

Tenterfield Shire Council Draft Delivery Program and Draft Operational Plan 2024-2025 Community Feedback

No.	Comment	Council Response
1.	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.	Council's industry sectors, including agriculture and tourism, are measured by several agencies, including the Australian Bureau of Statistics. While the comment is valid in that there is an increase in eco and cultural tourism, agriculture is still the major industry in Tenterfield Shire, as per the 2021 Census. (Beef Cattle Farming – Specialised @ 10.5%).
2.	p.3 Council's fiscal repair strategy and hard decisions were not well informed under the previous regime (██████████). 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.	Council is in ongoing consultation with the National Trust of Australia (NSW) and recognises that an operational and financial solution for the facility will take time and careful consideration, taking into account all social and economic factors. Council remains to be engaged in a process of best determining its financial position base on the current financial and asset information available.
3.	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	Council's communication and community engagement is set out in Council's Community Engagement Strategy, the Customer Service Charter, and the Customer Service Policy, as well as

	<p>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>	<p>the legislative requirements set out by the NSW Local Government Act and other legislative instruments. Likewise, Council and Committee meeting minutes are always provided to the public through the Council meeting formats, and available on Council's website. Council is currently operating with a significantly reduced staffing component, impacting Council's ability to meet these stated high expectations. In the years to come, Council will continuously improve its communications.</p>
4.	<p>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>	<p>Council's Mission and Vision are developed in consultation with the Community, albeit some time ago. These may be reviewed in consultation with the Community and, if required, amended and/or updated during the next Integrated Planning and Reporting development period, which processed will be finalised following the September 2024 NSW Local Government elections.</p>
5.	<p>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</p>	<p>The next Integrated Planning and Reporting framework development period for the Community and Council, including the Community Strategic Plan, Delivery Program and annual Operational Plan will soon commence and be finalised</p>

	Building Community Trust is ironic.	following the September 2024 NSW Local Government elections. Discussions around funding priorities and acceptable service levels will be part of the community engagement process for the IP&R. The 10-year period is a requirement of the NSW State Government IP&R framework for the Community Strategic Plan.
6.	<p>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.</p> <p>5.1.2.6 Council will divest itself of underperforming assets. This requires careful assessment and honest communications.</p> <p>Are the proposed bike paths (Angry Bulls), the Band Hall and Tenterfield Park on the relevant Council plans?</p>	The Delivery Program and Operational Plan strategies and goals including parks, buildings, and sporting facilities, while reflecting community submissions and feedback, are always contingent on available and future funding sources and operational resources. Council's focus is on the maintenance and renewal of existing assets, with new asset creation being discouraged.
7.	<p>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> <p>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.</p>	<p>Council services, including those for road access and parking facilities, are contingent on available funding and operational resources.</p> <p>Council's community survey is undertaken every two financial years, in line with the Community Engagement Strategy. As with other services, the Community Survey is very much defined by the</p>

		funding and resources available.
8.	Appendix 1: Our services 35. Street and public domain lighting and security? CCTV.	Council has previously considered applying for grant funds to install security and CCTV systems in the main CBD. Council may revisit this in the next term of Council, following the September 2024 Local Government elections. Public domain lighting, that is not part of the road network, would also be dependent on grant funding availability.
9.	Are the Council waste and recycling services coping with the range of community events?	Council's waste and recycling services are available to all community events, and information on booking additional services to those already provided to the Community are available on Council's website.
10.	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.	Council thanks the submitter for their compliment and recognition.