



**COFFS HARBOUR CITY COUNCIL**  
**ORDINARY MEETING**  
**(PLANNING, ENVIRONMENT & DEVELOPMENT COMMITTEE)**  
**COUNCIL CHAMBERS**  
**COUNCIL ADMINISTRATION BUILDING**  
**COFF AND CASTLE STREETS, COFFS HARBOUR**  
**19 MAY 2005**

**Contents**

<b>ITEM</b>	<b>DESCRIPTION</b>	<b>PAGE</b>
	<b>PLANNING, ENVIRONMENT &amp; DEVELOPMENT DEPARTMENT REPORTS</b>	<b>1</b>
PED14	EXPRESSION OF INTEREST - HARBOURSIDE PROJECT	1
PED15	STRATEGIC PLANNING PROGRAM	3
	<b>CORPORATE SERVICES DEPARTMENT REPORTS</b>	<b>11</b>
F33	APPROVAL FOR LOAN BORROWING FOR 2004/ 2005	11
F34	QUARTERLY PERFORMANCE REPORTING FOR THE QUARTER ENDED 31ST MARCH 2005	14



**COFFS HARBOUR CITY COUNCIL**

**ORDINARY MEETING**

**(PLANNING, ENVIRONMENT & DEVELOPMENT COMMITTEE)**

**19 MAY 2005**

Mayor and Councillors

**PLANNING, ENVIRONMENT & DEVELOPMENT DEPARTMENT REPORTS**

---

**PED14 EXPRESSION OF INTEREST - HARBOURSIDE PROJECT**

---

**Purpose:**

To seek Council's endorsement to waive the local preference criteria for the engagement of the consultant to prepare the Harbourside Masterplan and Development Control Plans.

**Description of Item:**

An Expression of Interest (EOI) has been called, and subsequently closed on 13 May 2005, for the provision of planning services to develop the Masterplan and Development Control Plans for the Harbourside Project. No assessment criteria was set in the brief that was available to those who expressed an interest in the project. Therefore, Council has the ability to remove the local preference weighting prior to selecting the preferred consultant.

This is a project of citywide and regional significance which requires potential consultants to demonstrate a high degree of innovation, creativity and past experience in harbour developments. In addition, the successful firm must have expertise in urban design and planning to an extremely high degree reflecting a broad understanding of the significance of the project. The project is of critical importance to the future of the City in terms of economic and social impacts, tourism and liveability. On this basis, prospective consultants needed to be encouraged from as wide a field as possible and should now be assessed on a level playing field to determine the best value for money offer.

Over 50 copies of the brief were issued during the period. It is considered that local firms are mature enough to compete on a level playing field and any advantage they may have in local knowledge (if any at all) can be accounted for in the other assessment criteria.

**cont'd**

## **PED14 - Expression of Interest - Harbourside Project (cont'd)**

Following the appointment of the successful consultant by Council, Council's Project Management Team will work with the consultant to commence the Masterplan process.

### **Sustainability Assessment:**

- **Environment**

Council's aim for the Harbourside project is to provide a masterplan that will guide development activity to ensure a sustainable harbourside precinct with positive impacts on the environment. The selection of a well-experienced and appropriately qualified firm is integral to achieving these objectives.

- **Social**

The Masterplan will incorporate provision for increased pedestrian amenity and safety, improved traffic and pedestrian connections and enhancement of open spaces.

Selection of the preferred consultant will take into account these objectives and such selection will not be adversely affected by deleting the local preference.

- **Economic**

The implications are that no preference will be given to a local firm on the basis of their address. It is considered that this will not adversely affect the opportunity for a local firm to compete in the EOI process as local firms are mature enough to compete on a level playing field.

### **Consultation:**

The proposal to delete the local preference has been considered and endorsed by the Project Management Team.

### **Related Policy and / or Precedents:**

Council has a policy that gives preference to local tenderers. It is considered that the policy should be waived in this instance.

### **Recommendation:**

**That no local preference be given for the Expression of Interest received for the provision of consultancy services to develop the Masterplan and Development Control Plans for the Harbourside Project.**

---

## **PED15 STRATEGIC PLANNING PROGRAM**

---

### **Purpose:**

The purpose of this report is to advise Council of the impact on the Strategic Planning Program resulting from the on-going vacancies in the Strategic Planning Section of the Planning Environment and Development department.

The report recommends the adoption of a revised Strategic Planning Program incorporating a range of strategies to ensure that all projects within the Program are completed. These strategies include employment of consultants to progress some major projects, the combination of some projects and a change in the priority of some projects.

### **Description of Item:**

Council currently has two Senior Strategic Planning positions that remain vacant and have done so since January 2005. These positions have been advertised twice, with a disappointing response. A third advertising period closed on 9 May 2005. Applications received in response to the third round are now being reviewed and it is hoped that this process will result in a positive outcome.

The inability to replace these two senior positions has resulted in an inability to achieve all of the timeframes outlined in the adopted Strategic Planning Program 2004-2005. A further consequence has been substantially increased workloads amongst existing staff. However, remaining staff including the newly appointed Manager of the branch, have responded positively to the challenge created by the vacancies and have taken on additional tasks and responsibilities. There has been a conscious effort to minimise any adverse impact on the service provided to the community and thus the public's perception of Council.

### **Sustainability Assessment:**

- **Social**

Non-achievement of projects within the Strategic Planning Program may have an adverse impact on other Council departments, the development industry and the community. Council has an obligation to carry out strategic planning in order to facilitate the economic, environmental and social development of the Coffs Harbour City Local Government Area.

On-going staff vacancies have impacted upon the completion of some projects within the Strategic Planning Program. Should this situation continue indefinitely, the result may be the less timely release of land within the City. The development industry and community may then be adversely affected and are likely to make strong representations to Council regarding this situation.

- **Economic**

#### **Management Plan Implications**

The budgetary implications are that the funding for some projects may need to be revoted on the basis that the project has been unable to commence.

**cont'd**

## **PED - Strategic Planning Program (cont'd)**

The impact on Council's Management Plan is that some listed projects may not be completed within the time period specified, therefore performance objectives may not be achieved. Revising the Strategic Planning Program as outlined in this report will enable priority projects to be undertaken.

### **Consultation:**

Memos and reports have been provided to the General Manager and Directors outlining the impact of the vacancies.

### **Related Policy and / or Precedents:**

- **Strategy Development**

Coffs Harbour City Council has a legal obligation to the State Government to prepare appropriate Strategies relating to urban and rural residential land release.

Council cannot rezone major residential and rural residential release areas without completion of these strategies, i.e. the State Government will not support major land rezonings unless they comply with agreed strategies.

- **Environmental Studies**

These studies form part of the research necessary to undertake other Planning Strategies.

Without the studies the strategies cannot progress and therefore Council cannot rezone major release areas.

### **Issues:**

#### **Adopted Program**

Below is a copy of an updated version of the 2004-2005 Strategic Planning Program, which indicates the completed projects and timeframes as adopted in August 2004 for the remaining projects.

**cont'd**

PED15 - Strategic Planning Program

Strategic Planning Program 2004-2005

PROJECTS	2004			2005												2006		
	J	A	S	O	N	D	J	A	S	O	N	D	J	F	M	A	M	J
<b>Strategies</b>																		
Vegetation Strategy																		
Cultural Precinct																		
Vision Document																		
Gateway Strategy																		
Harbourside Masterplan																		
Settlement Strategy																		
City Centre DCP and Woolgoolga Business Centre Review																		
Rural Lands Subdivision Policy																		
<b>Studies</b>																		
Population Profile																		
Urban Capability Report																		
Urban Land Capacity Report																		
<b>Statutory Plans</b>																		
Moonee DCP/CP																		
Moonee LEP																		
West Coffs DCP/CP																		
West Woolgoolga DCP/CP																		
Park Beach DCP																		
LEP 2000 Review																		
Hearns Lake/Sandy Beach DCP/CP																		
Hospital Precinct LES/LEP																		
Waste Management Facility EIS																		
Red Rock/Corindi LEP/DCP/CP																		
South Coffs LEP/DCP/CP																		

PED15 - Strategic Planning Program

PROJECTS	2004			2005			2006										
	J	A	S	O	N	D	J	A	S	O	N	D	J	F	M	A	M
Macleays LEP																	
Information Sheets																	
Bushfire Hazard																	
Water Sensitive Urban Design																	
Adaptable Housing																	
Business Centres Revitalisation																	
Woolgoolga Stage 7																	
Sawtill Stage 2																	
Jetty Strip Stage 3																	

Completed

Hold

Consultant - Start July

Preparation

Exhibition

Finalisation

CP - Contributions Plan

DCP - Development Control Plan

LEP - Local Environmental Plan

LES - Local Environmental Study

cont'd

## **PED15 - Strategic Planning Program**

### **Outstanding Projects**

Based on Council's adopted program and taking into account the consequences of staff vacancies, the following projects remain outstanding:

- **Strategy Development Component**

- Rural Lands (due to commence May 2005);
- Woolgoolga Business Lands Review (due to commence January 2005);
- Vision Document (currently being reviewed);
- Gateway Strategy (assessment of submissions from public exhibition);
- Vegetation Strategy (currently on hold awaiting review).

- **Studies Component**

- Urban Land Capacity Report (delayed commencement but now in preparation).

- **Statutory Plans Component**

- Hearn's Lake/Sandy Beach DCP (submissions received from public exhibition are being assessed);
- Coffs Harbour Health Campus - Hospital (LEP Amendment 26 – now commenced)
- Red Rock/Corindi LEP, DCP and Contribution Plan (LEP Amendment - not commenced, however vegetation mapping has been completed, a pre-requisite to the LEP);
- City Centre DCP Review (scheduled to commence February 2005 – not commenced);
- South Coffs LEP, DCP and Contribution Plan (scheduled to commence May 2005 – not commenced);
- Park Beach DCP Review and Workshop (requested by Council).

- **Information Sheets Component**

- Adaptable Housing;
- Water Sensitive Urban Design.

- Representation on Council Committees (both those conducted by other branches and those coordinated by the Strategic Planning Branch), have and will continue to require some re-allocation and streamlining. These committees include:

- Access Committee;
- Estuaries Coastal Management Committee;
- Floodplain Management Committee;
- Yandaarra Aboriginal Consultative Committee.
- Rural Lands Committee;
- Vegetation Committee;
- Heritage Executive Committee.

**cont'd**



## PED15 - Strategic Planning Program

### Revised Strategic Planning Program

In order to proceed with the projects currently outstanding, the following resourcing is proposed. It is intended this will form the basis of a revised Strategic Planning Program, noting that some projects will stretch into the 2005-2006 Management Plan period. It is noted that completed projects are not included in the following table:

PROJECTS	PROPOSED RESOURCING
<b>Strategies</b>	
Vegetation Strategy	Casual Employee and Staff – review commenced
Cultural Precinct Vision Document	Staff Staff – can now be finalised to incorporate Council's Strategic Directions and Corindi/Red Rock
Gateway Strategy	Consultant and Staff – submissions received currently being reviewed
Waterside Settlement Strategy	Consultant(s) and Project team Staff – public exhibition to commence late May
Woolgoolga Business Centre Review*	Consultant to be engaged
Rural Lands Subdivision Policy	Staff – to commence June 2005
<b>Studies</b>	
Urban Land Capacity Report	Staff
<b>Statutory Plans</b>	
Park Beach DCP	Staff – include in 2005/06
LEP 2000 Review (Amendment 25)	Staff
Hearns Lake/Sandy Beach DCP/CP	Staff – submissions being reviewed
Hospital Precinct LES/LEP (Amendment 26)	Consultant to be engaged
Red Rock/Corindi LEP/DCP/CP	Explore availability of consultant. Has been deferred pending outcome of Boundaries Commission.
City Centre DCP*	Engage consultant and combine with Woolgoolga Business Centre Revitalisation
South Coffs LEP/DCP/CP	Engage consultant
Moonee LEP (Amendment 24)	Staff
Macauleys Headland	Staff
<b>Information Sheets</b>	
Water Sensitive Urban Design	Project staff member included in Environmental Levy Funding
Adaptable Housing	Defer to 2005-2006. Listed in Strategic Directions
<b>Business Centres Revitalisation</b>	
Woolgoolga Stage 7	Now coordinated by City Services
Sawtell Stage 2	Now coordinated by City Parks
Jetty Strip Stage 3	To be coordinated by City Services

\* *combine projects*

cont'd

## **PED15 - Strategic Planning Program**

### **Future Program**

With the preparation of the 2005-2006 Strategic Planning Program, Council will need to consider any **additional projects** to be tackled. These include:

- replanning North Boambee Valley, subject to RTA deviation;
- other rezonings associated with the Pacific Highway deviation;
- review of Rose Avenue and Halls Road precincts' zoning dependent upon the outcome of Councils consideration of the Gateway Strategy;
- Land Use Strategy for City Hill (resolution of Council);
- review of Bushfire Prone Maps;
- urban release area Local Environmental Study (LES)/LEP as a result of the Settlement Strategy;
- review of Rural Residential Strategy;
- annual/general review of LEP 2000;
- review of existing DCPs in respect of parking requirements for residential development.
- review of dwelling entitlements on land zoned 1A Rural throughout the City (resolution of Council).

Additional resources may be required if these tasks are to be completed.

### **Options for Resourcing**

- **Use of Consultants/Contractors**

As can be seen by the revised program, it is recommended that consultants be sought to undertake selected projects. However, this may increase the cost of each project and it needs to be understood that this will not avoid the need for existing staff to manage the consultants and the project.

- **Fee Recovery**

In order to offset some of the costs; it is proposed to introduce fees for rezoning applications and DCPs. This issue has been canvassed as part of Council's 3% consideration and forms part of the 2005-2006 Fees and Charges.

In order to best respond to the numerous requests by landowners to expedite consideration of areas of land for rezoning to higher land use densities, it is important that these areas are not aligned to "core" resource activities and are carried out based upon full cost recovery by Council.

Council has the ability to require full cost recovery through Section 57 of the Environmental Planning and Assessment Act 1979, where LESs are proposed. Council should also pursue full cost recovery for rezonings not subject to an LES.

- **Savings on Staff Wages**

Currently savings are being achieved as two wages are not being expended. These wages will be redirected to cover some of the expense of employing consultants on projects.

**cont'd**

## **PED15 - Strategic Planning Program**

### **Implementation Date / Priority:**

The matter is of paramount importance to the long-term economic development of the City of Coffs Harbour.

Upon adoption of the 2005-2006 Management Plan, a further report will be presented to Council proposing the adoption of the 2005-2006 Strategic Planning Program.

### **Recommendation:**

**That Council adopt the revised Strategic Planning Program.**

Gina Vereker  
Director of Planning, Environment & Development

## CORPORATE SERVICES DEPARTMENT REPORTS

---

### F33 APPROVAL FOR LOAN BORROWING FOR 2004/ 2005

---

#### **Purpose:**

To seek Council approval to obtain new loans for \$2.5m and renewal loans for \$8.063m, in relation to the 2004/2005 loan borrowing program.

#### **Description of Item:**

Council's 2004/ 2005 loan borrowing program as approved by the Minister for Local Government is:

#### **General Fund**

Senior Citizens/ Multi Purpose Centre	\$2.000m
Harbourside Project	0.500m
Castle Street Carpark	<u>1.500m</u>
	<u>\$4.000m</u>

#### **Water Fund**

Renewal loan	<u>\$2.632m</u>
--------------	-----------------

#### **Sewerage Fund**

Renewal loans (2)	<u>\$5.431m</u>
-------------------	-----------------

<b>Total Borrowings</b>	<u><b>\$12.063m</b></u>
-------------------------	-------------------------

In the draft 2005/ 2006 Management Plan, the Castle Street Carpark project has been deferred to a commence in 2005/ 2006 with the first loan repayment, related to the \$1.5m, commencing in 2006/ 2007.

It is therefore proposed to reapply to the Minister for approval to borrow the \$1.5m in 2005/2006.

This means that the total amount to be borrowed by 30 June 2005 is \$10.563m.

#### **Sustainability Assessment:**

- **Environment**

There are no perceived current or future environmental impacts.

- **Social**

There are no perceived current or future social impacts.

- **Economic**

The \$2.5m in "new money" has been included in the Management Plan. Failure to borrow the funds would result in an increase in the deficit by \$2.5m.

cont'd

### F33 - Approval for Loan Borrowing for 2004/2005 (cont'd)

Failure to borrow the renewal loans, in the Water & Sewerage Funds, will have a similar impact, as the outstanding amounts would have to be paid in full.

Council's current loans portfolio, including an estimate for the new loans is set out below:

Loan No.	Principal O/S 30/6/05 \$	Maturity Date	Annual Loan Repay \$
<b>General Fund</b>			
442	127,972	06/07	69,314
445	539,953	07/08	236,125
446	384,721	08/09	110,464
447	6,007,534	17/18	732,000
449	2,174,949	09/10	522,726
451	482,017	10/11	97,660
453	3,931,393	11/12	704,856
454	840,402	12/13	129,772
Proposed	<u>2,500,000</u>	14/15	<u>342,000</u>
	<b><u>16,988,941</u></b>		<b><u>2,944,917</u></b>

Note: Loan 447 relates to the airport and loan 453 relates to the City Centre. Excluding these, the principal outstanding at 30/6/05 is \$7,050,014 and the annual loan repayments are \$1,508,009.

#### Water Fund

441	1,481,151	10/11	340,557
443	332,437	11/12	61,577
448	10,752,515	13/14	1,615,111
450	11,664,629	14/15	1,653,725
Proposed	<u>2,632,000</u>	09/10	<u>828,000</u>
	<b><u>26,862,732</u></b>		<b><u>4,498,970</u></b>

#### Sewerage Fund

440	440,202	10/11	101,214
444	2,085,287	11/12	386,259
452	24,635,536	15/16	3,173,927
Proposed	<u>5,431,000</u>	14/15	<u>741,007</u>
	<b><u>32,592,025</u></b>		<b><u>4,402,407</u></b>

**TOTALS (All Funds)                      76,443,698    11,846,294**

#### Consultation:

The proposed borrowings comply with the current and draft Management Plans in terms of 2004/2005.

cont'd

## **F33 - Approval for Loan Borrowing for 2004/2005 (cont'd)**

### **Related Policy and / or Precedents:**

Council has sought offers from a number of financial institutions when arranging previous loans. The institutions are given prior notice of Council's requirements and invited to submit an offer on a particular day. The offers are determined under delegated authority by the General Manager and the successful institution is notified within the following half hour. Unsuccessful institutions are also notified immediately and advised of the successful quote.

This strategy is both competitive and transparent. It is well accepted by the institutions and is seen to provide Council with the best available rate. It is intended to follow this practice again.

### **Statutory Requirements:**

Approval to borrow the amount of \$12.063m was given to Council, by the Minister for Local Government, in a letter dated 21 July 2004.

### **Implementation Date / Priority:**

The funds have to be borrowed by 30 June 2005.

### **Recommendation:**

**That:**

- 1. Approval be given to raising a loan of \$2.5m for general purpose infrastructure works.**
- 2. Approval be given to raising loans totaling \$8.063m, for renewal loans in the Water and Sewerage Funds.**
- 3. The borrowing of \$1.5m, in relation to the Castle Street Carpark be deferred until the 2005/ 2006 financial year Loan Borrowing Program.**
- 4. Offers for the loans be sought from appropriate lending institutions.**
- 5. Delegated approval be given to the General Manager to accept the most suitable offer.**
- 6. The Mayor and General Manager be authorised to execute all documents associated with the loans under seal.**

---

**F34 QUARTERLY PERFORMANCE REPORTING FOR THE QUARTER ENDED 31ST MARCH 2005**

---

**Purpose:**

To report on the achievement of customer service guarantees and performance targets for the January to March 2005 quarter.

**Description of Item:**

Council's Management Plan contains, among other things, customer service guarantees and performance targets for the year. The quarterly performance report describes the actual performance results as compared to the expected performance results.

A summary of results for each customer service guarantee is provided in Attachment 1 to this report.

A list of significant achievements for the quarter is provided in Attachment 2 to this report

A summary of actual performance against each performance target is detailed in a separate booklet, which is available in the Councillors' Room.

**Sustainability Assessment:**

This report monitors Council's performance of strategies as outlined in the 2004 Management Plan. An assessment using social, economic and financial indicators applies to individual strategies and an overall assessment is not required.

**Consultation:**

Managers from all Council departments have submitted performance reports for objectives that relate to their areas of responsibility. This involved consultation with appropriate staff and capturing data from Council's Dataworks system.

**Related Policy and / or Precedents:**

Quarterly Performance Reports have been submitted to Council since the implementation of Council's first Management Plan in the 1994/1995 financial year.

**Statutory Requirements:**

Section 407 of the 1993 Local Government Act requires the General Manager to submit performance reports to Council within two months following the end of each quarter (ie July to September, October to December, January to March and April to June). The report is to describe the extent to which performance targets set out in Council's Management Plan have been met during the quarter.

Council's Annual Report is to include a yearly review on the achievement of performance targets set out in Council's Management Plan for that year.

cont'd

## F34 - Quarterly Performance Reporting for the Quarter Ended 31<sup>st</sup> March 2005 (cont'd)

### Issues:

There are 29 principal objectives incorporating 127 performance measures identified in Council's 2004/2005 Management Plan. Of the performance measures, two were not achieved during the quarter, this accounts for 1.6% of the total performance measures. The remainder of these were either achieved or not yet due for completion.

Original Measure	Revised Measure	Comment
<b>ENVIRONMENT</b>		
Waste collection contracts and recycling processing contracts tendered by December 2004	To be determined	Currently under evaluation
<b>CULTURAL AND COMMUNITY DEVELOPMENT</b>		
Arts and Cultural Industry Strategic Plan completed by March 2005	October 2005	Work continues with project team

### Comments:

Achievement of 98.4% of performance measures is considered exceptional.

Comparison of Council's customer service guarantees as detailed in Attachment 1 to this report shows the response time has generally remained at a high level.

It should be noted that the major variance for payment certificates being issued within 14 days of receipt of claim from contractors for this quarter as compared with the same quarter of the previous year, is due to the Deep Sea Release claims being held up due to disputed valuation.

### Implementation Date / Priority:

Management will continue to monitor the organisation's performance with a view to improving service delivery.

**cont'd**



## **F34 - Quarterly Performance Reporting for the Quarter Ended 31<sup>st</sup> March 2005 (cont'd)**

### **Recommendation:**

- 1. That Council note the issues surrounding those measures that have not been achieved for the period ending 31 March 2005, as listed in the body of this report**
- 2. That Council note the achievements of customer service guarantees, as outlined in Attachment 1 of the General Manager's Report for the January to March 2005 quarter**
- 3. That Council note the organisation's significant achievements, as outlined in Attachment 2 of the General Manager's Report for the January to March 2005 quarter**
- 4. That Council note the achievement of performance targets, as outlined in a separate booklet which is available in the Councillors' Room for the January to March 2005 quarter**
- 5. That Council continues to monitor its performance with a view to improving service delivery**

Kyme Lavelle  
Director of Corporate Services

**CUSTOMER SERVICE GUARANTEES – QUARTERLY COMPARISON**

<b>Guarantee</b>	<b>2004/2005 Jan – Mar</b>	<b>2003/2004 Jan – Mar</b>
Respond to verbal enquiries within three working days	99% (1476)	96.5% (1,314)
Ensure waiting time at the customer service counter does not exceed five minutes	100%	100%
Respond to major pollution incidents within one hour	100% (1)	100% (1)
Investigate 90% of complaints relating to stray dogs and stock within four hours	88.5% (174)	90% (479)
Attend to 90% emergency call outs within one hour	100% (1)	100% (8)
Reply to requests for work in public parks within seven days	100% (438)	100% (107)
90% of all requests for building inspections will be attended to within two days	100% (1,908)	- -
100% development applications will be processed within forty days	83% (362)	85% (428)
Seal potholes on local roads within seven days	100% (33)	100% (36)
Repair or remove dangerous signs within one day	100% (14)	100% (20)
Repair defective signs within seven days	100% (33)	100% (29)
Grade gravel roads at least once per year	75%	75%
Clear blocked drains causing property damage within twenty four hours	100% (78)	100% (13)
Issue payment certificates within 14 days of receipt of claim from the contractor	33% (24)	93% (28)
Respond to water supply disruptions within two hours	98.4% (63)	100% (107)
Respond to sewer system failures within two hours	100% (179)	100% (380)

**SIGNIFICANT ACHIEVEMENTS**

- A review of fees and charges shows an increase in revenue in excess of \$250,000. This is represented mainly by changes in discount policy, building inspection fees increased and recouping a percentage of credit card fees
- 3% Cost Savings Project completed and being implemented, savings of \$770,000 for 2004/05
- Six grants were successfully obtained by the Sports Unit for Woolgoolga Sportsground lights, Sawtell croquet, Toormina Oval cricket wicket and Sawtell Toormina Sport and Rec
- October 2004 Storm Event Natural Disaster Grants approved for \$870,715 (Dept Commerce) and \$19,338 (RTA)
- Shannon Noll concert, Australia Day Rugby League International and the Australian Touch Titles held at the International Stadium were a huge success
- Two approved grants worth \$81,200 for Environmental Services Department
- Two international customers showing strong interest in commercial pilot training at Coffs Harbour
- New morning service to Sydney has been introduced by Virgin Blue
- Flight Centre included and distributed Coffs Coast product in a holiday catalogue and on their website
- Design for Woolgoolga amenities complete and DA approved
- Six new grants approved totalling \$227,461 for Design Program
- International Stadium kitchen and canteen facilities upgrade complete
- Orara Valley Sevens event a great success
- Virgin Blue have fully integrated the "Coffs Coast" brand to their advertising and website
- Iguanas internal toilets completed
- Caravan Parks' long term residents site completed and occupied
- \$50,000 grant approved for Community Village OH&S and improvements
- Caravan Parks' profits exceeding budget
- National Rugby League, AFL, National Outriggers and ANZ Police and Emergency Services Games alliances formed
- 99% of the 1,476 verbal enquiries received were responded to within the required time frame
- Glenreagh Heritage Mountain Railway rides conducted monthly and earning revenue for the project time frame

