

2017/18 ANNUAL REPORT – SECTION 1 SIGNIFICANT ACHIEVEMENTS



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This Annual Report provides an opportunity for Coffs Harbour City Council to account to the community on the progress made in implementing its Delivery Program over the course of the financial year. The Significant Achievements detailed in this report follow the thematic structure of the MyCoffs Community Strategic Plan and refer to the period 1 July 2017 to 30 June 2018.

The Annual Report is a component of the performance monitoring provisions of the Integrated Planning and Reporting (IPR) legislation. Full details of Council's performance against the 2017-2021 Delivery Program and 2017/18 Operational Plan can be found in six-monthly progress reports in the Corporate Planning and Reporting pages of Council's website: www.coffsharbour.nsw.gov.au

In a separate document, Section 2 of the Annual Report includes information that is prescribed by the Local Government (General) Regulation 2005. It is considered important for the community to have access to this information so it can better understand how Council has been performing both as a service provider and a community leader.

The Annual Report is tabled alongside Council's Annual Financial Statements, as required by the Local Government Act 1993 - Section 428 (4) (a).

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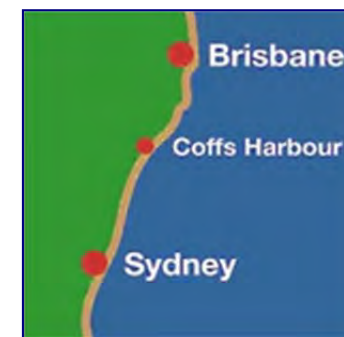
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Coffs Harbour is a major regional city on the Mid North Coast of New South Wales, about midway between Sydney and Brisbane. The traditional home of the Gumbaynggirr people, the local government area has a population of approximately 75,000 and encompasses a total area of 1,174 square kilometres of land stretching from Red Rock, south to Bundagen and west past Brooklana and Lowanna.

COVER IMAGE: Woolgoolga Curryfest, September 2017



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FOREWORD TO THE 2017/18 ANNUAL REPORT




Councillor Denise Knight,
Mayor of Coffs Harbour

What a year! In 2017/18, for the third year in a row, Coffs Harbour was named the World “Festival and Event City” by the International Festivals and Events Association. The prestigious award certainly reflects another busy calendar of standout events and attractions. Of equal importance, however, it recognises the fact that our City Council has worked tirelessly with the community to position Coffs Harbour as a major drawcard. Securing and staging regional, national and international events is one thing; providing the infrastructure and incentives to host them is another, as is enabling our local government area to welcome, accommodate and entertain the thousands of visitors who flock to our area each year. Of course, all of this activity has a direct and significant benefit to the economy of our region – estimated at more than \$38m for the sports sector alone in 2017/18! But the events, attractions and festivals also add to the vibrancy of Coffs Harbour, boosting the profile of the city and enhancing the sense of identity for those of us lucky enough to call this place home.

That sense of identity is at the heart of much we do here at Council, and the 2017/18 Annual Report records many achievements in that regard. The list is long, and includes the opening of Stages 2-4 of the Jetty4Shores Project, the start of the redevelopment of Brelsford Park as a vibrant, green space and community hub under the City Centre Masterplan, community engagement on the development of a cultural and civic space for Coffs Harbour’s CBD, the commencement of the \$15m upgrade of the C.ex Coffs International Stadium, the adoption of the Woolgoolga Town Centre Masterplan, the celebration of our cultural diversity with Coffs Harbour’s annual Harmony Festival, the unveiling of our Regional Gallery’s new signature event - the STILL: National Still Life Award, and the start of a major refurbishment program for Coffs Harbour’s historic Jetty structure.




Steve McGrath,
General Manager

With a massive infrastructure inventory, Council is committed to asset renewal and maintenance. Major projects in 2017/18 included the commencement of the redevelopment of the eastern end of Diamond Head Drive at Sandy Beach, the completion of \$6.5m upgrade works at Coffs Harbour Regional Airport, the start of construction at Upper Shephards Lane on the fourth and final flood detention basin for the Coffs Creek catchment, the completion of a new, \$1.4m multi-purpose amenity building at Fitzroy Oval in Coffs Harbour’s CBD, the installation of extensive new facilities as part of the Sustainable Improvement Strategies for Coffs Coast Holiday Parks, and community engagement regarding the future development of Sawtell and Woolgoolga Swimming Pools. As ever, Council maintained the delivery and upgrade of its far-reaching water and sewer networks, as well as its extensive program of road, bridge and cycleway works. And let’s not forget our ongoing implementation of land management, environmental and sustainability initiatives, and a range of community, economic and sporting programs.

Harking back to awards, special mention must go to Coffs Harbour City Councillor Tegan Swan for winning a 2017 Ministers’ Award for Women in Local Government, and to Works Supervisor, John Pearce, who won a key SafeWork NSW Award in 2017. These serve to remind us that all of Council’s achievements rely on people – our elected representatives, our dedicated workforce and our army of loyal volunteers. Whatever their role, every single one plays a part in making sure our organisation can rise to meet the expectations of the local community. It’s a contribution that all in Coffs Harbour should acknowledge in helping to make this a great place to live.



ELECTED MEMBERS

**Mayor,
Councillor Denise Knight**



**Deputy Mayor,
Councillor George Cecato**



**Councillor
Michael Adendorff**



**Councillor
Paul Amos**



**Councillor
John Arkan**



**Councillor
Keith Rhoades**



**Councillor
Jan Strom**



**Councillor
Tegan Swan**



**Councillor
Sally Townley**



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ELECTED MEMBERS – ATTENDANCE RECORD

Councillor Attendances (by portfolio)	Denise Knight		George Cecato		Michael Adendorff		Paul Amos		John Arkan		Keith Rhoades		Jan Strom ¹		Tegan Swan		Sally Townley		
	Type of event	Held	Attendance		Attendance		Attendance		Attendance		Attendance		Attendance		Attendance		Attendance		
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Council Meetings	22	19	86%	19	86%	21	95%	22	100%	16	73%	21	95%	8	36%	21	95%	21	95%
Council Briefings	38	29	76%	30	79%	15	39%	35	92%	6	16%	11	29%	17	45%	22	58%	22	58%
Access Advisory Committee	9																	6	67%
Agriculture Advisory Committee	5													2	40%	5	100%		
Airport Emergency and Security Committee	1	1	100%																
Airport Focus Group	9											7	78%						
Audit and Risk Committee	4					1	20%							3	60%				
Australia Day and Special Events Committee	3	3	100%													1	33%		
CBD Masterplan Committee	4	2	50%																
Coastal & Estuary Management Advisory C'tee	4							3	75%									2	50%
Coffs Coast Regional Park Trust	3			3	100%											3	100%		
Coffs Harbour Local Traffic Committee	2			1	50%														
Cultural Reference Group	2	2	100%																
Destination Coffs Coast Committee	6							6	100%										
Environmental Levy Committee	1	-	0%											-	0%			1	100%
Floodplain Risk Management Committee	2			2	100%													2	100%
General Manager Performance Review Panel	2	2	100%	2	100%											2	100%		
Joint Regional Planning Panel (Nthn Region)	1	1	100%	1	100%											- ²	na		
Library/Gallery Planning Advisory Group	8	6	75%											7	88%			6	75%
Koala Plan of Management Advisory C'tee	0									-	na							-	na
Mid North Coast Bush Fire Management C'tee	3																	2	67%
Multicultural Reference Group	6													2	33%				
Solitary Islands Marine Park Advisory C'tee	0							-	na										
Yandaarra Aboriginal Advisory Committee	5													3	60%			5	100%
Training Sessions	0	-	na	-	na	-	na	-	na	-	na	-	na	-	na	-	na	-	na

¹ Councillor Strom was granted leave of absence from 12 April 2018 to 28 February 2019.

² Alternate member

Note: Reporting period is October 2017 to September 2018 (reporting cycle set by September 2016 Council election)

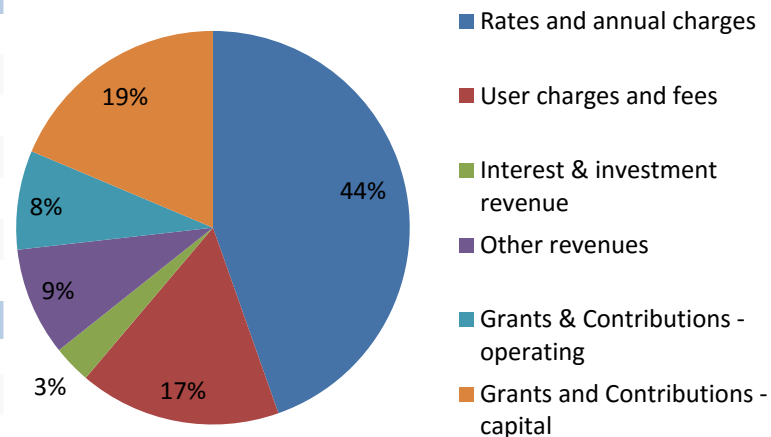


INCOME AND EXPENDITURE 2017/18

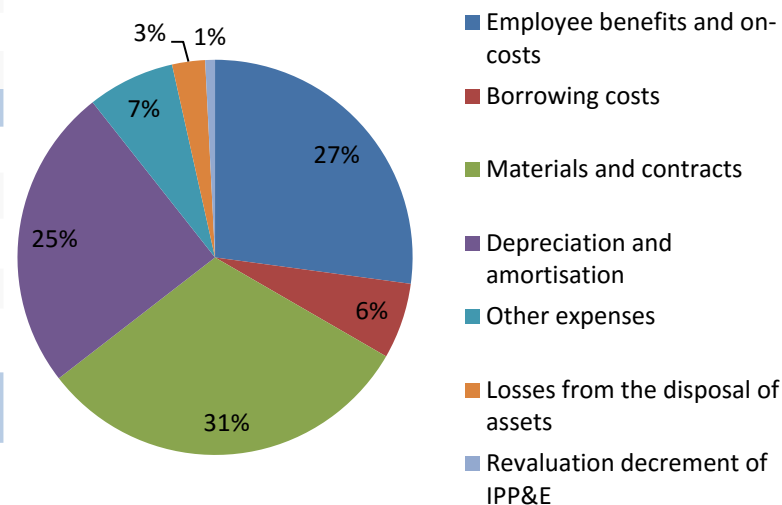
Coffs Harbour City Council – Income Statement for the financial year ended 30 June 2018 *

Budget 2018 \$ '000		Notes	Actual 2018 \$ '000	Actual 2017 \$ '000
	Income from Continuing Operations			
	<i>Revenue:</i>			
94,845	Rates & Annual Charges	3a	93,418	91,319
30,750	User Charges & Fees	3b	34,767	35,189
5,140	Interest & Investment Revenue	3c	6,524	7,069
15,171	Other Revenues	3d	18,657	11,427
12,620	Grants & Contributions provided for Operating Purposes	3e,f	17,040	22,063
25,793	Grants & Contributions provided for Capital Purposes	3e,f	39,071	52,022
184,319	Total Income from Continuing Operations		209,477	219,089
	Expenses from Continuing Operations			
44,218	Employee Benefits & On-Costs	4a	46,350	42,732
10,621	Borrowing Costs	4b	10,601	12,727
52,233	Materials & Contracts	4c	53,225	44,958
46,170	Depreciation & Amortisation	4d	42,429	38,075
12,818	Other Expenses	4e	12,222	11,422
-	Net Losses from the Disposal of Assets	5	4,589	14,308
-	Revaluation decrement of IPP&E	4d	1,373	1,054
166,060	Total Expenses from Continuing Operations		170,789	165,276
	Operating Result			
18,259	Operating Result from Continuing Operations		38,688	53,813
18,259	Net Operating Result for the Year		38,688	53,813
18,259	Net Operating Result attributable to Council		38,688	53,813
-	Net Operating Result attributable to Non-controlling Interests		-	-
(7,534)	Net Operating Result for the year before Grants and Contributions provided for Capital Purposes		(383)	1,791

Total Income from Continuing Operations \$209.5m



Total Expenses from Continuing Operations \$170.8m



*See Annual Report Section 3 – Annual Financial Statements



SIGNIFICANT ACHIEVEMENTS – COMMUNITY WELLBEING

THE COFFS HARBOUR REGIONAL GALLERY

More than 600 artists from around Australia submitted works for the Gallery's new signature event, the STILL: National Still Life Award. Sydney-based artist Sarah Goffman won the inaugural \$20,000 award for her work 'Asian Table'.

Other events at the Gallery during the year included exhibitions by photographer John Bennett, digital and multi-media artists Angela Tay, Deb Mansfield, Alex Riske, JP Willis and Suzanne Archer, and a live presentation by sand artist, John Thiering;

CULTURAL AND CIVIC SPACE

There was a strong response to Council's call for community feedback on concept designs for a proposed new central library, gallery and civic space to help revitalise Coffs Harbour's CBD. The feedback is now being evaluated to inform a brief for a new, detailed design on the Gordon Street site; the brief will then be released for further community input. The project is a major focus in a broader strategy to transform the CBD into a vibrant, busy destination.

COFFS HARBOUR REGIONAL MUSEUM

Exhibitions and activities at the Museum included a celebration of the history of the Solitary Islands Marine Park, the 'One Well, Many Raindrops' exhibition featuring the stories of migrant and former refugee students who have attended Orara High School, and the Australian National Maritime Museum exhibition 'Submerged – Stories of Australia's Shipwrecks.'

THE COFFS HARBOUR CITY LIBRARY SERVICE

Our libraries continued to inform and engage the local community with highlights including the Coffs Harbour heat of the Australian "Poetry Slam" performance competition, author talks by Michael Robotham, Holly Ringland and JM Donellan, a workshop program to help iPad users, special events to mark National Child Protection Week and national Library and Information Week, and a touring centenary exhibition featuring May Gibbs' iconic artwork from the gumnut babies series and Snugglepote and Cuddlepie.

LIBRARY AND GALLERY STRATEGIC PLANS

Council launched surveys to gather community feedback on improving and developing the services provided by the library and the regional gallery. The survey responses have informed a review of the 2012-2016 Library Service Strategic Plan and the development of a Regional Gallery Strategic Plan to guide service delivery for the next five years.

NAIDOC WEEK 2017

In July, Council and members of the Yandaarra Aboriginal Advisory Committee opened Coffs Harbour's NAIDOC Week celebrations with the Official Flag Raising Ceremony and Morning Tea at the Council Chambers. The achievements and hard work of the local Aboriginal community were recognised through the Grace Roberts Memorial Community Development Awards, the main honour going to Sue Tomkins for co-ordinating the "Spring Into Shape" health and well-being program.



Still Life Award winner Sarah Goffman



Regional Museum



Cultural and Civic Space – Gordon St



SIGNIFICANT ACHIEVEMENTS – COMMUNITY WELLBEING

SUPPORTING ARTS AND CULTURE

Council supported eleven local groups with a total of \$35,000 through its 2017/18 Arts and Cultural Development Grants program. This year's funding round included grants to develop an Our Coffs Pride Fest, creative art classes and dance workshops for former refugees, an orchestral workshop and performance for schoolchildren, a Gumbaynggirr dance and craft program for Aboriginal girls, and a celebration of Punjabi culture.

COUNCIL DONATIONS

Donations from Council to local charities, organisations and community groups exceeded \$147,000 in 2017/18. The annual funding allocation assists groups and clubs that support the local community with services and events. Funding is made through donations to community organisations and their activities or through rate subsidies for sports, cultural groups and surf clubs.

COMMUNITY GRANTS

The Rotary Club Coffs Harbour South finalised two major projects with the assistance of funding from Council's Community Capital Infrastructure Grants program. The Castle Street Carpark amenities were upgraded with accessible toilets including a bed hoist and showering facilities for people with severe disabilities, and "Pete's Place" - a laundry and shower facility for homeless people - was built at the Coffs Harbour Neighbourhood Centre.

COMMUNITY GROUPS WORKSHOP

A special workshop was staged by Council to help community organisations to develop better plans, communicate effectively with stakeholders and build on current initiatives to strengthen the capacity of their groups.

SUSTAINABLE LIVING FESTIVAL

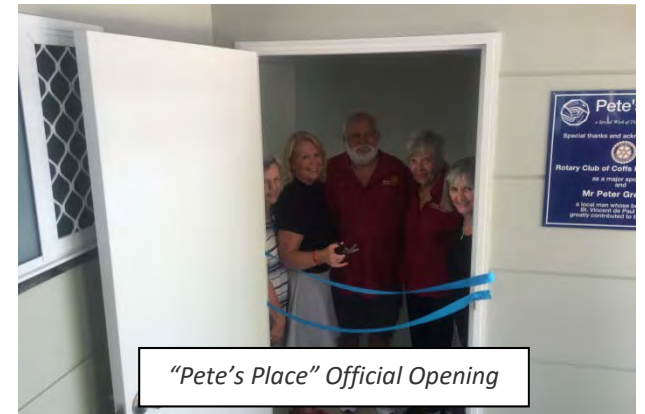
Council continued its promotion of sustainability awareness in Coffs Harbour with the staging of the popular Sustainable Living Festival at the Showground in November. Nearly three-thousand people participated in this year's event which included sustainability workshops, environmental awareness sessions, a Coffs Creek estuary clean-up, walks, talks and entertainment.

2018 HARMONY FESTIVAL

Coffs Harbour's annual Harmony Festival was an outstanding success, helping to promote and celebrate the cultural diversity of the area. More than 7,000 people took part in the event at the Botanic Gardens, enjoying music and dance performances, arts workshops, children's activities and the Cultural Street Food Marketplace.

GREEN SCHOOLS GRANTS

Council launched its latest round of funding for environmental awareness projects under the 2017/18 Green Schools Grants Program. Grants totalling \$21,000 are to be shared by 14 schools and child care centres across the local government area in the 2018 school year.



"Pete's Place" Official Opening



2018 Harmony Festival



Arts & Cultural Devt Grants Presentation



SIGNIFICANT ACHIEVEMENTS – COMMUNITY WELLBEING

HOLIDAY CELEBRATIONS

As part of the Coffs City Centre Masterplan program, Council assisted with the staging of Santa's arrival in the CBD on 1 December. Council also supported the Coffs Coast Carols at Brelsford Park, Woolgoolga's Carols by the Sea, the Sawtell Christmas Street Party and the New Year's Eve Fireworks Spectacular at the Jetty Foreshores.

ANTI VIOLENCE CAMPAIGN

Council supported a White Ribbon Day event run by the Coffs Coast Committee Against Domestic and Family Violence at Park Beach Surf Club in November. The event featured a range of speakers, dance performances, workshops and fund-raising activities.

BUSINESSES OPEN TO ALL

Three local businesses were recognised for the way in which they welcome and support people of all abilities at a special awards ceremony as part of International Day of People with Disability Day celebrations. Club 300 Bowling and Bar, Coffs Harbour Employment and Support Services (CHESS) and TARGET Australia were honoured at the 2017 Business Awards for Disability Inclusion and Access Awards, an initiative of Council's Disability Inclusion and Access Advisory Committee.

PARK HONOURS PIONEERS

Panels telling the stories of a number of Coffs Harbour's early European settlers were unveiled in December as the final touches to the Pioneer Park area alongside the Duke Street extension road. The space has new park seating, landscaping and the six interpretive panels on local history. The original Pioneer Park tallowwood bench seating and sign are now in the garden of the Coffs Harbour Regional Museum, a short walk away along Harbour Drive.

PUBLIC CRIME FORUMS TRIAL

Council supported a new strategy initiated by the NSW Police to help share information on criminal trends and activity in the Coffs Harbour area. The Community Precinct Safety Consultation forums are being trialled prior to regular Council Meetings in the Chamber and are open to the public.

TOORMINA SKATE PARK

A fun day was staged at the Toormina Skate Park as part of a Council consultation on the future of the facility. Council has already resurfaced the skate park as the first phase of a program of upgrades that will also see the installation of rideable seating, a water bubbler, picnic tables and new bins.



Celebrating history - Pioneer Park



Lifeguards on White Ribbon Day



Refugee Week "Freedom Feast"



SIGNIFICANT ACHIEVEMENTS – COMMUNITY WELLBEING

2018 SENIORS FESTIVAL

In April, the annual Seniors Festival was celebrated with a range of Council-supported programs including live music, yoga and movement classes, community expos, arts and culture sessions, food events, tours and digital resource workshops.

POSITIVE AGEING STRATEGY

Council launched a community survey - focussing on the needs and aspirations of older people – to support the development of a Positive Ageing Strategy for Coffs Harbour. The Strategy will provide direction for how Council will respond to the opportunities and challenges of an ageing population.

2018 YOUTH WEEK

The BU (“Be Yourself”) Festival was held in Toormina in April as part of the local Youth Week celebrations. The event was a collaboration between Council and local youth service providers.

MY COMMUNITY DIRECTORY

An innovative, community-focused new online space – My Community Directory – was launched by Council to provide a place for the community to connect, share local events and happenings and list local services and organisations.

Lifeguard Service -

2017/18 Beach Statistics

Visitation: 773,592 (2016/17: 568,401)

Rescues: 30 (19)

Patrol days: 748 plus 7-days that beaches were closed due to environmental factors. (731 + 3)

Preventative actions: 14,602 (13,852)

First Aid incidents treated: 101 (401)

Law Enforcement (dog, surf craft and other incidents): 594 (442)

LIBRARY SERVICE
ANNUAL VISITATIONS:
2017/18: 273,845 visitors

Council provided donations, grants and subsidies of more than \$460,000 in 2017/18



Positive Ageing Strategy Development



“B.U.” Youth Festival



Author Holly Ringland at the Library



SIGNIFICANT ACHIEVEMENTS – COMMUNITY PROSPERITY

EVENT CITY

Coffs Harbour scored a hat-trick, winning the globally-acclaimed International Festivals and Events Association (IFEA) World Festival and Event City Award – for the third year in a row. The award is acknowledgement of the massive, behind-the-scenes efforts of Council, the local business sector and the wider community in making sure that the diverse events the city hosts are a great success.

Council also introduced a new Coffs Coast Events website – www.coffiscoastevents.com – to help event organisers create successful happenings and festivals that capture, and grow, a broad audience. New event funding programs were also made available: an Event Seed Funding scheme offering grants of up to \$5,000 to support new events, and the Event Destination Marketing program with grants of up to \$10,000 to help expand established events.

EPIC STADIUM PROJECT

Coffs Harbour Mayor, Councillor Denise Knight, and Federal Member for Cowper, Luke Hartsuyker, took part in a ground breaking ceremony in March to start a major upgrade of the C.ex Coffs International Stadium. Jointly funded by Council and the Federal Government, the \$13.4m redevelopment aims to enhance the stadium as a state-of-the-art venue helping to attract new events and further boost the local economy.

BRELSFORD PARK

Work began on the redevelopment of Brelsford Park as a quality, vibrant, open green space and community hub. Demolition of the ageing grandstand and construction of a new, pre-fabricated accessible amenity block were both completed. Future additions, under the City Centre 2031 Masterplan, include a second amenity block near the Skate Park, an amphitheatre, event space with seating and water play zone.

ELITE SPORTS MAGNET

Coffs Harbour continues to build on its reputation as an elite sports venue, hosting two One Day International women’s cricket fixtures in October between Australia and England as part of the Commonwealth Bank Women’s Ashes Series. Coffs also secured the 2018 AFL Masters National Carnival and signed a three-year with Australian Oztag to host the NSW Junior and Senior State Cups, and the National Junior and Senior Championships.

CUTTING RED TAPE

Council partnered with Service NSW in the “Easy to Do Business” program to streamline the processes of opening a new business for those in the cafe, restaurants and small bars sector. A new digital platform replaces the old application process which required new businesses to deal with 13 agencies, including Council, and to complete 48 forms.



World Rally Championship

C.EX STADIUM IN 2017/18

- 54 events
- 120,000 visitors
- 199,000 visitor nights generated
- \$25m economic impact



New amenities – Brelsford Park



SIGNIFICANT ACHIEVEMENTS – COMMUNITY PROSPERITY

STRATEGIC COMMITMENT

The Coffs Harbour Economic Development Strategy 2017-2022 was adopted. Its broad aims are to champion business, innovation and technology to stimulate economic growth and local jobs; attract people to work, live and visit the area; prepare to exploit opportunities; create and manage vibrant public places; and effectively manage the planning and provision of regional public services and infrastructure.

FEE-FREE FOOTPATHS TRIAL

Council launched a 'Trading Places' trial, waiving CBD shopkeepers' fees for A-frame signs, merchandise displays, non-commercial street stalls, outdoor dining and buskers and performers. The trial aims to give retailers and traders more ownership and accountability for their footpath spaces to encourage more vibrancy in the Coffs Harbour city centre precinct.

COFFS COAST FOODCON

Council helped to stage "Foodcon 2017," an inaugural event to celebrate the Coffs Coast as a unique 'foodie' destination. The FoodCon concept was developed with input from the Coffs Coast Food Collective and feedback from Food Forum events to encourage local food producers and hospitality businesses to capitalise on the region's potential.

GAMES RELAY

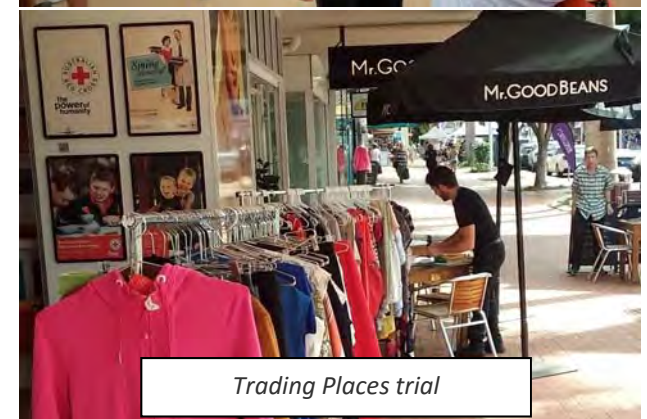
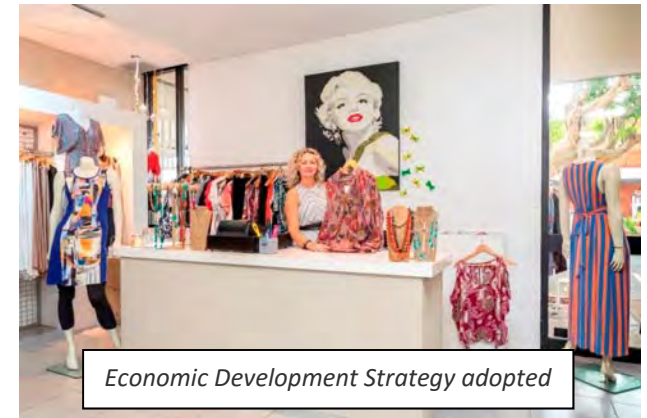
In February, Coffs Harbour participated in the build-up to the Commonwealth Games, hosting the Queen's Baton Relay on its way to the Gold Coast. Council's City Prosperity Group co-ordinated involvement as a way to promote Coffs Harbour across Australia and the world.

STARTUP 2018

The successful StartUp Coffs Coast showcase for local inventors and entrepreneurs this year included a futuristic ideas and innovation hub for business to trial new products and explore market opportunities. Judges jointly awarded the \$30,000 2018 StartUp prize to THRIVE, an app that connects individuals, groups and organisations to local volunteer opportunities, and the 'Rate Us' app that allows aged care, disability and education sector clients to provide feedback on their care.

SUPPORTING STUDENT START-UPS

Council's 6 Degrees Co-working initiative helped with the development of a new program to encourage entrepreneurs of the future in the Northern Beaches area. The Youth Entrepreneur Program will initially involve Year 10 students at Woolgoolga High School. The 20-week course provides educational workshops where students learn how to take an idea, establish a business and deliver a product to the market.



SIGNIFICANT ACHIEVEMENTS – A PLACE FOR COMMUNITY

JETTY4SHORES

Stages 2-4 of the Jetty4Shores Project were officially opened in October, unveiling an open plaza area at the northern end of Jetty Beach with wide terraced steps to the beach, a boardwalk behind the dunes, performance stages, picnic shelters and an upgraded amenities block. The new space includes interpretive signage, walkways, and sculptures. The Australian Government contributed half the \$9.2m cost through its National Stronger Regions Fund. Rehabilitation and stabilisation work was also undertaken on the fore dune area along the boardwalk.

JETTY MAKEOVER

A major program to repair and refurbish Coffs Harbour's historic jetty commenced in April. The six month project includes the replacement of girders and 40 piles and restoration of sections of the timber deck.

TRANSPORT HUB

Prime Minister, Malcolm Turnbull visited Coffs Harbour in September to officially open a new integrated transport hub at C.ex Coffs International Stadium. The development features a multi-purpose asphalt surface to serve as an additional carpark and event facility area, new gates, footpaths, cycleways and a new bus and taxi terminus on Stadium Drive. The \$1m project was jointly funded by the Australian Government's National Stronger Regions Fund and Council.

MICK'S RETREAT TRIBUTE

An important piece of the social history of Sawtell was acknowledged in July when Council unveiled a commemorative panel to Mick Stanley at Mick's Retreat, a favourite local picnic spot overlooking Bonville Creek. The panel details the contribution made to the Sawtell community by the late Mr Stanley over many years, particularly in the management of Sawtell Reserve.

CITY CENTRE MASTERPLAN

Work continued during the period on the implementation of the Coffs City Centre Masterplan. The installation of additional shade sails - at the pedestrian crossings at Moonee Street, West High Street and near the highway intersections at Harbour Drive and Vernon Street - serve a dual purpose in providing shelter for pedestrians and emphasising the CBD as a location.

City Square also underwent a mini makeover as an interim measure ahead of a planned \$2m transformation of the precinct aimed at making it a key regional destination.

CBD BUILDINGS STUDY

Council launched a review of the heights and types of buildings and their settings in the Coffs Harbour city centre. The review was prompted by concerns that some of the key current development controls in the city centre don't support the future potential growth, competitiveness and vibrancy of the area.



Jetty4Shores sculpture



Opening of Stadium Transport Hub



Mick's Retreat tribute



SIGNIFICANT ACHIEVEMENTS – A PLACE FOR COMMUNITY

ALCOHOL BAN IN CBD PARKS

Following public consultation, Council endorsed a 24/7 ban on alcohol in all of Coffs Harbour's city centre parks and reserves. The ban was proposed in response to complaints about anti-social behaviour and public safety concerns from the community and CBD businesses.

WOOLGOOLGA TRAFFIC

A new pedestrian crossing was developed north of the Solitary Islands Way roundabout at Woolgoolga to cater for changed traffic patterns following the opening of the highway bypass and the development nearby of the Woolworths supermarket.

WOOLGOOLGA TOWN CENTRE

Making Woolgoolga a destination is the key focus of the Woolgoolga Town Centre Masterplan, adopted by Council in February. The Masterplan responds to overwhelming community sentiment to retain the existing 'green village' characteristics of Woolgoolga while addressing pedestrian access and car parking issues.

BEACH RESERVE MANAGEMENT

Community consultation programs continued at Woolgoolga and Emerald Beach over the future of the local beach reserves. Residents' input is central to the development of concepts and options in plans to manage the popular waterfront spaces.

FITZROY OVAL PAVILION

A new, \$1.4m sports and community pavilion was completed at Fitzroy Oval, offering improved player amenities, equipment storage, and a separate public toilet block. The opening coincided with the official dual naming of Fitzroy Oval as "The Old Camp - Yaam Nguura Jalumgal", recognising the historic significance of the site to the local Gumbaynggirr people.

FINAL FLOOD BASIN

With the assistance of Federal and NSW Government grant funding of \$2.2m, construction of the fourth and final flood detention basin for the Coffs Creek catchment began at Upper Shephards Lane in May. The detention basin network is a key component of Council's Flood Mitigation Program, helping to reduce downstream flooding levels in major storm events. Similar structures have already been completed at Bakers Road, Bennetts Road and Spagnolos Road.

FLOOD STUDY REVIEW

A revised flood study for the Coffs Creek catchment - using new rainfall data and computer modelling - was released for public comment in February. The outcomes of the study will be used to prioritise drainage improvement works within the Park Beach precinct.



SIGNIFICANT ACHIEVEMENTS – A PLACE FOR COMMUNITY

COFFS CREEK REMEDIATION

Council unveiled plans for a two-year remediation project to improve Coffs Creek. The works will include the development of an accessible jetty and launching ramp, a new playground, an updated amenities building and new parking area at Saltwater Park, and the upgrade of the retaining wall at the North Creek entrance.

BULKY WASTE SERVICE

A new bulky waste disposal system – using recovery centre drop-off vouchers or a paid collection service – was introduced in March. It replaced the previous kerbside pick-up scheme which had led to increasing concerns about impacts on street amenity and inappropriate material going to landfill.

WASTE CONFERENCE

In May, Council hosted 'Waste 2018', Australia's largest waste management conference. Now in its 22nd year, the forum was attended by 630 delegates from Australia and overseas, featured 87 exhibitions and heard from 144 speakers.

CLEAN UP AUSTRALIA DAY

Council continued its fight against littering and pollution, helping to promote the annual Clean Up Australia Day campaign across Coffs Harbour. Council also lent its support to the NSW Environment Protection Authority's "Report a Tosser" campaign, which targets people who throw litter from vehicles.

RED TAPE REDUCTION

In July, Coffs Harbour City Council became the first regional authority in NSW to scrap compulsory annual inspections of food premises in favour of making checks based on local businesses' actual record of food handling. The initiative gives higher performing operators the chance to reduce the amount of 'red tape' – and the associated costs of inspections – they have to deal with, while Council focuses on poor performers that present a greater public health risk.

RIVER PROJECT TWENTIETH ANNIVERSARY

The Orara River Rehabilitation Project celebrated two decades of successful environmental recovery for the important waterway. Largely funded by Council's Environmental Levy, the program has completed a range of rehabilitation works on private, Council and Crown lands including river bank weed control and revegetation, exclusion fencing for livestock and the repair of eroded and former gravel extraction sites.

DUMPING CRACKDOWN

During the period Council staged a crackdown on illegal dumping following complaints from local residents, particularly in rural areas. Investigations near Nana Glen and Bucca resulted in fines totalling \$10,500 against a number of people responsible for the illegal dumping of household and building rubbish.



Saltwater Park - Coffs Creek



Orara River rehabilitation



Dumping crackdown



SIGNIFICANT ACHIEVEMENTS – A PLACE FOR COMMUNITY

NATIONAL PARK HANDOVER

Council donated valuable conservation landholdings containing environmentally sensitive habitat to Bongil Bongil National Park. Three lots of community land – two at Moller Drive, Bonville, and one off Lyons Road, Sawtell – were transferred to the NSW National Parks and Wildlife Service.

FLYING-FOX STRATEGY

Following community consultation, Council adopted a Strategic Management Plan for local flying-fox camps. Coffs Harbour is home to three permanent camps at Woolgoolga Lake, Barcoo Court at Toormina and Coffs Creek, and has other temporary camps that occur sporadically.

DRAFT RURAL LANDS STRATEGY

The development of a new Coffs Harbour Rural Lands Strategy progressed with public workshops to examine a range of issues and options identified during first-stage consultations in 2016. The new strategy will aim to provide a holistic framework for the balanced planning and management of rural land in the Coffs Harbour area.

BOTANIC GARDENS

The North Coast Regional Botanic Garden hosted a week-long bonanza of events and activities – culminating in the popular Botanica Plant Fair – in May. The program included workshops on biosecurity, combating bushland weeds, botanical careers, and activities to promote the diversity of the Botanic Garden complex.

MAINTENANCE PROGRAMS

The roll-out of new work-flow processes continued to be implemented with the aim of improving the maintenance of Council's water and sewer distribution infrastructure networks. Maintenance programs for other infrastructure categories – including roads and bridges, open space and playgrounds, and footpaths, cycleways and bus stops – progressed well, with generally favourable weather conditions helping to minimise delays.

MAJOR ROAD WORKS

Major Transport Works projects included construction works at Reid Drive in Coffs Harbour, Bark Hut Road and Tramway Drive at Woolgoolga, the re-construction of the Moleton No.3 Bridge, the replacement of the William Sharp Drive Bridge in West Coffs, the redevelopment of Fiddaman Road at Emerald Beach, and the start of extensive works to improve the eastern end of Diamond Head Drive at Sandy Beach.

WATER INFRASTRUCTURE

The implementation of the Reticulated Water Infrastructure Program included the completion of the new 300mm watermain on Coramba Road between Spagnolos Road and Loaders lane as well as watermain projects at Reid Drive, West High Street in Coffs Harbour and Poundyard Creek at Woolgoolga. Coastal Works crews also completed watermain extension projects at Willis Street, Woolgoolga, Sullivans Road, Moonee, and Roselands Drive, Coffs Harbour.



Draft Rural Lands Strategy



Diamond Head Drive upgrade



Red Hill Water Balance Tank upgrade



SIGNIFICANT ACHIEVEMENTS – A PLACE FOR COMMUNITY

SEWER INFRASTRUCTURE

The Sewer Infrastructure Program advanced during the period with pump station upgrades at Ganderton Street, Woolgoolga and Joyce, Howard and Vincent Streets in Coffs Harbour. Sewer rehabilitation works included the emergency lining of more than 450 metres of defective sewer pipelines at sites in West High Street, Jean Street, Thompsons Road, Scarba Street, the Pacific Highway and Park Lane.

ECOLOGICAL BURN

Council worked with the National Parks and Wildlife Service, NSW Fire authorities and Gumbaynggirr firefighters from the Durrandar Wajarr team to conduct ecological and cultural burns on Macauleys and Boambee headlands. The burns are carried out to maintain native grasslands and minimise the encroachment by shrubs such as coastal wattles and banksias.



PLANNING FOR GROWTH

The volume of development applications submitted to Council for determination in 2017/18 has been consistent with only a slight decrease (3%) compared to the previous year.

Development Applications (DAs) Submitted

Type of Development	2016/17		2017/18	
	No.	Value (\$m)	No.	Value (\$m)
New Dwellings	340	114.7	276	102.7
Dwelling Alterations / Additions	299	17.1	273	17.7
New Multiple Occupancy	25	146.7	26	46.04
Swimming Pools	101	3.6	101	3.9
Commercial / Industrial / Retail	14	13.0	13	7.2
Commercial / Industrial / Retail Additions / Alteration	33	11.5	30	5.3
Other	302	27.49	358	104.05
Total	1,114	334.09	1,077	286.89

Significant Development Applications submitted for the period included:

- Tourist and Visitor accommodation – Aanuka Resort (\$20.4m)
- 51 Self-contained dwellings – Marian Grove, Toormina (\$19.5m)
- 222 lot subdivision – Lyons Road, Bonville (\$19.4m)
- Education establishment – CHEC – TAFE Hogbin Drive, Coffs Harbour (\$12m)
- Alterations and additions to C.ex International Stadium, Coffs Harbour (\$9.6m)



SIGNIFICANT ACHIEVEMENTS – SUSTAINABLE COMMUNITY LEADERSHIP

COUNCILLOR AWARD

There was special recognition for Coffs Harbour City Councillor Tegan Swan in March when she won the Ministers' Award for Women in Local Government for an Elected Representative of a Rural or Regional Council. Marking International Women's Day, the Ministers' Awards aim to encourage more women to take on leadership roles in local councils.

AIRPORT IMPROVEMENTS

In August, NSW Deputy Premier John Barilaro MP visited Coffs Harbour to mark the completion of \$6.5m worth of upgrades at the Regional Airport. The works included the expansion of the aircraft parking apron to accommodate five jet aircraft and extensions to the terminal building to increase floor space in both the arrivals and departures areas.

AIRPORT SUMMIT

The inaugural Regional Airports Symposium was held in Coffs Harbour in April as a joint initiative of Coffs Harbour Regional Airport, Three Consulting and the Airport Group. More than 40 delegates attended the conference from airports all over Australia.

SWIMMING POOLS

A community engagement process was initiated in April to help Council develop a strategy for the future development of facilities at Sawtell and Woolgoolga Swimming Pools. The pools are both nearly 40 years old and need significant improvements to meet evolving demands for pool-based recreational activities.

COFFS COAST HOLIDAY PARKS UPGRADES

As part of the Sustainable Improvement Strategies for Coffs Coast Holiday Parks, works were undertaken to install nine new villas, one new office/residence and 15 new kitchens in existing villas across the sites at Park Beach, Sawtell and Woolgoolga. The new products and upgrades to existing facilities are critical to provide guests with an improved customer experience and make the Holiday Parks business sustainable.

SUPPORTING LOCAL TRADES

Council continued to foster business opportunities for the local trades sector with the planning for the \$13.4m redevelopment of the C.ex Coffs International Stadium. Council invited Expressions of Interest (EOI) from suitably qualified and experienced local tradespeople and suppliers wishing to be included in a list of local contractors to be made available as part of the tender documentation. It's hoped that by giving locals the opportunity to nominate themselves, the future tenderers can see the breadth of experience and services available locally.

BUSINESS IMPROVEMENT

The review of Council's service delivery continued through the period. The organisation's dedicated Business Improvement Team is progressively examining all work processes and working with staff to make service delivery more efficient and customer-friendly.



Councillor Tegan Swan - award



Airport upgrade completed



New Holiday Parks villas



SIGNIFICANT ACHIEVEMENTS – SUSTAINABLE COMMUNITY LEADERSHIP

NEW WEBSITES

The redeveloped Coffs Harbour City Council website went live in November, with an enhanced focus on helping the customer. Considerable work has been undertaken behind the scenes to provide clear and helpful information designed to help our customers successfully find what they're looking for as easily as possible. Categories and pathways have been made more concise, language updated, the search function made more user-friendly and interactive processes expanded to cover bill-paying, access to information providing feedback. Council's website is at www.coffsharbour.nsw.gov.au

IT CONFERENCE ANNIVERSARY

Coffs Harbour City Council's Local Government IT Conference celebrated its 20th birthday in November. The appeal of the conference has always been the opportunity to learn from and network with peers in the local government sector, at a forum with a varied and expert line-up of regional, national and international speakers. Long regarded as the leading IT local government event in Australia, it's a reputation Council has been proud to maintain.

PROPERTY STRATEGY

Work progressed on a strategy to ensure the best future use of property owned and managed by Council. The document reviews the current use of existing buildings, leasing policies and procedures, commercial opportunities, the use and returns from Crown Land reserves, and property asset management and reporting.

SOCIALLY RESPONSIBLE INVESTMENTS

In August, Council adopted a revised Investment Policy, positioning the organisation to seek to invest in the future in funds that support environmentally and socially responsible (SRI) activities. Enterprises that would be supported include renewable energy, water and energy conservation, fair trade, the provision of social housing, and the production of environmentally-friendly products, recycling, waste and emissions reduction. SRIs will be chosen where the investment falls within legislation and policy guidelines and the rate of return is competitive.

SAFETY INNOVATION

Council celebrated the success of Works Supervisor John Pearce who won the 2017 Award for 'Best Individual Contribution to Workplace Health and Safety' at the SafeWork NSW Awards, the State's premier safety award. Modifications designed by John for a lowering device used in Council's cemeteries have significantly improved employee safety and reduced the risk of workplace injuries.

PACIFIC HIGHWAY BYPASS

After years of lobbying by Council, the Australian Government pledged \$971m towards the construction of the Pacific Highway bypass around Coffs Harbour in its 2018/19 budget announcement. The city bypass has been regarded as a critical issue by the local community for decades, and was identified as a key priority in the MyCoffs Community Strategic Plan adopted in 2017. A starting date for construction work on the bypass is yet to be set.



New strategy for Council property



Award winner John Pearce



Pacific Highway



SIGNIFICANT ACHIEVEMENTS – SUSTAINABLE COMMUNITY LEADERSHIP

NORTH COAST JOINT ORGANISATION

Council agreed to support the establishment of a Joint Organisation with Bellingen Shire, Clarence Valley, and Nambucca Shire Councils. It follows NSW legislation in 2017 which allows councils to voluntarily join new Joint Organisations (JOs) to strengthen regional coordination and improve the delivery of important infrastructure and services for communities.

AIRPORT PASSENGER NUMBERS

2017/18: 413,333

2016/17: 413,000

FORESHORES SITE LEASING

During the period, Council continued to explore options to offer a short-term, three-year lease for the foreshores building and site formerly occupied by the Coffs Harbour Deep Sea Fishing Club. The future of the site is subject to a separate longer-term Expression of Interest (EOI) process. In the interim, the facility has been hired out for some short-term purposes and some associated areas are licensed to several community organisations.





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