

2009/2010 ANNUAL REPORT (REGULATORY)



**COFFS HARBOUR
CITY COUNCIL**

**Adopted at the
Corporate Business Meeting
25 November 2010**

www.coffsharbour.nsw.gov.au

Coffs Harbour City Council Annual Report 2009/2010

Regulatory Report

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2009/2010 Performance Report

Local Government Act 1993 Section 428 (2) (b)
1 July 2009 to 30 June 2010.

Overview:

There are 19 principal objectives incorporating 154 performance measures identified in Council's 2009-2012 Management Plan. Of the performance measures, 148 were achieved or not yet due for completion. 6 measures were not achieved as follows:

Original Measure	Revised Measure	Comment
Business Environment		
Undertake six monthly review of Coffs Coast Tourism development Plan.	N/A	Awaiting input from partner councils
Community and Cultural Development		
Progress of programs to assist the effective management of the Jetty Memorial Theatre	N/A	Current projections look to have JMT considerably over budget. Reasons include too much touring product committed by previous management and insufficient funding to provide current service levels.
Develop and implement a Library Strategic Plan.	December 2010	This project has a little work done on it during the period due to staffing matters, work on the Coffs Harbour refurbishment project and system upgrades.
Unique Environment		
Operate the Coffs Coast Regional Resource Recovery Project according to schedule and budget.	N/A	Issues with the Biomass Plant are resulting in diversion of waste to landfill. This is being addressed.
Council's Organisation		
Prepare a program of works for Council-owned and managed building assets, in accordance with the asset management system when available.	To be determined	Awaiting access to Council's new Asset Management system.
BCU International Stadium Business Plan developed.	June 2011	Project deferred due to constraints associated with the Stadium lighting upgrade project.

The achievement of 96% of performance measures is considered satisfactory.

2009/2010 Performance Report (Continued)

Significant Achievements

Council recorded a number of significant milestones during 2009/2010 in achieving the objectives within the Strategic Directions set out in the 2009/2012 Management Plan. These are addressed in detail in Council's 2009/2010 Annual Report (Summary). They included:

Strategic Direction: Develop and implement **Coffs Harbour 2030**

- Coffs Harbour 2030 Plan adopted for implementation from 1 July 2010.

Strategic Direction: Enhance Coffs Harbour as a **Liveable City**

- North Boambee East Release Area Development Control Plan adopted.
- North Boambee West Structure Plan adopted.
- Work continued on the Standard Local Environmental Plan template
- Our Living City Sustainable Settlement Strategy endorsed by the NSW Department of Planning
- Employment Lands Strategy Adopted
- Rural Residential Strategy endorsed by the Department of Planning
- Draft Open Space Strategy placed on exhibition

Strategic Direction: Foster opportunity and innovation in the **Business Environment**

- 8 ensuite sites at Park Beach Holiday Park fully refurbished.
- \$150K funding received for the development of the Bruxner Park Eco-tourism proposal.
- Council, Woolgoolga Surf Life Saving Club and the Woolgoolga Chamber of Commerce secure agreement to stage 2010 and 2011 State IRB Championships
- Eastern University Games held at CCSLP and heralded a great success
- Oztag National Championships successfully held at BCU International Stadium
- FFA National Youth Football Championships successfully staged at BCU International Stadium.

Strategic Direction: Enrich our society through **Community and Cultural Development**

- Renovations valued at \$574K to the Sportz Central facility completed.
- NAIDOC week activities successfully held and heralded as the "best yet".
- Plans unveiled for the restoration of the historic Lowanna Railway Station.
- Online photographic history of Coffs Harbour released.
- Outdoor deck at Jetty Memorial Theatre completed for use as "breakout area".
- Brelsford Park Adventure Playground opened.
- City Library received "Centre of Excellence Award" for contribution to Law Week
- Graduation of the first group of "Coffs Harbour Ambassadors" volunteer tour guides
- Successful Youth Week held with excellent attendances
- 12,768 people attended performances at the Jetty Memorial Theatre
- Saltwater Freshwater festival held at the Botanic Gardens with over 12,000 attendees – the largest attendance at the Gardens for a single event

2009/2010 Performance Report (Continued)

Significant Achievements (Continued)

Strategic Direction: Value and promote our **Unique Environment**

- Hearnese Lake Estuary Management Plan adopted.
- Vertebrate Pests Management Strategy adopted.
- Environment button on Councils website went "Live" providing significant information on biodiversity issues.
- Tender awarded for installation of photovoltaic grid feed system at Rigby House
- Revised Koala Plan of Management placed on exhibition
- Draft and second consultation Priority Habitats and Corridors Strategy (PHACS) placed on exhibition
- Landfill gas extraction system commissioned at Coffs Coast Resource Recovery Centre
- Annual Report and State of the Environment Report adopted
- Environmental Levy Program adopted by Council for inclusion in the 2010 Delivery Program
- Council Lifeguard, Sonny Tisdell awarded Lifeguard of the Year by Australian Professional Ocean Lifeguard Association

Strategic Direction: Provide and manage **Services and Infrastructure** for a growing regional city

- The \$96M Coffs Harbour Water Reclamation Plant was officially opened.
- Diggers Beach viewing platform and lifeguard surveillance platform opened.
- More than 46,800 visitors to Botanic Gardens.
- Tender awarded for the removal of the old Coramba Bridge
- Corindi Skate facility construction completed
- Bakers Road detention basin construction commenced
- Grant for \$1m for Coffs Creek cycleway construction approved
- Work commenced under the Sapphire to Woolgoolga water main relocation contract (to assist the Pacific Highway upgrade being undertaken by the RTA)
- Significant clearing undertaken in Coffs Creek
- Water and Waste Water Development Servicing Plans placed on exhibition
- Council resolved to apply for an additional 4.4% rate variation for 10 years to fund flood mitigation works
- Flood warning system design contract awarded
- Federal Government funded interest free loan for \$2.8M approved for construction of South Coffs Release Area wastewater infrastructure
- Draft Sports Facility Plan placed on public exhibition
- Works commenced on the Coffs Creek Walk upgrade
- Bakers Road detention basin works
- Works commenced on a new playground at Woolgoolga foreshore reserve
- Works on a new playground commenced at Corindi
- Council received grant funding of \$2.2M for upgrading of lighting at BCU International Stadium
- Engineering Excellence Award received for Water Reclamation Plant
- Diggers Beach playground enhancement works commenced
- Water and Waste Water Development Servicing Plans adopted
- Coffs Harbour War Memorial Olympic pool upgrade commenced

2009/2010 Performance Report *(Continued)*

Significant Achievements *(Continued)*

Strategic Direction: Ensure **Council's Organisation** is responsive, effective, innovative and sustainable

- Council won the Local Government Managers Association Building NSW Regions Award 2009.
- Corporate Performance Planning system installed.
- Budget Enterprise computer system installed.
- IT2009 conference enhanced the reputation of this annual event as the premier Local Government IT conference in Australia
- Council adopted its first Delivery Program, including the Operational Plan, Workforce Management Strategy, and Long Term Financial Plan
- Airport parking upgrade completed and paid parking introduced

2009/2010 Performance Report (Continued)

Customer Service Guarantees 2009/2010

Guarantee	Number of requests	Percentage Achieved (%)
Respond to verbal enquiries within three working days	5,546	98
Serve customers within five minutes		100
Respond to major pollution incidents within one hour	13	36
Investigate 85% of complaints relating to stray dogs and stock within four hours	1,546	90
Attend to 90% of emergency call-outs within one hour	8	100
Reply to requests for works within public parks within seven days	890	100
Attend to 90% of requests for building inspections within two days	4,475	100
All development applications processed within 40 days	1,127	86
Seal pot-holes on local roads within seven days	162	99
Repair or remove dangerous signs within one day	32	100
Repair defective signs within seven days	84	100
Grade gravel roads at least once per year		100
Clear blocked drains causing property damage within one day	59	100
Issue payment certificates within 14 days of receipt of claim from the contractor	164	84
Respond to water supply disruptions within two hours	999	99
Respond to sewer system failures within two hours	1,530	97

2009/2010 Performance Report (Continued)

Compliance with Special Variation Approval Conditions.

▪ **City Centre Revitalisation**

In July 2000, Coffs Harbour City Council secured Ministerial approval for an increase in general income of 5.0% to meet costs associated with Council's planned City Centre improvements (see DLG Reference Id59376 FF97/0522.)

The approval was on the understanding that:

1. Coffs Harbour City Council would raise \$401,000 of the increase to meet costs associated with a City Centre Improvements program, as defined by Council, for a period of twelve years; and
2. Council would reduce its general income for the 2012/2013 rating year by \$401,000, plus the equivalent cumulative proportion of this increase, from any general variation increases - or any special variation increases - approved for the 2001/2002 to 2012/2013 rating years inclusive.

The City Centre Revitalisation remains an unqualified success in reinvigorating the area.

Council introduced an extraordinary business rate (referred to as the CBD Rate) to provide the basis for \$5.0m in loan funding across a 10 year period. Annual loan repayments of \$704,855 continue to be adequately serviced from the rate variation and CBD-related revenues.

▪ **Community Facilities Program**

In response to community demands, Council developed a \$21.5m schedule of capital infrastructure works - called the Community Facilities Program – as part of the 2006/2009 Management Plan. Council applied for a variation in rates to assist in funding the program.

On 26 June 2006, the Minister for Local Government approved Coffs Harbour City Council's application for a 9.56% special variation to General Income for 2006/2007 (see DLG Reference A49996). The approval was subject to the following conditions:

1. The Council will raise \$1,390,970 of the increase by additional rates for the costs associated with the infrastructure projects in Council's Community Facilities Program, and
2. The Council clearly report in its Annual Report for the period 2006/2007 to 2015/2016 information on the total income received, expenditure per project/program and outcomes achieved, and
3. The Council develops a comprehensive Asset Management Plan linked to a long-term financial plan. Council is to report to the Department of Local Government on the progress of the Asset Management Plan's development by 31 December 2006.

The following table provides information on the total income received and expenditure per project/program. A summary of outcomes achieved follows on page 6.

2009/2010 Performance Report (Continued)

Rate Variation Program - 2006/10 (Community Facilities)

Financial Report - Commencement to 30 June 2010

	To 30/6/09 \$	2009/10 \$	Totals 30/6/10 \$
Income			
Rate revenue (additional from rate variation)	4,462,000	1,603,215	6,065,215
Loan funds raised - Community Facilities Program	8,485,153		8,485,153
Grants:			
Hogbin Drive Extension Stage 2	10,279,943		10,279,943
Nana Glen Swimming Pool	450,000		450,000
City Park (Brelsford)		1,068,000	
Middle Creek Bridge	570,289		570,289
Total Grants	11,300,232	1,068,000	12,368,232
Contributions:			
Nana Glen Swimming Pool (from NG Community)	200,000		200,000
Hogbin Drive (Country Energy)	49,762		49,762
Sawtell Town Improvement Program	8,368		8,368
Total Contributions	258,130	0	258,130
Sale of Land - Hogbin Drive	88,972		88,972
Other Council contributions (loans, revenue, reserves)	2,129,158		2,129,158
Interest earned	208,705	9,135	217,840
Total Income	26,932,350	2,680,350	29,612,700
Expenditure			
Works:			
Hogbin Drive Extension Stage 2	16,062,465	9,879	16,072,344
City Park	102,430	1,247,542	1,349,972
Nana Glen Swimming Pool	852,654		852,654
Jetty Structure Restoration	1,389,618	7,720	1,397,338
Coffs Coast Sport & Leisure Park Works	14,891		14,891
Middle Creek Bridge	847,893		847,893
Coral Street Bridge Replacement	762,698		762,698
Nana Glen Improvements	358,814		358,814
Woolgoolga Town Improvements	390,569		390,569
Sawtell Headland Improvements	285,079	55,517	340,596
Sawtell Town Improvements	344,675		344,675
Jetty Strip Improvements	68,459		68,459
Total Works	21,480,245	1,320,658	22,800,903
Operating:			
Nana Glen Swimming Pool	195,335	88,556	283,891
City Park		19,123	19,123
Total Operating	195,335	107,679	303,014
Loan repayments	3,114,789	1,129,096	4,243,885
Total Expenditure	24,790,369	2,557,433	27,347,802
Funds on Hand at 30 June			
Loan funds on Hand - Community Facilities Program	1,638,553	1,394,064	1,394,064
Other funds	503,428	870,834	870,834
Total Funds on Hand	2,141,981	2,264,898	2,264,898

2009/2010 Performance Report (Continued)

▪ **Rate Variation Program (Community Facilities) - Outcomes Achieved**

2009/2010 saw work progress on the last of the eleven infrastructure projects funded through the Community Facilities Program:

- *City Park* –Following adoption of the Brelsford Park Masterplan in March 2009, Council initiated the first stage of the park redevelopment – the Brelsford Park Adventure Playground. Designed in consultation with parents, child-care workers, the police and school-aged children, it includes a landmark play tower and a wide range of play structures and equipment set around a dragon-themed walkway. Construction began in August 2009 and was completed in Feb 2010. Design and costings for the Park's next stage - which includes improvements to the parkland and bushland, construction of a public plaza on the western side and a grand pathway/cycleway across the parkland - have commenced.
- *Sawtell (Bonville) Headland Improvements* – extensive consultation was carried out with local interest groups over this project, which included the construction of amenities, carpark and road upgrades. Stage 1 of the headland walkway has been completed; it is anticipated that the final stage 2 will be completed by June 2011- depending on weather conditions and the availability of labour through the Envite Greenjobs program.
- *Sawtell Town Improvements* – included the development of the Rotary Clock, the refurbishment of traffic-calming measures and renovation of the central median strip. Completed in August 2008.
- *Nana Glen Improvements* – completed in October 2008, the project included the development of footpath and streetscape works and plantings in the town park.
- *Woolgoolga Town Improvements* – extensive landscaping works in River Street were completed in March 2009.
- *Hogbin Drive Extension Stage 2* - the \$17m 'missing link' of this local arterial road was officially opened on 1 March 2008. It extended Hogbin Drive from Albany Street - via a major new roundabout at Harbour Drive and the new, 130m-long Bangalor Bridge over Coffs Creek – to Orlando Street, dramatically easing local traffic congestion in the city and jetty areas by approximately 14,000 vehicles a day.
- *Middle Creek Bridge* - the replacement of Middle Creek Bridge at Sawtell was completed in July 2007. The bridge was replaced with a concrete structure that provides an 8-metre carriageway, a pedestrian footpath on the western side and a shared footpath/cycleway on the eastern side of the bridge.
- *Coral Street Bridge Replacement* – reinstating the northern highway access to Corindi/Red Rock. The new bridge was opened to traffic in November 2007.
- *Jetty Strip Improvements* – included the replacement of timber decks, footpath works and minor drainage works. Completed December 2007.
- *Nana Glen Swimming Pool* – a 'joint venture' involving the local community, the NSW and Federal Governments and Council. Construction was completed in time for a gala opening event in November 2007. Attendance figures have since indicated that the pool will continue to develop into a popular community asset.
- *Jetty Structure Restoration* – the major maintenance on the Jetty structure consisted of the replacement of some 130 piles, 30 girders and a number of corbels. Work was completed by December 2008. Additional major maintenance will be undertaken in 2010/2011, partially funded from this Rate Variation program.

2009/2010 Performance Report (Continued)

▪ 2008/2009 Rate Variation

On 27 June 2008, the Minister for Local Government approved a special variation of 5.95% for Coffs Harbour City Council for 2008/2009. On top of the approved 3.2% 'rate pegging' allowance, this represented a further 2.5% increase in Residential, Farmland, CBD Business and citywide Business rates and an additional 3.5% increase in the citywide Business rate.

The approval was subject to the following conditions:

1. The Council will raise \$806,808 of the increase by additional rates for the costs associated with priority infrastructure and economic development projects, as defined by the Council; and
2. The Council clearly reports in its annual report for the period 2008/09 to 2012/2013 information on the total income received, expenditure per project/program and outcomes achieved.

In relation to approval condition 2 above, the following tables provides information on the total income received and expenditure per project/program and the outcomes achieved.

Rate Variation Income and Expenditure – Priority Infrastructure					
2009/2010	Yield(\$)	Grants (\$)	Budget (\$)	Actual(\$)	Revote(\$)
Revenue from General Rate Variation	698,000				
Revote from 2008/2009	337,476				
Total	1,035,476				
Houlahans Bridge (Completion)	386,468	435,504	821,972	821,972	-
Longs Bridge	129,000		129,000	28,234	100,766
Mount Coramba Bridge	100,000		100,000	4,326	95,674
Finlays Bridge	-	120,182	120,182	120,182	-
Duffus Bridge	140,935		140,935	140,935	-
Ulong Creek Bridge	53,339	46,194	99,533	99,533	-
Eves Creek Bridge	196,027	215,356	411,383	411,383	-
Footbridge/Boardwalk Constr.	29,692		29,692	29,692	-
SubTotal	1,035,461	817,236	1,852,697	1,656,256	196,440
Priority Infrastructure - 2009/2010 Project Outcome					
Houlahans Bridge	Full bridge replacement completed June 2010				
Longs Bridge	To be completed in 2010/2011				
Mount Coramba Bridge	To be completed in 2010/2011				
Finlays Bridge	Full bridge replacement completed November 2010				
Duffus Bridge	Full bridge replacement completed September 2010				
Ulong Creek Bridge	Full bridge replacement completed September 2010				
Eves Creek Bridge	Full bridge replacement completed April 2010				
Footbridge/Boardwalk Construction.	Collapsed foot bridge completed June 2010				

2009/2010 Performance Report (Continued)

▪ **2008/2009 Rate Variation (Continued)**

Rate Variation Income and Expenditure – Economic Development					
2009/2010	Yield(\$)	Grants (\$)	Budget (\$)	Actual(\$)	Revote(\$)
Revenue from Business Rate Variation	136,9000				
Revote from 2008/2009	51,137				
Total	188,037				
Events Facilitation	50,182		50,182	50,182	-
City Centre Christmas Decorations	494		494	494	-
Business Development Workshops	3,569		3,569	3,569	-
Cultural Trails Project	15,916		15,916	15,916	-
Buskers Festival	40,152		40,152	40,152	1
Special Events Vehicle Costs	7,750		7,750	7,750	-
City Centre Marketing	62,813		62,813	62,813	-
City Centre Signage	4,554		4,554	4,554	-
NAIDOC Week/Aboriginal Employment Strategy	2,607		2,607	2,607	-
Total	188,037		188,037	188,037	-
Economic Development – 2009/2010 Project Outcome					
Events Facilitation			Australian Tarmac Challenge \$6,394 Central Coast Mariners Youth Team \$8,463 Saltwater Freshwater Festival \$6,000 Nth NSW Football Events \$4,500 Coast Out Festival \$10,000 Coffs Harbour Rally \$8,000 State Squash Championships \$1,000 Event Collateral \$3,976 NSW IRB Championships \$1,849 Total \$50,182		
City Centre Christmas Decorations	Theming of the CBD throughout December included Christmas banners, uprights under the street sails, erection of the Christmas tree and Santa's City Centre Welcome (the first week in December). The Welcome attracted between 3,000-4,000 people into the City Centre throughout the evening and included entertainment, a guest appearance by the South Sydney Rabbitohs, Santa's real life Reindeer, and the official lighting of the Tree.				
Business Development Workshops	Council was a major Sponsor of the ETC Business Club, delivering a number of Business Development Workshops and networking opportunities throughout the year.				

2009/2010 Performance Report (Continued)

- **2008/2009 Rate Variation (Continued)**

Economic Development – 2009/2010 Project Outcome (Continued)	
Cultural Trails Project	This was a two-stage project and was undertaken to 'map' in both hard copy and CD with commentary, the various cultural points of interest in the area. These funds were spent on development of the product. The end product is a high-value resource for residents and visitors and will stimulate economic development in the area of cultural industries. This is a strategic area of development acknowledged and supported by Council and the community.
Buskers Festival	The further enhancement of this festival has been achieved with additional resources both financial and in-kind being applied to the week-long event. With additional marketing, an enhanced number and variety of performers, venues and events, this festival has resulted in additional economic stimulation in the city.
Special Events Vehicle Costs	The running costs of a vehicle available to provide an enhanced level of service and an increase in opportunities to resource and support economic development-focused events.
City Centre Marketing	Additional funding has increased marketing of events, particularly the weekly growers markets. The use of a significantly enhanced multi-media approach to marketing (including print, radio, television, flyer, web based and poster distribution to publicise special events, competitions and attractions) has raised the profile of the city centre and seen a significant increase in the flow-on economic benefit.
City Centre Signage	Using an avenue promotional campaign, a range of large-scale banners has been produced for the access and entrances and within the city centre to attract attention to the services, facilities and business.
NAIDOC Week/Aboriginal Employment Strategy	An enhanced program of events, activities and programs has been provided, many on a fee-for-service or cost-recovery basis, however this funding has been able to address a short-fall by value-adding significantly to the enhanced profile, mentoring and opportunities for Aboriginal economic development.

The Coffs Harbour community derives immediate and considerable access and lifestyle benefits from the infrastructure works funded by the rate variation. The bridge replacement projects are critical to maintaining safe and secure transport links with a number of outlying rural communities in the local government area.

Individually and collectively, the initiatives encompassed in the Economic Development package contribute to the ongoing growth of Coffs Harbour as a vibrant commercial centre with a widening spectrum of employment opportunities.

Rates and Charges Written Off

(General) Regulation 2005 Clause 132
1 July 2009 to 30 June 2010

The total value of rates and charges written off for the year 2009/2010 was **\$3,173,992.64**

Item	Amount (\$)
Pension Rebates	2,786,673.46
Postponed Rates	176,208.95
Deferred Rates	0.00
Other	
Farmland	11,235.68
Interest	8,930.19
Water Leaks	
Water Usage Charges	144,532.75
Sewer Usage Charges	21,321.25
Trade Waste Usage Charges	4,579.54
Flood Adjustments	
Rate Adjustments	12,615.06
Water Usage Charges	5,566.90
Sewer Usage Charges	2,325.62
Trade Waste Usage Charges	3.24
TOTAL	3,173,992.64

Notes:

- A Government subsidy is provided for part of the Pension Rebates.
- Postponed Rates are amounts abandoned as required under Section 595 (Local Government Act)

(The total value of rates and charges written off for the year 2008/2009 was **\$3,201,592.56**)

2009/2010 State of the Environment Report

**Local Government Act 1993 Section 428 (2) (c)
(General) Regulation 2005 Clauses 217 (2) and 218-226
1 July 2009 to 30 June 2010.**

The 2009/2010 Supplementary State of the Environment Report (SoE) establishes a range of environmental performance indicator data.

The SoE is available as a separate document from Council, or can be viewed on Council's website:
www.coffsharbour.nsw.gov.au

Condition of Public Works

Local Government Act 1993 Section 428 (2) (d)
1 July 2009 to 30 June 2010.

Asset Class	Asset Category	Asset Condition (#)	Estimated cost to bring up to a satisfactory condition (\$'000)	Required Annual M'ntce (\$'000)	Current Annual M'ntce (\$'000)	
Buildings	Council Offices	2	800	174	100	
	Works Depot	2	200	34	67	
	Public Halls	3	200	30	17	
	Neighbourhood / Community	2	1,500	294	83	
	Residences	3	-	8	-	
	Commercial	2	1,000	284	30	
	Museum		-	-	-	
	Library	2	100	31	13	
	Childcare Centres	3	300	59	20	
	Art Gallery	3	200	8	7	
	Theatres	2	200	53	18	
	Amenities / Toilets	4	2,000	131	106	
	Bush Fire Sheds	3	-	94	12	
	Club Houses	3	500	57	72	
	Storage Sheds	4	300	24	-	
	Waste Facility	2	200	43	-	
	Airport	2	1,000	205	158	
		sub total		8,500	1,529	703
Public Roads	Sealed Roads	2	11,943	2,703	3,035	
	Unsealed Roads	2	459	693	778	
	Bridges - Concrete	2	-	24	22	
	Bridges - Timber	3	126	85	106	
	Footbridges	3	134	44	30	
	Footpaths and Cycleways	2	68	174	176	
	Kerb and Gutter	3	6	27	28	
	Road Furniture	3	208	92	51	
	Medians & Roundabouts	2	214	120	-	
		sub total		13,158	3,962	4,226

(Continued next page)

Condition of Public Works (Continued)

Asset Class	Asset Category	Asset Condition (#)	Estimated cost to bring up to a satisfactory condition (\$'000)	Required Annual M'ntce (\$'000)	Current Annual M'ntce (\$'000)
Water	Water Mains	2	223	2,450	1,130
	Water Pumping Stations	3	-	120	360
	Water Reservoirs	3	-	350	174
	Water Treatment Works	2	-	1,000	1,080
	Ancillary	2	-	10	-
	sub total			223	3,930
Sewerage	Sewerage Pumping Stations	2	5,331	1,500	2,074
	Sewerage Treatment Works	3	13	2,000	3,446
	Sewer Mains	2	811	1,800	830
	Effluent Pumping Stations	3	-	50	-
	Effluent Reservoirs	2	-	20	-
	Effluent Mains	1	-	10	24
	Ancillary	2	-	10	-
	sub total			6,155	5,390
Drainage Works	Retarding Basins	1	-	-	-
	Stormwater Pipes	2	81	180	193
	Stormwater Pits	1	-	77	83
	Gross Pollutant Traps	2	40	50	-
	Box Culverts	2	-	10	-
	Channels	3	-	9	-
	Head Walls	2	1	8	-
	sub total			122	334
	TOTAL - ALL ASSETS		28,158	15,145	14,323

Notes:

1. Satisfactory refers to estimated cost to bring the asset to a satisfactory condition as deemed by Council. It does not include any planned enhancements to the existing asset.
2. Required Annual Maintenance is what should be spent to maintain assets in a satisfactory standard.
3. Current Annual Maintenance is what has been spent in the current year to maintain assets.

Asset Condition "Key" - as per NSW Local Government Asset Accounting Manual		
1.	Near Perfect	Ranges from New or Good
2.	Superficial Deterioration	Ranges from Generally Good to Fair
3.	Deterioration Evident	Ranges from Fair to Marginal
4.	Requires Major Reconstruction	Ranges from Poor to Critical
5.	Asset Unserviceable	Critical, Beyond Repair

Legal Proceedings

Local Government Act 1993 Section 428 (2) (e)

Summary amounts incurred in relation to legal proceedings during period 1 July 2009 to 30 June 2010.

Ref	Case Name	Court (NSW)	Matter	Costs Paid \$	Costs Received \$	STATUS REPORT	
						Status	Information & Outcome
1115H	<i>Coffs Harbour City Council v Watergate Developments Pty Ltd</i> 40520 of 2007 (LEC) 2007/00005595 (Sup)	Land & Environment Court (Class 4 Proceedings) Supreme Court (Winding-up Application)	Appeal re D/A 381/06	\$10,509.98	NIL	FINALISED	Appeal refused with costs awarded to Council. Cost recovery through Administration (winding-up order).
1115J	<i>Peter Attwill & Anor vs Ted Thomas & Family Pty Ltd & Ors</i> 50004 of 2008	Supreme Court	Civil action for private land contamination	\$101.67	-\$85,156.00	PENDING	Council staff successful in gaining a full indemnity from Council's insurer for litigation related expenditure
1115L	<i>Lehman Bros. Holding Inc et al [Jointly Administered]</i> 08-13555 <i>Coffs Harbour City Council v Lehman Bros. Australia Ltd</i> 2492 of 2007	US Bankruptcy Court, Southern District of New York, USA Federal Court of Australia, NSW District Registry	Complex litigation relating to Chapter 11 (US) bankruptcy and investment funding	\$4,479.11	NIL	PENDING	Litigation Funder engaged on a 'no win, no fee' basis' to progress claim.
1115M	<i>Coffs Harbour City Council v Lucy Klewer</i> 32408/08/57 32416/08/57	Local Court Coffs Harbour	Dog-related offences	\$2,321.38	NIL	FINALISED	Offences were proven on 22 September 2009, with penalties amounting to \$2731.00 imposed on the Defendant.
1115S	<i>Mark Hodgson v Coffs Harbour City Council</i>	Local Court Coffs Harbour	Dog-related offences	\$655.00	NIL	FINALISED	Offences were proven on 13 November 2009, with penalties amounting to \$575.00 imposed on the Defendant.
1115T	<i>ALDI Stores (A Limited Partnership) v Coffs Harbour City Council</i> 10207 of 2010	Land & Environment Court (Class 1 Proceedings)	Appeal re DA 752/09	\$3,382.91	NIL	PENDING	Matter listed for s34 Conciliation Hearing on Tuesday 20 July 2010
			TOTAL	\$21,450.05	-85,156.00		

Elected Members' Expenses

Local Government Act 1993 - Section 428 (2) (f)
1 July 2009 to 30 June 2010.

Expense	Amount (\$)
Mayoral Allowance	33,840
Councillor fees	139,500
Mayor vehicle expenses	19,500
Provision of dedicated office equipment allocated to councillors	11,931
Telephone calls made by councillors	1,995
Attendance by Councillors at conferences and seminars (excluding overseas and interstate)	25,176
Training of councillors and provision of skill development	3,271
Interstate visits by councillors, including transport, accommodation and out-of-pocket expenses	18,540
Overseas visits by councillors, including transport, accommodation and out-of-pocket expenses	-
Expenses of any spouse, partner or other person who accompanied a councillor	484
Expenses involved in the provision of care for a child or an immediate family member of a councillor	-
Other councillor expenses (catering, election, stationery, etc)	9,572
Total	263,809

Councillors' Expenses and Facilities - Policy

Local Government Act, 1993 - Section 252

1 July 2009 to 30 June 2010.

The Local Government Act 1993 requires Council to adopt a policy concerning the payment of expenses (incurred or to be incurred) and the provision of facilities to Councillors in relation to their official civil duties.

As required, Coffs Harbour City Council adopted the Councillors' Fees, Expenses and Facilities Policy at the Council meeting of the 26 November 2009.

A copy of this policy is available on Council's website at:

<http://www.coffsharbour.nsw.gov.au/resources/documents/Councillor-Fees-Expenses-and-Facilities-Policy-2009.pdf>

Alternatively, a hardcopy is available upon request from the Council Administration Building.

Overseas Visits Funded by Council

(General) Regulation 2005 Clause 217 (1)(a)

1 July 2009 to 30 June 2010.

Coffs Harbour City Council was represented during one overseas activity in 2009/2010.

A Sister City Youth Exchange took place, with one teacher and three students from John Paul College travelling to Coffs Harbour's Sister City of Sasebo in Japan for ten days.

The 2009/2010 expenditure associated with the exchange was \$7,904.00. Income from contributions totalled \$3,036.10. The net cost recorded for Council was therefore \$4,867.90

The school visit was considered very successful in terms of strengthening the cultural, social and educational links between Coffs Harbour and Sasebo.

Senior Staff

**Local Government Act 1993 - Section 428 (2) (g)
(General) Regulation 2005 Clause 217 (1) (b)
1 July 2009 to 30 June 2010.**

Council had four Senior Staff positions under its structure at 30 June 2010. They were:

- General Manager
- Director of Corporate Business
- Director of City Services
- Director of Land Use, Health and Development

The amounts below are the remuneration package totals (inclusive of superannuation) effective for the positions at 30 June 2010.

General Manager	\$266,432
Director of Corporate Business	\$170,188
Director of Land Use, Health and Development	\$183,231
Director of City Services	\$167,000

Fringe Benefits Tax paid during the 2009/2010 year for Senior Staff:

General Manager	\$ 65
Director of Corporate Business	\$ -
Director of City Services	\$ 148
Director of Land Use, Health and Development	\$ 242

Major Contracts Awarded
Local Government Act 1993 - Section 428 (2) (h)
Contracts Awarded Greater than \$150,000 in 2009/2010

Award Date	Contract	Supplier	Revised Contract Sum (\$)
07-Jul-09	08/09-391-TO: Supply & Delivery of one Tipper Truck & three Axle Dog Trailer 48,000kg GCM	K & J Trucks	294,210.00
27-Aug-09	07/08-324-TO 1&2: CCRRP Operation of Weighbridge Office and Coramba Waste Transfer Station	A & A deGroot P/L	1,200,000.00
28-Aug-09	09/10-394-TO: Supply and Delivery of Bitumen Sealing Works 2009/2011	Boral Asphalt	1,466,635.91
31-Aug-09	09/10-395-TO: Supply and Delivery of Quarry Products	Various Suppliers	Rate only
01-Sep-09	08/09 -345-TO: Toormina No2 Reservoir - Painting and Miscellaneous works	Ray's Machinery Painting Pty Ltd	284,110.00
01-Sep-09	08/09-400-TO: Pacific Bay Eastern Sewer Line Upgrade	Ernie Burnett Plumbing P/L	339,422.00
28-Sep-09	09/10-403-TO: Design, Supply & Delivery of a Precast Reinforced Concrete Bridge-Houlahans Bridge Dairyville	Country Rite Mix	233,200.00
29-Sep-09	08/09-372-TO: Bakers Road Detention Basin	Ryan Earthmoving	1,523,532.73
27-Oct-09	09/10-402-TO: Rigby House Solar Photovoltaic Grid Feed System	Solar Inverters P/L	661,818.18
04-Dec-09	09/10-411-TO: Provision for Legal Services 2009/2012	Various Suppliers	Rate only
18-Dec-09	09/12-417-QO: Grass Cutting Western Area Reserves 2010-2013	TLC Enterprises	Rate only
15-Feb-10	09/10-421-TO: Supply and Deliver 5 x Tractors	O'Halloran Motors P/L	418,627.27
12-Mar-10	09/10-420-TO: Coffs Harbour Olympic Pool Upgrade	Swimplex Aquatics Pty Ltd ATF Aquatics Unit Trust	4,993,995.89
29-Mar-10	09/10-413-TO: Supply & Install Moveable Dwellings at Park Beach & Sawtell Beach Holiday Parks	Wendgold T/A East Coast Homes and Park Cabins	1,073,800.00
13-Apr-10	09/10-423-TO: Supply & Delivery of 1 Blower Type Patching Truck	Paveline International P/L	220,232.73
27-Apr-10	09/10-426-TO: Rising Main 61 Renewal	Knock Contractors P/L	343,190.00
21-May-10	10/11-428-QO: Supply & Delivery of Protective Clothing Uniform items	Blackwoods Pty Ltd	Rate only
			13,052,774.71

Bushfire Hazard Reduction Activities

Local Government Act 1993 - Section 428 (i1)
1 July 2009 to 30 June 2010.

NSW Rural Fire Service - Mid North Coast Team 2009/2010

The Mid North Coast Team incorporates the local government areas of Coffs Harbour and Bellingen. The Team embraces a total area of 2,779 sq km with the following areas of fire protection responsibility and jurisdiction:

Local Govt. Area	Total Area	Rural Fire Service	NSW Fire Brigade
Coffs Harbour	1,176 km ²	1,129.46 km ² (96.04%)	46.54 km ² (3.96%)
Bellingen	1,603 km ²	1,588.88 km ² (99.12%)	14.12 km ² (0.88%)

The team is staffed by 9 full-time paid staff, and 1 temporary staff member.

There are thirty eight (38) Rural Fire Brigades (21 in Coffs Harbour and 17 in Bellingen) that service the rural areas and villages of the Mid North Coast Team. Coffs Harbour has a total RFS Volunteer strength of 1,363 (with 584 Active Firefighters); Bellingen has 985 (417 Active).

Mitigation / Prevention Activities

Activity	Coffs Harbour	Bellingen
Community Education Activities	5 (560Hrs)	7(650hrs)
79BA Development Applications	264	24
S96 Amendments	7	3
Hazard Complaints	10	3
Fire Permits Issued	462	207
Fire Permit Escapes	3	2
Hazard Reduction Works	23	15
Area of HR work, Burning or Mech	2300.80 ha	1210.62 ha
Linear kms of Trail Works	213.8Km	271.1Km

The prolonged wet weather has reduced hazard reduction burning across the team area. The emphasis during the financial year was on properties and their preparation for and prevention of bush fire. This included awareness in whether to stay and defend property or to leave early. Street walks were undertaken in some highly fire-prone areas; these were carried out in conjunction and co-operation with the NSW Fire Brigade.

Bushfire Hazard Reduction Activities (Continued)

Fire incidents and brigade responses

Incident	Coffs Harbour	Bellingen
Fire Responses	300	100
Motor Vehicle Accident Responses	70	57
Other Responses	118	32
Total Incident Responses	488	189
Volunteer Hours	12,200	6,800

The season started with a large number of incidents. The Bushfire Danger Period has been permanently moved forward to 1 September. The volunteer hours however have increased from last year, mainly due to additional work with the SES during the February and March flood events.

Training and Development

Incident	Coffs Harbour	Bellingen
Training Courses / Activities	68	68
Volunteer Participants	553	277
Volunteer Man Hours	75,208	37,672

Again this year the training courses were carried out by a combined training group across the two council areas. Training hour substantially increase this year as the core subject course has increase in duration.

Capital Works

Coffs Harbour Buildings	Station Type	Completion Date
Sherwood Creek	Driveway	May 2010
Corindi /Red Rock	Driveway	May 2010
Boambee Amenities	Amenities	June 2010
Coramba	3 Bay with amenities	Commence May 2009 Completion Nov 2009
Fire Control Centre	Large Control Centre	Commenced Nov 2008 Completion Nov 2009
Bellingen		
North Bellingen	Amenities	May 2010
Kalang	2 bay with amenities	Completion Nov 2010

Bushfire Hazard Reduction Activities (Continued)

Capital Works. With the completion of Kalang, all Bellingen district stations have been upgraded to a minimum level of 2 bay stations. There are several stations (Glennifer, Fernmount & Hydes Creek) that still need minor extension and it is projected that this will be completed during 2010/2011.

In the Coffs Harbour District, Coramba has been completed after extensive delays involving land issues, station design and perceived flood problems. The Fire Control Centre project finally completed in August, and occupied in September 2009; the official opening was carried out on 1 November 2009.

New Vehicles

Coffs Harbour 3 - Command group vehicles

1 - 22 seater Bus

4 heavy Cat 1 Tanker were supposed to have been delivered but were delayed due to ADR compliance issues

Bellingen 3 – Command group vehicles

1 – Cat 9 (Megan)

1 heavy Cat 1 tanker was supposed to have been delivered but was delayed due to ADR compliance issues

Community Services

Local Government Act 1993 - Section 428 (2) (j)
Programs Undertaken to Promote services for People with Diverse
Cultural and Linguistic Backgrounds

Local Government (General) Regulation 2005 Clause 217 (1) (c) and (d)(i)
Programs Undertaken to Provide for the Needs of Children
Programs Undertaken to Promote Services to Meet Residents' Needs
Access & Equity Activities
1 July 2009 to 30 June 2010.

Council undertook to address a range of issues during 2009/2010 across a number of specific target groups and specific program areas. The detailed access and equity activity report is provided below. It is based on the action plan from the Coffs Harbour City Council *Social and Community Strategic Plan 2006 – 2010* adopted in February 2006. The following table outlines the issues, strategies, actions and outcomes.

Community Services *(Continued)*

Coffs Harbour City Council *Social and Community Strategic Plan 2006 – 2010*

Issue	Strategies	Activities and Measurable Action	Outcomes
<ul style="list-style-type: none"> • Transport 	<ul style="list-style-type: none"> • Continue to work with the Transport Management Group and their programs. • Research the impact of transport on delivery of services. 	<ul style="list-style-type: none"> • Participate in Integrated Transport Plan Steering Group – attend meetings. Initiatives actioned this period include; EOI for seniors group representative, establishment of car pooling working group, review of action plan, promotion of available public transport services & grant applications as appropriate. • Identify local transport behaviour, barriers to transport and impact of transport – research and report to management. 	<ul style="list-style-type: none"> • Continued participation in the Transport Management Group has resulted in a better understanding of the impact of transport issues in Coffs Harbour. • Data continues to be collected on the impact to assist with lobbying to increase community and public transport funding. • Improved access to services and facilities for community. • Reduced social isolation. • Increased community safety.
<ul style="list-style-type: none"> • Capital Infrastructure 	<ul style="list-style-type: none"> • Construction of Brelsford Park Adventure Playground. • Expansion & upgrade of Sportz Central indoor stadium following receipt of Federal grant funds. 	<ul style="list-style-type: none"> • Construction works and landscaping 100% completed • Works currently underway in the Stage 2 upgrade of Sport Central. 	<ul style="list-style-type: none"> • Works completed and officially opened in February 2010. • Grant of \$457,000 from Federal Government received to upgrade facilities at Sportz Central to provide a functional entrance lobby, new managers office, expanded kiosk, indoor/outdoor seating areas & portable stage.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<ul style="list-style-type: none"> Capital Infrastructure <i>(Continued)</i> 	<ul style="list-style-type: none"> Continue to support our community halls/facilities with repairs/additions and insurance issues. 	<ul style="list-style-type: none"> Liaise with management committees and assist with support and funding through Council Various grant applications submitted for facility improvements. 	<ul style="list-style-type: none"> Various developments have continued through Council's support at community halls and centres Grant of \$128,000 to Nana Glen Equestrian Centre for repairs to flood damaged infrastructure from March 2009 flood event.
<ul style="list-style-type: none"> Affordable Housing 	<ul style="list-style-type: none"> Investigation into options around affordable housing & advocating for local housing needs/issues. 	<ul style="list-style-type: none"> Participate in Local Housing Forum – attend meetings Participate in Homelessness Awareness Week community education activities/initiatives. Identify general local housing needs and those for specific groups – report to management. Projections of housing needs, review Affordable Housing Models, review role of Local Govt., review Development Incentives – report to Management. 	<ul style="list-style-type: none"> Participation in housing forums and consultations has continued. Participation in Homelessness Awareness Week community event in August 2010. Local housing needs identified in consultation with agency partners. Internal research document completed and presented to Executive Team in December 2009.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010

Issue	Strategies	Activities and Measurable Action	Outcomes
<ul style="list-style-type: none"> • Crime Prevention and Criminal Justice 	<ul style="list-style-type: none"> • Crime Prevention and Safety Plan 2008 – 2011 will be implemented as it has been adopted by Council and Attorney General’s Department 	<ul style="list-style-type: none"> • Implementation of Crime Prevention and Safety Plan 2008 -2011 action plan commenced. • Grant applications completed for aspects of the plans implementation as appropriate. • Participation in relevant local meetings & networks such as Domestic Violence Committee, Youth Suicide Prevention & Regional Crime Prevention Officers network. 	<ul style="list-style-type: none"> • Funding of \$39,830 from Dept. of Justice & Attorney General for the Nightrider Late Night Transport Project which was implemented over the 2009/10 Xmas New Year period. • Participation in these networks has resulted in cross-agency collaboration & projects, enhanced service co-ordination & information sharing.
<ul style="list-style-type: none"> • Service availability and resourcing. 	<ul style="list-style-type: none"> • Lobby funding bodies for additional resources to adequately fund the core business of services in growing population areas such as the Coffs Harbour local government area. 	<ul style="list-style-type: none"> • Take opportunities to lobby State & Federal Governments for funding. • Participation in local & regional planning processes & government consultations to identify priorities & advocate for needs. • The promotion of the NSW Community Builders Funding Program & assistance provided to local organisations to make application. 	<ul style="list-style-type: none"> • Lobbying opportunities have been taken and measures continue to monitor services capacity to meet the needs of the community • Input provided to key government agency social planning processes on the priorities & issues for our LGA. • Funding of three projects within the Coffs LGA during 2009/10 to the value of \$538,747.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<ul style="list-style-type: none"> • Employment, Education and Training 	<ul style="list-style-type: none"> • Implement Arts and Cultural Development Plan incorporating Creative Industry Development 	<ul style="list-style-type: none"> • The initiative areas covered by the implementation plan will continue to be addressed • A Community Cultural consultation report prepared for Council. • The 2009/10 Small Cultural Grants Round was facilitated. 	<ul style="list-style-type: none"> • Improvement in relation to cultural development across the areas outlined in the plan. • The community was consulted in relation to cultural development in the LGA & Council informed on outcomes. • Funding of \$31,500 provided to community groups to undertake arts & cultural development projects.
<ul style="list-style-type: none"> • Community Connectedness 	<ul style="list-style-type: none"> • EDU to continue to hold new residents' evenings. • Continue to implement the Community Engagement Protocol for community consultation and public participation. • A variety of community events, festivals & celebrations were held during 2009/10. 	<ul style="list-style-type: none"> • To liaise on a regular basis with the EDU in relation to the functioning of the new residents' evenings. • Maintain an awareness of the Community Engagement Protocol. • A number of opportunities were provided during 2009/10 to the community to engage with Council on issues such as; open space strategy, 2030 Plan, Flood Recovery, Flood Mitigation, youth engagement & many others. • A broad range of community events were held including; Multicultural Harmony Day Festival, Japanese Festival of Children's Day, NAIDOC Week, Youth & Seniors Week, Refugee Week & International Day of People with Disabilities. 	<ul style="list-style-type: none"> • Information continues to be provided on services and opportunities to new residents. Connections were made with new residents • Opportunities were taken to engage with the community on a range of issues through community consultation & engagement processes, the development of 2030 Strategic Plan and through our consultative committees. • Regular opportunities provided for community participation, connection, celebration & engagement.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<p>Aboriginal People</p> <ul style="list-style-type: none"> Promote and support relationships between the Aboriginal communities, CHCC, government agencies and general community. 	<ul style="list-style-type: none"> Continue to resource the Yandarra Aboriginal Consultative Committee To co-ordinate annual NAIDOC week celebrations in collaboration with agency partners. To facilitate the annual Grace Roberts Awards celebration. To work in partnership with EDU to implement the Souths Cares Program & GenerationOne initiatives in our LGA. 	<ul style="list-style-type: none"> Participate in Yandarra Aboriginal Consultative Committee meetings. Review of Yandarra roles & functions also being undertaken. A successful NAIDOC Week 2009 which involved; the annual awards & flag raising & new events such as an elders pamper day, Mr Naidoc Strut & Aboriginal sports day. In partnership with EDU & corporate sponsors the 2009 Grace Roberts Awards event was expanded to include an event dinner and various new award categories. The involvement of Souths Cares representatives in local community events & initiatives. A Coffs Harbour GenerationOne Business Breakfast involving 140 participants and being the only GenOne breakfast to be held outside of a capital city in Australia. 	<ul style="list-style-type: none"> Collaborative working relationships established with the Aboriginal community. To establish the most appropriate & effective ways of engaging with the broader Aboriginal community. An inclusive & engaging program of NAIDOC week celebrations with an expanded program of events delivered by a range of agencies including Council. Significantly raising the profile & scope of this event within the community. The successful implementation of the Souths Cares Program within our LGA. Engagement of the business community in supporting the introduction of GenerationOne employment initiatives in our LGA.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<p>Aboriginal People <i>(Continued)</i></p> <ul style="list-style-type: none"> Promote and support relationships between the Aboriginal communities, CHCC, government agencies and general community. 	<ul style="list-style-type: none"> In partnership with HR Branch the formation of an internal Aboriginal stakeholders group. 	<ul style="list-style-type: none"> Regular meetings of staff from across council held to share information & discuss relevant issues around working with the Aboriginal community. 	<ul style="list-style-type: none"> Increased co-ordination & communication on Aboriginal projects and issues.
<p>Older People (55+ years)</p> <ul style="list-style-type: none"> Recognition and planning for the impact of the ageing population. 	<ul style="list-style-type: none"> Council to understand and lobby for additional resources to meet the demand for aged services Support & co-ordination provided to annual Seniors Week events & activities. 	<ul style="list-style-type: none"> Research undertaken as required to identify current & projected older persons demographics, identify local and projected older persons aged care needs, identify current infrastructure and service delivery for older persons, identify socio-economic impact of ageing population locally, identify impact of ageing population on local infrastructure and services Participation in local & regional planning processes & government consultations to identify priorities & advocate for needs. Participation in local meetings & networks relevant to the aged services sector. Support & assistance provided to the seniors week organising committee to co-ordinate an annual program of events. 	<ul style="list-style-type: none"> Council fully informed of the economic and social impacts of an ageing population and is able to incorporate knowledge into its actions. Input provided to key government agency social planning processes on the priorities & issues for our LGA. Council working in partnership with local aged services sector in a co-ordinated & collaborative manner. A range of events held during Seniors Week which highlighted the contributions of older people & provided opportunities for community participation.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<p>People with disabilities</p> <ul style="list-style-type: none"> • Additional resources for services needed. • Interpreters and signing training for Deaf Community • Support for Access Committee. • Advocacy Service • International Day of People with Disabilities 	<ul style="list-style-type: none"> • Continue to understand and lobby for the needs of people with disabilities & gaps in services. • Continued support provided to the Coordinator at the Deaf Centre & the Coffs Coast Deaf Community Inc so that the Deaf Community is resourced. • Council to continue to support the Access Committee • Update the Disability Action Plan to ensure needs of growing disabled population is adequately planned for. • Continue to co-ordinate annual celebrations for International Day of People with Disabilities. 	<ul style="list-style-type: none"> • Participation in local meetings & networks relevant to the sector & in government agency consultations as relevant. • Continue to assist the Deaf Centre & Coffs Coast Deaf Community Inc through attendance & support to their meetings/projects & assistance with grant applications as appropriate. • Support the Access Committee • Review the Disability Action Plan • IDPWD celebrations held at Sportz Central in December 2009 including awards, come & try sports, music & school march past. 	<ul style="list-style-type: none"> • Lobbying and support for local needs, issues, service gaps & resources required. • Services & resources continue to be made available to the deaf community. • Access committee continues to be pro-active and have a valued role in Council and the community • Review underway. • Opportunity provided to recognise & celebrate the diversity & abilities of people with disabilities in our community.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<p>Children (0-11 years):</p> <ul style="list-style-type: none"> • Provision of free antenatal clinics. • Additional childcare places especially 0-2 yrs are required. • Additional Out of School hours places for children of single parents who return to work after changes to Welfare to Work in 2006. • Additional intensive support for families in crisis and for single parent families required. 	<ul style="list-style-type: none"> • Lobby & liaise with key government agencies & local service providers in relation to the needs of children & families in the LGA. • Participation in government agency consultations & planning processes as required. • Participation in DOCS Keep Them Safe forums/information sessions. • Participation in CSGP review/Transition processes. • Support to the Coffs Harbour Families First Implementation Group. • The introduction of a Smoke Free Outdoor Areas Policy in the LGA. • Various programs & activities provided to families & children through Council's libraries & cultural facilities. 	<ul style="list-style-type: none"> • Lobby and liaise when opportunities arise • Provide input into local & regional social planning processes. • Attendance at Keep Them Safe forums/information sessions. • Transition from CSGP to Community Builders Funding Program • Attendance at Coffs Harbour Families First meetings. • Smoke Free Policy trialed & implemented in children's playgrounds in the LGA. • Specific programs for children provided at libraries, jetty theatre & regional art gallery. 	<ul style="list-style-type: none"> • Lobbying continues with Council and local members' support. • Input provided to key government agency social planning processes on the priorities & issues for our LGA. • Awareness of Keep Them Safe framework & responsibilities. • Transition of Council's CSGP subsidy to the Community Builders funding program. • Council working with children's services agencies in a collaborative & co-ordinated manner. • A healthy environment provided for children & families. • Educational & recreational programs available to families/children.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<p>Young People</p> <ul style="list-style-type: none"> • Recognition and support for young people by CHCC and community. • Increase training and business opportunities to address unemployment. • Provide activities and youth spaces. • Provide activities for youth in hinterland. • Youth Network 	<ul style="list-style-type: none"> • Establish effective mechanisms for engagement with young people across all areas to identify specific needs and develop strategies to address these needs. • A number of creative skills development and training opportunities through the cultural development plan, GenerationOne initiatives & youth week workshops. • Develop a media strategy to show positive sides of young people. • Examine the possibility of expanding current services. • Youth Network to examine its role to reinvigorate and to include Aboriginal and CALD services. 	<ul style="list-style-type: none"> • Investigation underway of effective, ongoing and sustainable strategies for engagement with young people. This will be further explored during the implementation of the 2030 Plan. • Programs and activities provided across a range of Council's facilities and services. • Work collaboratively with outlying communities to support new initiatives & services. • Continued support & regular attendance at Youth Network. 	<ul style="list-style-type: none"> • Options currently being investigated & to be incorporated into 2030 Plan implementation. • Youth skills and training opportunities continue to be enhanced. • Youth achievements continued to be highlighted including a large range of youth week activities and events. • Programs have continued to be supported where possible. • Continued involvement with the youth network and the youth suicide prevention program has resulted in improved coordination and collaboration between services targeting all young people.

(Continued)

Community Services *(Continued)*

Coffs Harbour City Council Social and Community Strategic Plan 2006 – 2010 *(Continued)*

Issue	Strategies	Activities and Measurable Action	Outcomes
<p>Young People</p> <ul style="list-style-type: none"> Youth Network <i>(Continued)</i> 	<ul style="list-style-type: none"> Co-ordination of annual youth week celebrations & activities. 	<ul style="list-style-type: none"> EOI process provided by Council to local agencies to apply for funding to host youth week events. Support, promotion & co-ordination of the week facilitated by Council. 	<ul style="list-style-type: none"> A diverse range of youth week events provided highlighting the skills and abilities of young people & providing opportunity for community participation.
<p>People from Culturally And Linguistically Diverse (CALD) backgrounds</p> <ul style="list-style-type: none"> Access to information. Outlet for culture, music, food etc. Opportunities for CALD and general community to interact. Specialist services for new arrivals and refugees. Recognised consultation process with Punjabi community. 	<ul style="list-style-type: none"> Multicultural Reference Group has been established as an effective mechanism for the engagement of CALD communities and service providers working with the CALD clients. Providing opportunities for celebrating cultural diversity & promoting community harmony. 	<ul style="list-style-type: none"> Regular meetings of the Multicultural Reference Group have been held with the group organising and holding a range of activities. Annual Multicultural Harmony Festival held in March 2010. Refugee Week Film Festival held in June 2010. 	<ul style="list-style-type: none"> A range of successful initiatives and events held during the year. Specialise support services to refugees continue to be supported Regular opportunities provided for the community to celebrate & showcase our cultural diversity.
<p>Women</p> <ul style="list-style-type: none"> Women's Health Centre requires permanent and adequate accommodation to remain sustainable 	<ul style="list-style-type: none"> Examine opportunities and lobby for assistance in provision of permanent appropriate premises for the Women's Health Centre. 	<ul style="list-style-type: none"> Establish current and medium term needs and outline of options for accommodation. Support & attendance at management committee meetings. 	<ul style="list-style-type: none"> The Women's Health Centre continues to be supported in its pursuit of alternative premises.

Community Services (*Continued*)

A report on Council's performance in relation to programs undertaken by Council to promote services and access to services for residents and other users of those services.

Below are strategies and or activities not included elsewhere in this report:

- Production, publication, distribution and updating of a number of community services directories.
- Provision of promotional material, including links to Council's website, for the library, the Community Village complexes in Coffs Harbour, Woolgoolga and Bayldon, and community facilities in Coramba, Lowanna, Lower Bucca, Ulong, Nana Glen and Middle Boambee
- Assistance and advice to community-based management committees of youth services, mentoring programs, crisis accommodation services, volunteering and disability services
- Actively participating in a number of Disability Interagency meetings
- Actively participating in a number of Youth Networks & related committees.
- Convening, minuting and chairing local Interagency meetings
- Coordination of the Community Development and Support Expenditure scheme for Coffs Harbour.
- Coordination of the Community Builders Program (formerly Area Assistance Scheme)
- Support, advice and assistance provided in relation to three Neighbourhood Centres and a number of community centres.
- Participation in management of volunteering projects, Home and Community Care projects, Community Services Grants Program projects and other community based organisations
- The provision of a number of community events, festivals and celebrations.
- Support provided to a range of Council community facilities/halls.

Community Services (*Continued*)

Library 2009/2010

During the year, the Coffs Harbour Library Service provided a range of services which include:

1. Provide for the needs of children. These included:
 - Pre and primary school visits
 - School holiday programs
 - Arts and Crafts activities
 - Participation and sponsorship of the 'Let's Read Program'
 - Participation in National Simultaneous Storytime
 - Weekly Storytime
 - Summer reading program
 - Children's Book Week activities

2. Promote services for people with diverse cultural backgrounds. These included:
 - A foreign language resources service
 - Free internet access

3. Ensure access and equity. These included:
 - Continuation of the home library service
 - Maintenance of fully accessible buildings
 - Introduction of additional on-line services.

4. Promote Services to Meet Residents Needs. These included:
 - Information sessions
 - Author visits
 - Poetry reading
 - Book launches
 - Online reservations
 - Public access computers

Works Subsidised On Private Land

**Local Government Act 1993 - Section 428 (2) (k)
1 July 2009 to 30 June 2010.**

No resolutions were made during this period concerning work subsidised by Council and carried out on private land.

Donations and Contributions

Local Government Act 1993 - Section 428 (2) (I)
Total amount contributed / donated under Section 356
1 July 2009 to 30 June 2010.

RECIPIENT	AMOUNT(\$)
Donations Unallocated (Mayor & GM)	3,445
Schools Annual Presentations	4,280
Coffs Coast Toy Library	150
Relay for Life (Cancer Council)	5,941
North Coast Academy of Sport	3,500
MNC Rural Financial Counselling Service	1,000
Westpac Rescue Helicopter	500
Senior Citizens Week	1,764
Coffs Harbour Spring Garden Festival	800
Southern Cross University Presentations	270
Event Subsidies (road closures)	475
TAFE Presentations	220
Woolgoolga Volunteer Sea Rescue	1,967
Westside Tennis Club (Lease legals)	1,309
D A Fees	7,279
Other Health Services – Life Education Van	4,495
Business Skills Program – Young Achievement Australia	3,300
Inner Wheel Club	100
Nana Glen Heartstart	1,000
Mountain Heartstart	1,000
Hope Bears Charity	100
Sawtell & Woolgoolga Chambers of Commerce	17,500
Southern Cross University Scholarship	270
Rates Subsidy – Sporting & Cultural Groups	43,968
Surf Life Saving Clubs – Subsidy & Rates	48,566
SES Subsidy	91,070
State Emergency Services – Contribution	70,170
Visual & Performing Arts Groups	28,999
Woolgoolga Sports Council Inc	46,500
Sawtell & Toormina Sports & Recreation Club	17,000
Glenreagh Mountain Railway	10,000
Woolgoolga Seniors Centre Inc.	6,344
TS Vendetta (Access Charge)	400
NSW Fire Brigades Subsidy	395,908
RFS Subsidy	481,972
TOTAL	1,301,562

Human Resources Activities

Local Government Act 1993 - Section 428 (2) (m)
1 July 2009 to 30 June 2010

Overview

- CHCC opted to be a Group One council and now has a published Workforce Management Strategy within the Resourcing Strategy supporting the Integrated Planning and Reporting Framework.
- Continued stocking the human resources library with books for use by staff. Titles include career development, health and lifestyle and other professional and personal development publications.
- Ongoing development of competencies for all new positions and redesigned positions.
- Continued support (both financial and other means) for staff undertaking tertiary training.
- Support for work experience throughout the year included programs through universities, TAFE, schools and other institutions.
- During the year, some staff on Existing Worker Traineeships graduated from their programs. Additional staff members were signed up for Existing Worker Traineeships. We now have sixty existing workers on traineeships, along with, thirteen new trainees and four University cadets supported to complete their engineering degrees.
- A program of recruitment of youth into the workforce was continued and several youth trainees were recruited; others previously recruited continued good progress towards their qualifications.

Employee Assistance Program

In times of difficult personal circumstances, employees are able to avail themselves of professional counselling services at Council expense.

Human Resources Policies

During the year the review of human resources policies continued, in order to keep these current and relevant.

Human Resources Activities (Continued)

Occupational Health and Safety

During the year the Safety Committee met six times. All members are fully accredited with OH&S Committee member training. Regular workplace inspections were carried out throughout the year and reports acted upon. Regular newsletters were produced with updates on OH&S issues and safety messages.

Pre-employment medicals were conducted for all staff and hearing tests were conducted for at-risk staff. Hepatitis vaccines and regular testing of at-risk staff in the weeds branch was conducted throughout the year.

The Health and Well-Being program continued throughout the year. Items included subsidisation of gym and other approved activity fees, lunchtime walking and jogging groups, monthly newsletters, fluvax available to all staff, skin cancer checks, quit smoking program, and pool passes. Council conducted another 'Biggest Winner' program to increase staff exercise regimes. Material was also distributed regarding stress in the workplace and mental health.

Employee Relations

Consultative Committee and Safety Committee meetings were held during the year. CHCC continued to work collaboratively with our staff and the three unions representing staff - United Services Union (USU), the Development and Environment Professional Association (DEPA) and the Local Government Engineers Association (LGEA) - to reach outcomes favourable to all staff and management.

Support for staff in training and development

- **Expenditure**

A total of \$782,000 was expended on training and development activities during the financial year 2009/2010. All courses sponsored were directly related to work, were required by law and/or resulted in staff enhancing their skills, knowledge and abilities to better carry out their work. They were also undertaken for professional development and for continuing professional development (CPD) status requirements for institutes to which staff members belong. This included expenditure on:

- Courses
- HECS and associated FBT
- Leadership and managerial training
- TAFE fees
- Workshops
- Travel and Accommodation
- Training materials and resources
- Full support for trainees undertaking university degrees
- RPL
- Trainee assessments
- Other university fees
- Seminars
- Conferences
- Venue hire and catering
- Equipment hire
- Full support for engineering cadets

Human Resources Activities *(Continued)*

- **Funding**

Council was also able to obtain Federal funding for staff to engage in Certificate IV in OH&S, Certificate IV in Project Management and Certificate IV in Training and Assessment (TAA).

- **Support for membership of professional associations**

During the year Council approved the reimbursement of professional association fees, where the staff member is obliged to participate in a program of continuous professional development (CPD) as part of their membership. Several professional staff took advantage of this offer.

Council also supported building and development staff in their application for accreditation and pledged support for any ongoing training they may require to maintain or enhance their accreditation.

Human Resources Activities

Activities Undertaken to Implement Council's Equal Employment Opportunity Management Plan

Local Government Act 1993 - Section 428 (2) (n)
1 July 2009 to 30 June 2010.

Current Staff Employment Statistics (as at June 2010)

Total number of employees on payroll (This includes full-time, part-time, and temporary employees, trainees, staff on maternity leave and their replacements and seasonal casuals such as Lifeguards)	571
Total number of part-time employees	67
Total number of casual employees	43
Total number of temporary employees	20

Recruitment Statistics

All vacant positions were advertised and filled in accordance with the merit principle, the Local Government Act 1993 and the EEO Management Plan.

Number of positions available	28
Number of applications received	902

During the year, there were a total of 19 terminations of employment, representing a turnover of 3.63%, which is extremely low, thus lessening the number of positions which had to be advertised.

Employment of People with Disabilities

During the year, two additional placements for people with disabilities were negotiated; these staff commenced duties on 01 August 2010. Council also continued to support existing staff with disabilities and those who reported disabilities throughout the year. Support included the provision of equipment, flexible work arrangements and part-time work.

Employment of people of Aboriginal and Torres Strait Islander Descent

During the year, Council continued its strategy to improve the employment of people of Aboriginal and Torres Strait Islander descent. Council now has 5 trainees of ATSI descent, including the first female Aboriginal trainee lifeguard to be appointed in NSW. One of our trainees – Madeline Louis - was named 2010 Indigenous Trainee of the Year in the North Coast Group Trainee Awards.

Human Resources Activities (Continued)

Employment from Culturally & Linguistically Diverse background

There are currently very few staff who identify as having come from a culturally and linguistically diverse background; none of whom were identified as needing assistance with English in the workplace. Although there are other staff that were not born in Australia, only a small percentage of staff continues to identify as CALD.

Flexible employment

Staff continued to take up opportunities for part-time work on return from maternity leave. All requests for part-time work as a result of maternity leave have been approved. All applications for permanent part-time work were also approved, on the basis of changed-life situations, carers responsibilities and other reasons. There is an increasing number of these being received and approved. Over the past several years, Council has approved more than 100 requests for flexible employment. Council is also receiving proposals for changed work conditions for transition to retirement. These have all been approved.

Equal Employment Opportunity (EEO) Awareness

Staff are surveyed on commencement regarding EEO issues. EEO awareness is maintained by the distribution of material for management and staff in regard to EEO and any changes in legislation.

The EEO management Plan is circulated widely in hard copy and a copy is available in the electronic document management system, on the intranet and on notice-boards. All staff are given information during the induction process and all staff are sent an employee manual prior to their start date with council.

Grievances

There were two grievances received and dealt with during the period.

EEO Committee

The Consultative Committee met six (6) times in the past year. Council does not have a separate EEO Sub Committee, but uses the full Consultative Committee to discuss all EEO matters. The Consultative Committee is composed as follows: one band one, band two and band three elected representatives, five union-elected representatives, one councillor and four management representatives.

Functions Delegated by Council

Local Government Act 1993 - Section 428 (2) (o)
1 July 2009 to 30 June 2010.

External bodies that exercised functions delegated by Council were:

- **Coffs Harbour International Stadium Limited**
Company exists, but does not have any Council delegation.
- **Coffs Harbour Sports Advisory Committee Incorporated**
Delegation includes managing the opening and closing of sports fields.
- **Woolgoolga Sports Council Incorporated**
Delegation includes managing the opening and closing of sports fields.

Companies In Which Council Held A Controlling Interest

Local Government Act 1993 - Section 428 (2) (p)
1 July 2009 to 30 June 2010.

Nil

Partnerships, Cooperatives or Other Joint Ventures

Local Government Act 1993 - Section 428 (2) (q)
1 July 2009 to 30 June 2010.

- **Statecover Mutual Limited**
- **Coffs Harbour Technology Park**

Business Activities

(General) Regulation 2005 Clause 217 (1)(d)
1 July 2009 to 30 June 2010.

Category 1 Business Activities are identified in Council's audited Special Purpose financial reports. A statement of expenses, revenues and assets is included for each activity. A comparison of performance with projected performance (and statement of reasons for difference) is also included for each activity.

Coffs Harbour Water operated the Coffs Harbour Environmental Laboratory as a Category 2 Business during 2009/2010. Fund, pricing and reserve information is included in Council's financial reporting structure.

National Competition Policy Requirements

(General) Regulation 2005 Clause 217 (1)(d)
1 July 2009 to 30 June 2010.

Coffs Harbour City Council applies the principles of “competitive neutrality” to its business activities as part of the National Competition Policy (NCP), which is being applied throughout Australia at all levels of Government. The framework for its adoption is set out in the June 1996 policy statements.

Council’s Category 1 Business Activities

Council business currently categorised as Category 1 under the NCP guidelines are:

- Water Services
- Sewer Services
- Airport Operations

Council’s Category 2 Business Activities

Coffs Harbour Water operates the Environmental Laboratory as a Category 2 business under the NCP guidelines.

Statement of Expenses, Revenue and Assets

See Council’s 2009/2010 Annual Financial Statements for the Category 1 business activities.

Development of NCP Implementation

Council’s current progress in relation to the NCP requirements are outlined below:

1. Adopt a corporatisation model – Each of Council’s Category 1 businesses are capable of being identified separately within Council’s reporting system. Water, Sewer and Airport services are each a distinct program and the financial position of each is clearly visible in both monthly and annual reporting.
2. Apply full-cost attribution – Calculations have been made for the relevant pricing factors which are to be included in each business pricing policy. Taxation Equivalent Regime (TER) payments, debt guarantee fees and rates of return on capital invested are identified in the operating statements.
3. Make explicit any subsidies – Council subsidies were not required in providing the services of water, sewerage and airport operations.
4. Operate within the same regulatory framework as private businesses – Each activity identified is subject to the same regulations to those businesses under private ownership.

The implementation and application of the NCP guidelines are reviewed annually as part of the process of preparing the financial reports.

NCP Complaints Handling Mechanism

At Council’s October 15, 1998, Finance and Administration Committee meeting the draft competitive neutrality complaints management policy was adopted. A copy of this policy is available from the Council’s Main Administrative Centre. Council has advertised that a system is in place to handle any NCP disputes.

Competitive Neutrality Complaints Received

To date council has not received any complaints in relation to its competitive neutrality policies.

Stormwater Management Services

(General) Regulation 2005 Clause 217 (1)(e)
1 July 2009 to 30 June 2010.

From 1 July 2007, Coffs Harbour City Council levied an annual charge for stormwater management services.

STORMWATER MANAGEMENT SERVICES					
PROPOSED PROGRAM 2009/2010				ACTUAL 2009/2010	
PROJECT/STREET	DESCRIPTION	LOCATION	EST. COST (\$)	STATUS	COST (\$)
Middle Creek Litter Trap	Installation of GPD (Gross Pollutant Device)	Sawtell	Not Budgeted	Completed	32
Marcia Street	Construction of a minor detention basin in the reserve on Ann Street	Coffs Harbour	482,000	Completed.	439,960
Fawcett St	Piping of open drain, incorporation of shallow detention basin within reserve and other associated stormwater augmentation works.	Woolgoolga	250,000	Design Completed. Works deferred to next financial year. Deferred until property flooding works are completed	0
Greenlea Street	Retaining wall and creek bank restoration	Coffs Harbour	50,000	Completed	24,661
The Boulevard, Stage 2	Provision of piped trunk drainage system to resolve localised flooding and overland surface flow issues	Mullaway	25,000	Completed	26,593
Boronia Street Sawtell (commencement works)	Provision of kerb gutter and drainage to minimise localised inundation issues.	Sawtell	Not budgeted	Completed	32,766

Stormwater Management Services *(Continued)*

STORMWATER MANAGEMENT SERVICES					
PROPOSED PROGRAM 2009/2010				ACTUAL 2009/2010	
PROJECT/STREET	DESCRIPTION	LOCATION	EST. COST (\$)	STATUS	COST (\$)
Install Stormwater Improvement Devices	Installation of stormwater improvement devices	LGA	10,000	Ongoing	6,032
Stormwater Maintenance	Ongoing cleaning and maintenance of stormwater improvement devices	LGA	20,000	Completed / ongoing	25,320
Pipe Drainage Maintenance	Minor improvement works to piped drainage.	LGA	32,000	Completed / ongoing	43,531
Open Drain Maintenance	Minor improvement works to open drainage.	LGA	28,000	Completed / ongoing	29,849
Drainage Data Collection	Collection of stormwater asset data for analysis purposes	LGA	70,000	Completed / ongoing	59,828
Hood Street	Stormwater monitoring system	Coffs Harbour	Not Budgeted	Ongoing	212
Program Total					688,784

Companion Animals Act - Compliance

Local Government (General) Regulation 2005 Clause 217 (1)(f)
1 July 2009 to 30 June 2010.

Overview

Coffs Harbour City Council's Compliance Unit has been very active in Companion Animal Management during 2009/2010. The main focus has been a steady and constant approach to companion animal owners and their responsibilities when taking their pets into public places and/or not properly restraining them within their properties to prevent their animals escaping. This has seen a slight decrease in dog fines issued throughout the reporting period (totalling 134 infringements issued, down 7 infringements from last year).

Regular programs ("Dog Blitzes") have been run throughout the year, focussing on breaches of control requirements for all dogs in public places. These programs have taken the form of very high profile patrols during business hours and out-of-hours periods. These blitzes have been promoted on occasions with appropriate media coverage.

The tables below identify certain aspects of Council's activities and have been prepared in accordance with statutory reporting requirements.

Companion Animal Seizure (As per 09/10 seizure survey submitted to DLG)

Seized by Council Rangers	619
Seized by members of the public	483
Total animals seized	1,102
Companion Animals returned by Rangers (not impounded)	245
Companion Animals returned from Council's Pound Facility	294
Total Companion Animals returned to owners	539
Total Companion Animals released to RSPCA	563

Dog Attack

Reported Dog Attacks	78
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(Dog attacks reported during this period varied in severity, from dogs acting aggressively without biting, through to several incidents of biting which required hospitalisation. The majority of incidents were minor).

A number of dangerous dogs were destroyed as a result of the incidents with which they were involved. This figure is down from last year which stood at 115. (note: not all reported dog attacks were events which constituted an attack under the Act.)

Companion Animal Management Funding - Expenditure

Companion animal complaints and tasks made up approximately 60% of the Compliance Unit's workload. The following financial outline reflects that percentage in respect to staff costs etc.

Staffing	\$ 216,867
Plant vehicles	\$ 22,414
General Dog Seizure Expenses	\$ 5,500
RSPCA Pound Facilities Contract	\$ 134,705
Office Accommodation	\$ 13,666
Equipment Purchases	\$ 3,935
Total Expenditure Companion Animal Management	\$ 397,087

Companion Animals Act – Compliance (Continued)

Companion Animal Management Funding – Income

Companion Animals Registrations Commissions	\$ 75,580
Impounding Fees and Charges	\$ 24,750
Fines (Gross, service fee not taken out)	\$ 17,578
Total Income	\$ 117,908

Companion Animal Community Education (Including De-Sexing of Cats & Dogs)

- High profile patrols with a concentration on education and enforcement
- Regular media reports and stories highlighting companion animal issues
- Coffs Harbour City Council's website (www.coffsharbour.nsw.gov.au) is a major source of information
- Tourist publications
- Information brochures and flyers sent with registration papers

Strategies for alternatives to Euthanasia for Unclaimed Animals

Coffs Harbour City Council area is fortunate to have a large scale RSPCA facility located at Dowsett Drive, Coffs Harbour. Council has an arrangement whereby the RSPCA undertakes Council's impounding responsibilities. This agreement also covers unclaimed animals - it sees ownership passed to the RSPCA, which makes every effort to find new owners for unwanted pets.

Dog Off Leash Areas

Coffs Harbour City currently provides eight (8) leash free areas for dogs at:

- Park Beach South
- Thompsons Road Dog Exercise Area
- Boambee Beach
- Hearn's Lake Beach
- Darkum Beach
- Corindi/Pipe Clay Beach
- Emerald Beach North
- Woolgoolga Back Beach

Privacy and Personal Information

Privacy and Personal Information Protection Act 1998 Section 33 1 July 2009 to 30 June 2010.

The Privacy and Personal Information Act places an obligation on Coffs Harbour City Council (CHCC) to protect the personal information it holds and use it for the purposes for which it was obtained.

As required by the legislation, CHCC adopted a Privacy Management Plan (PMP) prior to June 30, 2000. A copy of the PMP is available to the public for inspection.

During the 2009/2010 financial year a total of seven (7) applications were received (as Freedom of Information requests) to inspect personal information. One (1) of these applications was brought forward from the previous 2008/2009 financial year. Of these seven (7) requests, two (2) requests were granted or otherwise in full, four (4) requests were granted or otherwise in part and one (1) request had not been completed at the end of the reporting period.

Further information regarding Council's compliance with the Freedom of Information Act can be viewed at page 51.

Planning Agreements

Environmental Planning and Assessment Act 1979 Section 93G(5) 1 July 2009 to 30 June 2010.

Council did not enter into any planning agreements during the year.

Freedom of Information

Freedom of Information Act 1989 Section 68 and Regulation Clause 10 1 July 2009 to 30 June 2010.

Council's few FOI cases are attributed to a relatively open approach to record access (as detailed in Council's Access to Information Policy) and application of Section 12 of the Local Government Act (LGA).

In this financial year thirteen (13) FOI applications were received and two (2) were brought forward from the previous financial year for completion. Nine (9) applications were completed; four (4) were withdrawn and two (2) were incomplete to the point of determination

SECTION A: FOI REQUESTS RECEIVED How many FOI applications were received, discontinued or completed?	NUMBER OF FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
A1 New	4	6	11	7	15	13
A2 Brought forward	0	1	1	1	1	2
A3 Total to be processed	4	7	12	8	16	15
A4 Completed	3	6	9	3	12	9
A5 Discontinued	0	0	2	4	2	4
A6 Total processed	3	6	11	7	14	13
A7 Unfinished (Carried forward)	1	1	1	1	1	2

SECTION B: DISCONTINUED APPLICATIONS Why were FOI applications discontinued?	NUMBER OF <u>DISCONTINUED</u> FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
B1 Request transferred out to another agency (s.20)	0	0	0	0	0	0
B2 Applicant withdrew request	0	0	2	4	0	4
B3 Applicant failed to pay advance deposit (s.22)	0	0	0	0	0	0
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete (s.25(1)(a1))	0	0	0	0	0	0
B5 Total discontinued	0	0	2	4	0	4

SECTION C: COMPLETED APPLICATIONS What happened to completed FOI applications?	NUMBER OF <u>COMPLETED</u> FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
C1 Granted or otherwise available in full	1	2	5	3	6	5
C2 Granted or otherwise available in part	1	4	1	1	2	5
C3 Refused	0	0	0	0	0	0
C4 No documents held	1	0	3	0	4	0
C5 Total completed	3	6	9	4	12	10

(Continued next page)

Freedom of Information (Continued)

SECTION D: APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN FULL	NUMBER OF FOI APPLICATIONS (GRANTED OR OTHERWISE AVAILABLE IN FULL)					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
How were the documents made available to the applicant?						
D1 Provided to the applicant	1	2	5	3	6	5
D2 Provided to the applicant's medical Practitioner	0	0	0	0	0	0
D3 Available for inspection	0	0	0	0	0	0
D4 Available for purchase	0	0	0	0	0	0
D5 Library material	0	0	0	0	0	0
D6 Subject to deferred access	0	0	0	0	0	0
D7 Available by a combination of any of the reasons listed in D1-D6 above	0	0	0	0	0	0
D8 Total granted or otherwise available in full	1	2	5	3	6	5

SECTION E: APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN PART	NUMBER OF FOI APPLICATIONS (GRANTED OR OTHERWISE AVAILABLE IN PART)					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
How were the documents made available to the applicant?						
E1 Provided to the applicant	1	4	1	1	2	5
E2 Provided to the applicant's medical Practitioner	0	0	0	0	0	0
E3 Available for inspection	0	0	0	0	0	0
E4 Available for purchase	0	0	0	0	0	0
E5 Library material	0	0	0	0	0	0
E6 Subject to deferred access	0	0	0	0	0	0
E7 Available by a combination of any of the reasons listed in D1-D6 above	0	0	0	0	0	0
E8 Total granted or otherwise available in part	1	4	1	1	2	5

SECTION F: REFUSED FOI APPLICATION	NUMBER OF REFUSED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
What happened to completed FOI applications?						
F1 Exempt	1	0	0	0	1	0
F2 Deemed refused	0	0	0	0	0	0
F3 Total refused	1	0	0	0	1	0

(Continued next page)

Freedom of Information (Continued)

SECTION G: EXEMPT DOCUMENTS Why were the documents classified as exempt? (identify one reason only)	NUMBER OF FOI APPLICATIONS (REFUSED OR ACCESS GRANTED OR OTHERWISE AVAILABLE IN PART ONLY)					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
Restricted documents:						
G1 Cabinet documents (Clause 1)	0	0	0	0	0	0
G2 Executive Council documents (Clause 2)	0	0	0	0	0	0
G3 Documents affecting law enforcement and public safety (Clause 4)	0	2	0	0	0	2
G4 Documents affecting counter terrorism measures (Clause 4A)	1	0	0	0	0	0
Documents requiring consultation:						
G5 Documents affecting intergovernmental relations (Clause 5)	0	0	0	0	0	0
G6 Documents affecting personal affairs (Clause 6)	0	2	0	0	0	2
G7 Documents affecting business affairs (Clause 7)	0	0	0	1	0	1
G8 Documents affecting the conduct of research (Clause 8)	0	0	0	0	0	0
Documents otherwise exempt:						
G9 Schedule 2 exempt agency	0	0	0	0	0	0
G10 Documents containing information confidential to Olympic Committees (Clause 22)	0	0	0	0	0	0
G11 Documents relating to threatened species, Aboriginal objects or places (Clause 23)	0	0	0	0	0	0
G12 Documents relating to threatened species conservation (Clause 24)	0	0	0	0	0	0
G13 Plans of management containing information of Aboriginal significance (Clause 25)	0	0	0	0	0	0
G14 Private documents in public library collections (Clause 19)	0	0	0	0	0	0
G15 Documents relating to judicial functions (Clause 11)	0	0	0	0	0	0
G16 Documents subject to contempt (Clause 17)	0	0	0	0	0	0
G17 Documents arising out of companies and securities legislation (Clause 18)	0	0	0	0	0	0
G18 Exempt documents under interstate FOI Legislation (Clause 21)	0	0	0	0	0	0
G19 Documents subject to legal professional privilege (Clause 10)	0	0	0	0	0	0
G20 Documents containing confidential material (Clause 13)	0	0	0	0	0	0
G21 Documents containing confidential material (Clause 13)	0	0	0	0	0	0
G22 Documents affecting the economy of the State (Clause 14)	0	0	0	0	0	0
G23 Documents affecting financial or property interest of the State or an agency (Clause 15)	0	0	0	0	0	0
G24 Document concerning operations of agencies (Clause 16)	0	0	0	0	0	0
G25 Internal working documents (Clause 9)	0	0	1	0	0	0
G26 Other exemptions (eg Clauses 20, 22A and 26)	0	0	1	0	0	0
G27 Total applications including exempt documents	1	4	2	1	0	5

(Continued next page)

Freedom of Information (Continued)

SECTION H: MINISTERIAL CERTIFICATES (S.59) How many Ministerial Certificates were issued?	NUMBER OF MINISTERIAL CERTIFICATES	
	Previous Year	Current Year
H1 Ministerial Certificates issued	0	0

SECTION I: FORMAL CONSULTATIONS How many formal consultations were conducted?	NUMBER	
	Previous Year	Current Year
I1 Number of applications requiring formal consultation	4	8
I2 Number of persons formally consulted	9	18

SECTION J: AMENDMENT OF PERSONAL RECORDS How many applications for amendment of personal records were agreed or refused?	NUMBER OF APPLICATIONS FOR AMENDMENT OF PERSONAL RECORDS	
	Previous Year	Current Year
J1 Agreed in full	0	0
J2 Agreed in part	0	0
J3 Refused	0	0
J4 Total	0	0

SECTION K: NOTATION OF PERSONAL RECORDS How many applications for notation of personal records were made (s.46)?	NUMBER OF APPLICATIONS FOR NOTATION	
	Previous Year	Current Year
K1 Applications for notation	0	0

SECTION L: FEES AND COSTS What fees were assessed and received for FOI applications processed (excluding applications transferred out)?	ASSESSED COSTS		FEES RECEIVED	
	Previous Year	Current Year	Previous Year	Current Year
L1 All completed applications	\$1,520.00	\$782.52	\$1,520.00	\$782.50

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SECTION M: FEE DISCOUNTS How many fee waivers or discounts were allowed and why?	NUMBER OF FOI APPLICATIONS (WHERE FEES WERE WAIVED OR DISCOUNTED)					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
M1 Processing fees waived in full	1	0	0	0	1	0
M2 Public interest discounts	0	0	0	0	0	0
M3 Financial hardship discounts - pensioner or child	1	3	0	0	1	3
M4 Financial hardship discounts - non profit organisation	0	0	1	1	1	1
M5 Total	2	3	1	1	3	4

(Continued next page)

Freedom of Information (Continued)

SECTION N: FEE REFUNDS How many fee refunds were granted as a result of significant correction of personal records?	NUMBER OF REFUNDS	
	Previous Year	Current Year
N1 Number of fee refunds granted as a result of significant correction of personal records	0	0

SECTION O: DAYS TAKEN TO COMPLETE REQUEST How long did it take to process completed applications?	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
O1 0-21 days - statutory determination period	3	3	8	1	8	4
O2 22-35 days - extended statutory determination period for consultation or retrieval of archived records (S.59B)	0	3	2	3	2	6
O3 Over 21 days - deemed refusal where extended determination period applies	0	0	0	0	0	0
O4 Over 35 days - deemed refusal where extended determination period applies	0	0	0	0	0	0
O5 Total	3	6	10	4	10	10

SECTION P: PROCESSING TIME: HOURS How long did it take to process completed applications?	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	Previous Year	Current Year	Previous Year	Current Year	Previous Year	Current Year
P1 0-10 hours	2	4	8	6	0	10
P2 11-20 hours	1	1	2	0	0	1
P3 21-40 hours	0	1	0	2	0	3
P4 Over 40 hours	0	0	0	0	0	0
P5 Total	3	6	10	8	0	14

SECTION Q: NUMBER OF REVIEWS How many reviews were finalised?	NUMBER OF COMPLETED REVIEWS	
	Previous Year	Current Year
Q1 Internal reviews	0	0
Q2 Ombudsman reviews	0	0
Q3 ADT reviews	0	0

(Continued next page)

Freedom of Information (Continued)

SECTION R: RESULTS OF INTERNAL REVIEWS What were the results of internal reviews finalised?	NUMBER OF COMPLETED FOI APPLICATIONS					
GROUNDS ON WHICH THE INTERNAL REVIEW WAS REQUESTED (CURRENT YEAR ONLY)	PERSONAL		OTHER		TOTAL	
	Original Agency Decision Upheld	Original Agency Decision Varied	Original Agency Decision Upheld	Original Agency Decision Varied	Original Agency Decision Upheld	Original Agency Decision Varied
R1 Access refused	0	0	0	0	0	0
R2 Access deferred	0	0	0	0	0	0
R3 Exempt matter deleted from documents	0	0	0	0	0	0
R4 Unreasonable charges	0	0	0	0	0	0
R5 Failure to consult with third parties	0	0	0	0	0	0
R6 Third parties views disregarded	0	0	0	0	0	0
R7 Amendment of personal records refused	0	0	0	0	0	0
R8 Total	0	0	0	0	0	0

General Manager 'Code of Conduct' Reporting — 2009/2010 Annual Report
Local Government Act 1993 - Section 440; (General) Regulation 2005 Clause 193; Model Code Clause 12.33

All complainants are external to Council; ie, they are members of the public.

For privacy, complainants are identified by number. Multiple complaints from the same source are identified by the same complainant number.

Table of Code of Conduct Complaints 2009/2010

No.	Complainant	Nature of the Issues Raised (Complaint)	Outcome
1	External 1	Complaint regarding the shortfalls in the process applied to, and documentation of, the appointment of a Council Official to a position, citing alleged conflicts of interest and bias.	Complaint internally investigated. Investigation report provided to Executive Team including recommendations regarding improvement of Council procedures.
2	External 2	Complaint regarding the delay in Council's response to matter raised 12 months previous. Previous complaint concerned a refusal of a request to speak at a Council meeting.	Complaint investigated and determined to have unnecessary delays, although complaint was determined to be unsubstantiated following further investigation. Outcome communicated to relevant parties and complainant advised on external avenues of complaint available.
3	External 2	Complaint against Council Official allegedly providing misleading information in regards to a commercial arrangement, including request to forward complaint to Conduct Review Committee.	Complaint investigated and determined to be unsubstantiated. Complainant advised that investigation into matter was concluded. Complainant also advised that only complaint regarding Councillors and/or the General Manager are forwarded to the Conduct Review Committee; this complaint did not meet that criteria. Complainant advised that investigation into matter was concluded.
4	External 3	Joint written complaint (External 3 & 4) against Council Official (A) regarding conduct allegedly occurring during Official's previous employment.	Complaint investigated and determined that only conduct in relation to a Council Official's employment with Council can be investigated. Outcome communicated to relevant parties and complainants advised that matter was closed.

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General Manager 'Code of Conduct' Reporting — 2009/2010 Annual Report (Continued)

No.	Complainant	Nature of the Issues Raised (Complaint)	Outcome
5	External 4	Joint written complaint (External 3 & 4) against Council Official (A) regarding conduct allegedly occurring during Official's previous employment.	Complaint investigated and determined that only conduct in relation to a Council Official's employment with Council can be investigated. Outcome communicated to relevant parties and complainants advised that matter was closed.
6	External 5	(External 5 & 6) Concerns regarding potential Councillor breach of the Code of Conduct arising from either apparent or perceived conflicts of interest in relation to the draft <i>Employment Lands Strategy</i> .	Matter responded to indicating councillor disclosures are an individual responsibility and action on pre-emptive complaints could not progress in accordance with the principle of natural justice and procedural fairness,
7	External 6	(External 5 & 6) Concerns regarding potential Councillor breach of the Code of Conduct arising from either apparent or perceived conflicts of interest in relation to the draft <i>Employment Lands Strategy</i> .	Matter responded to indicating councillor disclosures are an individual responsibility and action on pre-emptive complaints could not progress in accordance with the principle of natural justice and procedural fairness,
8	External 5	Joint written complaint (External 5, 7, 8) against two Council Officials (B) & (C) regarding the draft <i>Employment Lands Strategy</i> and proposed land rezoning.	Matter referred to DLG for investigation. Complaint against Council Official (B) found to be unsubstantiated, with complainants advised of outcome directly by DLG. Complaint against Council Official (C) remains a pending determination.
9	External 7	Joint written complaint (External 5, 7, 8) against two Council Officials (B) & (C) regarding the draft <i>Employment Lands Strategy</i> and proposed land rezoning.	Matter referred to DLG for investigation. Complaint against Council Official (B) found to be unsubstantiated, with complainants advised of outcome directly by DLG. Complaint against Council Official (C) remains a pending determination.
10	External 8	Joint written complaint (External 5, 7, 8) against two Council Officials (B) & (C) regarding the draft <i>Employment Lands Strategy</i> and proposed land rezoning.	Matter referred to DLG for investigation. Complaint against Council Official (B) found to be unsubstantiated, with complainants advised of outcome directly by DLG. Complaint against Council Official (C) remains a pending determination.

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General Manager 'Code of Conduct' Reporting — 2009/2010 Annual Report *(Continued)*

No.	Complainant	Nature of the Issues Raised (Complaint)	Outcome
11	External 9	Complaint against Council Official in relation to the draft <i>Hearnes Lake Estuary Management Study and Plan</i> .	Complaint investigated and determined to be unsubstantiated. Outcome communicated to complainant .
12	External 10	Alleged unauthorised entry to land and failure to wear appropriate safety attire.	Complaint investigated and determined to be unsubstantiated. Determined that the Council Official attended land in accordance with civic duties. Outcome communicated to relevant parties.
13	External 11	Alleged threat of misuse of Council resources to access complainant's personal property information.	Complaint investigated and determined to be unsubstantiated. Private dispute between two Council officials and their families. Outcome communicated to relevant parties.
14	External 12	Complaint regarding the alleged delay in responding to a motor vehicle claim investigation.	Complaint investigated and determined to be unsubstantiated. Determined that the Council official investigated and responded in accordance with Council arrangements/policy.
15	External 13	Complaint regarding alleged corrupt conduct by Council Official in relation to DA assessment.	Complaint investigated and determined to be unsubstantiated. Assessment was conducted by Department of Planning. Outcome communicated to complainant and advised on external avenues of complaint available.
16	External 14	Complaint concerning alleged racially discriminatory and defamatory comments made by Council Official.	Complainant advised that Council Official was no longer in the employment of Council at the time the formal complaint was received. As allegations could not be verified, matter was finalised.

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General Manager 'Code of Conduct' Reporting — 2009/2010 Annual Report *(Continued)*

No.	Complainant	Nature of the Issues Raised (Complaint)	Outcome
17	External 15	Alleged delay in issue a planning certificate pursuant to section 149 of the <i>Environmental Planning and Assessment Act 1979</i> .	Complaint investigated and determined to be unsubstantiated. Outcome communicated to relevant parties and complainant advised on external avenues of complaint available.
18	External 16	Complaint against Council Department and the development of the <i>Draft Coffs Harbour Priority Habitats and Corridors Strategy 2010-2030</i> . Complaint related to the alleged failure to conduct stakeholder consultation, suspect motive concerning public exhibition period, the cost of developing the strategy, etc.	Complainant advised complaints could only be received against individuals, not departments. Complaint investigated and determined to be unsubstantiated. Outcome communicated to relevant parties and complainant advised that matter was closed.