










Code	Name	Start Date	Performance	Responsible Officer																														
1	Civic Leadership		28%																															
1.2.2	Decisions made relating to the allocation of priorities will be in the long-term interests of the community.		25%																															
S1.2.2.1	Civic Business		25%	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>Attendance at Council meetings by Councillors</td> <td>80</td> <td>%</td> <td>100</td> <td></td> </tr> <tr> <td>2</td> <td>Attendance at Council Committee meetings by Councillors</td> <td>80</td> <td>%</td> <td>90</td> <td></td> </tr> <tr> <td>3</td> <td>Business papers provided in accordance with the Code of Meeting Practice</td> <td>100</td> <td>%</td> <td>100</td> <td></td> </tr> <tr> <td>4</td> <td>Number of Council decisions contested and overturned in the courts</td> <td>0</td> <td>#</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Attendance at Council meetings by Councillors	80	%	100		2	Attendance at Council Committee meetings by Councillors	80	%	90		3	Business papers provided in accordance with the Code of Meeting Practice	100	%	100		4	Number of Council decisions contested and overturned in the courts	0	#	0				
Code	KPI	Target	Units	Achieved	Notes																													
1	Attendance at Council meetings by Councillors	80	%	100																														
2	Attendance at Council Committee meetings by Councillors	80	%	90																														
3	Business papers provided in accordance with the Code of Meeting Practice	100	%	100																														
4	Number of Council decisions contested and overturned in the courts	0	#	0																														
Status Comments	100% attendance by Councillors at Council Meetings has been achieved during this reporting period. 90% attendance by Councillors at Committee meetings has been achieved during this reporting period. All Business papers have been provided to Councillors and the public in accordance with the requirements of the Code of Meeting Practice. No decisions of Council have been contested in Court.																																	
1.3.1	Council's organisation will be resourced to provide the essential services and support functions to deliver the objectives of this Plan.		27%																															
 P1.3.1.1	Communications and Customer Services Residents Kit/Community Handbook project	Jul-13	90%	CCSC																														
Status Comments	The Community Handbook and Residents' Kit project is near completion. After researching other councils and printing options, it has been decided to maintain only an e-version of our Community Handbook as this information is so frequently updated. Council's new website - to be launched mid-October, features a dedicated Community Handbook and New Resident page which provides a range of comprehensive links to Council's programs and services. It also links to the careers section and about the Tweed pages for any general residential enquiries. An internal process is being developed through the Contact Centre to welcome new residents to provide a welcome letter to new residents at the time of new property transfer.																																	
 P1.3.1.2	Communications and Customer Services Community Satisfaction Survey - biennial project	Jul-13	10%	CCSC																														
Status Comments	The proposed Community Satisfaction Survey which was recommended to be held every two years was not funded in the current budget and long term financial plan. As a result, the project has not commenced beyond the initial communication plan stage.																																	
 P1.3.1.3	Human Resources Implement Work Health and Safety Act 2011 (NSW)	Jul-13	100%	DTCS																														
Status Comments	Council's Safety Management System has been reviewed and updated to ensure full alignment with the requirements of the Work Health and																																	

Code	Name	Start Date	Performance	Responsible Officer	
Safety Act 2011. With compliance achieved ongoing review and process improvement will continue as per normal business practice.					
S1.3.1.1	Civic Centres		25%	MRS	
Code	KPI	Target	Units	Achieved	Notes
1	Energy efficiency per workstation per day	26	Kw-h	0	
Status Comments	Undertaking whole of building review of potential initiatives to increase efficiency in operating buildings.				
S1.3.1.10	Information Technology and Records		24%	DTCS	
Code	KPI	Target	Units	Achieved	Notes
1	Percentage of Council's core applications and infrastructure software that are current (i.e. within one version of the vendors current major release level)	75	%	71	
2	Percentage uptime of Council's public ICT infrastructure (web, mobile and mapping)	95	%	100	
Status Comments	There were no unplanned outages of Council's public facing applications in this quarter. Work continues to bring all of Council's major application and infrastructure software to current release versions. With the rollouts of Enterprise Content Management ('ECM') version 4.2 and the upgrade of Core Enterprise Suite ('CES') to version 11.9. Core corporate applications are now at 100% but unit specific applications and the Microsoft infrastructure are at 50%. This will be corrected by the rollouts of Windows 7 which is scheduled for early 2014 and by planned upgrades to MEX and Reflect software systems.				
S1.3.1.11	Infrastructure Planning		4%	PIE	
Code	KPI	Target	Units	Achieved	Notes
1	Implementation of best practice development: number of specifications updated	6	#	1	
Status Comments	Stormwater specification updated to include Closed Circuit Television ('CCTV') inspection requirements, at request of the Maintenance Engineer. Review of Subdivision Manual has commenced.				
S1.3.1.12	Quarries		25%	Mworks	
Code	KPI	Target	Units	Achieved	Notes
1	Quarry environmental performance recorded noncompliance in annual quarry licence reports	0	#	0	

Code	Name	Start Date	Performance	Responsible Officer	
Status Comments There have been zero noncompliance at Quarry Road or Kinnears Quarries.					
S1.3.1.2	Communications and Customer Services		9%	CCSC	
Code	KPI	Target	Units	Achieved	Notes
1	Tweed Links issued	12	#	13	
2	Media releases issued	40	#	54	
3	Community Catch-ups held	1	#	1	
4	Total visits and usage of online service channels including website, Smartphone and SMS service	0	#	99,794	
5	Total number of customer interactions (call and contact) received by Contact Centre	0	#	36,978	
6	Contact Centre resolution of enquiries at first point of contact	60	%	54	
7	Contact Centre call abandonment rate (quarterly)	7	%	6.7	
8	Total incoming calls to Contact Centre answered within one minute to achieve 'Grade of Service' (quarterly)	80	#	70	
Status Comments					
<p>1. Tweed Link Issues - 13. July - 816-820 = 5, August - 821-824 = 4, September 825-828 = 4.</p> <p>2. Media Releases: Total = 54 , July - 18, August - 17, September - 19</p> <p>3. Community Catch Up: The latest quarterly Councillors Community Catch-up was held at the Tweed Heads Markets, at the Tweed Police Citizens Youth Club, on 4 August 2013 from 9am to noon. The stall was attended by Acting General Manager Troy Green and Councillors Barry Longland, Warren Polglase and Carolyn Byrne and was visited by approximately 50 members of the public. Issued raised by residents included improved lighting at the intersection of Pottsville Road and Cudgera Creek Road, the need for more festivals in Tweed Shire, the poor condition of Endeavour Parade in Tweed Heads and the configuration of traffic lights at the intersection of Amber Road and Machinery Parade.</p> <p>4. Website Visits: Total Visits: 97,559 Unique Visits: 58,158 Smartphone Application Use: July - 484, August, 1241, September 510 Total: 2235.</p> <p>5. Customer Interactions: Calls: 22,339 Contact: 14,639 Total: 36,978.</p> <p>6. Resolution at First Point of Enquiry: (Note: Only captures 60% of interactions) Average for quarter 54%. July - 53%, August - 61%, September - 49%</p> <p>7. Abandonment Rate: July - 5.3%, August - 8.7%, September - 6.3%. Average for quarter: 6.7%.</p> <p>8. Calls answered within 1minute: July - 73%, August - 64%, September - 72%. Average for quarter: 70%.</p>					
S1.3.1.3	Design Services		0%	MD	
Code	KPI	Target	Units	Achieved	Notes
1	Design services are provided within agreed client timeframes	80	%	80	
Status Comments Design output is keeping pace with demand. Some delays resulted from scope changes but the delays were manageable.					

Code	Name	Start Date	Performance	Responsible Officer																																										
S1.3.1.4	Executive Management		25%	DTCS																																										
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1	Compliance with Division of Local Government Strategic Tasks	100	%	100																																										
Status Comments All items contained within the Division of Local Government - Strategic Tasks for Council are current and meeting the appropriate milestones.																																														
S1.3.1.5	Financial Services Annual Indicators		90%	DTCS																																										
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Code	KPI	Target	Units	Achieved	Notes																																									
1	Operating surplus before capital grants and contributions	0	\$	0																																										
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6	Asset Renewal Ratio	75	%	35																																										
Status Comments Unaudited figures.																																														
S1.3.1.7	Governance and Corporate Performance		14%	DTCS																																										
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Code	KPI	Target	Units	Achieved	Notes																																									
1	Informal Access to information requests processed	0	#	230																																										
2	Formal Access to information requests requesting a review	5	%	2																																										
3	Audit Committee meetings held	5	#	1																																										
4	Internal Audit Plan completed	100	%	25																																										
5	Enterprise Risk Register reviewed annually	100	%	25																																										
Status Comments Audit Committee Meeting conducted 30 September 2013. Progress of the Internal Audit Plan is reported to each meeting of the Audit Committee. Enterprise Risk Register being reviewed on a continuous unit by unit basis over the annual period.																																														
S1.3.1.8	Human Resources and Work Health & Safety		22%	DTCS																																										

Code	Name	Start Date	Performance	Responsible Officer																																				
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4	Industrial matters ruled against Council by external bodies	0	#	0																																				
5	Overall staff satisfaction reported in a biannual survey	80	%	76																																				
Status Comments		There has been no Equal Employment Opportunity ('EEO') or Industrial matters requiring referral for external determination. Overall staff satisfaction as determined by the bi-annual staff satisfaction survey, remains at 76% as last assessed in July 2012.																																						
	S1.3.1.9 Finance - Human Resource Service		0%	DTCS																																				
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Code	KPI	Target	Units	Achieved	Notes																																			
1	Employment establishment costs as a percentage of recurrent income	50	%	0																																				
Status Comments		Calculations required for this measure can only be performed annually following the completion of the Annual Financial Reports.																																						
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.		31%																																					
	P1.5.2.1 Rural Land Strategy	Jul-13	25%	CPR																																				
Status Comments		Stage 1 and 2, land suitability and issues analysis are being finalised and internally reviewed.																																						
	P1.5.2.2 Aboriginal Cultural Heritage Management Plan	Jul-13	75%	CPR																																				
Status Comments		Key stages of the project comprising predictive mapping and thematic history is now complete. The consultant is now preparing the management plan, which is critical to the implementation and management of the cultural heritage data base.																																						
S1.5.2.1	Development Planning and Assessment		25%	MDA																																				






Code	Name	Start Date	Performance	Responsible Officer																								
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Code	KPI	Target	Units	Achieved	Notes																							
1	Average time to determine a development application	68	Days	70																								
2	Delivery of section 149 certificates in 5 days	100	%	100																								
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Status Comments		Development Planning and Assessment service has achieved all targets.																										
S1.5.2.2	Planning Reforms		0%	CPR																								
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1	Achievement of annual delivery of Works Program targets for Tweed LEP	100	%	0																								
Status Comments		Work program projects are increasing consistent with signs of a broader economic recovery with development activity and expenditure steadily rising. The work program is being delivered and in some instances may suffer manageable delays as a larger volume of projects are taken up.																										
2	Supporting Community Life		10%																									
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.		6%																									
	P2.1.1.1 Implement whole of Council Youth Strategy and Action Plan	Jul-13	0%	CSC																								
Status Comments		The Draft Tweed Youth Strategy and Action Plan will be reported to Council in November 2013 for adoption. The Community Development Officer - Youth has started preliminary work to implement actions contained in the strategy.																										
	P2.1.1.2 A Reconciliation Action Plan	Jul-13	0%	MCCS																								
Status Comments		No activity this quarter; project will initiate on commencement of Community Development Officer - Aboriginal (Cadet) scheduled for 28 October 2013.																										
	P2.1.1.4 A Healthy Ageing Strategy	Jul-13	0%	CSC																								
Status Comments		Tenders for the Healthy Ageing Strategy were advertised on 29 June 2013 and the tender closed on 17 July 2013. Ross Planning was engaged to develop the Healthy Ageing Strategy and Action Plan. Internal consultations have commenced and it is anticipated the draft document will be presented to a Councillor workshop in February 2013.																										

Code	Name	Start Date	Performance	Responsible Officer																																										
<input checked="" type="radio"/> P2.1.1.6	An Access and Inclusion Plan	Jul-13	1%	CSC																																										
Status Comments The final draft of the Access and Inclusion Plan has been completed for formatting and submission to Council in December 2013.																																														
<input type="radio"/> P2.1.1.7	Implementation of the Access and Inclusion Plan	Jul-13	0%	MCCS																																										
There was no activity this period.																																														
S2.1.1.1	Community Services - Community Options		22%	MCCS																																										
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1	Community Options client numbers	220	Clients	143																																										
2	Number of days from initial contact to response and intake screen	3	Days	4																																										
Status Comments Client numbers are higher than the annual target at the first quarter, having already achieved 65% against the annual target. The number of days for initial contact response and intake screen is slightly over target.																																														
S2.1.1.2	Community Development - Community Action Plans		0%	MCCS																																										
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S2.1.1.3	Community Services - Libraries		25%	MCCS																																										
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Code	KPI	Target	Units	Achieved	Notes																																									
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6	Personal computer and wireless hours of use	0	#	10,986																																										
Status Comments As per recent previous reports, membership has decreased as the membership database is purged of inactive members. Library visits have increased by 12.04% over the reporting period. WiFi use has increased by almost 550%.																																														

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2.1.3	Provide opportunities for residents to enjoy access to the arts, festivals, sporting activities, recreation, community and cultural facilities.		6%																																					
S2.1.3.1	Cultural Services - Regional Art Gallery		10%	MCCS																																				
	<table border="1"> <thead> <tr> <th>Code</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 Education & Audience Development programs delivered by the Tweed River Art Gallery</td> <td>8</td> <td>#</td> <td>5</td> <td></td> </tr> <tr> <td>2</td> <td>Number of participants attending Tweed River Art Gallery public programs and events</td> <td>1,200</td> <td>#</td> <td>295</td> <td></td> </tr> <tr> <td>3</td> <td>Number of public programs delivered by the Tweed River Art Gallery</td> <td>12</td> <td>#</td> <td>4</td> <td></td> </tr> <tr> <td>4</td> <td>Number of visitors attending Tweed River Art Gallery exhibitions</td> <td>50,000</td> <td>#</td> <td>18,575</td> <td></td> </tr> <tr> <td>5</td> <td>Number of exhibitions hosted and initiated by the Tweed River Art Gallery</td> <td>15</td> <td>#</td> <td>6</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Number of Education & Audience Development programs delivered by the Tweed River Art Gallery	8	#	5		2	Number of participants attending Tweed River Art Gallery public programs and events	1,200	#	295		3	Number of public programs delivered by the Tweed River Art Gallery	12	#	4		4	Number of visitors attending Tweed River Art Gallery exhibitions	50,000	#	18,575		5	Number of exhibitions hosted and initiated by the Tweed River Art Gallery	15	#	6				
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5	Number of exhibitions hosted and initiated by the Tweed River Art Gallery	15	#	6																																				
Status Comments	<p>Visitor attendance figures remained strong during the building construction period, despite reduced car parking, coach services and bus transport to the Gallery. The Ben Quilty: After Afghanistan exhibition touring from the Australian War Memorial in Canberra attracted many visitors from a wide demographic.</p> <p>A further 173 people, in addition to the 295 attending Gallery initiated public programs, participated in two fee paying events hosted by the Friends of the Gallery Inc.</p> <p>A total of 410 visitors enjoyed the daily Guided Tours offered by the Volunteer Gallery Guides.</p> <p>210 visitors enjoyed the opening event of the Gallery's flagship exhibition, the Olive Cotton Award for photographic portraiture.</p>																																							
S2.1.3.2	Cultural Services - Regional Museum		1%	MCCS																																				
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Code	KPI	Target	Units	Achieved	Notes																																			
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4	Number of visitors	4,000	#	0																																				
5	Number of events and other activities conducted	5	#	0																																				
Status Comments	<p>2. Planned displays not yet implemented.</p> <p>3. Planned displays not yet implemented. Contract for Museum Exhibition Design Services for redevelopment of displays at Murwillumbah will in place by end October 2013.</p> <p>4. Visitor numbers for visitors to Tweed Heads and Uki during the six months 1 July to 31 December 2013 to be supplied in next report.</p>																																							

Code	Name	Start Date	Performance	Responsible Officer												
Murwillumbah remains closed due to redevelopment. 5. No events in the first quarter of 2013/14.																
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.		3%													
<input type="radio"/> P2.1.4.1	Review DISPLAN	Jul-13	0%	MBEH												
There was no activity this period.																
S2.1.4.1	Emergency Services		6%	MBEH												
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Code	KPI	Target	Units	Achieved	Notes											
1	Complete Internal KPIs	100	%	25												
Status Comments	Program currently operating within budget allocations with exception of Reconstruction of State Emergency Service ('SES') Murwillumbah. Executive Management Team Report forwarded for 9 October 2013.															
S2.1.4.2	Surf Patrol		3%	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>Compliance with Surf Life Saving service contract: percentage of contracted patrols undertaken</td> <td>100</td> <td>%</td> <td>10</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Compliance with Surf Life Saving service contract: percentage of contracted patrols undertaken	100	%	10				
Code	KPI	Target	Units	Achieved	Notes											
1	Compliance with Surf Life Saving service contract: percentage of contracted patrols undertaken	100	%	10												
Status Comments	Contract for 2013/2014 season commenced.															
2.3.2	Provision of a secure, high quality and reliable drinking water supply service which meets health and environmental requirements and projected demand.		28%													
<input checked="" type="checkbox"/> CP2.3.2.1	Clarrie Hall Dam Spillway upgrade	Jul-13	45%	Mwater												
Status Comments	Spillway crest complete. Left hand training wall complete. Ground conditions around the right hand training wall foundation have required additional works and some redesign. Works are expected to be complete May 2014.															
<input checked="" type="checkbox"/> CP2.3.2.14	Water Pumping Stations 1 & 1A Kyogle Road	Jul-13	10%	Mwater												
Status Comments	Previous investigation works completed by consultant. Design review and scoping to be completed. Construction works expected to commence mid 2014.															
<input checked="" type="checkbox"/> CP2.3.2.15	Water Pumping Station 10 Eviron Road Nunderi		10%	Mwater												






Code	Name	Start Date	Performance	Responsible Officer
		Jul-13		
Status Comments	Review of operational requirements for new Variable Speed Drives being completed. Delivery scheduled in 2015.			
✔ CP2.3.2.26	Water Mains: Barnby Street - Byangum to William Street		40%	Mwater
Status Comments	Design complete and approvals received. Materials ordered. Works scheduled to be completed by early 2014.			
✔ CP2.3.2.29	Water Mains: Flow Meter - Boyds Bay Actuated Control Valve	Jul-13	10%	Mwater
Status Comments	Preliminary design works complete. Scheduled to complete mid 2014.			
✔ CP2.3.2.3	Reservoir: Banora Point Rehabilitation	Jul-13	20%	Mwater
Status Comments	Draft specifications complete. Field testing works to be complete by early 2014. Liaison with telecommunication lease holders has commenced. Additional geotechnical investigation works required. Construction expected to commence mid 2014.			
✔ CP2.3.2.30	Water Mains: Flow Meter - Hartigan Hill Reservoir outlet	Jul-13	10%	Mwater
Status Comments	Preliminary design work complete. Works scheduled to be complete mid 2014.			
✔ CP2.3.2.33	Water Mains: Flow Meter - WPS 12 Terranora / Bilambil Road	Jul-13	10%	Mwater
Status Comments	Preliminary design works complete. Works scheduled to be complete mid 2014.			
✔ CP2.3.2.35	Water Mains: Hillcrest Ave Reservoir site	Jul-13	20%	Mwater
Status Comments	Preliminary design works complete. Works scheduled mid 2014 will be dependent on operational crew availability at that time.			
✔ CP2.3.2.40	Water Mains: Stanley Street	Jul-13	40%	Mwater
Status Comments	Design works complete.			

Code	Name	Start Date	Performance	Responsible Officer																								
	Approvals received. Materials ordered. Construction expected to be complete by mid 2014.																											
 CP2.3.2.44	Water Mains: Minor Replacements	Jul-13	100%	Mwater																								
Status Comments	Identified water main projects complete. New program to commence in 2015 financial year.																											
S2.3.2.1	Water Supply Services		25%	Mwater																								
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2	Residential Water Consumption per person	180	L/p/d	187																								
3	Water Quality Complaints per 1000 assessments	3	#	1																								
Status Comments	Consumption per person calculated for the period October 2012 to September 2013. 45% of quality complaints were for dirty water caused by scheduled mains scouring maintenance program.																											
2.3.3	Provision of high quality and reliable wastewater service with meets health and environmental requirements and projected demand.		14%																									
 CP2.3.3.1	Gravity Sewer Rehabilitation Program	Jul-13	5%	Mwater																								
Status Comments	Over 3km of sewer mains have been selected for relining for 2013/14 year based on performance history, Closed Circuit Television ('CCTV') and criticality. Tender information is currently being prepared for the tender.																											
 CP2.3.3.12	SRM 5005 Creek Street	Jul-13	20%	Mwater																								
Status Comments	Design works complete. Part V approval has been submitted. Expect significant environmental controls will be required. Construction expected to commence mid 2014.																											
 CP2.3.3.15	Generator SPS 2018 Gollan Drive	Jul-13	0%	Mwater																								
Status Comments	Linked to CP2.3.3.29.																											
 CP2.3.3.16	Generator SPS 2033 Afex Park	Jul-13	0%	Mwater																								
Status Comments	Generator expected to be installed mid 2015.																											



Code	Name	Start Date	Performance	Responsible Officer
✓ CP2.3.3.17	Generator SPS 2052	Jul-13	0%	Mwater
Status Comments	Linked to CP2.3.3.32.			
✓ CP2.3.3.19	Generator SPS 5001 Towners Ave	Jul-13	0%	Mwater
Status Comments	Generator expected to be installed mid 2014.			
✓ CP2.3.3.25	SPS 1009 Buchanan Street	Jul-13	20%	Mwater
Status Comments	Electrical platform expected to be constructed by mid 2014.			
✓ CP2.3.3.26	SPS 1014 Tree Street	Jul-13	20%	Mwater
Status Comments	SPS Switchboard Platform design has commenced. Construction expected by mid 2014.			
✓ CP2.3.3.27	SPS 1017 Tweed Valley Way	Jul-13	20%	Mwater
Status Comments	SPS Switchboard design has commenced. Construction expected by mid 2014.			
✓ CP2.3.3.28	SPS 1022 River Oak Drive	Jul-13	40%	Mwater
Status Comments	Design investigations complete. Pumps and switchboard upgrade only. Pumps have been procured. Construction expected to commence early 2014.			
✓ CP2.3.3.29	SPS 2018 Gollan Drive Regional	Jul-13	10%	Mwater
Status Comments	Odour Treatment upgrade expected to be complete mid 2014. Pump upgrade and generator expected to be complete mid 2015.			
✓ CP2.3.3.3	SRM Diversion to SPS 2052	Jul-13	0%	Mwater
Status Comments	Linked to CP2.3.3.32.			
✓ CP2.3.3.31	SPS 2046 Cobaki Broadwater Village	Jul-13	0%	Mwater
Status Comments	Pump upgrade expected to be complete mid 2014.			





Code	Name	Start Date	Performance	Responsible Officer
✓ CP2.3.3.32	SPS 2052 Piggabeen Regional	Jul-13	10%	Mwater
Status Comments	Design works to commence following completion of updated Banora/Tweed Sewer Strategy. Construction expected to be completed in 2015 financial year.			
✓ CP2.3.3.37	SPS 3012 Amber Road	Jul-13	15%	Mwater
Status Comments	Scope has been revised following investigation works. SPS upgrade or relocation may be required. Project to be redefined and works not expected until 2016 financial year.			
✓ CP2.3.3.38	SPS 3018 Fraser Drive	Jul-13	0%	Mwater
Status Comments	Pump upgrade linked to Fraser Dr SRM 3018 works. Works expected to commence mid 2014.			
✓ CP2.3.3.4	Manhole Telemetry Sites Installations	Jul-13	0%	Mwater
Status Comments	Revision of MH telemetry sites program being completed. No works expected in 2014 financial year.			
✓ CP2.3.3.40	SPS 3021 Fraser Drive	Jul-13	0%	Mwater
Status Comments	Pump upgrade expected to be complete mid 2014.			
✓ CP2.3.3.41	SPS 3022 Fraser Drive (Smoke House)	Jul-13	0%	Mwater
Status Comments	Pump upgrade expected to be complete mid 2014.			
✓ CP2.3.3.43	SPS 4012 Homestead Caravan Park	Jul-13	0%	Mwater
Status Comments	Project requirements currently being reviewed.			
✓ CP2.3.3.45	SPS 4030 Point Break Circuit	Jul-13	100%	Mwater
Status Comments	Following design review it was determined that this project was no longer required.			
✓ CP2.3.3.46	SPS 5004 Tamarind Avenue	Jul-13	0%	Mwater
Status Comments	Pump upgrade to be complete by mid 2014.			

Code	Name	Start Date	Performance	Responsible Officer																														
✓ CP2.3.3.48	SPS Telemetry Upgrades	Jul-13	25%	Mwater																														
Status Comments	2014 financial year allows for 27 SPS sites to have telemetry upgraded.																																	
✓ CP2.3.3.50	Hastings Point WWTP - Sludge Lagoon 3	Jul-13	20%	Mwater																														
Status Comments	Preliminary design works complete. Construction expected to commence mid 2014.																																	
✓ CP2.3.3.6	SRM 1022 Riveroak Drive	Jul-13	20%	Mwater																														
Status Comments	Scope had been revised following design investigation. Upgrade of gravity sections only now required. Design works complete. Construction expected to commence mid 2014.																																	
✓ CP2.3.3.9	SRM 3018 Fraser Drive	Jul-13	20%	Mwater																														
Status Comments	Design works being completed. Part V approval has been submitted. Construction expected to commence mid 2014.																																	
S2.3.3.1	Wastewater Services		25%	Mwater																														
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1	Odour Complaints per 1000 assessments	1	#	0																														
2	Overflows per 1000 assessments	2	#	0																														
3	Effluent Quality Compliance (percentage of volume)	100	%	100																														
4	Recycled Water Use (percentage of volume)	10	%	10																														
Status Comments	All overflows included. Uki WWTP compliance failures for Suspended Solids and high pH (note, discharge to irrigated plantation). Effluent Quality Compliance calculated using volume weighted average.																																	
2.3.4	Provision of high quality, best practice, solid waste disposal with energy recovery, and improving resource recovery practices and infrastructure which meets health and environmental requirements and projected demand.		10%																															
✓ P2.3.4.1	Construction of Quirks Quarry Landfill West Valley Quarry Haul Road and associated infrastructure	Jul-13	3%	CWM																														

Code	Name	Start Date	Performance	Responsible Officer																														
Status Comments		Department of Planning Approval awarded (Part 3A), Project commenced.																																
 P2.3.4.2	Construction of inert landfill expansion at Stotts Creek Resource Recovery Centre	Jul-13	10%	CWM																														
Status Comments		We have commissioned the design of the new cell but not progressed this at the moment due to an issue with the extent of the proposed development. The current strategy relating to exporting waste may mean that this can be put off and undertaken as part of the road development to the new Quirks Quarry site.																																
S2.3.4.4	Waste Management Services		16%	CWM																														
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3	Total waste diverted from landfill per annum	40	%	26																														
4	Volume of landfill gas captured for renewable electricity generation per annum		m3	407,205																														
Status Comments		Household recycling is unlikely to improve without the introduction of a full compulsory kerbside organic waste service including household organics provided on a weekly basis, Recycling rate is double the annual target and needs to be adjusted, Waste diverted percentage is impacted by the current strategy of exporting waste for disposal. This target will not be achieved whilst the strategy to export is being used. Gas was low due to poor quality gas and a loss of one week of extraction due to a pipe break.																																
2.3.5	Ensure adequate stormwater drainage, flood management and evacuation systems are in place to protect people and property from flooding.		6%																															
 CP2.3.5.1	Stormwater drainage rehabilitation	Jul-13	34%	Mworks																														
Status Comments		Internal relining projects completed at Miles St, Tweed Heads. Windsor Crt, Pottsville project commenced during quarter.																																
 CP2.3.5.18	Stafford Street	Jul-13	0%	Mworks																														
Status Comments		Stafford Street Drainage. Design 95% complete. Scheduled for construction January 2014.																																
 CP2.3.5.2	Inlet Drive	Jul-13	0%	Mworks																														
Status Comments		Inlet Drive Drainage. Design in progress. Scheduled for construction June 2014.																																
 CP2.3.5.4	Brisbane Street		0%	Mworks																														


Code	Name	Start Date	Performance	Responsible Officer												
Jul-13																
Status Comments Brisbane Street Drainage and Road Works. Design complete and waiting for environmental approval. Scheduled for construction March 2014.																
✓ CP2.3.5.5	Hartigan Street	Jul-13	0%	Mworks												
Status Comments Hartigan Street Drainage. Waiting for design and environmental approval. Scheduled for construction March 2014 in conjunction with Brisbane Street.																
S2.3.5.1	Drainage		5%	Mworks												
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Code	KPI	Target	Units	Achieved	Notes											
1	Maintain Gross Pollutant Traps; cubic metres of waste removed per annum	13	m ³	3												
Status Comments Gross Pollutant Traps cleaned at Marine Parade, Seaview Street and Overall Drive.																
S2.3.5.2	Flooding		0%	PIE												
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Code	KPI	Target	Units	Achieved	Notes											
1	Implementation of Tweed Valley Floodplain Risk Management Plan	10	0%	0												
Status Comments Draft Tweed Valley Floodplain Risk Management Study and Plan currently being finalised by consultants, to be considered at October Floodplain Management Committee meeting.																
2.3.6	Provide conveniently placed and well equipped parks, sporting, recreational, cultural and community facilities.		3%													
✓ CP2.3.6.1	Budd Park toilet replacement	Jul-13	0%	MRS												
Status Comments Waiting on design from architect for lodging of a development application.																
✓ CP2.3.6.10	Cabarita Sports Club / Les Burger capital works	Jul-13	0%	MRS												
Status Comments Development application is progressing.																
✓ CP2.3.6.12	Knox Park playground and recreation area	Jul-13	0%	MRS												
Status Comments Knox park master plan on exhibition. Development application for youth facility and playground being prepared.																
✓ CP2.3.6.13	Passive recreation asset maintenance	Jul-13	0%	MRS												


Code	Name	Start Date	Performance	Responsible Officer
Status Comments	Asset management is on-going. Asset management system under constant development.			
 CP2.3.6.14	Mcllwraith Park upgrade	Jul-13	0%	MRS
Status Comments	Low priority at this point in time. Project 'parked' until other projects are finished (Knox Park upgrade, Faulks park upgrade, Tweed Heads Main Street).			
 CP2.3.6.15	Wilson Park facilities	Jul-13	0%	MRS
Status Comments	Awaiting as constructed levels for park. Consultation with local community on preferred option progressing.			
 CP2.3.6.16	Park furniture replacement	Jul-13	0%	MRS
Status Comments	Ongoing.			
 CP2.3.6.5	Active recreation asset maintenance program	Jul-13	0%	MRS
Status Comments	Asset management on-going. Asset management system under constant development.			
 CP2.3.6.6	Arkininstall Park Master Plan Implementation	Jul-13	0%	MRS
Status Comments	Netball building demolished and tender for construction of new building awarded. Tender for construction of new tennis building and courts closes October.			
 CP2.3.6.9	Barry Sheppard Sports Facility Capital Works	Jul-13	0%	MRS
Status Comments	Tweed Coast Tigers AFL have applied for funding through Communities Grant to contribute to works.			
 P2.3.6.1	Completion of Public Open Space Strategy	Jul-13	0%	MRS
Status Comments	Ongoing and scheduled to take up to two years to complete. Park user survey undertaken and Sportsfield Strategy consultancy awarded.			
 P2.3.6.2	Completion of Arkininstall Park stage 2 feasibility study and concept plan	Jul-13	0%	MRS
Status Comments	Initial stages of project completed. Return brief for architect being finalised based on findings.			
 P2.3.6.3	Knox Park Masterplan	Jul-13	0%	MRS
Status Comments	Masterplan considered at Council September meeting and currently on exhibition.			

Code	Name	Start Date	Performance	Responsible Officer																		
Status Comments		System to capture data on numbers of complaints being developed.																				
S2.3.6.4	Swimming Centres		13%	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 recovery percentage of expenditure funding by income</td> <td>50</td> <td>%</td> <td>50</td> <td></td> </tr> <tr> <td>2</td> <td>Swimming Centre attendance</td> <td>0</td> <td>#</td> <td>41,488</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Cost recovery percentage of expenditure funding by income	50	%	50		2	Swimming Centre attendance	0	#	41,488				
Code	KPI	Target	Units	Achieved	Notes																	
1	Cost recovery percentage of expenditure funding by income	50	%	50																		
2	Swimming Centre attendance	0	#	41,488																		
Status Comments		Pools and programs running to expectations.																				
S2.3.6.5	Community Services - Community Buildings		13%	MCCS																		
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Community buildings and halls renewal program</td> <td>2</td> <td>#</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Community buildings and halls renewal program	2	#	1										
Code	KPI	Target	Units	Achieved	Notes																	
1	Community buildings and halls renewal program	2	#	1																		
Status Comments		The major renewal projects commenced this quarter are in relation to Crabbes Creek Hall. Crabbes Creek Hall Management Committee applied for Community Building Partnership Funding to provide equal access for older people and people with disabilities, upgrade the waste management system to current regulations and to remove asbestos from the kitchen. The application committed complementary funding from the community building and halls renewal fund over the next two financial years to construct new toilets on the site.																				
2.4.3	Ensure local streets, footpaths and cycleways are provided, interconnected and maintained.		12%																			
	CP2.4.3.1 Sealed road resurfacing		23%	Mworks																		
Status Comments		12.8km of sprayed surface reseals completed in program.																				
	CP2.4.3.12 Beryl Street Tweed Heads		80%	Mworks																		
Status Comments		Works in progress. Anticipated for completion in October 2013.																				
	CP2.4.3.13 Frances Street Tweed Heads		70%	Mworks																		
Status Comments		Works in progress. Anticipated for completion in October 2013.																				
	CP2.4.3.2 Unallocated rehabilitation		40%	Mworks																		
Status Comments		638m2 of asphalt profiling patches done to urban streets. 879m2 of pavement heavy patches done to rural roads. Rehabilitation of section of Round Mountain Rd commenced.																				


Code	Name	Start Date	Performance	Responsible Officer
✓ CP2.4.3.20	Bay Street Tweed Heads	Jul-13	0%	Mworks
Status Comments	Bay Street. Design in progress. Works scheduled for February 2014.			
✓ CP2.4.3.23	Gravel resheeting	Jul-13	16%	Mworks
Status Comments	Upgrade and seal of Wilman Rd completed under Residents Bitumen Contribution scheme.			
✓ CP2.4.3.25	Local roads resurfacing	Jul-13	39%	Mworks
Status Comments	Completion of 2012/2013 Asphalt Resurfacing program using carry over funds. Commencement of 2013/2014 Bitumen spray reseals.			
✓ CP2.4.3.26	Sullivan Street	Jul-13	0%	Mworks
Status Comments	Sullivan Street. Design in progress. Construction scheduled for March 2014.			
✓ CP2.4.3.27	Tweed Terrace	Jul-13	0%	Mworks
Status Comments	Tweed Terrace. Design in progress. Construction scheduled for November 2013.			
✓ CP2.4.3.28	Viking Street	Jul-13	0%	Mworks
Status Comments	Viking Street. Design in progress. Construction scheduled for May 2014.			
✓ CP2.4.3.29	Wommin Lake Crescent	Jul-13	0%	Mworks
Status Comments	Wommin Lake Crescent. Concept design being developed. Construction scheduled for June 2014.			
✓ CP2.4.3.30	Banksia Avenue	Jul-13	0%	Mworks
Status Comments	Banksia Ave. Design complete. Environmental approval received. Scheduled for construction May 2014.			
✓ CP2.4.3.31	Cunningham Street	Jul-13	0%	Mworks
Status Comments	Cunningham Street. Design 95% complete. Scheduled for construction February 2014.			
✓ CP2.4.3.32	Collier Street	Jul-13	0%	Mworks

Code	Name	Start Date	Performance	Responsible Officer												
Status Comments	Collier Street. Design released for community consultation. Construction scheduled for April 2014.															
✔ CP2.4.3.33	Hill Street	Jul-13	0%	Mworks												
Status Comments	Hill Street. Design in progress. Construction scheduled for November 2013.															
✘ CP2.4.3.52	Numinbah Road repair program	Jul-13	0%	Mworks												
Status Comments	Numinbah Road. Waiting on development of concept design. Construction scheduled for February 2014 if design completed.															
✘ CP2.4.3.53	Bridges: Anthony Bridge	Jul-13	0%	Mworks												
Status Comments	Anthony's Bridge. Concept design complete. Waiting on tender for structural design. Construction scheduled for May 2014 if design complete. Partial funding only provided, balance of funding proposed in 2015.															
✔ CP2.4.3.56	Cycleways and Pedestrian Facilities	Jul-13	10%	PIE												
Status Comments	2013-2104 Footpath Tender Awarded to Craig Forbes Concreting, with first job in Mooball Street underway.															
✔ CP2.4.3.6	Terrace Street	Jul-13	0%	Mworks												
Status Comments	Terrace Street. Design in progress. Construction scheduled for June 2014.															
✔ CP2.4.3.7	Brisbane Street	Jul-13	0%	Mworks												
Status Comments	Brisbane Street Drainage & Road Works. Design complete, waiting for environmental approval. Scheduled for construction March 2014.															
✔ CP2.4.3.8	Terranora Road	Jul-13	0%	Mworks												
Status Comments	Terranora Road. Design 95% complete. Environmental approval received. Scheduled for construction October 2013.															
S2.4.3.2	Transport Services Cycleways		0%	PIE												
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Length of constructed cycle way per 1000 population</td> <td>1</td> <td>1Km</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Length of constructed cycle way per 1000 population	1	1Km	0				
Code	KPI	Target	Units	Achieved	Notes											
1	Length of constructed cycle way per 1000 population	1	1Km	0												
Status Comments	Kennedy Drive cycleway nearing completion, providing an important link from Wharf Street, through Ray Pascoe Park, through Crystal Water Drive to the Kennedy Drive shopping centre.															

Code	Name	Start Date	Performance	Responsible Officer																								
3	Strengthening the Economy		23%																									
3.1.4	Market the Tweed as a destination for business and tourism.		22%																									
S3.1.4.1	Business Property and Economic Management		25%	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>Manage and facilitate activities contracted to Destination Tweed; number of reports received</td> <td>14</td> <td>#</td> <td>14</td> <td></td> </tr> <tr> <td>2</td> <td>Assist employment generating business to establish or expand in the Tweed; number of times assistance provided to businesses</td> <td>5</td> <td>#</td> <td>5</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Manage and facilitate activities contracted to Destination Tweed; number of reports received	14	#	14		2	Assist employment generating business to establish or expand in the Tweed; number of times assistance provided to businesses	5	#	5										
Code	KPI	Target	Units	Achieved	Notes																							
1	Manage and facilitate activities contracted to Destination Tweed; number of reports received	14	#	14																								
2	Assist employment generating business to establish or expand in the Tweed; number of times assistance provided to businesses	5	#	5																								
Status Comments	Assisted Stone and Wood Brewery to develop in Murwillumbah through the Business Investment Policy, Assisted Kingscliff Mini School to expand at Kingscliff through the Business Investment Policy, Received six other queries from business in relation to expanding or developing in the Tweed. Destination Tweed undertaken to provide services as per their contract. Destination Tweed have provided quarterly report to Council in line with their contract.																											
 S3.1.4.2	Festivals and Events		19%	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>Total number of events supported by Council's Festivals and Events Funding</td> <td>0</td> <td>#</td> <td>17</td> <td></td> </tr> <tr> <td>2</td> <td>Event workshops held</td> <td>4</td> <td>#</td> <td>1</td> <td></td> </tr> <tr> <td>3</td> <td>Total filming permits provided</td> <td>0</td> <td>#</td> <td>8</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Total number of events supported by Council's Festivals and Events Funding	0	#	17		2	Event workshops held	4	#	1		3	Total filming permits provided	0	#	8				
Code	KPI	Target	Units	Achieved	Notes																							
1	Total number of events supported by Council's Festivals and Events Funding	0	#	17																								
2	Event workshops held	4	#	1																								
3	Total filming permits provided	0	#	8																								
Status Comments	Festivals and Events Funding 2013-2014 determined by Council and distributed to event organisers. Event workshop held during Local Government Week. Along with major TV drama "CAMP" filmed at Cram's Farm, other documentaries, short films and TV commercials were filmed around the Shire. Assisted in researching/organising the Councillor sanctioned Tweed Community Summit.																											
3.4.3	Manage Council business enterprises to provide economic stimulus and maximise returns to the community.		25%																									
S3.4.3.1	Holiday Parks		25%	BEDU																								
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Code	KPI	Target	Units	Achieved	Notes																							
1	The efficient and effective long term management of Tweed Coast Holiday parks; number of complaints received	1	%	0																								

Code	Name	Start Date	Performance	Responsible Officer												
Status Comments		All parks operating efficiently with Tweed Coast Holiday Parks ('TCHP') generating yearly dividend for the management of the Tweed Coast single coastal reserve. TCHP operating report for July - September quarter to be reported to the Trust in November due to accounting lag time.														
S3.4.3.2	Airfields		25%	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>The efficient and effective ongoing management of the Murwillumbah Airfield, number of complaints received</td> <td>0</td> <td>#</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	The efficient and effective ongoing management of the Murwillumbah Airfield, number of complaints received	0	#	0				
Code	KPI	Target	Units	Achieved	Notes											
1	The efficient and effective ongoing management of the Murwillumbah Airfield, number of complaints received	0	#	0												
Status Comments		Murwillumbah Airfield re-surfacing project due to commence in October. Redevelopment Expression of Interest ('EOI') completed and negotiations with successful parties is due to commence in October 2013.														
4	Caring for the Environment		20%													
4.1.2	Protect, regulate and maintain natural assets (the coastline, coastal and inland waterways, biodiversity, bushland and scenic landscaped) for current and future generations.		3%													
 P4.1.2.1	Tweed Shire Council Sustainability Strategy		5%	C&NR												
		Jul-13														
Status Comments		Project initiation document approved. Workshop conducted with Councillors.														
S4.1.2.1	Environmental Sustainability		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>Total gigajoules of electricity consumption by Tweed Shire council facilities and street lighting</td> <td>71,000</td> <td>Gj</td> <td>0</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Total gigajoules of electricity consumption by Tweed Shire council facilities and street lighting	71,000	Gj	0				
Code	KPI	Target	Units	Achieved	Notes											
1	Total gigajoules of electricity consumption by Tweed Shire council facilities and street lighting	71,000	Gj	0												
Status Comments		Data for the 1 July to 30 September quarter will not be available until 15 October and will be reported in the next quarter. It should be noted that total gigajoules of electricity consumed by Tweed Shire Council facilities was 74,742 GJ last financial year (1 July 2012 - 30 June 2013). This figure does not include street lighting usage which is expected to be approximately 10 - 11,000 GJ for the year. The reporter is not aware of any significant energy efficiency initiatives undertaken in the July to September quarter.														
4.1.3	Manage and regulate the natural and built environments.		21%													
S4.1.3.1	Building Control		25%	MBEH												

Code	Name	Start 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 Certificates determined</td> <td>0</td> <td>#</td> <td>15</td> <td></td> </tr> <tr> <td>2</td> <td>Construction Certificates determined</td> <td>0</td> <td>#</td> <td>98</td> <td></td> </tr> <tr> <td>3</td> <td>Average processing time to issue a Construction Certificate</td> <td>15</td> <td>Days</td> <td>4</td> <td></td> </tr> <tr> <td>4</td> <td>Complying Development determined</td> <td>0</td> <td>#</td> <td>25</td> <td></td> </tr> <tr> <td>5</td> <td>Average processing time to issue a Complying Development approval</td> <td>10</td> <td>Days</td> <td>5</td> <td></td> </tr> <tr> <td>6</td> <td>Number of Development Applications received in the period</td> <td>0</td> <td>#</td> <td>154</td> <td></td> </tr> <tr> <td>7</td> <td>Development Applications determined in the period</td> <td>0</td> <td>#</td> <td>142</td> <td></td> </tr> <tr> <td>8</td> <td>Average processing time to determine a Building Development Application</td> <td>40</td> <td>Days</td> <td>38</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Building Certificates determined	0	#	15		2	Construction Certificates determined	0	#	98		3	Average processing time to issue a Construction Certificate	15	Days	4		4	Complying Development determined	0	#	25		5	Average processing time to issue a Complying Development approval	10	Days	5		6	Number of Development Applications received in the period	0	#	154		7	Development Applications determined in the period	0	#	142		8	Average processing time to determine a Building Development Application	40	Days	38				
Code	KPI	Target	Units	Achieved	Notes																																																					
1	Building Certificates determined	0	#	15																																																						
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5	Average processing time to issue a Complying Development approval	10	Days	5																																																						
6	Number of Development Applications received in the period	0	#	154																																																						
7	Development Applications determined in the period	0	#	142																																																						
8	Average processing time to determine a Building Development Application	40	Days	38																																																						
Status Comments		Due to a significant staff shortage development assessment processing times are greater than they would otherwise be. Construction certificate processing times are significantly improved partly due to more accurate recording method.																																																								
S4.1.3.2	Environmental Health		17%	MBEH																																																						
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Code	KPI	Target	Units	Achieved	Notes																																																					
1	Inspections of food outlets	200	#	0																																																						
2	On-site sewage management systems failures as a % of total systems inspected	0	%	12																																																						
3	Number of on-site sewage management systems inspected	100	#	213																																																						
Status Comments		126 - Section 68 OSSM Approval to operate, (110 required maintenance such as desludging or repair, 24 of these were rated medium risk and 2 rated high risk). 19 - Section 68 SEP Approval to Install / SEP upgrade assessment inspections prior to consent (7 New, 9 Upgrade, 0 Pump Station, 3 minor plumbing). 21 - SEP install final inspections (following installation and prior to issue of Approval to operate). 11 - Pre-purchase Inspections (11 OSM systems required maintenance or repair and 5 of these required major repair or upgrade). 36 - Follow-up inspections for repairs / complaints / investigations.																																																								
S4.1.3.3	Natural Resource Management		25%	C&NR																																																						
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Total value of external grants under administration across all Natural Resource Management programs</td> <td>250,000</td> <td>\$</td> <td>266,100</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Total value of external grants under administration across all Natural Resource Management programs	250,000	\$	266,100																																														
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1	Total value of external grants under administration across all Natural Resource Management programs	250,000	\$	266,100																																																						

Code	Name	Start Date	Performance	Responsible Officer	
Status Comments		Several large habitat enhancement grants currently in progress. New grants received include Priority Action Statement for threatened species habitat enhancement in Burringbar, Upper Rous River Vegetation Enhancement, Chinderah Pontoon and Tweed Coastal Floodplain Acid Sulfate Soil project.			
S4.1.3.4	Regulatory Services		17%	DPR	
Code	KPI	Target	Units	Achieved	Notes
1	Maintain the re-homing rate of cats and dogs that are suitable for sale	90	%	0	
2	Maintain response times to dog attacks on people	24	Hours	24	
3	Provision of low-cost microchipping days for the community	1	Days	1	
Status Comments		1. Data is currently unavailable due to the ongoing upgrade to CI software for animal tracking & reporting. 2. Achieved for attacks which were reported without delay i.e. where the attack is or has just occurred. Attacks which are reported days after the incident may not be investigated within the 24hr response time. 3. Achieved.			
4.2.1	Promote the protection of native vegetation and wildlife habitat of high conservation value, social or cultural significance in Tweed Shire.		42%		
 P4.2.1.1	Comprehensive Koala Plan of Management		80%	C&NR	
Status Comments		Progressing as quickly as possible given that the consultant is no longer working on it and other staff commitments.			
S4.2.1.1	Biodiversity Management		25%	C&NR	
Code	KPI	Target	Units	Achieved	Notes
1	Area of Council bushland actively managed	90	Ha	90	
2	Area of private land with improved biodiversity values	7	Ha	65	
Status Comments		Various projects underway including Upper Rous Habitat Restoration, Biodiversity Health Grants and Priority Action Statement projects follow up work.			
S4.2.1.2	Pest Management		22%	C&NR	

Code	Name	Start Date	Performance	Responsible Officer																								
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Code	KPI	Target	Units	Achieved	Notes																							
1	Area treated for biting insects	165	Ha	15																								
2	Area of Council bushland actively managed for vertebrate pest species	350	Ha	530																								
3	Number of private landholders assisted with pest management issues	250	#	112																								
Status Comments The area that has been treated in this quarter is consistent with annual works scheduled during the drier, colder months. Treatment activities will increase in the active season for biting insects.																												
4.3.1	Manage water resources sustainable and minimise impact on the environment by achieving more integration of water supply, wastewater and stormwater services.		5%																									
S4.3.1.1	Waterways Management		5%	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>Kilometres of waterway improved through rehabilitation works</td> <td>5</td> <td>Km</td> <td>1</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Kilometres of waterway improved through rehabilitation works	5	Km	1																
Code	KPI	Target	Units	Achieved	Notes																							
1	Kilometres of waterway improved through rehabilitation works	5	Km	1																								
Status Comments River Health Grants being implemented at two sites near Tyalgum. Two major projects for planned at Euengella.																												
4.4.1	Recognise and accommodate natural processes and climate change.		25%																									
S4.4.1.1	Coastal Management		25%	C&NR																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area of public coastal dune actively managed</td> <td>100</td> <td>Ha</td> <td>145</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area of public coastal dune actively managed	100	Ha	145																
Code	KPI	Target	Units	Achieved	Notes																							
1	Area of public coastal dune actively managed	100	Ha	145																								
Status Comments Tweed DuneCare groups, in partnership with Council, actively manages 75 hectares of coastal dune. Council manages a further 70 hectares within budget constraints.																												
4.5.1	Promote and encourage sustainable and innovative agricultural practices.		25%																									
S4.5.1.1	Sustainable Agriculture		25%	C&NR																								
	<table border="1"> <thead> <tr> <th>Code</th> <th>KPI</th> <th>Target</th> <th>Units</th> <th>Achieved</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Area of agriculture land under improved sustainable management practices</td> <td>100</td> <td>Ha</td> <td>105</td> <td></td> </tr> </tbody> </table>	Code	KPI	Target	Units	Achieved	Notes	1	Area of agriculture land under improved sustainable management practices	100	Ha	105																
Code	KPI	Target	Units	Achieved	Notes																							
1	Area of agriculture land under improved sustainable management practices	100	Ha	105																								
Status Comments Second application of compost applied to 35 farms across the Tweed Valley under the Increasing Soil Carbon Project.																												