (Murwillumbah) rescheduled to late April due to attendee availability.															
	1.4.1.4.2 Enter a reciprocal training program for Design Unit GIS staff with LPMA staff			75%	MD												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of staff training days</td> <td>0</td> <td>Days</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of staff training days	0	Days	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of staff training days	0	Days	0													
Status Comments		Training provided as suitable opportunities are identified but no opportunities this quarter. The Senior Registered Surveyor has had discussions with relevant staff at recent conference.															
	1.4.1.4.3 Work with other government departments on Subsurface Utility Engineering standards			75%	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>Number of meeting attended</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of meeting attended	0	Number	1	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meeting attended	0	Number	1													
Status Comments Meetings held with Government Departments regarding sharing of cadastral information but no opportunities in the current period to develop further.																	
	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			63%												
	1.5.2.3.1	Review open space elements of Development Control Plan to ensure adequacy for future provisions			50%	MRS											
Status Comments Development Control Plan elements are under constant review.																	
	1.5.2.4.1	Implement open space standards in DCP for new developments			75%	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>New developments comply with open space standards in DCP</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	New developments comply with open space standards in DCP	100	Percentage	100	
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.																	

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








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









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





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

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 communities actively engaged</td> <td>0</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of communities actively engaged	0	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of communities actively engaged	0	Number	1													
Status Comments		Village plans developed for Chillingham, Tyalgum, Uki, Stokers Siding and Cabarita reside with a local community body. Village committees actively animate plans and pursue projects achievable with little or no funding or seek funding on a per project basis. It is not anticipated that further Village Plans will be developed due to the cessation of State Governments funds for these community based projects unless other external funding can be acquired.															
	2.1.1.7.3 Provide grant funding application assessment and recommendations for ClubGrants Committee			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</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 funded</td> <td>20</td> <td>Number</td> <td>20</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of applications funded	20	Number	20					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications funded	20	Number	20													
Status Comments		The Tweed ClubGrants Committee continues to focus on priority areas for funding the delivery of services, programs and activities designed to make a difference to the residents of Tweed Shire. The Committee dedicates funds to supporting the disadvantaged as well as encouraging participation in community life. Enquiries and requests for project development support remains high with over 50 applications received to date. Assessment of applications to determine priority status occurs prior to monthly meetings and is undertaken by Tweed Council, Department of Family and Community Services and Council of Social Services NSW representatives.															
	2.1.1.7.4 Provide general grant funding application support and project development for community groups			75%	CSC												
	<table border="1"> <thead> <tr> <th>Code</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 initiated</td> <td>4</td> <td>Number</td> <td>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of applications initiated	4	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of applications initiated	4	Number	4													
Status Comments		Enquiries about funding opportunities and application remains high. Advice on project proposals, budget development and acquittal processes are strong demand areas as is project management and community management committee skills development.															
	2.1.1.8.1 Facilitate the Tweed River Regional Museum Advisory Committee			67%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</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>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings facilitated	2	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	2	Number	2													
Status Comments		Museum Advisory Committee meetings held on 19 July and 20 November 2012 and 17 January and 21 March 2013. The meeting scheduled for September 2012 could not be held due to the timing of Council elections and associated appointment of Advisory Committee members.															
	2.1.1.8.2 Facilitate the Art Gallery Advisory Committee			50%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</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>1</td> <td>1</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings facilitated	1	1	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings facilitated	1	1	1													
Status Comments		A meeting of the Tweed River Art Gallery Advisory Committee was held on Wednesday 13 March 2013.															

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






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







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

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

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

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

Code	Name	Start Date	Target Date	Performance	Responsible Officer																														
	2.1.3.6.1 Provide an accessible and contemporary Library Service			75%	DCNR																														
	<table border="1"> <thead> <tr> <th>Code</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 memberships</td> <td>0</td> <td>Number</td> <td>44,713</td> <td></td> </tr> <tr> <td>2</td> <td>Number of programs delivered</td> <td>0</td> <td>Number</td> <td>186</td> <td></td> </tr> <tr> <td>3</td> <td>Number of visits through the door</td> <td>0</td> <td>Number</td> <td>82,914</td> <td></td> </tr> <tr> <td>4</td> <td>Number of loans</td> <td>0</td> <td>Number</td> <td>166,672</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of memberships	0	Number	44,713		2	Number of programs delivered	0	Number	186		3	Number of visits through the door	0	Number	82,914		4	Number of loans	0	Number	166,672					
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of memberships	0	Number	44,713																															
2	Number of programs delivered	0	Number	186																															
3	Number of visits through the door	0	Number	82,914																															
4	Number of loans	0	Number	166,672																															
Status Comments	<p>Memberships decreased over the past quarter due to "purging" of memberships that had been inactive since May 2009 (when the new RTRL Library Management System (Spydus) was implemented. This should now become an annual activity.</p> <p>Increase in programs reflects focus this quarter on community outreach activities to raise library profile through visits to child care and aged care facilities.</p> <p>Variety and volume of free information talks has increased in all three branches this quarter necessitating use of community rooms/facilities to accommodate higher attendances; this has resulted in decreased visitor number through library doors as the information talk numbers are omitted from door count.</p>																																		
	2.1.3.6.4 Maintain mobile library services in the Shire			75%	DCNR																														
	<table border="1"> <thead> <tr> <th>Code</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 mobile services delivered</td> <td>0</td> <td>Number</td> <td>51</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of mobile services delivered	0	Number	51																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of mobile services delivered	0	Number	51																															
Status Comments	During the quarter the mobile library visits in the Tweed area totalled 51 stops.																																		
	2.1.3.9.6 Administer funding assistance in accordance with Festivals Policy to support small to medium festivals and events			0%	CMC																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Funding allocation distributed following reports to Council</td> <td>25</td> <td>Percentage</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Funding allocation distributed following reports to Council	25	Percentage	0																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Funding allocation distributed following reports to Council	25	Percentage	0																															
Status Comments	No action. Annual funding round not due until May 2013.																																		
	2.1.3.9.7 Host quarterly event management workshops for event coordinators in the Tweed			75%	CMC																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Event related workshops convened</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Event related workshops convened	1	Number	1																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Event related workshops convened	1	Number	1																															
Status Comments	<p>An Event Workshop was held on Wednesday 20 March from 10am - 12noon at the Canvas and Kettle in Murwillumbah.</p> <p>Approximately 30 people attended the workshop to hear how to develop a communication plan, see the test page for the draft Events Toolkit (discussed at a previous workshop), learn how to write a media release and tips for managing and working with media outlets and gain further information about the upcoming funding round in May.</p> <p>The workshop was advertised in the Tweed Link on 5 March Issue 799.</p>																																		
	2.1.4 Provide education and advocacy to promote and support the efforts of the police, emergency services and community groups to improve the safety of neighbourhoods and roads			53%																															

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

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
	<table border="1"> <thead> <tr> <th>Code</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>0</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	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of external grant applications lodged	0	Number	0													
<p>Status Comments No suitable funding rounds identified this quarter.</p> <p>A meeting was held with Tweed/Byron Local Area Commander and Police Student Liaison officer to discuss escalating youth issues in the Murwillumbah area identifying the consumption of alcohol in public places as a contributor to the problem. The Commander has undertaken to support a Crime Prevention Through Environmental Design (CPTED) safety audit of Knox Park and surrounding area. The following key stakeholders will be included in the safety audit including Murwillumbah and Tweed Police Officers; Council Recreation Unit and Regulatory Officers; Park Consumers; Neighbourhood Watch; Local Businesses and Residents. The safety audit will inform preparation of a Knox Park master plan concept.</p>																	
✔	2.1.4.2.4 Attend Community Safety Precinct Committee			25%	CSC												
	<table border="1"> <thead> <tr> <th>Code</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													
<p>Status Comments This meeting is convened by NSW Police and there was no meeting convened this quarter.</p>																	
⊖	2.1.4.3.1 Provide executive support to the Tweed Shire Council Local Emergency Management Committee (LEMC)			63%	LEMO												
	<table border="1"> <thead> <tr> <th>Code</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>4</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Meetings supported and minutes recorded and circulated	4	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Meetings supported and minutes recorded and circulated	4	Number	2													
<p>Status Comments Tweed Local Emergency Management Committee Meeting scheduled for Feb 2013 delayed, will now be held April 2013.</p>																	
✔	2.1.4.4.1 Arrange and chair Local Emergency Management Committee meetings. Prepare agenda and minutes.			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</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													
<p>Status Comments August quarterly meeting completed. November quarterly meeting completed. February meeting has been deferred pending joint meeting with Byron LEMC to consider combined LEMC.</p>																	
✔	2.1.4.4.2 Attend District Emergency Management Committee meetings			75%	Mworks												
	<table border="1"> <thead> <tr> <th>Code</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													
<p>Status Comments Attended the August meeting of District Emergency Management Committee. Attended the October meeting of the District Emergency Management Committee. Tweed represented at the March Regional Emergency Management Committee by Tweed Local Emergency Management Officer ('LEMO').</p>																	
✔	2.1.4.4.3 Maintain preparedness for opening of Local Emergency Operations Centre ('LEOC')			75%	LEMO												

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







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





Code	Name	Start Date	Target Date	Performance	Responsible Officer		
Status Comments		20 kits provided by Executive Admin Assistant to Contact Centre.					
	2.1.5.2.3	Host quarterly 'community cuppas; to meet the Councillors, welcome residents with invitations sent to new ratepayers within that quarter and put in the Tweed Link for any new residents		75%	CMC		
		Code	KPI	Target	Units	Achieved	Notes
		1	Community cuppas conducted	1	Number	1	
Status Comments		<p>The fifth Councillors Community Catch-up was held at the Kingscliff Lions Beachside Markets on Saturday 23 March, from 9am to 1pm. Footpath maintenance, methods of rates payment, lake health, pedestrian safety and antisocial behaviour were among the issues raised by the 57 recorded visitors to the stall. However, there were several more people who briefly dropped into the stall and were not recorded on the attendance sheets.</p> <p>Councillors were present at the start of the stall and staffed the Catch-up for most of the four-hour period, taking turns to ensure an elected member was on hand at all times. The next Catch-up is scheduled for 19 May 2013 at the Uki Markets.</p>					
	2.1.6	Provide social, economic and cultural initiatives which enhance access, equity and community well-being		50%			
	2.1.6.1.1	Advocate for extension of healthy ageing program through a variety of funding sources		50%	CSC		
		Jul-12					
Status Comments		<p>Assisted Tweed Shire Senior Citizens Committee to apply for ClubGrants funding of \$6,500. Notification received that \$4,000 has been approved with consideration still given to the \$2,500 by participating Clubs.</p> <p>Facilitated the commencement of 'Heartmoves' (Heart Foundation gentle exercise program) at Banora Point Community Centre. One class per week commenced in February. Due to community demand two consecutive classes are running weekly.</p> <p>Supported the Burringbar School of Arts Committee organise 'Celebrating Seniors' morning tea as part of Seniors Week 2013 to celebrate the role seniors play in the local community. Assisted the Committee's application to the Foundation for Rural and Regional Renewal to build on seniors week forum and provide ongoing seniors activities in Burringbar.</p>					
	2.1.6.8.1	Host annual community and educational events in the Tweed		80%	CMC		
		Jul-11					
Status Comments		<p>Council facilitated community and educational events include Australia Day Celebrations (Awards and Citizenship ceremonies) and the Tweed River Festival (various) as well as other smaller civic events and official openings held throughout the year. Due to the low turnout, small return on investment and resources required to pull together local government week activities it has been recommended that Council no longer participate in Local Government Week and instead put those efforts into further supporting the Tweed River Festival to enhance its main 'Family Day' with a whole of Council expo and support of the environmental and sustainable approach to the entire organisation, assisting to make it the main event that Council hosts throughout the year.</p> <p>Australia Day 2013 main event was held at Tumbulgum. Fortunately the event continued despite weather restrictions.</p>					
	2.1.6.8.2	Develop a partnership with Destination Tweed and energy providers to arrange an annual Christmas light competition and carols		100%	CMC		
		Jul-11					
Complete.							

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






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



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





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

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





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








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

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

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

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

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

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

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

Code	Name	Start Date	Target Date	Performance	Responsible Officer																								
<p>Construction of 450 mm trunk main 30% complete. Additional controls have resulted in increased cost and time for completion of works. Works expected to be complete by mid 2013.</p>																													
2.3.2.1.2	Implement performance tracking framework for Demand Management Strategy			75%	Mwater																								
	<table border="1"> <thead> <tr> <th>Code</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>100</td> <td></td> </tr> <tr> <td>2</td> <td>Reduce per capita residential demand</td> <td>180</td> <td>L/p/d</td> <td>186</td> <td></td> </tr> <tr> <td>3</td> <td>Reduce overall per capita demand</td> <td>300</td> <td>L/p/d</td> <td>264</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed	100	Percentage	100		2	Reduce per capita residential demand	180	L/p/d	186		3	Reduce overall per capita demand	300	L/p/d	264					
Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage completed	100	Percentage	100																									
2	Reduce per capita residential demand	180	L/p/d	186																									
3	Reduce overall per capita demand	300	L/p/d	264																									
Status Comments	<p>In April 2011, Council adopted Key Performance Indicators for the overall Demand Management Strategy and additional Performance Indicators for individual demand management program elements. The 2013 Target has been adopted for the two KPI's reported here.</p> <p>The KPI's have recently been calculated for the 12 months to 31 March 2013. The results show that the average daily residential consumption is slightly above the 2013 target while the average daily total consumption is below the 2013 target. These results are encouraging but have not been corrected for climate i.e. rainfall. A detailed report on the performance of the Demand Management Strategy and all of the performance indicators was provided to Council in November 2012.</p> <p>For per capita residential demand, the observed result was 185.8 L/person/day. This raw figure was calculated by dividing the residential water consumption for the past 12 months by the average number of people currently connected to Council's water supply, estimated to be 78,562.</p> <p>For overall per capita demand, the observed result was 264.3 L/person/day. This was calculated by dividing the total shire wide water consumption for the past 12 months by the average number of people currently connected to Council's water supply i.e. 78,562. This consumption includes all water used in the shire including non-residential uses and non-revenue water.</p>																												
2.3.2.1.5	Collaboratively work with top 20 water users to reduce water consumption (Non Residential Program)			75%	Mwater																								
	<table border="1"> <thead> <tr> <th>Code</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 audits completed</td> <td>20</td> <td>Number</td> <td>21</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of audits completed	20	Number	21																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Number of audits completed	20	Number	21																									
Status Comments	<p>The Tweed's Top 20 program for the shire's top non-residential water users has now essentially concluded with all of the 20 participants completing water saving projects and taking advantage of up to \$5,000 financial assistance each. Participation was by invitation only, from a list of the shire highest water users in 2010-2011. Council is now working with one additional business that was omitted from the original list because it started operating during 2010-2011. It is a high water user and qualifies for the Top 20 so will also be offered up to \$5,000 assistance, to be funded from the Top 20 program budget.</p> <p>Meetings were held with all of the Top 20 and subsequent walk-through water audits were carried out where necessary. Audits were not necessary at some locations because the opportunity for reducing water use and potential expenditure of the \$5,000 being offered was immediately obvious.</p> <p>All 20 of the participating businesses have now completed their projects. As well as offering funding for actual works, Council assisted the Top 20 to promote water saving behaviour in their workplace through the use of posters, information sessions for staff and other promotional activities. Information about reducing business water use and related resources have been posted on Council's website.</p> <p>A detailed report about the performance of the Tweed Top 20 program and the estimated water savings was provided to Council in November 2012. To date, Council has provided \$93,288 in funding to the Top 20 participants resulting in a total estimated water saving of 28.4ML/a. Preliminary results show that the actual water consumption by the Top 20 was about 8% lower in 2011-12 than in 2010-11.</p>																												

Code	Name	Start Date	Target Date	Performance	Responsible Officer
------	------	------------	-------------	-------------	---------------------

2.3.2.6.1 Water fund management and administration 73% Mwater

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

Status Comments KPI's are achieved for this quarter.

2.3.2.6.2 Water consumer services 69% Mwater





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

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





2.3.2.6.3 Water mains 75% Mwater

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






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

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

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

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

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

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

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

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

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

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





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

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

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

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

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

Code	Name	Start Date	Target Date	Performance	Responsible Officer																														
(effluent reuse) opportunities at this stage. Council is addressing the NSW Office of Water (NOW) requirements for the Les Burger Field project before proceeding with other projects.																																			
	2.3.3.2.2 Develop educational materials and promote recycled water opportunities			30%	Mwater																														
	<table border="1"> <thead> <tr> <th>Code</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 complete</td> <td>25</td> <td>Percentage</td> <td>10</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage complete	25	Percentage	10																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Percentage complete	25	Percentage	10																															
Status Comments		One of the Water Education Officer's future tasks was to develop educational packages and resources relating to recycled water. This is an important element of the Demand Management Strategy implementation. Work specifically dealing with recycled water has been delayed due to other current priorities and until the full review of the Integrated Water Cycle Management Strategy has been completed in mid 2013.																																	
	2.3.3.6.1 Sewer fund management and administration			72%	Mwater																														
	<table border="1"> <thead> <tr> <th>Code</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>23</td> <td></td> </tr> <tr> <td>2</td> <td>Odour complaints per 1000 connected assessments</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> <tr> <td>3</td> <td>Sewer system customer service requests per 1000 connected assessments</td> <td>3</td> <td>Number</td> <td>1</td> <td></td> </tr> <tr> <td>4</td> <td>Sewer system unplanned customer service interruptions per 1000 connected assessments</td> <td>3</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage complete	25	Percentage	23		2	Odour complaints per 1000 connected assessments	0	Number	0		3	Sewer system customer service requests per 1000 connected assessments	3	Number	1		4	Sewer system unplanned customer service interruptions per 1000 connected assessments	3	Number	0					
Code	KPI	Target	Units	Achieved	Notes																														
1	Delivery of program percentage complete	25	Percentage	23																															
2	Odour complaints per 1000 connected assessments	0	Number	0																															
3	Sewer system customer service requests per 1000 connected assessments	3	Number	1																															
4	Sewer system unplanned customer service interruptions per 1000 connected assessments	3	Number	0																															
Status Comments		KPI's achieved in this Quarter.																																	
	2.3.3.6.2 Sewer gravity mains			69%	Mwater																														
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program percentage completed</td> <td>25</td> <td>Percentage</td> <td>20</td> <td></td> </tr> <tr> <td>2</td> <td>Gravity main sewer chokes per 100km of mains</td> <td>10</td> <td>Number</td> <td>2</td> <td></td> </tr> <tr> <td>3</td> <td>Sewer overflows per 100 km mains</td> <td>3</td> <td>Number</td> <td>4</td> <td></td> </tr> <tr> <td>4</td> <td>Sewer overflows 1000 connected assessments</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage completed	25	Percentage	20		2	Gravity main sewer chokes per 100km of mains	10	Number	2		3	Sewer overflows per 100 km mains	3	Number	4		4	Sewer overflows 1000 connected assessments	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																														
1	Delivery of program percentage completed	25	Percentage	20																															
2	Gravity main sewer chokes per 100km of mains	10	Number	2																															
3	Sewer overflows per 100 km mains	3	Number	4																															
4	Sewer overflows 1000 connected assessments	0	Number	0																															
Status Comments		Delivery program is based on actual expenditure versus budget. 3 of 4 KPI's achieved in this Quarter. Sewer overflows per 100 km mains were elevated as a result of both improved reporting processes and flooding events in this quarter.																																	
	2.3.3.6.3 Sewer rising mains			68%	Mwater																														

Code	Name	Start Date	Target Date	Performance	Responsible Officer																																																
	<table border="1"> <thead> <tr> <th>Code</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>23</td> <td></td> </tr> <tr> <td>2</td> <td>Sewer rising main breaks per 100 km of mains</td> <td>3</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage completed	25	Percentage	23		2	Sewer rising main breaks per 100 km of mains	3	Number	1																																			
Code	KPI	Target	Units	Achieved	Notes																																																
1	Delivery of program percentage completed	25	Percentage	23																																																	
2	Sewer rising main breaks per 100 km of mains	3	Number	1																																																	
Status Comments		Delivery program is based on actual expenditure versus budget. KPI's achieved in this Quarter.																																																			
	2.3.3.6.4 Sewer Pumping Stations			75%	Mwater																																																
	<table border="1"> <thead> <tr> <th>Code</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>75</td> <td>Percentage</td> <td>75</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program, percentage complete	75	Percentage	75																																									
Code	KPI	Target	Units	Achieved	Notes																																																
1	Delivery of program, percentage complete	75	Percentage	75																																																	
Status Comments		All unplanned and most scheduled operational works have been completed for this quarter within budget requirements. Operational expenditure currently within Budget as some resources have been diverted to treatment plant priorities and various capital works projects. SPS 5003 Rosewood Ave requires pump stands to be replaced and well floor to be re-benched. Work on this project has been completed and the pump station is operational.																																																			
	2.3.3.6.5 Waste Water Treatment Plants			67%	Mwater																																																
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of program percentage completed</td> <td>25</td> <td>Percentage</td> <td>22</td> <td></td> </tr> <tr> <td>2</td> <td>Quarterly volume of waste water treated</td> <td>2,225</td> <td>ML</td> <td>2,675</td> <td></td> </tr> <tr> <td>3</td> <td>Effluent quality licence compliance</td> <td>100</td> <td>Percentage</td> <td>92</td> <td></td> </tr> <tr> <td>4</td> <td>Moderate category 2 water supply public health incidents</td> <td>0</td> <td>Number</td> <td>2</td> <td></td> </tr> <tr> <td>5</td> <td>Major category 3 water supply public health incidents</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> <tr> <td>6</td> <td>Proportion of waste water reused</td> <td>10</td> <td>Percentage</td> <td>1</td> <td></td> </tr> <tr> <td>7</td> <td>Daily volume treated per person</td> <td>300</td> <td>L/p/d</td> <td>406</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Delivery of program percentage completed	25	Percentage	22		2	Quarterly volume of waste water treated	2,225	ML	2,675		3	Effluent quality licence compliance	100	Percentage	92		4	Moderate category 2 water supply public health incidents	0	Number	2		5	Major category 3 water supply public health incidents	0	Number	0		6	Proportion of waste water reused	10	Percentage	1		7	Daily volume treated per person	300	L/p/d	406					
Code	KPI	Target	Units	Achieved	Notes																																																
1	Delivery of program percentage completed	25	Percentage	22																																																	
2	Quarterly volume of waste water treated	2,225	ML	2,675																																																	
3	Effluent quality licence compliance	100	Percentage	92																																																	
4	Moderate category 2 water supply public health incidents	0	Number	2																																																	
5	Major category 3 water supply public health incidents	0	Number	0																																																	
6	Proportion of waste water reused	10	Percentage	1																																																	
7	Daily volume treated per person	300	L/p/d	406																																																	
Status Comments		Delivery program is based on actual expenditure versus budget. 4 of KPI's achieved in this Quarter. - Volumes treated high due to inflows into sewers from flooding events. - Licence compliance not achieved at Banora Point and Uki where some pH results were elevated, noting such results have negligible impact on receiving waters. - Category 2 incidents were at 1. Murwillumbah St, Trunk Gravity main (A line) break in February and 2. Birds Bay Dr, Bilambil Heights, service connection line break in March. - Daily volume treated per person also higher due to inflows into sewers from flooding events.																																																			
	2.3.3.6.6 Tweed Laboratory Centre			75%	Mwater																																																

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










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








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

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

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

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

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







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

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







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







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






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










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

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








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









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

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments		Planning for future works in consultation with management committee and tenants continues with priority given to projects necessary to meet Legislative requirements as well as structural work elements. An application was been submitted to Community Building Partnerships to support the Crabbes Creek Hall kitchen refurbishment and all access ramp construction; notification pending.															
	2.6.1	Design new urban areas to be sustainable, complement existing environmental values and the Tweed's scenic beauty		55%													
	2.6.1.1.1	Maintain best practice urban settlement principles in Tweed land use planning documents, particularly in new urban and employment land release areas		100%	CPR												
		Jul-12															
Complete.																	
	2.6.1.2.1	Review and update Subdivision Manual and design specifications		10%	PIE												
		Jul-11															
Status Comments		Subdivision Manual program submitted to EMT and endorsed. Stakeholder briefing meeting has also been held.															
	2.6.2	Ensure the highest design standards for sustainability are used for buildings, streetscapes and the provision of public and open spaces		75%													
	2.6.2.1.1	New development are assessed against current statutory and policy requirements		75%	MDA												
<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Assessments in accordance with s.79c of the EP&A Act 1979</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Assessments in accordance with s.79c of the EP&A Act 1979	100	Percentage	100	
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			42%													
 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%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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			34%													
 3.1.2.2.1	Implement Works Program in accordance with Contribution Plan 26 - Regional Open Space			30%	MRS												
			Jul-11														
Status Comments	The Regional Hockey facility is complete. Council has been successful in obtaining funding through Regional Development Australian to progress Arkinstall Park. The project is due for completion in 2014.																
 3.1.2.1.1	Provide assistance and support to Communications and Marketing Coordinator for potential sports tourism and major events			38%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of responses provided	4	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of responses provided	4	Number	2													
Status Comments	The Tweed Local Business Forum was organised. In addition to providing collateral material to Economic Development Australia for a proposed conference for Kingscliff.																
 3.1.3	Provide opportunities for visitors to enjoy access to the arts through cultural facilities, festivals and programs			45%													
 3.1.3.2.2	Develop and install temporary in house exhibitions at Tweed River Regional Museums for enjoyment by the community and visitors			0%	DCNR												
			Jul-12														
Status Comments	Temporary in house exhibition program suspended due to closure and redevelopment of Tweed River Regional Museum ('TRRM') Murwillumbah and limited space and resources at TRRM Tweed Heads.																
 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			75%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of visitors per annum</td> <td>12,500</td> <td>Number</td> <td>18,923</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of visitors per annum	12,500	Number	18,923					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visitors per annum	12,500	Number	18,923													
Status Comments	The quarterly target of 12,500 visitors has been exceeded, with attendances increasing due to the popularity of the Margaret Olley exhibition 'It's all about the light': works by Margaret Olley from public collections which opened on 18 January. Despite a couple of slower weeks due to flooding, these visitor figures confirm the popularity of Olley's painting and are an indication of the high attendance figures that will result from the opening of the Margaret Olley Art Centre in February 2014.																










Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 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			75%	DCNR												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of participants per annum</td> <td>0</td> <td>Number</td> <td>697</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants per annum	0	Number	697					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of participants per annum	0	Number	697													
Status Comments	697 people attended public programs initiated and hosted by the Gallery and the Friends of the Gallery to during this quarter, to the week ending 17 March.																
✔ 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			31%	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 visitors per annum</td> <td>2,250</td> <td>Number</td> <td>1,548</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of visitors per annum	2,250	Number	1,548					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visitors per annum	2,250	Number	1,548													
Status Comments	Visitation for the period 1 January - 31 March 2013 was 401. Cumulative total to 31 March 2013 is 1548.																
✔ 3.1.4	Market the Tweed as a destination for business and tourism			59%													
✔ 3.1.4.3.1	Manage Destination Tweed's contract to operate Visitor Information Centres at Murwillumbah and Tweed Heads			75%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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>14,475</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of visitors per quarter	12,500	Number	14,475					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visitors per quarter	12,500	Number	14,475													
Status Comments	Results are for December 2012 quarter. Reporting is always 3 months in arrears due to time lag in Destination Tweed Quarterly reporting cycle.																
✔ 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			75%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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>11,743</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of visits to website per quarter	11,000	Number	11,743					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visits to website per quarter	11,000	Number	11,743													
Status Comments	Results are for December 2012 Quarter due to Destination Tweed's reporting cycle means these statistics are always 3 months behind.																
✔ 3.1.4.5.1	Maintain a website of community and economic profiles of the Tweed which is accessible to the community			70%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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>1,084</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of visits to website per quarter	1,200	Number	1,084					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of visits to website per quarter	1,200	Number	1,084													
Status Comments	Results are for December 2012 Quarter. Tweed Economy Profile webpage's updated with 2011 Census data in December 2012																
✔ 3.1.4.6.1	Manage and facilitate activities contracted to Destination Tweed			75%	BEDU												

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>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													
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 the vacant position of Cultural Development Officer.																	
	3.1.5 Support innovative employment generating projects			75%													
	3.1.5.1.1 Assist innovative employment generating projects			75%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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>9</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects assisted	4	Number	9					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects assisted	4	Number	9													
Status Comments Assisted five organisations with information with background to establishing / expanding in the Tweed. Provided information and assistance to the Murwillumbah District Chamber of Commerce on one occasion. Provided information and assistance to the Tweed Chamber of Commerce & Industry on one occasion. Council officers presented at Tweed Heads, Kingscliff (2x) and Murwillumbah Chamber Breakfast on Economic Development Strategy. Ran Tweed Local Business Forum 22 March 2013.																	
	3.1.6 Support creative practitioners and entrepreneurs to access professional and business development opportunities, to enhance their contribution to the creative economy			17%													
	3.1.6.1.1 Assist projects that will enhance the creative economy			13%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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			38%	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>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of joint partnerships	2	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of joint partnerships	2	Number	1													
Status Comments Limited activity due to vacant position of Cultural Development Officer. Support provided to Murwillumbah Business Chamber for a Regional Arts Grant promoting Creative Arts Industry and Studio Spaces in Queen St Murwillumbah.																	
	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.																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
 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												
	<table border="1"> <thead> <tr> <th>Code</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													
Status Comments Limited activity due to vacant position of Cultural Development Officer.																	
 3.1.8	Promote improved telecommunications and broadband access			82%													
 3.1.8.3.1	Update the Telecommunications Infrastructure Action Plan			88%	DTCS												
Jul-11																	
Status Comments Council's Telecommunication Infrastructure Action Plan website (www.tweed.nsw.gov.au/telecommunications) contains detailed information from a variety of sources for members of the public and also lists key actions taken by Council with respect to promoting telecommunications within the region. Additional resources relating to the rollout of Digital TV across northern rivers and business help tools have been added to the site. Presentations continue to be made to various community, business groups and regional bodies regarding NBN and its benefits to both the Tweed Shire and the Far North Coast Region.																	
The Director of Technology and Corporate Services continues as the NSW State representative of the Broadband Today Alliance Committee and Council has worked with the Northern Rivers Regional Development Australia office to select a contractor (Symphony3) following an expression of interest process to consult with businesses and key stakeholders across the Northern Rivers to prepare a joint Northern Rivers Digital Economy Strategy. Assistance was also provided in drafting a regional Broadband Position Paper.																	
Council is currently working with NBN Co through Visionstream Pty Ltd on assuring readiness for the rollout of the Wireless components of NBN within the Shire.																	
 3.1.8.2.1	Participate in regular meetings of the Broadband Today Alliance to inform Council and influence NBN outcomes			75%	DTCS												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>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 sponsor of the Broadband Today Alliance and actively participates in each scheduled 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. Council's external website contains a specific section to provide key information about the NBN and other telecommunications issues to Tweed residents, including information relating to the Digital TV switch over which occurred during the period.																	
 3.1.9	Develop coordinated cross border relationships			75%													
 3.1.9.1.1	Foster and develop cross border relationships with the Queensland State Government and Gold Coast City Council			75%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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 Cross Border Commissioner spoke at Tweed Local Business Forum.																	
 3.2.1	Foster a viable farming community			88%													

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
<input checked="" type="checkbox"/> 3.2.1.2.1	Undertake expression of interest and appoint consultant to undertake strategy			100%	CPR												
	Complete.	Jul-11															
<input checked="" type="checkbox"/> 3.2.1.1.1	Promote and assist the Tweed agricultural industry			75%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of promotional activities undertaken	0	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of promotional activities undertaken	0	Number	2													
Status Comments	Maintain Tweed Agricultural statistics page though Council's economic profile pages (id demographics). Council resolved to sell the Murwillumbah Cattle Sale Yards to a private operator. Invited Tweed Combined Rural Industries, Sunshine Sugar, and other key primary industry reps to be part of Reference Group of Sustain. Tweed - Economic Development Strategy.																
<input checked="" type="checkbox"/> 3.3.2	Facilitate government funded infrastructure			72%													
<input checked="" type="checkbox"/> 3.3.2.1.1	Identify infrastructure improvements and deficiencies that affect economic development			69%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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>3</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of infrastructure programs identified for funding per annum	4	Number	3					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of infrastructure programs identified for funding per annum	4	Number	3													
Status Comments	Continued to liaise with Internet Service Providers to upgrade telecommunications infrastructure. Assisted NBN and Ericsson in running a community information session about NBN Wireless roll out. Commencement of Kirkwood Rd/Pacific Hwy interchange.																
<input checked="" type="checkbox"/> 3.3.2.2.1	Facilitate government funding for identified infrastructure needs			75%	BEDU												
	<table border="1"> <thead> <tr> <th>Code</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 grants sourced per annum</td> <td>4</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of infrastructure grants sourced per annum	4	Number	5					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of infrastructure grants sourced per annum	4	Number	5													
Status Comments	Successful in stage two funding applications for Knox Park Youth Space to 'RDA Rnd3'. Also funding applications for Kingscliff Foreshore proposal, Jack Evans Boatharbour, Murwillumbah Community Centre and the Margaret Olley Art Gallery have been submitted.																
<input checked="" type="checkbox"/> 3.4.2	Ensure sustainable provision of infrastructure (utilities, services and transport) is available to support economic development			50%													
<input checked="" type="checkbox"/> 3.4.2.1.1	Review section 94 plans to ensure adequate provision of infrastructure			50%	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>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of Section 94 plans reviewed	4	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of Section 94 plans reviewed	4	Number	2													
Status Comments	Tweed Road Contribution Plan (CP4) has been finalised and publicly exhibited, and adopted January 2012. CP 23 has been reviewed and amended.																









Code	Name	Start Date	Target Date	Performance	Responsible Officer		
	CP9 has been reviewed and amended. CP31 Area E has been exhibited and then abandoned. An Area E Voluntary Planning Agreement is currently being prepared and terms being negotiated with the proponent of "Altitude Aspire". CP10 Cobaki revision has been exhibited and adopted November 2012. CP 23 has been amended (Fingal She Oak Shack amendment) submitted to Council January meeting to proceed to public exhibition.						
	3.4.3	Manage Council business enterprises to provide economic stimulus and maximise returns to the community			75%		
	3.4.3.1.1	Provide efficient and effective ongoing management of the Tweed Coast Holiday Parks			75%	BEDU	
		Code	KPI	Target	Units	Achieved	Notes
		1	Number of complaints received regarding management of facilities	0	Number	0	
Status Comments	Continued Tweed Coast Holiday Parks ('TCHP') re-development planning, including refocus development scope at Fingal Holiday Park due to constraints and pursue construction of new amenity building at Boyds Bay. Attended and promoted TCHP at Caravan and Camping Shows.						
	3.4.3.2.1	Provide efficient and effective ongoing management of the Murwillumbah Airfield			75%	BEDU	
		Code	KPI	Target	Units	Achieved	Notes
		1	Number of complaints received regarding management of facility	0	Number	0	
Status Comments	Dealt with subsidence at southern end of runway. Negotiated new lease arrangements current lessee. Undertake design work to upgrade airstrip. No complaints received.						
	3.4.3.3.1	Provide efficient and effective ongoing management of the Murwillumbah Cattle Sale Yards			75%	BEDU	
		Code	KPI	Target	Units	Achieved	Notes
		1	Number of complaints received regarding management of facility	0	Number	0	
Status Comments	Council resolved to accept tender and resolved to sell sale yards. Draft contracts for the sale of the Saleyards prepared. Continue clean up and insurance claims on flood and wind damage from Australia Day floods / storms. No complaints received.						

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
 4	Caring for the Environment			63%																			
 4.1.1	Retain open space and greenbelts for conservation and for all people to enjoy			73%																			
 4.1.1.2.1	Review status of Council owned land		Jul-11	75%	C&NR																		
Status Comments	Revising zoning of Council owned land to determine bushland versus casual and formal open space. No action in this quarter (March 2013) due to other commitments.																						
 4.1.1.3.1	Respond to bushland planning issues as necessary			75%	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 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.																						
 4.1.1.4.1	Respond to bushland compliance issues as necessary			65%	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>4</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	4					
Code	KPI	Target	Units	Achieved	Notes																		
1	Area under management	100	Percentage	100																			
2	Number of compliance responses	5	Number	4																			
Status Comments	Compliance issues this quarter included bushfire compliance issues at Seabreeze Estate.																						
 4.1.1.5.1	Consider links with National iconic landscapes when developing biodiversity projects			75%	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>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects	0	Number	1											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of projects	0	Number	1																			
Status Comments	Links with the National Landscapes Program incorporated into grant applications.																						
 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			63%																			
 4.1.2.3.1	Prepare and implement Road Vegetation Management Plan		Jul-11	50%	Mworks																		
Status Comments	Council has approved the preparation of the Roadside Vegetation Management Plan ('RVMP') for the Shire. The project is jointly funded through the Works Unit and the Natural Resource Management Unit Biodiversity Program. Consultants have delivered the draft of the RVMP. Review and adoption of the Plan is still under review.																						
 4.1.2.3.2	Implementation and training of operational staff		Jul-12	0%	Mworks																		
Status Comments	Preparation of Roadside Vegetation Management Plan by consultants has not been completed, and accordingly training of operational staff has not commenced.																						

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 4.1.2.4.1	Review and implementation of Tweed Coastline Coastal Zone Management Plan	Jul-11		45%	C&NR												
Status Comments Coastal hazard assessment 2012 draft study received and a Benefit Cost Assessment has commenced.																	
✔ 4.1.2.4.2	Review and implementation of Tweed Coast Estuaries Coastal Zone Management Plan	Jul-11		80%	C&NR												
Status Comments Submissions to draft document received and plan being finalised.																	
✔ 4.1.2.1.1	Engage the community through coastal management talks.			58%	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>Coastal management talks completed</td> <td>3</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Coastal management talks completed	3	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Coastal management talks completed	3	Number	1													
Status Comments Talk with Year 12 students Wollumbin High.																	
✔ 4.1.2.2.1	Provide effective response to compliance issues			75%	MDA												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of 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.																	
✔ 4.1.2.4.3	Implement Cobaki and Terranora Broadwater Coastal Zone Management Plan			75%	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 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 Projects ongoing.																	
✔ 4.1.2.5.1	River health grants on private land			71%	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>Metres of riverbank under best practice management</td> <td>3,000</td> <td>Metres</td> <td>3,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Metres of riverbank under best practice management	3,000	Metres	3,000					
Code	KPI	Target	Units	Achieved	Notes												
1	Metres of riverbank under best practice management	3,000	Metres	3,000													
Status Comments Major riparian restoration project recently completed on Oxley River at Byangum.																	
✔ 4.1.2.5.2	Riparian project team on council land			75%	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>Metres of riverbank under best practice management</td> <td>3,000</td> <td>Metres</td> <td>3,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Metres of riverbank under best practice management	3,000	Metres	3,000					
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			75%	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>Metres of riverbank under best practice management</td> <td>3,000</td> <td>Metres</td> <td>3,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Metres of riverbank under best practice management	3,000	Metres	3,000																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Metres of riverbank under best practice management	3,000	Metres	3,000																									
Status Comments Multiple sites being planted and maintained. Charles Bay, Bilambil Sports Fields, Chinderah Bay Drive, Glenock Drive River Bank, Uki Riparian Parks, Durroby Creek, Oxley Cove.																													
	4.1.2.6.1 Entomology program undertaken			75%	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>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of program completed	25	Percentage	25																	
Code	KPI	Target	Units	Achieved	Notes																								
1	Percentage of program completed	25	Percentage	25																									
Status Comments The ongoing wet weather has required additional resources for higher than usual nuisance mosquito and biting midge season.																													
	4.1.2.7.1 Water quality monitoring program in Tweed River, coastal estuaries and upper catchment			75%	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 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 Ongoing monitoring programs.																													
	4.1.3 Manage and regulate the natural and built environments			71%																									
	4.1.3.9.1 Upgrade Cudgen Creek and Kennedy Drive Boat ramps			100%	C&NR																								
Status Comments Complete. Jul-11																													
	4.1.3.1.1 Develop, implement and maintain best practice procedures			51%	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>13</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>3</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>34</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Average time to process a construction certificate	15	Days	13		2	Average time to process a complying building application	10	Days	3		3	Average time to determine a Building Unit development application	40	Days	34					
Code	KPI	Target	Units	Achieved	Notes																								
1	Average time to process a construction certificate	15	Days	13																									
2	Average time to process a complying building application	10	Days	3																									
3	Average time to determine a Building Unit development application	40	Days	34																									
Status Comments Mandatory time frames complied with. Building Unit has approved 107 DA's, 70 Construction Certificates and 11 Complying Development Certificates over this quarter. 16 Building Certificates have also been issued.																													
	4.1.3.2.1 Actively manage and regulate emerging issues and areas of risk particularly on site sewerage management			70%	MBEH																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Number of inspections of onsite sewage management systems</td> <td>100</td> <td>Number</td> <td>213</td> <td></td> </tr> <tr> <td>2</td> <td>Percentage of system failures</td> <td>0</td> <td>Percentage</td> <td>11</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of inspections of onsite sewage management systems	100	Number	213		2	Percentage of system failures	0	Percentage	11											
Code	KPI	Target	Units	Achieved	Notes																								
1	Number of inspections of onsite sewage management systems	100	Number	213																									
2	Percentage of system failures	0	Percentage	11																									

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
Status Comments 102 section 68 Onsite Sewage Management System approval to operate, 85 required maintenance such as desludging or repair, 15 of these were rated medium risk with 2 rated high risk. 18 section 68 SEP approval to Install or upgrade (5 new, 8 upgrade, 3 pump station, 2 minor plumbing). 16 systems installation final inspections. 14 pre-purchase inspections where 14 required maintenance or repair, 3 required replacement. 63 follow up repairs, complaints and investigations.																	
✓ 4.1.3.3.1	Continue the professional development of staff to maintain and improve their skills and effectiveness			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>Percentage of training budget expended</td> <td>25</td> <td>Percentage</td> <td>24</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of training budget expended	25	Percentage	24					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of training budget expended	25	Percentage	24													
Status Comments Training expenditure is within budget allocations with 76% of expenditure consumed.																	
✓ 4.1.3.4.1	Respond to compliance issues			75%	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>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of pollution incidents investigated	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of pollution incidents investigated	100	Percentage	100													
Status Comments 100% of reported incidents were investigated.																	
✓ 4.1.3.5.1	Monitor, respond and manage environmental pollution incidents. Respond and manage waste incidents			75%	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>0</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of PINs issued	0	0	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of PINs issued	0	0	0													
Status Comments No Penalty Infringement Notices issued during the quarter.																	
✓ 4.1.3.6.1	Implement public health compliance provisions of the Public Health Act, Local Government Act and Regulations			75%	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>0</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of PINs issued	0	0	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of PINs issued	0	0	0													
Status Comments No Penalty Infringement Notices issued during the quarter.																	
✓ 4.1.3.6.2	Provide education resources, monitor and inspect retail food premises			71%	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>150</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of food outlets inspections	137	Number	150					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of food outlets inspections	137	Number	150													
Status Comments Inspections are on target.																	
✓ 4.1.3.7.1	Implement the provisions of the Local Government (Manufactured Home Estates Caravan Parks Camping Grounds and Moveable Dwellings Regulation)			70%	MBEH												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Percentage of parks inspected</td> <td>100</td> <td>Percentage</td> <td>100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of parks inspected	100	Percentage	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of parks inspected	100	Percentage	100													










Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
Status Comments		100% of caravan parks and manufactured home estates have now been inspected.																					
	4.2.1 Promote the protection of native vegetation and wildlife habitat of high conservation value, social or cultural significance in Tweed Shire			47%																			
	4.2.1.4.2 Implement Tweed Coast Koala Plan of Management			10%	C&NR																		
Status Comments		Draft Koala Plan of Management not yet completed to release stage. Implementation of the Koala Connections project commenced with restoration of koala habitat on the Tweed Coast.																					
	4.2.1.5.1 Revision and update of significant roadside tree database			50%	C&NR																		
Status Comments		Draft Roadside Vegetation Management Plan completed and first review undertaken.																					
	4.2.1.7.1 Investigation of shorebird roost creation Tommys Island			0%	C&NR																		
Status Comments		Project has been abandoned, site is inappropriate. Alternatives being investigated.																					
	4.2.1.7.2 Improve management of lower estuary shorebird roost sites (Letitia Spit)			0%	C&NR																		
Status Comments		No further action by waterways program proposed for next quarter, unless requested by Land Council.																					
	4.2.1.1.1 Investigate and respond to complaints received			75%	MDA																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Ratio of resolved compliance requests to total number received</td> <td>0</td> <td>Percentage</td> <td>100</td> <td></td> </tr> <tr> <td>2</td> <td>Number outstanding</td> <td>0</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Ratio of resolved compliance requests to total number received	0	Percentage	100		2	Number outstanding	0	Number	0					
Code	KPI	Target	Units	Achieved	Notes																		
1	Ratio of resolved compliance requests to total number received	0	Percentage	100																			
2	Number outstanding	0	Number	0																			
Status Comments		Compliance action appropriate.																					
	4.2.1.2.1 Create appropriate zoning controls and planning provisions through the Council wide Local Environmental Plan			31%	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		Draft LEP is pending Council's approval following the second exhibition.																					
	4.2.1.3.1 Implementation of priority actions in Vegetation Management Plans and Bushfire Risk Management Plan			75%	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 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,																					

Code	Name	Start Date	Target Date	Performance	Responsible Officer																		
	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			75%	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 plans prepared</td> <td>2</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of plans prepared	2	Number	5											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of plans prepared	2	Number	5																			
Status Comments	5 Biodiversity Grant Plans. 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			75%	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 completed of Tweed Coast Koala Plan of Management</td> <td>25</td> <td>Percentage</td> <td>70</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage completed of Tweed Coast Koala Plan of Management	25	Percentage	70											
Code	KPI	Target	Units	Achieved	Notes																		
1	Percentage completed of Tweed Coast Koala Plan of Management	25	Percentage	70																			
Status Comments	Draft Plan is being reviewed in light of Draft LEP 2012. Significant further revisions required as a result of internal review.																						
✔ 4.2.1.6.1	Control, research and community support for Indian Myna control			49%	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>Birds trapped</td> <td>25</td> <td>Number</td> <td>60</td> <td></td> </tr> <tr> <td>2</td> <td>Number of media articles</td> <td>1</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Birds trapped	25	Number	60		2	Number of media articles	1	Number	1					
Code	KPI	Target	Units	Achieved	Notes																		
1	Birds trapped	25	Number	60																			
2	Number of media articles	1	Number	1																			
Status Comments	Trapping and community education ongoing and progressing well. New traps in circulation.																						
✔ 4.2.1.6.2	Pest vertebrate control			75%	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 undertaken</td> <td>3</td> <td>Number</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects undertaken	3	Number	5											
Code	KPI	Target	Units	Achieved	Notes																		
1	Number of projects undertaken	3	Number	5																			
Status Comments	Pest management component of Biodiversity Grant project 'Koala Linkages' has commenced. Council is a project partner in trials of new fox and dog bait traps.																						
✔ 4.2.2	Encourage and promote rehabilitation and management of native vegetation and wildlife habitat in Tweed Shire			71%																			
✔ 4.2.2.1.1	Implementation of Business Plan including site actions plans, on ground works, institutional change and community engagement			69%	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 sites action plans</td> <td>6</td> <td>Number</td> <td>6</td> <td></td> </tr> <tr> <td>2</td> <td>Area under active management</td> <td>56</td> <td>Hectares</td> <td>60</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>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sites action plans	6	Number	6		2	Area under active management	56	Hectares	60		3	Number of workshop	2	Number	3		4	Number of media articles	6	Number	4					
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of sites action plans	6	Number	6																															
2	Area under active management	56	Hectares	60																															
3	Number of workshop	2	Number	3																															
4	Number of media articles	6	Number	4																															
	Status Comments Bush Futures project successfully completed.																																		
✓	4.2.2.2.1 Implementation of site action plans at selected sites			75%	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 site action plans prepared or implemented</td> <td>0</td> <td>Number</td> <td>7</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of site action plans prepared or implemented	0	Number	7																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of site action plans prepared or implemented	0	Number	7																															
	Status Comments Plans from numerous projects currently underway - Pottsville Environment Park, Pottsville Wetlands, Koala Beach, continuation of work at Bush Futures sites.																																		
✓	4.2.2.2.2 Management of bush fire risk			75%	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 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			60%	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 sites under active management</td> <td>10</td> <td>Number</td> <td>8</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of sites under active management	10	Number	8																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Number of sites under active management	10	Number	8																															
	Status Comments Eight under active management. Numerous others in planning phase.																																		
✓	4.2.2.3.2 Implementation of external grants where possible			75%	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>25</td> <td>Hectares</td> <td>40</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area in hectares under active management	25	Hectares	40																							
Code	KPI	Target	Units	Achieved	Notes																														
1	Area in hectares under active management	25	Hectares	40																															
	Status Comments Numerous projects including Pottsville Wetlands, Koala Connections, Pottsville Environment Park.																																		
✓	4.2.2.3.3 Encourage the protection of wildlife corridors through the planning process			75%	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 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			75%	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 sites actively managed</td> <td>5</td> <td>Number</td> <td>10</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of sites actively managed	5	Number	10	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of sites actively managed	5	Number	10													
Status Comments Extensive coastal bushland under active management, plus biodiversity grant sites and Priority Action Statement sites.																	
	4.2.2.5.1 Propagate native plants for use on public land revegetation sites			75%	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 plants propagated</td> <td>10,000</td> <td>Number</td> <td>10,000</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of plants propagated	10,000	Number	10,000	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of plants propagated	10,000	Number	10,000													
Status Comments Nursery continues to be important source of plant propagation for local restoration projects.																	
	4.2.3 Recognise the social and economic impacts of managing vegetation			75%													
	4.2.3.1.1 Ongoing liaison and support for Far North Coast Weeds			75%	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>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 Contribution made. Ongoing Officer discussion on various issues.																	
	4.2.3.2.1 Maintenance of Council owned bushfire asset protection zones			75%	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>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 prior to the commencement of the bushfire danger period and maintained as required.																	
	4.2.3.2.2 Ongoing participation in risk identification via bushfire management committee			75%	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 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			57%													
	4.2.4.1.1 Participation in regional forums			75%	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 meetings attended</td> <td>0</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>						Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings attended	0	Number	2	
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	0	Number	2													
Status Comments Glossy Black Conservancy, Vertebrate Pest Forum, Regional Shorebird Group, Fire and Biodiversity Forum, NRM Managers Group, Regional Bitou Bush Group.																	
	4.2.4.2.1 Facilitate bi-monthly meetings with community and government agency stakeholders			58%	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 meetings attended</td> <td>6</td> <td>Number</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings attended	6	Number	6					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings attended	6	Number	6													
Status Comments New River Committee and Coastal Committees inducted and meetings held.																	
✓	4.2.4.3.1 Support Dunecare and Landcare volunteers			75%	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>25</td> <td>Percentage</td> <td>75</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Training and equipment provided as per handbook	25	Percentage	75					
Code	KPI	Target	Units	Achieved	Notes												
1	Training and equipment provided as per handbook	25	Percentage	75													
Status Comments Training continuing and groups assisting with Work Plan updates.																	
✓	4.2.4.4.1 Support organisations			75%	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 groups supported</td> <td>1</td> <td>Number</td> <td>10</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of groups supported	1	Number	10					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of groups supported	1	Number	10													
Status Comments Support provided to Tweed Bird Observers, Tweed Valley Wildlife Carers, Friends of the Koala, Tweed Landcare Inc, Six coastal care groups.																	
✓	4.2.4.5.1 Project proposals forwarded to the Aboriginal Advisory Committee for input			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>Management plans and projects include Aboriginal considerations where applicable</td> <td>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Management plans and projects include Aboriginal considerations where applicable	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Management plans and projects include Aboriginal considerations where applicable	25	Percentage	25													
Status Comments Council staff provided input to grant applications by the Tweed Byron Local Aboriginal Land Council.																	
✓	4.2.4.6.1 Deliver annual Tweed River Festival			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 participants</td> <td>5,000</td> <td>Number</td> <td>5,000</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of participants	5,000	Number	5,000					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of participants	5,000	Number	5,000													
Status Comments Planning commenced for Tweed River Festival 2013.																	
✓	4.2.4.7.1 NRM Community Support Officer resourced			41%	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>25</td> <td>Number</td> <td>47</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Groups and individuals assisted	25	Number	47					
Code	KPI	Target	Units	Achieved	Notes												
1	Groups and individuals assisted	25	Number	47													
Status Comments Grant funding workshop held in March.																	
✓	4.2.4.7.2 Natural Resource Management workshops and information dissemination			33%	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>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Events delivered	10	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Events delivered	10	Number	2													
Status Comments Events included grant writing workshop and assistance with 'Waterwatch'.																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
 4.2.5	Establish and promote a framework for the implementation, continued development and monitoring of vegetation management and planning measures			44%													
 4.2.5.2.1	Revision of vegetation mapping as necessary		Jul-11	25%	C&NR												
Status Comments No further work undertaken this quarter.																	
 4.2.5.1.1	Co-ordinate Planning Reforms Unit Work Program initiatives to complement the actions of the Natural Resources Management Unit.			63%	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 Work Program developed in accordance with Council's priorities.																	
 4.2.5.3.1	Submissions from NRM to planning and development proposals			75%	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>21</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of submission	5	Number	21					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of submission	5	Number	21													
Status Comments Continuing assessment and comment on NRM Plans for Cobaki Lakes and Kings Forest developments as well as numerous smaller proposals.																	
 4.2.5.4.1	Update database and mapping of projects			15%	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 included</td> <td>5</td> <td>Number</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects included	5	Number	1					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects included	5	Number	1													
Status Comments No further work this quarter due to other commitments.																	
 4.3.1	Manage water resources sustainably and minimise impact on the environment by achieving more integration of water supply, wastewater and stormwater services			70%													
 4.3.1.1.2	Six-year full detailed review of the Integrated Water Cycle Management Strategy			70%	Mwater												
Status Comments Hydosphere Consulting engaged for 6 yearly review. Background Paper Prepared and exhibited. Council Briefing held 1 November 2012. In excess of 1000 responses to community surveys (telephone and online) received. First draft of Strategy document has been completed and is being reviewed by Council's IWCM steering committee. A presentation of future resourcing requirements to achieve proposed IWCM actions is being prepared for EMT in order to gain direction on finalisation of the draft Strategy. Following this, it is proposed to place the draft Strategy on public exhibition, prior to finalisation and adoption.																	
 4.3.2	Improve urban stormwater discharge through water sensitive urban design			54%													
 4.3.2.3.1	Update Subdivision Manual and Development Design Specification (D7) to adopt best practice WSUD, where practical, in new developments		Jul-11	80%	PIE												

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments Draft being finalised by 'MUSIC' modelling by Infrastructure Engineer, consider input from external experts.					
	4.3.2.3.3	Review and update erosion and sediment control specifications to adopt best practice		0%	PIE
		Jul-11			
Status Comments Review pending as resources permit.					
	4.3.2.4.1	Review and update Stormwater Management Plan		90%	C&NR
		Jul-11			
Status Comments Document being finalised and implementation commenced.					
	4.3.2.4.2	Identify priority actions, cost, responsibility and funding source		25%	C&NR
		Jul-11			
Status Comments Investigating options to improve water quality in the Western Drainage Scheme, Banora Point. Grant application to be submitted next quarter.					
	4.3.2.4.3	Audit performance of all Stormwater Quality Improvement Devices in the Tweed Shire		0%	C&NR
Status Comments Resources to be allocated to this project.					
	4.3.2.5.1	Review Tweed River Estuary Bank Management Plan to prioritise sites for remediation		90%	C&NR
		Jul-11			
Status Comments Exhibition complete. Strategy to complete project being developed.					
	4.3.2.1.1	Assessment of new developments to account for urban stormwater discharge		75%	MDA
Status Comments Council Policy applied.					
	4.3.2.2.1	Actively regulate erosion and sedimentation controls		75%	MBEH
Status Comments All complaints were investigated.					
	4.4.1	Recognise and accommodate natural processes and climate change		67%	
	4.4.1.2.1	Kingscliff foreshore protection		50%	C&NR
		Jul-11			
Status Comments Draft Coastal Hazards Study received; Environmental Impact Statement for Tweed River Area 5 Dredging and Sand Delivery Pipeline repost continuing; Cost Benefit Assessment of protection options commenced.					
	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		75%	CPR

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>Tweed LEP and DCP maintained in accordance with statutory requirements and Council adopted studies</td> <td>100</td> <td>Percentage</td> <td>100</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	100					
Code	KPI	Target	Units	Achieved	Notes												
1	Tweed LEP and DCP maintained in accordance with statutory requirements and Council adopted studies	100	Percentage	100													
Status Comments All new planning controls are based on the findings of comprehensive environmental assessment and community and stakeholder consultation.																	
<input checked="" type="checkbox"/>	4.4.1.3.1 Weed control and revegetation works in littoral rainforest habitat			75%	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 Maintenance works continuing.																	
<input checked="" type="checkbox"/>	4.4.2 Protect and enhance the aesthetic qualities of the coastal zone			46%													
<input type="checkbox"/>	4.4.2.1.1 Review of the Tweed Scenic Landscape Evaluation and new Implementation Strategy			0%	CPR												
				Jul-12													
There was no activity this period.																	
<input type="checkbox"/>	4.4.2.1.2 Scenic Protection Strategy/DCP prepared			0%	CPR												
				Jul-12													
There was no activity this period.																	
<input type="checkbox"/>	4.4.2.2.1 Sand nourishment works for Duranbah Beach as required			21%	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>20,999</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Volume of sand supplied to beach	40,000	Cubic metres	20,999					
Code	KPI	Target	Units	Achieved	Notes												
1	Volume of sand supplied to beach	40,000	Cubic metres	20,999													
There was no activity this period.																	
<input checked="" type="checkbox"/>	4.4.2.3.1 Dune stabilisation and beach access			75%	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>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of annual program completed	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of annual program completed	25	Percentage	25													
Status Comments Major safety and access restoration works required after storm events.																	
<input checked="" type="checkbox"/>	4.4.2.4.1 Bitou Bush control program			75%	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>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of program completed	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of program completed	25	Percentage	25													
Status Comments Spray works continued with Council staff and contractors when resources available.																	

Code	Name	Start Date	Target Date	Performance	Responsible Officer												
✔ 4.4.2.4.2	Environmental weed control			75%	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>25</td> <td>Percentage</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Percentage of program completed	25	Percentage	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Percentage of program completed	25	Percentage	25													
	Status Comments Environmental weed control projects ongoing with resources available.																
✔ 4.4.2.5.1	Provide resources and technical advice as required			75%	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>4</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of projects assisted	2	Number	4					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of projects assisted	2	Number	4													
	Status Comments Ongoing support for DuneCare groups. Coastal Creeks draft catchment plan community consultation completed.																
✔ 4.5.1	Promote and encourage sustainable and innovative agricultural practices			75%													
✔ 4.5.1.1.1	Prepare sustainable agriculture strategy and implement			75%	C&NR												
				Jul-11													
	Status Comments Draft strategy completion expected August 2013.																
✔ 4.5.2	Promote and encourage partnerships between farming communities, governments and research institutions through consultation and participation			55%													
✔ 4.5.2.2.1	Commence Australian Research Council linkage grant collaboration with University of NSW and NSW Cane Growers Association			70%	C&NR												
				Jul-11													
	Status Comments Year 2 sampling/ monitoring complete. Progress meeting and report delivered. Remediation work plan and negotiation with landholders to start.																
✔ 4.5.2.1.1	Participation in floodplain network, soil health advisory group and other networks as opportunities arise			75%	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 meetings held</td> <td>1</td> <td>Number</td> <td>2</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of meetings held	1	Number	2					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of meetings held	1	Number	2													
	Status Comments Hosted: - Action on the Ground project year 1 workshop - 20/02/13. - Australian Research Grant project year 2 progress meeting - 20/03/13.																
✔ 4.5.2.4.1	Prepare and submit grant applications as opportunities arise			0%	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 grant applications prepared</td> <td>1</td> <td>Number</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of grant applications prepared	1	Number	0					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of grant applications prepared	1	Number	0													
	Status Comments No applicable grants this quarter.																
✔ 4.5.2.4.2	Undertake soil and water quality monitoring			75%	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>Performance in Period</td> <td>25</td> <td>%</td> <td>25</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Performance in Period	25	%	25					
Code	KPI	Target	Units	Achieved	Notes												
1	Performance in Period	25	%	25													
Status Comments Soil testing undertaken for carbon farming and nematods projects. Water quality monitoring stations downloaded and maintained as part of routine ASS monitoring and ARC project.																	
	4.5.3	Provide information and support on sustainable land use practices to the agricultural community			75%												
	4.5.3.1.1	Ongoing community support and engagement			75%	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 landowner contacts</td> <td>10</td> <td>Number</td> <td>43</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of landowner contacts	10	Number	43					
Code	KPI	Target	Units	Achieved	Notes												
1	Number of landowner contacts	10	Number	43													
Status Comments Pursuing onground works and extension with 35 landholders participating in the Action On The Ground commonwealth funded project and with 8 landholders to participate in NRCMA 12-13 funded project.																	