



**CITY OF
COFFS HARBOUR**
INTEGRATED
PLANNING AND
REPORTING

2023/24 Operational Plan
Quarterly progress report summary
1 July to 30 September 2023

Our performance over the last quarter



6 degrees provided 5 activities for business



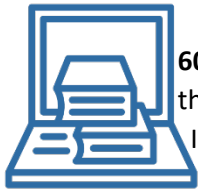
50 dogs and 33 cats impounded



97% of footpath network defect free



2.9% increase in online corporate newsletter engagement



60,483 physical visits to the library
Issued 74,991 item loans



0 Unresolved water quality complaints



7,248 tickets sold at the Jetty Memorial Theatre



99% of assigned capital projects were completed



83% of construction certificates were issued by the City (as a total for the LGA)



90% of customer enquiries were resolved at first point of contact

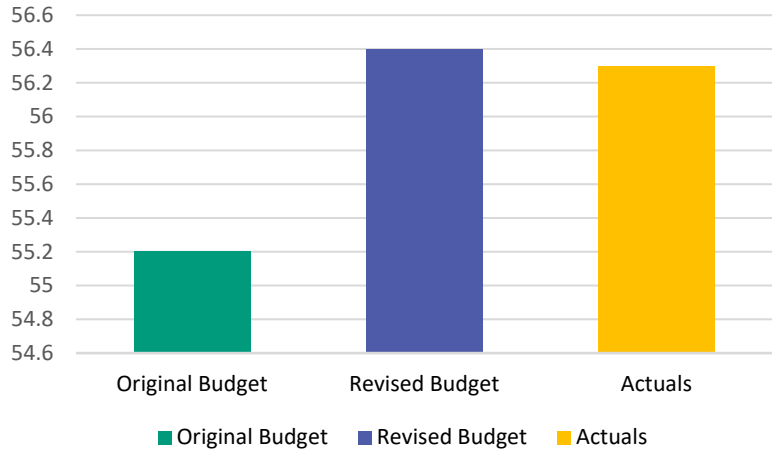


City of Coffs Harbour's Japanese Sister City of Sasebo visiting



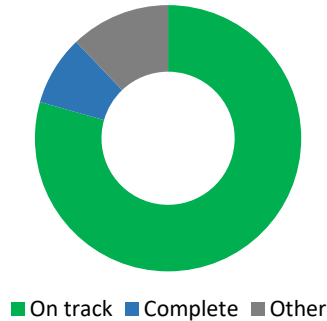
2023 North Coast Tourism Awards

Year to date budget and spend (\$m)



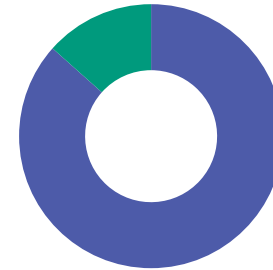
Total initiatives 165

Initiatives completed or on track



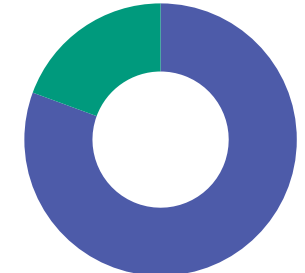
Capital Works program to date

\$11.9 million
(total budget \$76.8 million)

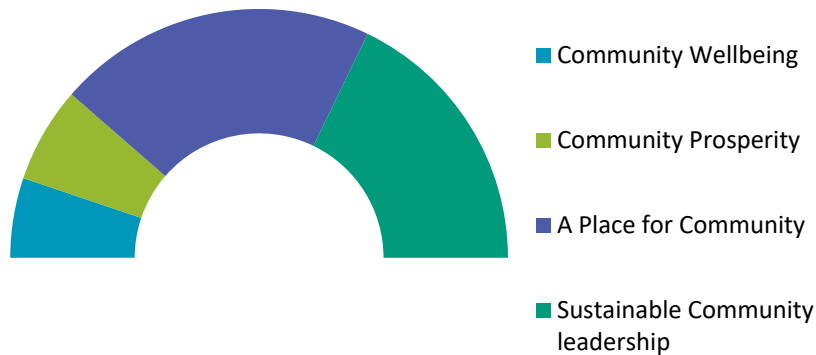


Operating expenditure to date

\$56.3 million
(total budget \$234 million)



Year to date expenditure by MyCoffs Community Strategic Plan theme



Capital works completed (Q1 only)

| | | | |
|-------------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------------------|
| Little Nymboida Bridge Renewal* \$0.71m | DDA Bus Stop Compliance \$0.07m | Diggers Beach Rd Coffs Harbour sculpture replacement \$0.05m | Jetty Memorial Theatre Aircon renewal* \$0.13m |
| Sandy Beach Active Youth Space \$1.3m | Woolgoolga Lake picnic area* \$0.11m | Toormina Velodrome asphalt renewal* \$0.02m | Marcia St to Coffs watermain* \$0.58m |
| City Centre seating \$0.07m | SPS1012 Midway Drives renewal* \$0.02m | Greys Road, Woolgoolga pavement renewal \$0.15m | |
| York St Oval Amenities, pump station, facilities \$0.8m | Walco Drive pump station building renew \$0.04m | Emergency Operations Centre upgrade* \$0.18m | |

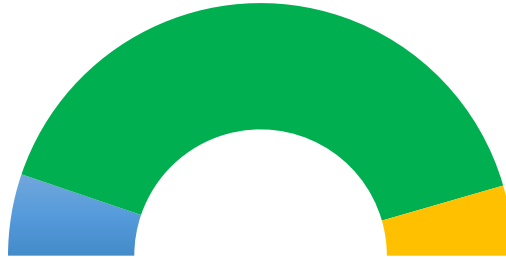
*Some projects are only practically complete. Actual spend does not include commitments/invoices yet to be paid.

Consolidated income statement

| City of Coffs Harbour Consolidated Income Statement Period Ending: 30 September 2023 | | | | | | | | | | | | | |
|--------------------------------------------------------------------------------------------|------------------|------------------|--------------------|-------------|------------------|------------------|--------------------|-------------|-------------------------------------------|----------------------------------|------------------------------|-------------------------------------------|--------------------------------|
| DESCRIPTION | CURRENT MONTH | | | | YEAR TO DATE | | | | | FULL YEAR | | | |
| | Actual \$'000 | Budget \$'000 | Variance \$'000 | Var % | Actual \$'000 | Budget \$'000 | Variance \$'000 | Var % | Last year LTD Actuals \$'000s | Last Year Actual \$'000 | Original Budget \$'000 | Approved Changes Sept Qtr \$'000 | Year End Forecast \$'000 |
| Operating Income | | | | | | | | | | | | | |
| Rates & Annual Charges | 113,610 | 113,800 | (191) | 0% | 113,610 | 113,800 | (191) | 0% | 109,204 | 111,096 | 113,800 | 0 | 113,800 |
| User Charges & Fees | 4,894 | 4,417 | 476 | 11% | 9,378 | 8,960 | 417 | 5% | 9,140 | 52,314 | 48,761 | 709 | 49,470 |
| Interest & Investment Revenue | 1,128 | 792 | 337 | 43% | 3,874 | 2,429 | 1,444 | 59% | 2,165 | 10,610 | 6,985 | 4,000 | 10,985 |
| Other Revenues | 841 | 787 | 54 | 7% | 3,921 | 3,778 | 143 | 4% | 7,097 | 24,970 | 17,635 | 4,764 | 22,399 |
| Grants & Contributions - Operating Purposes | 818 | 725 | 93 | 13% | 1,869 | 1,892 | (23) | -1% | 1,785 | 17,505 | 16,949 | 3,542 | 20,491 |
| Gain on Disposal | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0 | 6,753 | 0 | 0 | 0 |
| Internal Revenue | 2,884 | 2,797 | 87 | 3% | 9,421 | 9,371 | 50 | 1% | 8,862 | 35,510 | 35,417 | 230 | 35,647 |
| Total Income from continuing Operations | 124,174 | 123,319 | 856 | 1% | 142,072 | 140,231 | 1,841 | 1% | 138,253 | 258,759 | 239,547 | 13,245 | 252,792 |
| Operating Expenditure | | | | | | | | | | | | | |
| Employee Benefits & Oncosts | 4,674 | 5,213 | (539) | -10% | 15,218 | 15,807 | (589) | -4% | 14,800 | 58,656 | 63,064 | 2,341 | 65,405 |
| Borrowing Costs | 954 | 954 | (0) | 0% | 790 | 790 | 0 | 0% | 912 | 7,723 | 6,273 | 0 | 6,273 |
| Materials & Services | 4,234 | 5,015 | (781) | -16% | 14,504 | 14,770 | (266) | -2% | 17,247 | 65,082 | 63,866 | 5,374 | 69,240 |
| Depreciation & Amortisation | 3,794 | 3,792 | 2 | 0% | 11,377 | 11,375 | 2 | 0% | 10,780 | 46,017 | 45,875 | 0 | 45,875 |
| Other Expenses | 1,219 | 1,164 | 55 | 5% | 4,461 | 4,292 | 170 | 4% | 2,795 | 11,376 | 11,623 | 115 | 11,738 |
| Loss on Disposal of Assets | 69 | 0 | 69 | 0% | 69 | 0 | 69 | 0% | 252 | 9,676 | 0 | 0 | 0 |
| Internal Expenses | 3,605 | 2,850 | 755 | 27% | 9,906 | 9,329 | 577 | 6% | 8,791 | 34,704 | 35,417 | 88 | 35,505 |
| Total Expenditure from continuing Operations | 18,548 | 18,986 | (438) | -2% | 56,325 | 56,362 | (37) | 0% | 55,578 | 233,233 | 226,118 | 7,918 | 234,036 |
| OPERATING (DEFICIT) / SURPLUS | 105,626 | 104,332 | 1,294 | 1% | 85,747 | 83,869 | 1,878 | 2% | 82,675 | 25,525 | 13,429 | 5,327 | 18,756 |
| Capital Revenue | | | | | | | | | | | | | |
| Capital Grants, Contributions and Donations | 3,176 | 3,841 | (666) | -17% | 6,202 | 7,565 | (1,363) | -18% | 9,768 | 29,017 | 38,374 | 1,740 | 40,114 |
| CAPITAL REVENUE | 3,176 | 3,841 | (666) | -17% | 6,202 | 7,565 | (1,363) | -18% | 9,768 | 29,017 | 38,374 | 1,740 | 40,114 |
| NET OPERATING RESULT (Incl. Capital Grants & Contributions) | 108,802 | 108,173 | 628 | 1% | 91,948 | 91,434 | 514 | 1% | 92,443 | 54,542 | 51,802 | 7,068 | 58,870 |
| Capitalised Expenses | 4,953 | 5,586 | (633) | 11% | 11,939 | 12,949 | (1,009) | -8% | 27,050 | 96,837 | 69,032 | 7,789 | 76,821 |

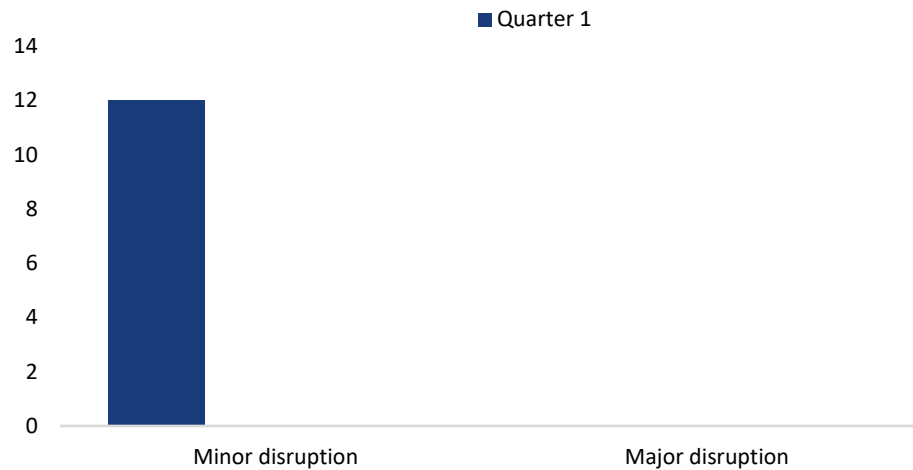
Capital projects overview

| | | |
|------------------|------------|---|
| Complete | 14 | ✓ |
| On Track | 108 | ○ |
| Minor disruption | 12 | ○ |
| Major disruption | 0 | ○ |
| Total | 134 | |



How are we tracking?

Capital projects are tracking fairly well for the first quarter, some projects are not on track due to delays in some supplies and resourcing or wait times for some aspects of projects.



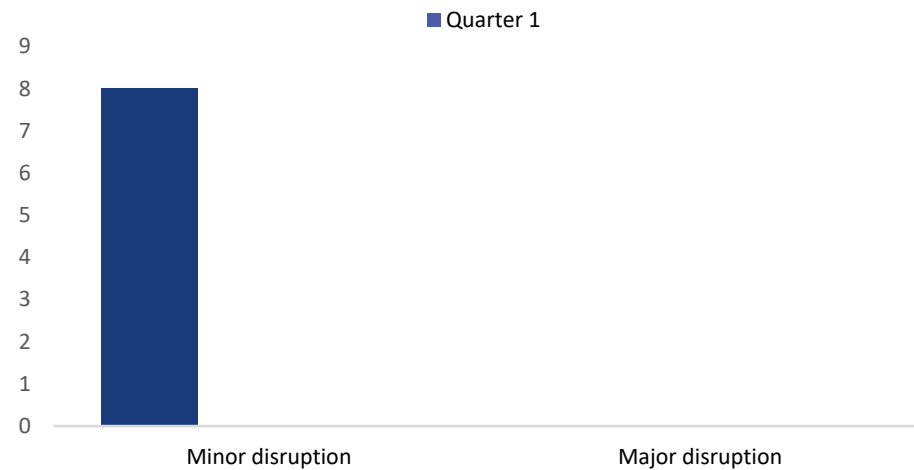
Significant projects overview

| | | |
|------------------|-----------|---|
| Complete | 0 | ✓ |
| On Track | 23 | ○ |
| Minor disruption | 8 | ○ |
| Major disruption | 0 | ○ |
| Total | 31 | |



How are we tracking?

Significant projects are also tracking well for the quarter. Wait times for some processes (system upgrades/reviews) and longer time required for effective community consultation have impacted some significant projects.



What we did - highlights

Community Wellbeing

Deliver library services

The library service received 60,483 physical visitors and issued 74,991 item loans during the July – September quarter.

Yarrila Arts and Museum (YAM) moved into new building

After the opening the new Yarrila Place building the City of Coffs Harbour unveiled their brilliant opening exhibits for the building. These were:

- *Yaamanga Around here* is a permanent exhibition exploring the history and identity of the Coffs Coast through themes of place, community and belonging, with Gumbaynggirr culture at its heart.
- *Ngarraanga ngaanya junaaygirr Hear me speak* is a major exhibition with compelling artistic voices, showcasing the rich cultural heritage and contemporary practices of Gumbaynggirr artists
- *Harbour, Headlands, Hinterland* explores coastal and country life, revealing a sense of belonging through contemporary art, showcasing some of Yarrila Arts and Museum's diverse collection
- *Please Walk on the Grass* invites you to enter a world of play with local artist Peggy Zephyr's hyper-coloured paintings and tactile textiles.
- *Speaking Water* is a series of video works, interwoven at times with recurring imagery and overlapping sound; a watery journey and shared expedition of five international contemporary artists.

These stories celebrate the importance of connection to Country, the impact of the land and how it has shaped the local community's growth and transformation into the vibrant City of Coffs Harbour.

Community Prosperity

2023 North Coast Awards

Tourism businesses on the Coffs Coast have taken out 3 gold and 4 silver awards at the 2023 North Coast Tourism Awards on 27 July 2023.

A collaboration between Destination North Coast and Business NSW, the awards recognise growth, and entrepreneurship and celebrate tourism businesses' success across 17 local government areas from the Queensland border to Tea Gardens/Hawks Nest.

The Coffs Coast winners were:

- Giingan Gumbaynggirr Cultural Experience (Gold, Excellence in Cultural Tourism)
- Pacific Bay Resort (Gold, Business Event Venue of the Year)
- Lindsay Russell - Broken Open Events (Gold, Outstanding Young Tourism Business Leader)
- The Big Banana Fun Park (Silver, Tourism Attraction of the Year)
- Woopi Brewing Co (Silver, Excellence in Wineries, Distilleries and Breweries)
- Lydia Crossingham - The Observatory Holiday Apartments (Silver, Outstanding Young Tourism Business Leader)
- Neil Manson - The Observatory Holiday Apartments (Silver, Outstanding Tourism Business Leader).

This recognition of our excellent tourism operators further cements Coffs Harbour's reputation as a national and global tourism hot spot.

A Place for Community

Valuing local waterways

During August and September 2023 the City asked for local input to help develop specific measures aimed at preserving and enhancing Moonee Creek, Coffs Creek, Boambee/Newports Creek, Jordans Creek and Pine Bush Creek Estuaries.

A Draft Central Coffs Harbour Estuaries Coastal Management Program is being prepared and is currently in the process of looking at actions to help tackle bank erosion, habitat degradation, water quality, catchment and sediment inflows, as well as improving recreational opportunities.

All community feedback will be used to help prioritise and rank the most effective, viable, and supported options from the list. The results will help inform the actions to be included in the final Draft Coastal Management Program (CMP).

Certify buildings

The City issued 83% of the total Construction Certificates issued in the local government area over the July - September reporting period.

The City issued 50 Occupation certificates (residential) for the quarter.

Sustainable Community Leadership

Yarrila opening and new 2D Cafe

The new Yarrila Place building was opened on 16 September 2023. The building showcased our new museum and gallery (YAM) and the new Harry Bailey Memorial Library.

The City also opened the 2D Coffee House which is the first of its kind in NSW (outside of bookable themed rooms), in Yarrila Place on Gordon Street. The café has been hand-painted in a 2D monochrome style by Mila Nascimento, meaning the food, beverages and people are the colour for this welcoming space.

The opening day for Yarrila was a great success, with plenty of community members attending the special day. We heard from the Mayor Paul Amos, General Manager Natalia Cowley and had the Prime Minister Anthony Albanese visit and present a speech.

Sasebo Sister City visit

The City also had the privilege of hosting a visit from our Japanese Sister City of Sasebo in August 2023. This visit marked the 35th anniversary of the founding relationship which began in 1988. This bond has opened education, tourism and cultural benefits to both cities and communities.

The Sasebo delegation spent their first day visiting Sealy lookout and the Big Banana. Their trip closed with a 35th Anniversary Tree-planting Ceremony at the Japanese Garden in the Botanic Garden. A Civic Dinner was held at Pacific Bay for their last night before leaving Coffs Harbour.