

**From:** [REDACTED]  
**To:** Council  
**Subject:** Delivery Program/Operational Plan  
**Date:** Friday, 26 April 2024 2:30:40 PM

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**ATTENTION:** General Manager Mr H. Basson.

**Submission re: Delivery Program 2022-26, Operational Plan 2024-25.**

p.2 Tenterfield is NOT a 'strong agricultural region'. Poor soils, increasing number of subdivisions, declining farming population, climate/environmental challenges. Eco and cultural tourism are becoming significant economically.

p.3 Council's fiscal repair strategy and hard decisions were not well informed under the previous regime ([REDACTED]). The closure of the School of Arts was based upon erroneous financial and lease information. The operational model for this important facility it yet to be established.

Working with the community requires frequent and transparent communications, based upon solid evidence. Councillors require reliable up to date information, a good understanding of the issue and honest communications to make valid decisions on behalf of the community. Communications between the community and Council/councillors need improvement: emails to be acknowledged and answered, Council workshops/committee meetings and reports documented and publicised, official documentation of any conversations/meetings between councillors and individuals/businesses/lobbyists pertaining to Council business/ community projects.

p.5 Our Mission Add Quality Council operations and communications  
Our Vision there is a whiff of 'nanny state' Community spirit exists, needs support.  
Corporate Values clearly deficient in the past, now a work in progress.

p.6 Discussions about funding priorities and acceptable service levels must be based upon reliable, realistic information. ' Holistic, sustainable and viable community' is questionable considering the dire financial situation of local and State governments. Is a Community Strategic Plan for 10 years realistic considering the constant changes and challenges? The relevant local and state government organisations need more effective lobbying to resolve the various bureaucratic excesses and constraints. The theme of Building Community Trust is ironic.

Delivery Program and Operational Plan Community

1.1.1.1, 1.1.1.2, 5.1.1.1 To improve Council's credibility and effectiveness these should be prioritised. Honest, well researched communications are crucial.

5.1.2.6 Council will divest itself of underperforming assets. This requires careful assessment and honest communications.

Are the proposed bike paths (Angry Bulls), the Band Hall and Tenterfield Park on the relevant Council plans?

6. Emergency Services Tenterfield SES – access and parking 2026/26. This work was requested years ago. Does Council own the SES building? If so, has it been assessed?

p.79 The community survey need finessing as noted at the last Council meeting. A resumption and reinvigoration of community information sessions might be worthwhile.

Appendix 1: Our services

35. Street and public domain lighting and security ?CCTV.

Are the Council waste and recycling services coping with the range of community events?

I acknowledge the outstanding work of the interim GM and Council staff. I wish the current GM and staff and councillors a positive, productive and satisfactory term.

Sincerely,

[REDACTED]